



**مؤسسة مخزومي**  
**Makhzoumi Foundation**

**END OF YEAR**  
**2018**

# Our MISSION STATEMENT

Makhzoumi Foundation's mission is to mobilize resources, build partnerships and develop the capacities of our community in Lebanon while promoting targeted education, affordable healthcare, workable startups, sustainable development and secured livelihoods.



# TABLE OF CONTENTS

<b>Page 4</b>	<b>LETTER FROM THE PRESIDENT</b>
<b>Page 5</b>	<b>OUR VALUES &amp; PRINCIPLES</b>
<b>Page 7</b>	<b>OUR STRATEGIC PLAN FRAMEWORK</b>
<b>Page 8</b>	<b>MAKHZOUMI FOUNDATION &amp; THE SDGs</b>
<b>Page 13</b>	<b>BY NUMBERS</b>
<b>Page 14</b>	<b>OUR PEOPLE</b>
<b>Page 15</b>	<b>VOCATIONAL TRAINING PROGRAM</b>
<b>Page 25</b>	<b>HEALTHCARE PROGRAM</b>
<b>Page 43</b>	<b>MICROCREDIT PROGRAM</b>
<b>Page 50</b>	<b>DEVELOPMENT PROGRAM</b>
<b>Page 67</b>	<b>RELIEF PROJECT</b>
<b>Page 71</b>	<b>MEMBERSHIP &amp; PARTNERSHIP</b>
<b>Page 73</b>	<b>CONTACT US</b>

# LETTER FROM THE PRESIDENT

*Friends of Makhzoumi Foundation,*

*Since 1997, Makhzoumi Foundation has served the community by expanding educational and vocational opportunities, by offering healthcare services, by providing small entrepreneurs with support, by empowering women in Lebanon toward sustainable development and by assisting displaced communities and vulnerable families in all possible means.*

*Makhzoumi Foundation began its 21st empowering year with solid walks toward expansion of services. Our unique status has garnered national and international attention and represents our mission and deep connection to our beloved community. Our commitment and responsibility to our beneficiaries is reflected in our position as an educational, medical and economic engine for the country and as an engaged partner with national and international organizations, academic institutions and government agencies.*



*A Makhzoumi Foundation service is transformational. Beneficiaries develop authentic relationships with our teams and feel truly cared for as individuals. They discover workers who are real mentors and helpers, who support their goals and needs, and it is from this support, experiences of meaningful empowerment, surface. Through programs, projects, internships and involvement in all kinds of social activities, we do our best so that all Makhzoumi Foundation community would have momentous encounters with us.*

*This is our commitment and as we continue our dynamic climb on the ascent of humanitarian works, our annual report for year 2018 is a tool that we use to continually improve how we serve the community and the country; as well, it is an opportunity to share success stories that show our mission and strategy in action.*

*Sincerely,  
**May Makhzoumi | President**  
**SDG5 Goal Leader***



مؤسسة مخزومي  
Makhzoumi Foundation

تمكين لغد أفضل



٢١ سنة  
منحتفل



# OUR VALUES & PRINCIPLES

## RESPECT FOR HUMAN RIGHTS

We recognize that all human beings are born free and equal in dignity and rights.

## EMPOWERMENT

Empowering the community underlines everything we are and everything we do.

## LEADERSHIP

Our best work comes through a collaborative approach that leads groups towards specific results.

## SERVICE BEYOND SELF

Philanthropy is our strong motivator to act from a concern for others.

## ACCOUNTABILITY

We are responsible for all our actions and decisions.

## TRANSPARENCY

We are guided by openness in the dissemination of our records.

*Our commitment and responsibility to our beneficiaries is reflected in our position as an educational, medical and economic engine for the country and as an engaged partner with national and international organizations, academic institutions and government agencies.*

**— May Makhzoumi**



# OUR STRATEGIC PLAN FRAMEWORK

## GOAL 1

To train and educate with the skills needed for today's workforce.

## GOAL 2

To increase the value of our health services, by enhancing prevention and quality, and strengthening our ability to deliver cost effective care.

## GOAL 3

To improve the Social and Economic status of entrepreneurs and low to medium income community members.

## GOAL 4

To preserve and improve the environment as a valuable asset of Lebanon on the road towards sustainable development.

## GOAL 5

To meet relief and humanitarian essentials to Vulnerable Communities.

مؤسسة مخزومي  
Makhzoumi Foundation



## Makhzoumi Foundation & the SDGs

# FINDING MEANING THROUGH SERVICE

### Sustainable Development Goals (SDGs)

Makhzoumi Foundation began to line up along the Sustainable Development Goals (SDGs) since they were established by the United Nations in the fall of 2015. The SDG framework is both aspirational and practical for us to apply our superpowers in finding innovative solutions to the community's most daunting challenges, which are social, economic and environmental.



## SUSTAINABLE DEVELOPMENT GOALS

### #1 | NO POVERTY

We are implementing nationally appropriate social protection systems and measures for all, including floors, and by 2030 achieve substantial coverage of the poor and the vulnerable.

### #3 | GOOD HEALTH & WELLBEING

We are addressing many different persistent and emerging health issues by focusing on increased access to primary healthcare services with improved vaccination and hygiene.

### #4 | Quality Education

We are improving quality of life through access to inclusive vocational and technical education that helps equip the community with the tools required to develop innovative solutions to the world's greatest problems.

### #5 | Gender Equality

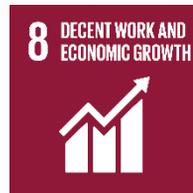
Our president was selected to be SDG #5 Goal Leader and this is a direct drive toward our works on achieving progress on gender equality and women's empowerment.

# Makhzoumi Foundation & the SDGs

## UNDERSTANDING OPPORTUNITIES

### Sustainable Development Goals (SDGs)

Beyond the long years of community empowerment, Makhzoumi Foundation has made a global footprint, vast resources and innovative solutions for humanitarian challenges. At the same time, the expertise of our teams focuses on a direct mission, credibility and relationships with remote and marginalized communities.



#### #6 | CLEAN WATER & SANITATION

We are working on reducing pollution and minimizing hazardous chemicals and materials and substantially increasing recycling and safe reuse.

#### #7 | AFFORDABLE & CLEAN ENERGY

We are spreading awareness about the right possible uses of energy and trying our best in supporting community access to affordable, reliable alternative energy services.

#### #8 | DECENT WORK & ECONOMIC GROWTH

We are trying to help our community achieve higher levels of economic productivity through startups diversification and vocational innovation.

#### #10 | REDUCED INEQUALITIES

Our works witness the significant strides towards NO DISCRIMINATION in regards to color, ethnic beliefs, abilities, and race. This is how we address all nationals and displaced communities, trying as much as we can to reduce the large disparities.

# Makhzoumi Foundation & the SDGs

## INTERCONNECTING GLOBAL TARGETS



The SDGs are all interconnected. For example providing girls with access to a quality education promotes gender equality, reduces hunger and poverty. Through this framework, Makhzoumi Foundation works. We make it crystal clear what particular SDGs we are addressing and how. Our reach means we are well placed to contribute to and benefit from the SDGs.



### #11 | SUSTAINABLE CITIES & COMMUNITIES

We are helping reduce the adverse environmental impact of cities in Lebanon by paying special attention to air quality and other waste management and supporting positive economic, social and environmental links.

### #12 | RESPONSIBLE CONSUMPTION & PRODUCTION

We are contributing to sustainable consumption and production by promoting energy efficiency and by providing access to green and decent jobs and a better quality of life for our community.

### #13 | CLIMATE ACTION

We are improving education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

### #14 | LIFE BELOW WATER

We are working hard to prevent and reduce marine pollution of all kinds, in particular from land-based activities.

# Makhzoumi Foundation & the SDGs

## EMBRACING THE WORLD'S PLAN

### Sustainable Development Goals (SDGs)

We all agree that the Sustainable Development Goals are an excellent vehicle for driving a change. To us, they are like an action plan for the whole planet and the community to prosper by 2030, hopefully. We are contributing to their implementation because we trust their strategic importance to the world and to Lebanon, and we are committed to helping achieve them.



#### #15 | LIFE ON LAND

We are promoting the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services. We are also combating desertification through reforestation projects, striving to achieve a land degradation-neutral world.

#### #16 | PEACE, JUSTICE & STRONG INSTITUTIONS

We are working on significant reduction of all forms of violence, ending abuse, exploitation, trafficking and all forms of torture of children. We are also spreading awareness about legal identity for all, including birth registration. We are also strengthening ourselves and our national partners through international cooperation for building capacity at all levels.

#### #17 | PARTNERSHIPS FOR THE GOALS

In implementing the last SDG, we are strengthening our partnerships with local, international and governmental institutions including both the private sector and civil society. We are so much aware that these inclusive partnerships that are built upon principles and values, a shared vision and shared goals will place the community at the center.

# STORIES OF THE ASCENT



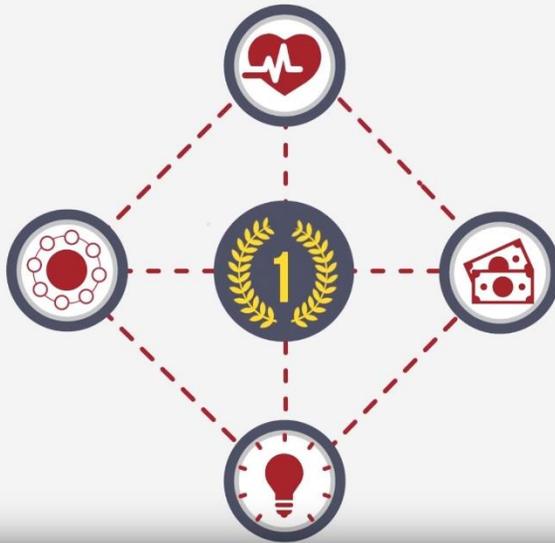
Makhzoumi Foundation 20 years Anniversary, 2018



Stop the Exploitation of Street Children Campaign, 2018



Makhzoumi Foundation Headquarter in Beirut, 2018



STORIES  
THAT LIVE  
FOREVER...



2:30 / 2:46

# By Numbers

Since 1997

**MORE THAN 3 MILLION SERVICES  
FOR OVER 650,000 BENEFICIARIES**



760,000

Healthcare Services



143,334

Training Certificates



11,373

Micro-Loans



312,334

Development  
Outreach



1,065,736

Humanitarian  
Assistances

# OUR PEOPLE

Our people play a key role in supporting the community and we are proud of the quality of **130** professionals. Each and every day our people play a leading role in helping people access high quality, affordable services. Our centers all over Lebanon are an inspiring place to work, thus we continue to focus on the human resources and provide them with the proper support to operate efficiently in a caring environment.

During the 2018 year, a range of initiatives were rolled out for all our employees. The main focus is on engagement, leadership, development, as we work towards delivering a more rewarding and engaging environment for all. We have set objectives to know about employee attitudes, burnout tendencies, workplace climate, training opportunities and competitive intelligence, which are key indicators for employee retention, satisfaction, and productivity. This is why we have engaged our staff in many satisfaction surveys during 2018. We have seen a positive shift in results in relation to the knowledge and tools that help build positive employee relations and a positive work environment for upcoming years. What we have done throughout 2018 includes updating and completing all employees files, preparing full data lists for all employees, updating job descriptions for all employees, updating the leaves platform that we named “MF time” constantly to make it easier and user friendly for all employees.

