



مؤسسة مخزومي
Makhzoumi Foundation

END OF YEAR REPORT

2015

Our ultimate mission is to empower citizens – through improving their socioeconomic status, healthcare provisions, and environmental awareness and by encouraging their quest for education – enabling them to independently develop and progress their local communities to subsequently enhance the country’s civil society on a national scale.

We measure success in our ability to make community members more prosperous, and we always put them First.

OUR VALUES GUIDE OUR WORK AND PARTNERSHIPS

<p>➤ Respect for Human Rights</p> <p>We recognize that all human beings are born free and equal in dignity and rights.</p>	<p>➤ Empowerment</p> <p>Empowering the community underlines everything we are and everything we do.</p>	<p>➤ Leadership</p> <p>Our best work comes through a collaborative approach that leads groups towards specific results.</p>
<p>➤ Accountability</p> <p>We are responsible for all our actions and decisions.</p>	<p>➤ Service Beyond Self</p> <p>Philanthropy is our strong motivator to act from a concern for others.</p>	<p>➤ Transparency</p> <p>We are guided by openness in the dissemination of our records.</p>

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A MESSAGE FROM THE PRESIDENT

“The future belongs to those who believe in the beauty of their dreams”

Eleanor Roosevelt



We accomplish prodigious things, we not only act, but we also dream; we not only plan, but also believe. Keeping our spirits and determination unshaken we shall always walk the brilliance road. With courage, faith and determination we shall overcome everything we face. For us every end is just a new beginning. We set our goals and devote all our **strength** and **talent** to getting there. With enough effort, we may achieve it. Or we may discover something that is even more rewarding. But in the end, no matter what the result is, we know that we made a difference.

Every year it's the same narrative – create goals and more goals. And while it's great to make goals, it's even better to truly follow through and find **the power and enthusiasm inside ourselves** to actually make it happen. Of course we get discouraged along the way. Many times, setting and working towards a goal is more about the journey than it is about the end result. We continually learn more about ourselves and our abilities when we are pushing our limits and testing the boundaries

of success we thought kept us confined. We love what we do and give it our very best. We do not think there is any other quality so crucial to success of any kind as the value of perseverance. It overcomes almost everything.

In the end, all business performances can be reduced to three words: **people, product and profits**. Unless one got a good team, one can't do much with the other two. Without our staff, we could not have delivered the product we have, and without our product, we could not have profited by reaching so many people, empowered their lives, and gave them hope for the future. We never doubt that a group of thoughtful, concerned citizens can change the world. Indeed it is the only thing that ever has. When they know their rights, and their duties, when they see the power within, they walk through with confidence and courage and lead the way.

We created a vision, enunciated the vision fervently owned the vision, and insistently driven it to completion. We will always press forward, stay positive, and work hard. We can't discover our potential if we don't push ourselves to succeed, learn, and achieve.

I hope reading the end of year report of the year 2015 of Makhzoumi Foundation, will take you through the journey we travelled during the year, the places we visited, the obstacles we concurred and the pride we had seeing the achievements realized.

I would like to leave you with a quote from Winston Churchill:

**“Success is not final, failure is not fatal: it is the courage to continue that counts.”
And we will continue with our endeavor!**

300,000

Services in 2015

Makhzoumi Foundation is an independent, not-for-profit Non-Governmental Organization that plays an important role in providing a wide range of community services and activities that have permanent and intensive impact in the philanthropic and humanitarian fields.

The Foundation was established upon the vision of its founder and major funding associate, Mr. Fouad Makhzoumi, and his desire to direct citizens toward self-sufficiency. It has been growing ever since, guided by an Executive Board of Directors and a specialized administrative team that operate according to international corporate standards.

OUR SERVICES



The Healthcare Program: Provides highly accessible primary health services based on the Lebanese and Canadian Primary Care standards.

The Vocational Training Program: Provides trainees with educational, technical and vocational skills promoting self-reliance.



The Microcredit Program: Provides access to financial and non-financial services to entrepreneurs and employees with near minimum wage creating new job opportunities, fighting poverty and empowering women and youth.

The Development Program: implements community projects to empower individuals and groups with the skills they need for sustainable development.



The Relief and Humanitarian Services Unit: provides needs to refugees, displaced people and vulnerable host communities aiming at achieving ultimate humanitarian assistance.



Building the bridges for **COMMUNITY SUPPORT**

For 18 years, Makhzoumi Foundation has been embracing the community's well-being ensuring that individuals and families are supported and valued.

We made a difference in changing and improving the lives of others while opening doors for health services, managing the economic status of small entrepreneurs, educating and training learners, supporting displaced societies in need of relief, and sustaining development for women, children, youth, and elderly.

Watch the video to have a look at what we do.

Since 1997
2.5 million Services
660,000 persons outreached

By Numbers

Here is what we provided



600,000

Health Services



120,000

Trainees



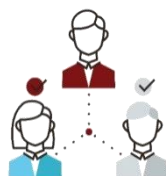
8,500

Micro-Loans



200,000

Development outreach



850,000

Relief Assistances



721,500

Social services



*"By the end of **2014**, we set focused performance goals for **Makhzoumi Foundation** programs and units:*

Expansion of healthcare service provision, increase enrollment of vocational trainees, catchment of more small entrepreneurs, additional capacity development in the community especially for women, attainment of comprehensive social services and intensification in the assistance of vulnerable populations in Lebanon.

By the end of 2015, we achieved all of our set goals for the year."

2015 PERFORMANCE ACHIEVEMENTS In each Field of Operation

75,000

Healthcare
Program



4,543

Training
Program

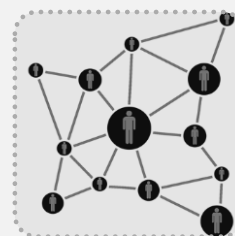


1,000

Micro-Credit
Program

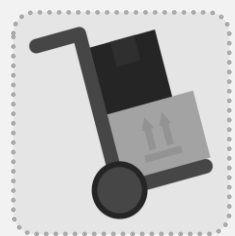


*Great things are never done by one person.
They are done by a team of people.*



100

Internship
Program



57,000

Relief and
Humanitarian Unit



75,000

Development
Program

«IF WE CAN DREAM IT, WE CAN DO IT»

In 2015, Makhzoumi Foundation has been awarded



- CSR LEVANT 2015 Award
- THE ARAB DONOR INSTITUTIONS AWARD 2015
- RISALAT HAYAT TROPHY
- CITI GROUP AWARD
- And GHIRAS APPRECIATION TROPHY

for successful «**Community Development**» & «**Community-based Initiatives**»,
through providing **2.500.000** services since its inception in 1997

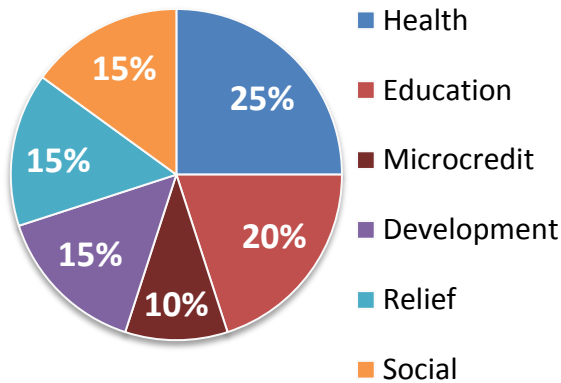


with initiatives that include Health Services, Youth Engagement, Poverty Alleviation, Gender Diversity, Social Entrepreneurship, Employment Generation, Cultural Diversity and Others.