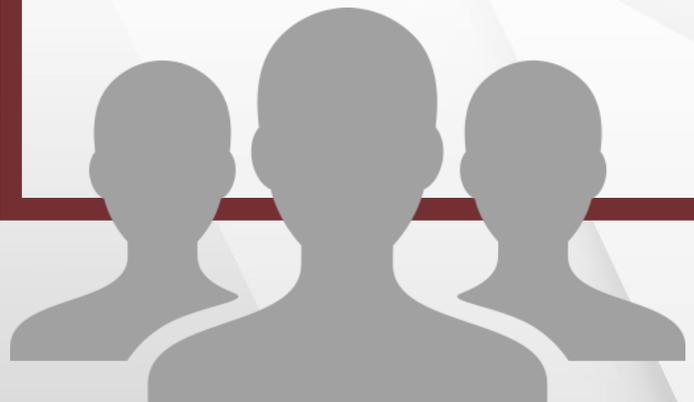
In addition, we have put in place new policies and procedures comprising sexual harassment, travel and accommodation, transportation, gift, equality and diversity. Further services through Makhzoumi Foundation human resources department included updating the old manual.

## Training & Continuous Education

In the fast-paced fields of non-profit and other humanitarian sectors, continuing education is important for career growth and licensure. In 2018, we have facilitated the continuing education of our people to renew their licenses. The continuing education focuses on subject areas in healthcare, vocational training, finance and sustainable development.

## New people on board

A strong recruitment process was held in place this year as a direct reflection of the validity and professionalism of Makhzoumi Foundation. We have opted to add to our family people in appropriate selected vacancies. 30 new professionals and experienced persons were on board. Specialized interns were also selected to help in the human resources, information management processes. Many outreach volunteers were recruited to spread awareness about our services.



# The VOCATIONAL TRAINING PROGRAM



## EDUCATION AS A PASSPORT...

The vocational training also known as technical vocational and educational training (TVET) and livelihood training, which provides technical skills training; job specific according to job market needs. These programs generally focus on providing mostly youth with hands-on instruction that can lead to certification or a diploma acknowledged by Directorate general of vocational and technical education (Dekwane) and Ministry of Social Affairs. Vocational training at Makhzoumi Foundation is organized very systematically on the basis of vocational groups. A vocational group includes trainees whose work activities are based on similar

technical skills and who need related expertise in order to perform their job. Our mission is to provide our trainees with educational, technical and vocational skills. It fulfils two of Makhzoumi Foundation's goals including encouraging the seeking of knowledge and promoting self-reliance. Our courses are implemented in Beirut, Mount Lebanon (Aramoun), Bekaa (Baalbek and Zahle) and South (Saida) that are tailored to cater for the essentials of the labor market and private sector.

## THE NUMBERS...

The vocational training program of Makhzoumi Foundation speaks through its numbers. In 2018, the program embraced students from everywhere joining the courses with a distribution over 5 parallel terms. A total of **5334** students from Lebanon and from other countries spent efficient time learning vocations that they selected. Their career is on the move

toward self-sufficiency and immediate practice. The age groups of students who joined the technical vocational and education training program vary between 15 and 35 plus years old. The highest percentage is within the age group of 15 to 20 years old. They constitute 77% of all the beneficiaries.



**Lebanese students**  
3209

**International students**  
2125

### Distribution of students by country



**68%**  
Female



**32%**  
Male

### Distribution of students by gender



**Term #1**  
856



**Term #2**  
1314



**Term #3**  
1254



**Term #4**  
839



**Term #5**  
1071

### Distribution of students by term



**15 - 20**  
4153



**21 - 25**  
382



**26 - 30**  
285



**31 - 35**  
197



**35+**  
317

### Distribution of students by age



**42%**  
In Beirut



**9%**  
In Baalbek



**19%**  
In Zahle



**6%**  
In Saida



**15%**  
In Tripoli



**7%**  
In Aramoun

### Distribution of students by area

# EXHIBITIONS & FORUMS...

The technical vocational and educational training program is actively participating in different exhibitions and forums that are held over the year to provide youth with opportunities for professional development, livelihood trainings and employment opportunities. The program participated in but not limited to ACADEMIA, NGO Fairs, Schools & Universities and community services fairs.



## WE APPRECIATE Our teachers

Professional development trainings were provided for in-house educators to better integrate technology in class using the interactive boards. The Active-Classroom is a 360-degree, classroom technology-enabled learning environment comprising interactive white boards, Learner Response Systems, software, training, professional development and resources have all proven to improve educational results. Language courses are being supported with interactive software to engage

beneficiaries with highest engagement with technology through their learning. This tool increases students' acquisition of language from the support of Cambridge University Press. It is always important to emphasize that all certificates from the Vocational Training Program has the full official recognition of the Directorate General of Vocational and Technical Education (Dekwaneh) and the Ministry of Social affairs.



IT Hackathon in Zahle , 2018



Vocational Training Class in Beirut , 2018

## CONTRIBUTIONS TO OUR COMMUNITY

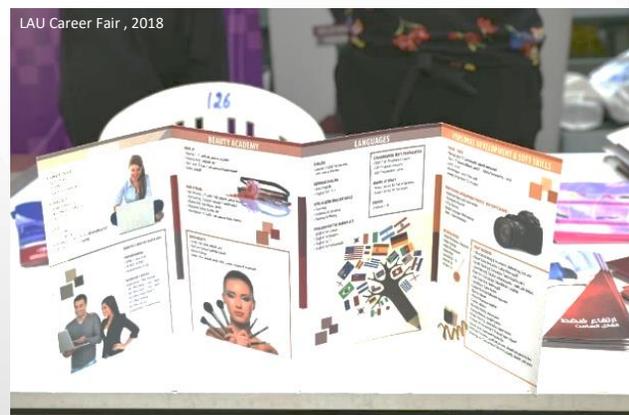
**Beauty Academy** students offering their skills to the community through the weekly open days to in hair dressing and beauty services. They also volunteer in some social and humanitarian activities like visiting the Elderly or Orphan homes.

**Men Barber and Hair Dressing** trainees visited the Orphans houses and elderly on different occasions, offering haircuts on specific occasions, to name a few, mother's day, El Fitr, Adha, Christmas, and New year was promoted and a large number of ladies were served.

**Hair Dressing, Nail Polish, Henna, and Eyebrows shaping** were offered as a gift to the neighborhood as well as parents and friends of the trainees throughout the year.

In order to better serve and widen the range of beneficiaries, special classes for special target groups have been allocated. Constant Contact with different social organizations is being maintained in order to ensure a wider spread scope of services and assistance.

To name but a few like Members of **Islamic social association and Legal Islamic Court** benefit from our courses. Arabic Literacy and digital literacy classes were offered, and trainees were given the chance to peruse higher levels of Arabic literacy courses.



## YOU MATTER

In all the vocational training centers of Makhzoumi Foundation, it has become a custom for the administration and the instructors to follow up on beneficiaries after their graduation. The follow up is performed on both, the academic and the social levels. Trainees are advised to take other courses to empower their working knowledge, and when possible, to help those in need to find jobs through the posters and ads. Employment follow up surveys has been conducted on an informal random selection.

## NEW PRACTICES IN 2018

- **MAKE-UP** Level 3 was introduced this year.
- We implemented new projects with international organizations **COSV, ANERA, UNDP, MADAD and AVSI.**
- A New Academic year for the **TECHNICAL SCHOOL** for 2018/2019.
- **On The Job Training (OJT)** for accounting, beauty, photography, cell repair and construction.
- We also ran Graduation celebration events for more than **4,000 beneficiaries.**



## VOCATIONAL TRAINING **Activities**

### MOS CHAMPIONSHIP

The Microsoft Office State (MOS) championship is a worldwide recognized championship that was launched in Lebanon for the first time in December 2017, sponsored by Makhzoumi Foundation. Students from various educational institutes, public, private and technical educational institutes and universities, began their training for the championship at Makhzoumi Foundation. After the training period, the two students who ranked the highest in the MOS Championship qualified

for the international championship that was held in Orlando, Florida in the United States of America from July to August 2018. This event ensures the capability to raise Lebanon's name high and emphasize on the importance of digital literacy for youth.

We proudly ranked in the second place worldwide in the MOS championship and look forward to empower youth reach international ranks.

### MICROSOFT INFORMATION TECHNOLOGY (IT) ACADEMY

Makhzoumi Foundation is still an active member of Microsoft IT Academy. All Microsoft materials are continuously modified to meet the Microsoft IT Academy Program Standard. Accordingly, all Microsoft courses at Makhzoumi Foundation are taught upon a defined curriculum, directly and in uniformity with the Microsoft

Education Department. Trainees and instructors are finding the used methodology very functional and effective. Several Meetings were held with Microsoft Lebanon. Updated were the Open Academic Licensing agreement, the Microsoft IT Academy renewal, and the Social engagement of Microsoft.

### INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL)

The International Computer Driving License abbreviated worldwide by ICDL is the world's leading computer skills certification. To date more than 15 million people have engaged with the ICDL program, in over 100 countries. So in line with the importance of this international certification and in order

to introduce the best practices for computer literacy in Lebanon, Makhzoumi Foundation in corporate coordination with ICDL Lebanon teaches and evaluates the trainees according to ICDL international standards. Many tests have been conducted, and trainees passed their evaluations.

## COMMUNITY DEVELOPMENT CENTER (CDC)

This project is implemented by Makhzoumi Foundation team in Tripoli with the support of the Danish Refugee Council and UNHCR. It facilitates community empowerment and self-reliance between host and refugee communities in Lebanon and provides

awareness session for the beneficiaries to improve the psycho-social wellbeing of affected people through social and recreational activities and immediate livelihood opportunities in the North of Lebanon.

### Improved protective environment for host and refugee populations in Lebanon

This project was implemented in partnership with the Danish Refugee Council funded by Bureau of Population, Refugees, and Migration (PBRM). The overarching goal of the project is to contribute to preserve the quality of asylum for host and refugees in Lebanon through the provision of shelter and protection

assistance, and promotion of self-reliance. The overall theory of change is that at least the 250 targeted beneficiaries in Bekaa going through the full cycle of assistance will have acquired sufficient skills and knowledge to prevent the adoption of risky coping mechanisms for them and/or their family members.

### Leaders Consortium MADAD & RDPP

The overall objective of the project is to contribute to the economic self-reliance, resilience and social stability of displacement-affected populations in Jordan and Lebanon in preparation for durable solutions. Specific objectives are improved access to sustainable livelihoods opportunities benefitting vulnerable households and individuals, particularly youth and women and improved economic enabling environment and service delivery in communities hosting refugees. The

connected Regional Development and Protection Program (RDPP) has an overall objective to contribute to the economic self-reliance and resilience of displacement-affected populations in the Bekaa area in preparation for durable solutions. Specific objectives are improved strengthened employability and access to salaried work opportunities, particularly for youth and women and established MSEs and nascent businesses are more viable, sustainable and sensitive to employees' basic rights

## CONTINUED PROJECTS

### Vocational Training for Youth in Lebanon – AVSI & UNICEF

This project contributes in providing youth with access to vocational education in marginal areas in Lebanon. It helped them in fulfilling their potentials and empower them in becoming positive change agents. The activities within this event are funded by UNICEF. It was implemented with AVSI,

as consortium leader and CESVI as implementing partner. Makhzoumi Foundation with other local NGOs trained vulnerable youth on digital literacy skills and English literacy skills in Beirut, Mount Lebanon and Tripoli.



Vocational Classes at Makhzoumi Foundation in Beirut, 2018

## SUCCESS STORIES...

### Women in Plumbing careers

*"I am divorced and I have 3 children, no one helps me in the world except God. I joined the plumbing course to learn this profession and to be able to work to raise my children. I rented and worked in a plumbing shop and I was planning to buy this shop but the owner*

*died and his family closed it. I did apprenticeship under the supervision of MEMO, Makhzoumi Foundation and COSV. I was spending the income on the needs of my children. Now I'm working at a recognized mall as a supervisor at a plumbing shop".*

### Education: Their passport to the Future

Rana took part in the formal Education program. The program gave her the opportunity to study Technique Supérieur (TS) in accounting. When she submitted the official exam in Beirut, she ranked second among all the candidates. After the exam she started working in an accounting office.

Omar also is another beneficiary who took part in the formal Education program at Makhzoumi Foundation. He studied Technique Supérieur (TS) in accounting and gained the 8th among all the candidates in Beirut. He is now working in an accounting office.

### An opportunity to a lifelong career

In general, we were able to provide jobs and opportunities to many who needed it, therefore reducing the ratio of unemployment. How can a young man get married and have children, but at the same time doesn't have a job and therefore no monthly salary? How will he be able to cover all expenses and support his family financially? This debate was discussed with Mohamad in the center of Baalbek, and from there the story began. Mounir chose the men's barber course and he was committed to studying and participating for four months. He also participated in the

open days and trained as much as he could in a salon. By training and following classes he gained experience and information. In the end of the useful training he passed the exams with an excellent score. Mounir did such a good job during the training and on the exam, that his instructor was really proud of him. He eventually helped equipping his own salon. Now, he can make money to meet his family's needs and support them financially. M. says that he will always be grateful to Makhzoumi Foundation for its advice and opportunity for a new hope and a career.

# The HEALTHCARE PROGRAM



Kidney Day at Spinneys, 2018

## MAPPING THE FUTURE OF HEALTHCARE

For over 12 years Makhzoumi Foundation Primary Health Care has been one of Lebanon's leading listed healthcare centers with a commitment to supporting high quality, affordable and accessible healthcare. This past year was a remarkable period in our progress. We experienced strong performance, as we embarked on exciting new initiatives and partnerships. All of these efforts were directly tied to our overarching goal of becoming Lebanon's accredited primary healthcare services providers. Our multi-disciplinary team cared for 60,000 persons during 2018. These efforts and our plans for the future align well with

Makhzoumi Foundation's vision, to provide ultimate living conditions for every person in Lebanon. It starts from the general practitioners, family medicine and other specialists, radiologists, physiotherapists, dentists and a cluster of healthcare workers collaborating all in a system that enables the delivery of quality care with a full assistance by practical and registered nurses. At the heart of what we do is a deep respect for the value and dignity of every human, and a commitment to those we serve, especially society's most vulnerable.

## Caring for tomorrow Begins today

In our Healthcare Program, individuals have access to a core set of comprehensive medical examinations delivered by primary Healthcare teams that include health care providers, such as: family doctors, registered nurses and pharmacists, psychologists, and social workers, etc. Examinations offered include: Cardiology, Dentistry, Dermatology,

Endocrinology, Family Medicine, Gastroenterology, General surgery, Obstetrics and Gynecology, Nephrology, and Pediatric Nephrology, Neurology, Nutrition and Dietetics, Orthopedics, Physiotherapy, ENT, Pediatrics, Psychology, Psychiatry, Pulmonary medicine and Urology.

### The front door To a good health

Makhzoumi Foundation primary healthcare program is committed to delivering excellence in healthcare by providing accessible, high-quality, patient-centered services in the community. The program has the scale, people and drive to lead.

During 2018, the program undertook a detailed review of all its services to ensure it can meet the commitment aims. It now has a good comprehensive plan for transformation and improvement.



## The front door To a good health

Number of  
Medical Consultations

60,000

Number of Dental  
Services

2,313

Number of Pharmacy  
Services

14,643

Number of Laboratory  
services

5,830

Number of  
Radiology services

4,421

Number of Other  
healthcare services\*

12,841

\*Other healthcare services include Electro-Cardiography, screening for non-communicable diseases, intra-muscular injections, and others.

# Creating ADDED VALUE through our SERVICES

## MEDICAL EXAMINATIONS

In our Health care Program, individuals have access to a core set of comprehensive medical examinations delivered by primary Health care teams that include health care providers, such as: family doctors, registered nurses, registered pharmacists, psychologists, and social workers, etc. Examinations offered include: Cardiology, Dentistry, Dermatology, Endocrinology, Family Medicine, Gastroenterology, General surgery, Obstetrics and Gynecology, Nephrology, and Pediatric Nephrology, Neurology, Nutrition and Dietetics, Orthopedics, Physiotherapy, ENT, Pediatrics, Psychology, Psychiatry, Pulmonary medicine and Urology.

## RADIOLOGY & LABORATORY

Quality improvement efforts in the radiology and laboratory departments facilitate the continuous advance in safety, performance and outcomes. In addition to the general X-ray, the dental panoramic and the ultrasound services, new 3D mammography was introduced. Beyond this, practicing safe, effective and value-added radiology is our goal. Laboratory service is also a key toward diagnostic progress.

## ALL against MALNUTRITION

Undernutrition covers a range of disorders including impaired growth and micronutrient deficiencies. Acute malnutrition is an attributable cause of 12.6% of the 6.9 million deaths among children under 5 years old, accounting for more than 800,000 deaths annually. We have screened in 2018 more than **200** child aged 5 years old and less. For nearly six years, our target was to enable communities to be free from hunger and we have sought to empower mothers to understand the warning signs of acute malnutrition. Our team of malnutrition specialists always makes sure that vulnerable families know when and where to take their children for screening and treatment for malnutrition.

## PHARMACY MANAGEMENT

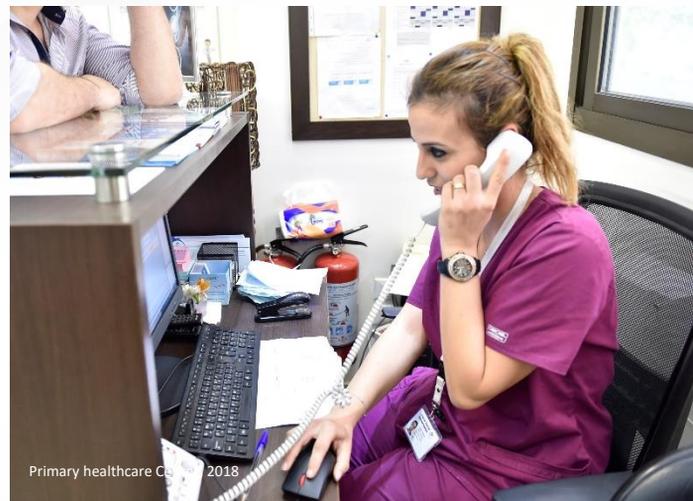
Proper medication management reduces avoidable errors and improves the use of medications and ensures that the patient understands the purpose of the medications. Our pharmacists assist people in taking their treatment in the correct manner at the correct time. Interventions include medication reconciliation, patient and family education and medication therapy management.

## Accelerated Immunization Activities (AIA)

Since Lebanon is currently witnessing an outbreak of measles cases, and because of the increasing cases in Beirut Governorate, Makhzoumi Foundation under the leadership of the Ministry of Public Health and partnership with UNICEF implemented AIA phase 2 to reach measles affected cadasters and most vulnerable cadasters that were not reached in 2018 phase 1. The target is all families having children from 0 to 15 years living in the identified cadasters. Children were reached, screened for drop-out, and referred to health centers assigned for each cadaster and followed-up for completion of immunization schedule through outreach and community engagement activities.

## Cardiovascular disease (CVD) risk reduction

NCDs are the leading causes of morbidity and mortality worldwide. Nearly 63% (36 million) of annual global deaths are due to NCDs. People with non-communicable diseases, or at risk of developing one, require long-term care that is proactive, patient-centered, community-based and sustainable. Such care is delivered at our primary health care center over five years.





## Strengthening Routine Immunization

A successful routine immunization system requires synchronization of multiple program components to provide a child the opportunity to be successfully vaccinated. Makhzoumi Foundation Health Care Program is a major component in this system in which our health care team in 2018 vaccinated **5,000** children between zero and 18 years old.

## Comprehensive Ophthalmology

We provide services that include routine preventative eye examinations with **4,000** ophthalmologist consultations in 2018. Our focus on comprehensive care also means all areas of the eye are covered, with referrals to experts specialized in specific eye conditions and treatments at our center.

## Minor surgery activity in Primary Care

The benefits of performing minor surgery in primary care are: cost-effectiveness for the system; a greater accessibility for the patient; and a reduction in the waiting list for specialized attention, especially in general surgery and dermatology. Different types of minor surgeries are done at Makhzoumi Foundation primary healthcare center including small cyst and ingrown nails removal.

## Primary care for **MENTAL HEALTH In Practice**

Mental disorders affect hundreds of millions of people, in which most remain undetected and untreated, resulting in huge burden to patients, families and communities. Integrating mental health into primary care enables the largest number of people to access services, at an affordable cost, and in a way that minimizes stigma and discrimination. Healthcare teams are continuously trained and online supervision calls take place with mental health professionals abroad followed by evaluation processes. 3 mental health programs are being implemented at Makhzoumi Foundation

with **3,000** persons screened for depression in 2018. Makhzoumi Foundation healthcare team received an advanced training with experts from the Department of Psychiatry and Behavioral Sciences in the University of Washington to start IPT for a number of patients who suffer from clinical depression. 3 mental health programs are running at Makhzoumi Foundation primary healthcare center in Mazraa, The Impact Model of collaborative care, the MhGAP program and the interpersonal therapy for depression.

Measles Vaccination Campaign in Chatila Camp, 2018



## OTHER Healthcare services

### The Protection Program

Nationally, it is estimated that 17% of women and 3% of men have been victims of sexual violence in their lifetime.

Along with UNHCR and other NGOs across Lebanon, we adopted a multi-sectoral framework of mutually reinforcing interventions for clinical management of rape and medical protection of victims of violence and torture. Interventions provided by our healthcare providers had potentially mitigated both the short and long-term health effects of violence on women and their families.

### Dental care you can trust

Our dental department offers comprehensive dental care and oral hygiene services to patients of all ages in order to improve and maintain their oral health. We have more than 6 specialized dentists distributed over the whole week in two separate clinics, equipped with the latest technologies with a team works based on the best practices of infection control.

### EPHRP

The Emergency Primary healthcare Restoration Project also abbreviated as EPHRP and include the Universal Health Coverage (UHC) services continues implementation since June 2016.

The project operates under the Primary Health Care Department at the Ministry of Public Health. It aims to deliver free packages of essential health care services to vulnerable Lebanese in selected PHCs.

1500 persons were registered with Makhzoumi Foundation along 3 years thus preventing them from falling into poverty caused by illness and giving them the opportunity to lead healthier, more productive lives is the goal of this initiative. This makes around 150 families from Beirut that are recruited and included in preventative health packages based on their health status.

### Physiotherapy at a low cost

Physiotherapists in our Primary Health care center manage patients with musculoskeletal conditions. Also they aim to teach self-management techniques, help relieve muscular stress, provide lifestyle, and physical activity counselling, and help maintain the independence of individuals with mobility issues.



Primary healthcare Center, 2018

## Quality Improvement is a team effort

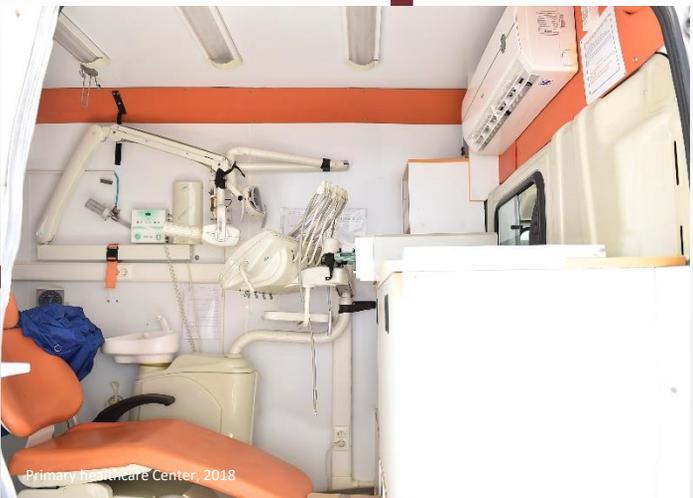
Accreditation is the foundation of a systematic and objective evaluation process undertaken to determine an organization's approach to the management of primary healthcare services. In 2016, our primary healthcare center in Mazraa was accredited by the Canadian Accreditation with the support of the Ministry of Public health for excellency in service provision. Since then, we have been doing great efforts to keep up the excellency positioning and we have upgraded our system to follow up with new standards that were not in place.



Makhzoumi Foundation Mobile Medical Unit, 2018

## The Mobile Medical Unit

The Mobile Medical Unit (MMU) of Makhzoumi Foundation is a vehicle that moves around the country to deliver services to people who have no access to primary healthcare. In 2018, the unit went on weekly visits to locations where vulnerable people were in need for routine blood tests and medications. Its healthcare team composed of medical doctors, registered nurses, nutrition specialists, pharmacists and social workers delivered a complete set of essential medical services. They also provided follow up through a referral system.



Primary healthcare Center, 2018

## WE REACH OUT To them

Medical  
Consultations in  
Aramoun &  
Bchamoun areas

Laboratory blood  
tests in all Beirut &  
Mount Lebanon

**Primary Healthcare** has become one of the highly prioritized matters that people are concerned about.. Health awareness is the need of the hour with the increasingly complex challenges towards sustainable community health. This is why Makhzoumi Foundation implements regular health campaigns.

EKG and cardiac  
follow up in all  
Beirut & Mount  
Lebanon

15 health  
campaigns were  
done in Khaldeh  
area

Screening for  
Cancer in women  
through Pap smear,  
mammography

## A UNHCR Collaboration: Addressing the unmet Health Needs of Refugees & Displaced communities

Year 2018 was full of stories at MF PHC. Refugees and Asylum seekers who received primary healthcare services were satisfied with the low cost of consultations that are subsidized. A number of people developed

good relationships with their consulting physicians and we noticed repetitive visits by the same persons showing the trust connection built and the good satisfaction.

Accelerated Immunization Activity (AIA) in Mar Elias Camp , 2018

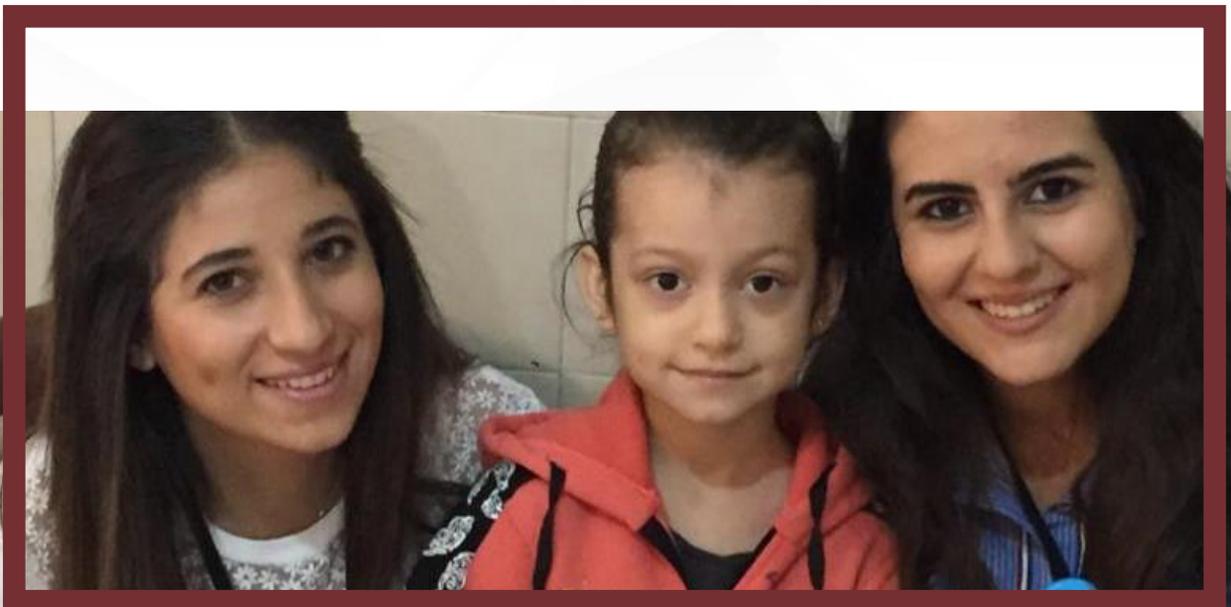


The **ROUTINE IMMUNIZATION** was also a success. A high number of children were immunized. The health OVs played an important role in the last third and fourth quarters of the year in spreading awareness

in the community about the availability of free vaccines in the PHC. Counseling of mothers about the side-effects of vaccines was continuously done by the healthcare workers.

In the **REPRODUCTIVE HEALTH** services, pregnant women were more aware about the ANC/PNC package. Even though they are skipping some of the visits, compared to 2017 and the years before, we can say that there is was a slight improvement. Efforts to promote family planning are still needed. This road is hard because of cultural and personal issues but both the PHC and the outreach teams are working on it. The breast cancer screening campaign was a success in the first quarter of the year. Many women did their mammography, for which the cost was either greatly discounted or completely free depending on their vulnerability. Women who needed an ultrasound were also offered the

services and follow up on positive results was in place. The Pap smear campaign was also a great success. More women are aware of it and knowledge is increasing due to awareness. Still more work needs to be done to ensure a wider spreading among the refugees' communities about the types of cancer that affect women and the preventative and screening measures. However, there is a challenge regarding the coverage of biopsy services. It is useless to be able to cover the mammography and the ultrasound and then there is no means to cover the biopsy and continue the rest of the process. This needs to be looked out because there is a number of similar cases.



Accelerated Immunization Activity (AIA) in Mar Elias Camp , 2018

The **BREASTFEEDING ROOM** funded by **UNICEF** with the support of the **Ministry of Public Health** is a great place for mothers to have private space during breastfeeding. The available pumps were also helpful for some of them. Continuous awareness sessions by nutrition specialists about

breastfeeding and Infant and Young Child feeding were done on a monthly basis. Women were expressing their concerns about those 2 topics. Effort was done to implement interactive presentations to increase communication and strengthen the understanding.



The breastfeeding room at Makhzoumi Foundation , 2018



**AWARENESS SESSIONS** addressed also many other topics of interest for refugees. This included session about diabetes, high blood pressure, food safety and immunization. Pharmacists were also doing awareness sessions about the appropriate use of medications, the side-effects and how to manage them and antibiotic resistance. In 2018, the sessions did not only consist of general lectures, but also they involved focus groups and one to one

counselling based on the needs. During the sessions, health food was offered to refugees especially to patients who have diabetes and to pregnant women. One session about gestational diabetes was a great success and it demonstrated the misconceptions about this topic. It is also important to note that behavior changes are always monitored through the sessions. Pre and post tests are administered and interactive evaluations are done

## ACADEMIC Universities Residencies

For the third year consecutively, we are partnering with the Lebanese American University/Rizk Hospital (**LAURMC**) in family and internal medicine, with the Lebanese American University (**LAU**) Pharmacy school and the Nutrition and Dietetics Program, and with the American University of Beirut Medical Center (**AUBMC**) in Internal Medicine and in Obstetrics/Gynecology departments. We have also received students from the Public Health Schools of both, the American University of Beirut and the

**Balamand** University specializing in health management, audiology and medical laboratory. The American University of Beirut has also started their community nursing program at Makhzoumi Foundation. Nurses who are in their last undergraduate year are practicing community nursing to its full scope in Mazraa center. Brilliant students from the arts and sciences school specializing in Biology and Chemistry majors also spent their community rotations at the center.

## STRENGTHENING Partnership

Makhzoumi Foundation Healthcare Program believes that partnerships between organizations are critical to the success of working in health promotion and delivery. Successful partnerships strengthen the capacity of projects and services to broaden their reach, engage more stakeholders and achieve shared objectives. A well-supported and funded frontline health system is key to delivering efficient and effective healthcare. This is why our collaborations and agreements with partners is continuing. The

**Ministry of Public Health, UNHCR, UNICEF, MSF** and many other national and international organizations are part of our collaborative agreements. Working in partnership with all of them is one of our strategic priorities for 2020. We are until then concerned with the broad primary healthcare program concept, scope, direction and concerned with all the resources, engagement and services they provide.

## ABOUT an LAU Experience

*"It is heartwarming to hear about all the students achievements, thanks to the Makhzoumi team!"*

Quoting Lamis R. Karaoui, PharmD, BCPS  
Clinical Associate Professor/Director of Experiential Education  
Pharm. Practice Department, Byblos Campus

Interns from the Lebanese American University (LAU) spend their year at Makhzoumi Foundation PHC. Community Awareness sessions are their main target. They address vulnerable groups including refugees from different nationalities and their hosting communities. The sessions topics are selected based on brief needs assessments and based on the pre- and post-test analysis and recommendations of previous sessions implemented. Topics included but are not limited to: vaccination, antibiotic resistance, diabetes management, high blood pressure management and medications during pregnancy. Candidates also do screening works for non-communicable diseases and malnutrition. Then they do medication reconciliation in case the patient are referred for therapy of diabetes, high blood pressure or dyslipidemia. A number of candidates spend hours in the pediatrics room with the nurse and the pediatrician, counseling parents about the vaccines, their side-effects and the consequences of the drop outs. Some candidates do help in vaccination. It is very important to note that the video of J. while she was explaining the vaccines age to a group of community mothers got more than 40

thousand views on our Facebook page. Candidates also spend time in the pharmacy where they help in dispensing and counseling. They get acquainted with the different funds that provide medications to the primary healthcare network in Lebanon including the MOPH, UNICEF and the YMCA. Pharm-D candidates during their rotation in 2018 did not only learn about the medical aspect in primary healthcare but also about the social and humanitarian aspects that is usually missed in other settings where they are trained. They have witnessed another side of the society where they are living. The side of the very poor and the very needy. The side of people who need a treatment but don't have the money to pay for it. They have joined the humanitarian team of physicians from LAU RIZK every Monday and Thursday and participated in the management of patient's conditions. In collaboration with the family physicians, they have added their clinical information and all their pharmaceutical knowledge to provide the best possible medication prescriptions to patients.

# COMMUNITY awareness

Breastfeeding  
& Infant and Young  
Child Feeding (IYCF)



Healthy Pregnancy  
and Gestational  
Diabetes



## THE HEALTHCARE PROGRAM

implements weekly health awareness sessions that target beneficiaries who are selected based on specific needs assessment and followed up for behavior change.

Hypertension,  
diabetes & Routine  
Immunization



Respiratory  
tract infections  
& First Aid



Food Safety,  
personal & hand  
hygiene



## RESEARCH & Surveys:

Many research studies and surveys were done at Makhzoumi Foundation primary healthcare center in Mazraa over 2018. Some of them were done on a national levels while others were done by professional in the United States such as the University of Yale.

**Mapping, Review and Gap Analysis** in Relation to Existing Information, Education, and Communication (IEC) / Behavior Change Communication (BCC) Material and Resources on Reproductive Health and Family Planning: An assessment/appraisal tool that is part of the United Nations Population Fund (UNFPA)/Lebanon Country Office consultations.

**Maternal and Child Nutrition** among Refugees and Host Communities in greater Beirut, Lebanon: a focus on anemia phase 1: a Research by the American University of Beirut.

**Assessment of health literacy, medication adherence, and healthcare utilization** among local and refugee patients with non-communicable diseases at a Lebanese primary healthcare center: A doctoral research by the Lebanese American University (LAU) and Johns Hopkins university in Baltimore, Maryland, USA.

**Evaluating Cancer Awareness and Barriers to Treatment** among Displaced and Local Populations in Lebanon: A research by Yale University, Connecticut, USA.

**The cost-effectiveness of mammography for the screening of breast cancer** in Lebanon: A research by the Epidemiology and Public Health Department at the American University of Beirut.

**Child marriage among Syrian refugees:** An Interview for a Doctoral research in Emory university, Atlanta, USA.

**Communication skills and empathy of physicians towards patients in Lebanon:** A study by Beirut Arab University (BAU).

**Attitudes, knowledge and practice of the human Papilloma virus vaccine among Lebanese Healthcare providers:** A study by Beirut Arab University (BAU).

**Evaluating Cancer Awareness and Barriers to Treatment among the Lebanese Population** in Lebanon: A research by Yale University, Connecticut, USA.

## TRAINING & Continuing Education



- Quality of primary healthcare services training by the Ministry of Public health.
- Detection and referral of Mental Health training by International Medical Corps (IMC).
- Project Management course by AMIDEAST
- Breastfeeding & Infant & Young Child Feeding (IYCF) training by IOCC and Ministry of Public Health.
- Clinical management of rape training by International Medical Corps (IMC).
- Administration of depression questionnaire training by Ministry of Public Health.
- Training on sexual and reproductive health, substance abuse, and identifying youth at risk by UNICEF and SIDC
- Gender-based Violence (GBV) core concepts and safe referrals training by IRC and UNICEF.
- Infection control training in the dental settings by Ministry of Public Health.
- Anti-Fraud Strategy and refresher harmonized Approach to Cash Transfers (HACT) training with UNICEF.

# The MICROCREDIT PROGRAM



## MICROFINANCE IN THE RIGHT WAY...

Small businesses today are the center of economy. Since 1997, Makhzoumi Foundation thought of that and initiated its MicroCredit program. A diversified cluster of loans was since then set in place. It is mainly grounded on our community needs and has evolved over the past 22 years to address a wider group of people including women and youth. Financial and non-financial services are offered with continuous guidance because we believe that low and middle income individuals

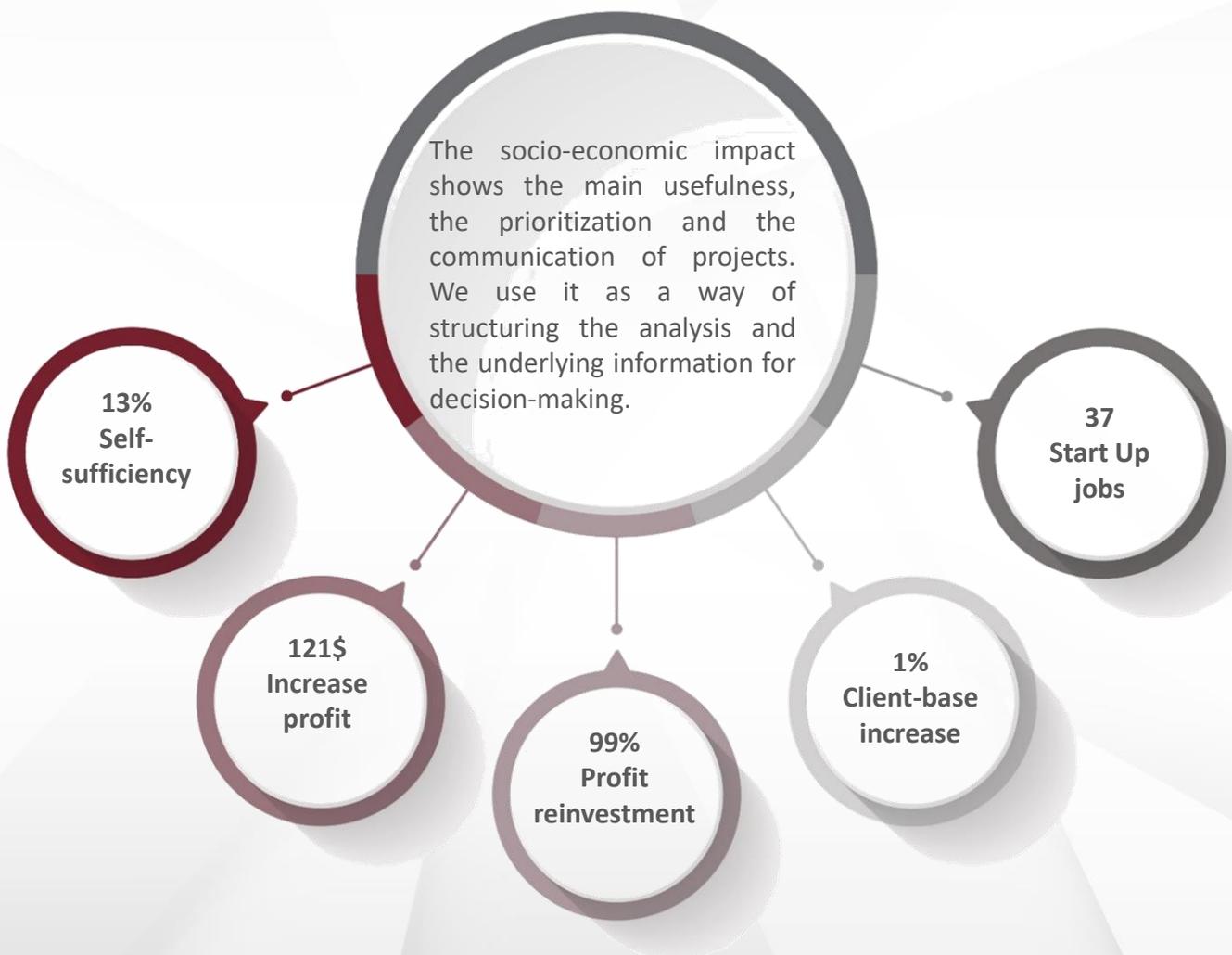
should not be deprived of the opportunity to start their own business. Sometimes, all that's needed is a little financial help and endorsement. This is why we provide financial and non-financial services to micro entrepreneurs who wish to establish or to develop a business activity to increase their income and improve their economic status. This marks the MicroCredit Program at Makhzoumi Foundation as one of the leading microfinance programs in Lebanon.

## SOCIO-ECONOMIC IMPACT...

Makhzoumi Foundation MicroCredit program stresses on the importance of the socio-economic impact as a quantitative evaluation of the utility of its entrepreneurs projects. This allows us to reach the goal where social, environmental, economic and financial impacts can be measured in a monetary unit. The goal is to have a positive economic

impact on the lives of the borrowers. 13% of our beneficiaries are reaching self-sufficiency while the increase of profit is \$121. The profit re-investment in the activity is 99% compared to 86% in 2017. Our client base increase in 2018 is 1% and new startup jobs created increased from 14 in 2017 to 37 in 2018.

With **95% OF THE BUSINESSES ARE SUSTAINED**



## Borrower's **SITUATION...**



**48%**  
Women



**13%**  
Youth



**8%**  
Low income

Low purchase power and less economic activity is mounting the pressure on the already challenging situation of the borrowers. Our goal is to reach Low income earn less than \$10 per day per household member, Women and Youth that are most vulnerable as much as possible without compromising their delicate situation and submitting them to over indebtedness.

## Promotion **DISTRIBUTION...**

- 4%** Promotion
- 15%** Door to Door Promotion
- 5%** Group
- 3%** Social media and Search
- 11%** Makhzoumi Foundation
- 56%** Word of mouth
- 6%** Other

## Profit **REINVESTMENT...**

- 99%** Activity
- 1%** Necessity
- 0%** Luxury
- 0%** Savings



Micro-Credit Program beneficiaries , 2018



Micro-Credit Program beneficiaries , 2018



Micro-Credit Program beneficiaries , 2018

## Funds of the program...

### Naamat Naamani Charity Fund (NNCF)

Makhzoumi Foundation continues to manage the Naamat Naamani Charity Fund (NNCF) since 2009. The trust fund assists Lebanese families by providing financial loans to women through the Micro Credit program, and contributes to enable women to become more productive and capable. Number of loans: 219 loans of which 57 in 2018. The whole \$150,000 was disbursed and is revolving (\$360,028 disbursed since its inception in 2009 as \$106,178 was disbursed in 2018).

### Imad and Carolyn Makhzoumi Charity Fund (ICMCF)

Makhzoumi Foundation began to manage the Imad and Carolyn Makhzoumi Charity Fund (ICMCF) in 2018. The total amount is \$20,000. The trust fund assists Lebanese families by providing financial loans through the Micro Credit program to youth, women and men, and contributes to enable individuals to become more productive and capable. Number of loans: 2 loans in 2018. (\$3,250 was disbursed in 2018).

## Portfolio PERFORMANCE...

### Portfolio Performance

The disbursed amount and the repayment rate determine the effectiveness of the use of our assets and the robustness of our operations:

**\$1,739,485** Disbursed Amount  
**97.86%** Repayment Rate

### Financial Sustainability

The ability to sustainably operate is demonstrated by having more income than expenses.

**+3.59%** Sustainability rate



## SUCCESS STORIES...

*A great opportunity was offered to me. In the heart of Beirut, my shop is now my drive to a stable future and self-sufficiency. Tribute to Makhzoumi Foundation for their continuous support to sustainable communities.*

— Mehio | Sweet shop owner



Micro-Credit Program beneficiaries , 2018



Makhzoumi Foundation offers two main products: Business loans and Worker loans.

We have introduced the following new products:

- **SME Loan:** To cater for the Small and Medium enterprises by loan amounts going from \$5,500 till \$15,000.
- **Mother Loan:** Aims to help the borrower to get a gift to a mother (be it his/her mother, sister or wife) on Mother's day. The goals of this product is to highlight Makhzoumi Foundation's social mission, to engage more women, and to develop our product design methodology. In addition to the loans, we are organizing activities to celebrate Mother's day.

## Product TYPES...

- **Family Loan:** Still in pilot phase. It caters for the non-working housewives; this product is designed to incentivize them to have an income generating activity, to access more loans.
- **Youth loan:** Still in pilot phase. It is for youth for educational or starting up a new enterprise, to incentivize them to have an income generating activity, to access more loans.
- **Grants in collaboration with International Committee for Red Cross (ICRC):** We introduced the phase of productive grant product, to cater for the Lebanese Returnees from Syria. This product will be available only through projects

## Program Activities

- The MicroCredit Program team have attended Sanabel, the Microfinance Network of Arab world, annual conference in Amman, for peer experience exchange and following up with the regional best practices.
- For the 10<sup>th</sup> consecutive year, borrowers have won prizes from Citi Foundations Awards. This year, five of the MC borrowers have taken prizes.
- Joining forces with Lebanese Microfinance Association for the National Campaign of the Ministry of Social Affairs (MOSA) in the aim to promote community development by Financial Education. This project was funded by the Banque du Liban (BDL).
- A Brunch was organized at Movenpick hotel in Beirut, in collaboration with the Development Program, which included an exhibition of environmental and handicraft work by both MicroCredit and Development programs beneficiaries.
- 380 trainees graduated within the project entitled Economic Empowerment of Local and Displaced Communities in Lebanon in cooperation with the Paris based organization, Positive Planet International.
- The MicroCredit Program also conducted in 2018 several training session and workshops to promote Financial sustainability and awareness about small Entrepreneurs: especially in the Global money week, where 28 students from the fifth and sixth grades at Al Amliyah school in Beirut attended a workshop about the basics of money saving and investing. This

Global Money Week is organized all over the world by the Children and Youth Finance International (CYFI) and is implemented in Lebanon under the umbrella of the Higher Council for Childhood, Ministry of Social Affairs. Within the same workshop, a trainer from Partner Positive Planet International has conducted trainings for the teachers who accompanied the students.

- Seven Entrepreneurship trainings were conducted with the “Educational, Economic and Social Development for Syrian and Lebanese Youth” project in partnership with the Action Aid’s Arab Region Initiative.
- The MicroCredit team has attended the microfinance Demand Study debrief, which was implemented by InfoPro, within the LIFE program, implemented by Palladium Lebanon, and had discussed the findings and made comments which were added to the final report.
- The team participated in several seminars and events including: Multi-Stakeholder SDG Forum 2018 in Olayan School of business ( AUB - Beirut), Seedstars MENA Summit in Hilton Beirut, the Arab day for the financial Inclusion and the Injaz Young Entrepreneurs competition in the Ecole Superieure des Affaires (ESA) in Beirut.
- For the first time in Lebanon, borrowers were supported for marketing their products by branding bags and promoting on social media platforms. Specifically the branded bags were made from recycled materials, to promote environment friendly practices among both borrowers and their client base.

# The DEVELOPMENT PROGRAM



Beekeeping beneficiaries , 2018

## WE KEEP SUSTAINING

Sustainable development is maintaining a delicate balance between the human need to improve lifestyles and feeling of well-being on one hand, and preserving natural resources and ecosystems, on which we and future generations depend on the other. In 1997, along with the establishment of Makhzoumi Foundation, two programs, namely Agriculture, Environment and Awareness used to implement many projects often in partnership with local and international

organizations. In 2014, and in line with the growing importance of Sustainable Development with its main Environmental, Social and Economic elements, the two programs were merged into one, the Development Program. Our objective is to improve the environment as a valuable asset and to focus on empowering women, children and youth to enforce their role as active and responsible citizens who affect change in their communities leading the road towards sustainable development.

# ENVIRONMENTAL SUSTAINABILITY

## Division

### Agro-Forestry Nursery

In 1997, when the Manager of Makhzoumi Foundation's Development Program encountered the president of the Greek NGO "INARE" at the 11th World Forestry Congress in Turkey, the idea of establishing a plant nursery to encourage reforestation in Lebanon was born. In partnership with INARE and KEDE (from Greece) and TC Dialogue Foundation (from Belgium), Makhzoumi Foundation initiated the Agro-Forestry nursery in Akkar, Northern

Lebanon in 2001. Due to the positive impact of the project, Makhzoumi Foundation decided to proceed on its own after its termination and to increase the production of plants. And so, in 2004, the story of our very own Nursery began. Today, the Agro-Forestry Nursery continues to produce trees and plants that are offered to municipalities, local NGOs, and communities countrywide.

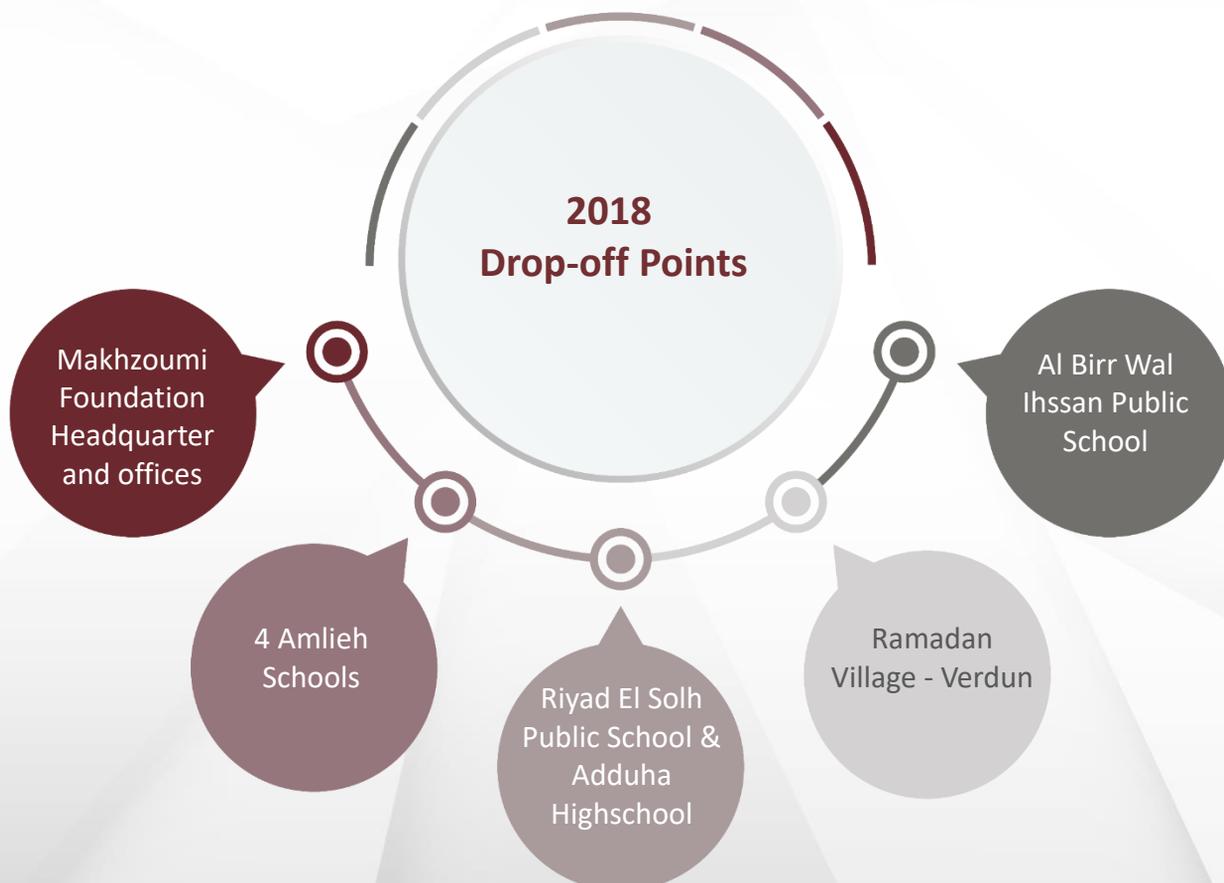
The map on the right shows the locations of more than 1,200,000 plants distributed from 2002 till December 2018.



## Waste Management Yalla Nefroz / Let's Sort

This project is called “Let's Sort...Let's Start the First Step Together” initiated by Makhzoumi Foundation and CEDAR Environmental in 2016. Both actors were well-known for their environmental activism. So when the waste crisis emerged in Lebanon between 2015 and 2016, they found it necessary to motivate neighborhoods in their surroundings to begin sorting non-organic solid waste. Within that frame, Makhzoumi Foundation not only paved the way for this initiative through a series of awareness raising activities, but also placed recycling bins for non-organic wastes (plastic, metal, glass, shoes...) in front of its centers in Mazraa,

Bechara El Khoury, Ras El Nabeh and Jnah. In 2018, bins for paper waste have been added to all drop-off points. In addition, eight schools have joined the project, whereby bins were placed at their premises. Makhzoumi Foundation also made an agreement with Ouzville Association to collect waste from Ouzaii Region. Waste is collected weekly, from the drop-off points mentioned, including schools and Ouzaii area by the initiative's truck. It is then transported for recycling. Non-organic waste is transported to CEDAR-Environmental while paper waste is delivered to Solicar Company.



## CHILD & YOUTH DEVELOPMENT Division

### Awareness Sessions

“A little boy choked on his toy.  
A young teenager was harassed after school.  
On the way home, a young man passed away in a car accident.”

Because this is the type of news heard every day, Makhzoumi Foundation, since its establishment in 1997, dedicated a team for awareness raising, particularly for children. The team’s work aims at increasing the knowledge of students about different topics and at developing their skills in order to address these issues. At the heart of the tackled themes is that of the environment! MF has held hundreds of presentations

about the importance of reforestation and tree planting activities with the participation of around 11,500 students from public and private schools countrywide. Similarly presentations about waste management followed by handicraft workshops on art from wastes are held and to add if possible a photo about children planting.



Handmade Craft classes for children, 2018

## The Green Demonstration Room...

Because raising awareness about the environment is among our main concerns, a visit to the Green Demonstration Room in Jounieh, a specialist center for the dissemination of green building culture, is among the services we offer to public and private school students across the country. The idea is to get acquainted with the principles of energy efficiency, water conservation, pollution reduction, and other environmental issues. The Green

Demonstration Room is the product of a collaboration between Makhzoumi Foundation, The Educational Center for Research and Development (CERD), and The Lebanon Green Building Council (LGBC), launched under the patronage of the Minister of Education and Higher Education, Mr. Marwan Hamadeh in 2017. The Green Demonstration Room was visited by 16 Schools, 940 students and 100 Trainers.

The Green Demonstration Room in Jounieh , 2018



## Our City, Our Community in 2030

Meet Maria, the 12-year-old 1st prize winner of our 2018 contest entitled "Our City, Our Community in 2030" conducted in collaboration with the Lebanese National Commission for UNESCO. Maria and her family received a trip to sustainable Paris, compliments of Makhzoumi Foundation and travel associates! The aim of the competition was to disseminate the concept of a sustainable city listed in Goal 11 of the 17 SDGs.

### Probe2

"Everybody is a Genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid." Because we believe that each individual has a potential of his/her own, we offer students the opportunity to take this career guidance test that helps them find their occupational orientation.

### Kids Summer Club

"A lot of people talk about making learning fun. I think they have it basically wrong. When you're having fun, you're learning something" ~Psychology Today  
As part of the Development Program's summer club, 44 Lebanese and Syrian children between the ages of 6 and 13 years old participated in crafts from wastes, seedling planting, and cooking activities among others.



# WOMEN EMPOWERMENT Division



## Craft and Environmental Arts Workshops

When thinking about generating some income the idea of using wastes is not the first to come to mind. However, Makhzoumi Foundation has made a habit of holding craft workshops using wastes to produce or complement a variety of items that could be sold to help participants. These workshops intend to convey the 3R (Reduce, Reuse, Recycle) message to minimize household wastes. Upcycling is the process of converting old or discarded materials into something useful and often beautiful. Such items can be named as environmental art-crafts. In addition, the workshops offered include a variety of food related topics namely desserts and pastries. The idea is to empower mainly women but also men of both national and refugee backgrounds.

## Handy Showroom

Handy is a very recent initiative by Makhzoumi Foundation's development program made to complement the empowerment goal of the workshops. It consists of a showroom in which both trainers and trainees have the opportunity to display and sell their handmade products in consignment with the Foundation.

# TIME-LIMITED PROJECTS

## Civil Society in Action for Sustainable Development

Ghassan is a 38 years old electrician from Baalbek with a family of five. Despite having an income generating job, his true passion has always been to work with bees. For years, he bred them but failed to produce enough honey to quit his job and devote his time entirely to his passion. As part of this project (funded by the EU and managed by OMSAR, implemented by MF, Armadilla, MIO-ECSDE and ALMEE), he took part in a course in which he received 2 hives and the technical support he needed to improve his skills. Shortly after, he found himself breeding 11 hives of which he gained the amounts of honey he had long desired.

Fun Fact: Mr. Ghassan already has a little helper; his 10 years old daughter who seems to share her dad's passion.

This success story is at the heart of this action's objective of Fostering socio-economic sustainable development in the West, Mid and North Bekaa regions, through raising public awareness, empowering people's capacities and skills, and enhancing energy efficiency solutions in the communities. The project, that ended in November 2018, covered different levels of interventions – awareness raising, education on sustainable development, capacity building, employment promotion, innovative approaches for provision of services in the communities – the impact of which has been reached by efficacious activities:

- Survey Report on Lebanese Youth Response towards Sustainable Development.
- Seminars for local stakeholders and continuing monitoring and assistance.
- Carbon Footprint (Greenhouse Gas – GHG) reduction competition in 30 schools (646 students) targeted by the project including workshops and measurement of the carbon footprint.
- Training on Beekeeping skills for 60 beneficiaries and Environmental craft workshops for 240 women, business skills sessions and follow-up.
- Organization of a fair back-to-back with the closing ceremony of the project during which the environmental art crafts produced by the women beneficiaries were exhibited.
- Production and diffusion on TV and social media of a spot on reduction of single use plastic.
- Production of textile bags to promote reduction of single use plastic and re-using concept, as part of the visibility Actions.
- Installation of renewable energy devices (30 solar thermal heaters at schools, 45 solar poles in 3 unions of Municipalities).

## DEVELOPMENT PROGRAM ACTIVITIES

- **Global Compact Network Lebanon GCNL:** The United Nations Global Compact (UNGC) is a strategic policy initiative for businesses that are committed to align their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment and anti-corruption. With over 8,000 corporate participants and 4,000 other stakeholders, it is the largest voluntary corporate responsibility initiative in the world. Makhzoumi Foundation is a signatory of UNGC and a member of the steering committee of the GCNL. Since the launching of GCNL, the Global Compact Network Lebanon works closely with the UN Global Compact (UNGC) in New York and serves as a focal platform for collaboration around SDGs. It provides opportunities for learning, policy dialogue, and partnership to advance 10 principles in the areas of humanrights, labor, environment, and anti-corruption. The main activities of the Global Compact Network Lebanon's (GCNL) in 2018 were the following: GCNL and UNDP animate a joint conversation on Anti-Corruption, Stanford Women in Data Science, Sustainable Minds Competition, Beirut Lighthouse in Lights and Colors Grand Opening Ceremony, Reporting Matters: COP/COE Workshop, SDG 9 Focus Group, Nawaya Talks: The Untold Stories of the Youth in Lebanon, Enhancing Diversity within Organizations-HR Workshop, Changemaker Festival, Start Up Your Sustainability Impact-Power Breakfast with Berytech, SDG 8 Decent Work and Economic Growth, Media and Influencers Dinner: Step into the World of SDGs.
- **Mediterranean Information Office (MIO):** Makhzoumi Foundation attended the 22rd MIO - Annual general meeting (AGM) that took place in Athens, Greece on October 23rd 2018 gathering the NGOs' members of MIO. During the meeting MIO reported all its activities of 2018 and the foreseen activities of 2019. The regional training on "Marine Litter monitoring and management" and the closing conference of the "ACT4LITTER" project followed the AGM on the 24th and 25th of October.
- **Child & Youth Finance International (CYFI):** Makhzoumi Foundation participated in the Children and Youth Finance Week organized by Children and Youth Finance International (CYFI) worldwide. It is implemented in Lebanon under the umbrella of the Higher Council for Childhood, Ministry of Social Affairs. The participation involved an awareness session about the basics of money saving and investing for 28 students of the fifth and sixth grades at Al-Amliyah School in Beirut. The initiative focuses on the economic rights of youth.

- **Online Safety (The Higher Council of Childhood):** Makhzoumi Foundation participated in the gathering that was organized by the Higher Council of Childhood for children in the framework of “Safety Online” Program. This aims to raise awareness about safe and responsible use of electronic technologies and cellular phones. Makhzoumi Foundation joined an exhibition giving the students the chance or career counseling to conduct the career guidance tests.
- **Policy Dialogue:** the program participated at the dialogue sessions organized by AFKAR Program at OMSAR to promote citizenship and empower civil society to engage in dialogue and cooperation with the public sector. Sessions included experts and civil society activists. As a result, a partnership platform between the public sector and civil society was

established and mechanisms for dialogue and cooperation between the two were activated, organized and expanded. The partnership platform is based on the Citizen's Charter, a document prepared by OMSAR and approved by the government in 2001.

- The development program at Makhzoumi Foundation participated in more than 50 events locally and at the international level. Sustainable development and women empowerment were the main issues on the 2018 agenda. Many conferences, meetings and workshops were attended in Lebanon, Belgium, Greece and Egypt, making more opportunities to build collaborations and expand the network of cooperation.



Change Maker Festival, 2018

# The RELIEF PROJECT



Stop the Exploitation of Street Children Campaign, 2018

## WE STARTED IN 2006... & WE KEEP GOING

Makhzoumi Foundation started its work in relief and humanitarian aid with displaced people during the Israeli invasion of July 2006. Makhzoumi Foundation Relief Project (RP) was initiated in 2011 as an emergency response to the Iraqi and Syrian crisis in Lebanon. As a result of an agreement with the United Nations High Commissioner for Refugees (UNHCR), the unit became

UNHCR's implementing partner to respond to the needs of vulnerable people in Lebanon. Makhzoumi Foundation relief works is a collaboration with several United Nations Agencies, International NGOs and local partners to provide services to beneficiaries of all nationalities in Beirut and Mount Lebanon, including the Palestinian camps in Beirut.

## RELIEF SERVICES in Health, Protection, Basic Assistance & many others...

The overall objective of the relief project at Makhzoumi Foundation is to ensure assistance and humanitarian protection to refugees, displaced people and vulnerable host communities in Lebanon. We have already mentioned in the section related to our healthcare program in this report about all the primary healthcare services provided in 2018 to refugees and displaced communities. To recapitulate, pioneered by UNHCR funds, the project provides access to primary health care services to beneficiaries of all nationalities. One Primary Health Care Center (PHC) and one dispensary, both situated in Beirut, work with a strong focus on quality improvement in the area of medical consultations of all specialties, reproductive healthcare for including anti-natal care (ANC, post-natal care (PNC) and family planning services, non-communicable diseases (NCDs) including screening and treatment of cardiovascular diseases and diabetes with complete and continuous patient follow up. Other services provided through the relief project include access to free acute and chronic medications, childhood vaccination, promotion of adequate Infants and Young Child Feeding. The PHCs ensure identification and referral for malnutrition as well as treatment of mental health conditions. Survivors of Sexual Gender Based Violence (SGBV) are covered at 100% for any treatment of illnesses that are direct result of the trauma and supported by MF

PHCs. The Mazraa PHC is the only structure in Lebanon handling case management of rape. The Mazraa PHC also have a Laboratory and Radiology test station in addition, conducts free health awareness sessions.

Makhzoumi Foundation Relief project also includes services related to Protection to the most vulnerable communities in Lebanon. The program encompasses Child Protection (CP), protection of Street and Working Children (SaWC), protection against Gender-Based Violence (GBV) and protection of Persons with Specific Needs (PWSN).

Funded by UNHCR, the protection services include: Case Management, Awareness Sessions, Psychosocial support sessions, Emotional Support sessions, Emergency Cash Assistance to Syrians and non-Syrian refugees, a 24-hrs hotline service for emergency cases and livelihood opportunities. The project also has a good record of cooperation with local NGOs and the Palestinian Refugee camps thanks to the establishment of committees. They work together to maximize the benefits of protection intervention among refugee communities in Lebanon in coordination with Refugee Outreach Volunteers.



Where  
we  
work?

BEIRUT

MOUNT  
LEBANON

NORTH

BEQAA

NABATIEH

SOUTH

## BASIC assistance

39,978 beneficiaries benefited from the Basic Assistance in 2018 in Beirut and Mount Lebanon. Through UNHCR funding, the RP contributed to the Basic Assistance efforts by providing several types of assistance to most vulnerable communities in Lebanon. The Basic Assistance activities encompassed the distribution of Core Relief Items to 56 Households, each representative was receiving several core relief items on behalf of their household. Core Relief Items included: sleeping mattresses, blankets, Jerry Canes and kitchen kits. 8732 Multipurpose Cash Assistance (MCAP) were offered to provide an appropriate and efficient response to meet the multiple needs of people affected by the Syrian crisis in a single transfer. As the transfer is unconditional, it gave the crisis-affected individuals the ability to choose and decide how they address their immediate needs. 25735 verifications were applied to double check the presence of benefited families in Lebanon and to track any changes in their situation in order to prepare the relevant assistance correspondingly. 5455 household visits (HHVs) were conducted to assess the socio-economic situation of refugees and their shelter condition, in order to identify their eligibility for the assistance.

**39,978** TOTAL BASIC ASSISTANCE

**25,735** Verification

**8,732** MCAP Distributions

**5,455** Household Visits

**56** Core Relief Items



## CHILD protection

2103 child and caregivers were targeted under the Child Protection (CP) sector during 2018. 531 cases were assisted and referred to appropriate services accordingly. On the 13th of October, a CP-event took place at MF-JNAH to educate and inform children about the significance of daily hygiene. Messages were conveyed through awareness sessions which basically stressed on the importance of cleanliness, the effect of lack of hygiene on human being, diseases that spread in unclean places and how to prevent such diseases. The event included puppet shows, plays, musical shows and animation. Children expressed their joy of participating in this event and having the chance to mingle with other children. Parents and their children got the chance to spend good and joyful moments with each other.

### 2,103 TOTAL CHILD PROTECTION

<b>531</b>	Case Management
<b>69</b>	Best Interest Determination
<b>12</b>	Internship
<b>78</b>	Informal skills training
<b>835</b>	Awareness sessions
<b>437</b>	Psycho-social support
<b>145</b>	Emergency Cash Assistance
<b>3</b>	Outreach Volunteers



## Street & Working Children

The difficult economic situation of most refugees in Lebanon has a direct impact on children, including increased exposure to the risk of child labor. Syrian refugee children in Lebanon are working and living on the streets for a variety of reasons, including social exclusion, household vulnerabilities, and organized crime. The problem occurs throughout Lebanon, but is especially concentrated in the urbanized areas of Beirut. According to the Makhzoumi Foundation, 21.2% per cent of the children accessing their services in Beirut are girls and 78.8% per cent are boys. The vast majority (more than 98%) of all street and working children are Syrian, with the remainder composed of Dom and Lebanese

children. The majority (57.61%) are between the ages of six to 11 years old, while 6.62% are aged between 0 to 5 years old and 35.8% are aged between 12 and 17 years old. These children are engaged in a variety of forms of labor, including selling tissues and other small items (80.13%), begging (6.62%), collect items that they can sell from the garbage (11.25%), and collect food from garbage (2%). Approximately 48 per cent of street working children work six to ten hours per day and close to 67 per cent work more than 5 days a week. Although the majority of children work during the day (82.12%), almost 18% work also at night, exposing this group to even more acute risks.

41 children have been taken off the streets through this program. While 71 children were enrolled in Public schools. In 2018, 9051 beneficiaries of all nationalities were reached by Street and Working Children (SaWC) team. On the field, the team worked with 4 well-trained Community Outreach Volunteers (OVs). While 151 cases were assessed and followed by the social workers, more than 8,233 children and parents attended awareness sessions in Hamra and Jnah center. At the same time, psychosocial support sessions were provided to children and caregivers for a total of 562 individuals involved. During 2018, there was a considerable focus on the FUN BUS to deliver variable psycho-social support and educational activities. The team conveyed messages to the children by applying artistic activities, like: painting, drawings,

handicrafts and other cheerful and awareness-oriented creations. Concerning Basic Literacy sessions, the team focused on improving the children's learning skills and abilities. both in English and Arabic languages as well as in Mathematics. Sessions started by helping the children memorize all the Arabic and English alphabets through exercising sheets to trace and copy letters and numbers, count numbers and recite days of the week and the four seasons. On the occasion of World day against child labor, the SaWC team organized an Iftar at the Ramadan Village to 281 beneficiaries: 56 caregivers and 225 children in which it was followed by other activities starting with the face painting, later the children played with the inflatable games, at the end they watched a role play that was presented by a group of three individuals.



On the other hand, they focused on raising awareness about combating child labor in which it focused on how working children faces lots of struggles and they are much more vulnerable to exploitation, and abuse. Least but not last, the caregivers had their Iftar with their children, and afterwards at the end they were thankful and pleased.

On the 20th of December, the launching event of the Fun Bus took place at Sports Ville. Many officials attended the event, including: EU's ambassador, UNHCR representative in Lebanon, local and international NGOs, ISF, a representative from MOSA, and a representative from the ministry of interior and municipalities. The ceremony included an introduction about the Fun Bus, followed by a video that represented the kinds of activities conducted. Moreover, 56 children joined the event and had the chance to play on inflatable games, paint on their faces and had lunch. The children were interactive and excited and expressed their happiness and joy.

## 9,051 TOTAL NUMBER OF BENEFICIARIES TARGETED THROUGH SAWC SECTOR

1	BID
562	PSS Activities
61	Parenting skills training
8,233	Awareness Sessions
5	Internship for 3 months
5	Internship for 2 months
2	Advocacy activities
31	Emergency Cash Assistance

## GENDER-BASED violence

In 2018, the gender-based violence (GBV) team provided services to 2,806 beneficiaries of all nationalities in Beirut and Mount Lebanon. The teams provided awareness sessions on several protection topics such as domestic violence, early marriage, prevention of sexual abuse and referred protection cases to safe shelters or assisted them through emergency cash assistance to secure a safe space. Psychosocial support sessions were conducted to 829 women. Moreover, GBV activities encompassed community capacity-building through the training of community based groups and community leaders on several GBV issues. The GBV teams worked alongside with 3 Outreach Volunteers to perform the aforementioned activities. GBV sector benefitted from a complementary cooperation with local NGOs such as MOSAIC and ABAAD. Informal skills training and internship opportunities were

offered to vulnerable women through cooperation with MF Training Unit. The internship program covered a paid period of two months training, during which the beneficiaries' skills were built and the latter were prepared to acquire a profession of their own after the internship program was completed. The MF -GBV team collaborated with different sectors and OVs' during the 16 days of activism which tackled the national theme of "Child Marriage" in 2018. Beneficiaries from the GBV, PWSN and CP sectors attended the awareness sessions held throughout the 16 days of activism days, and creative efforts of women from the vocational trainings were used to shed light on this issue, yet the main event took place on the 6th of December as an open day at our center to engage beneficiaries in ending child marriage.



On the actual open day designated for the 16 days of activism, beneficiaries participated in different activities that were held at the Makhzoumi Foundation center. Children were targeted through ABAAD organization child marriage puppetry tool kit to send key messages on child marriage. Women and married adolescents were given 2 awareness sessions in rotation on family planning by a midwife from the primary healthcare center and on communication skills given by a gender-based violence (GBV) social worker. The rest of the women attended an awareness session on early marriage, then a model girl wearing a wedding gown with a graduation teddy bear in one hand

and a chocolate bar in the other was introduced and talked about her experience and the child's basic rights that were taken away from her.

Women were given cutouts with different drawings to color, write a message to either the adolescents forced into marriage or to the caregivers of children at risk of child marriage, then hanged them of the wedding gown. The women were really surprised by the girl wearing the gown and were very empathetic to the state of adolescents forced into marriage. When the sessions of the different groups ended, refreshments and gifts were distributed accordingly.

## 2,806 TOTAL NUMBER OF SERVICES PROVIDED BY THE GENDER-BASED VIOLENCE SECTOR

**616** Case Management

**293** Emergency Cash Assistance

**714** Awareness Sessions

**829** Psycho-social support

**191** Informal Skills Training

**15** Internship

**71** LGBTQI Psycho-social support

**77** Emotional Support Groups

## PERSONS WITH specific needs

Elderly people, physically/mentally challenged beneficiaries, vulnerable refugees and persons with specific needs have been assisted by the Persons with specific needs (PWSN) team in 2017. The team provided case management, awareness sessions, emergency cash assistance and internship opportunities and consultations to **9,470** beneficiaries throughout the year. The PWSN team reached out to a majority of Syrians but also worked in collaboration with UNHCR to emphasize its work on the living conditions of Sudanese communities in Lebanon by participating to North Sudanese Committee and South Sudanese Committee meetings. Throughout the year 2018, emergency cash assistance was distributed to Syrians, Iraqis and refugees of other nationalities based on their vulnerability assessment. The majority of these beneficiaries were facing, protection issues, and serious medical conditions or were single parents.



Inside the Fun Bus, 2018

### 11,580 TOTAL PWSN PROTECTED

734 Case Management

9,121 Consultations

152 Elderly with Specific needs receiving support

87 Persons with disabilities receiving non-cash support

12 Internship

798 Life skills

46 Skill Building Activities Formal Training

141 Skill Building Activities Informal Training

489 Awareness sessions

## LIVELIHOODS

49 beneficiaries benefited from the internship service to equip them with the practical skills needed to secure better jobs, workplace experience and greater knowledge of that industry, in exchange for the employer benefiting from your labor. Life Skills activities included both formal and informal skills trainings. Life skills sessions of different levels were implemented throughout the year:

Informal skills training corresponded to unstructured short-term courses while the skills training program involved longer and more structured trainings. The RU offered trainings such as Hair Braiding, Henna, Sweets preparation, Food Supplies, recycling, crochet, cooking, embroidery and accessory making.

## COMMUNITY MOBILIZATION

Community-based protection aims at empowering communities and individuals to play a leading role in preventing and addressing their own protection concerns, as well as being actively engaged in the design, planning and implementation of activities. As part of this, the community was empowered and mobilized through a number of activities which included strengthening and expanding Community Development Centers (CDCs), MOSA Social Development Centers, community groups and outreach volunteers. It also entailed engaging in on-going consultations with refugee and local

communities. Throughout the year 2018, 14 community groups were established to empower and mobilize refugees to participate in decisions that affected their lives and their own protection through providing them with opportunities and platforms which allowed them to play an active role in sharing information on community protection priorities and concerns, suggesting and implementing solutions, conducting outreach to persons at heightened risk and disseminating information.

### 169 COMMUNITY BASED ACTIVITIES

**50** Community Based Interventions

**119** 2 Solidarity Initiatives

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## for increased Opportunities

Makhzoumi Foundation is proud to be a member of:



# PARTNERSHIP

## for increased Opportunities

Makhzoumi Foundation is proud to be a partner with:



ACCREDITATION  
CANADA



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*“No One has ever become Poor by Giving”*

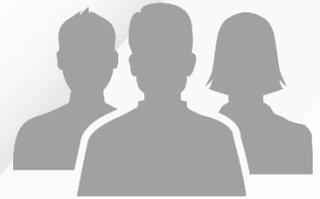
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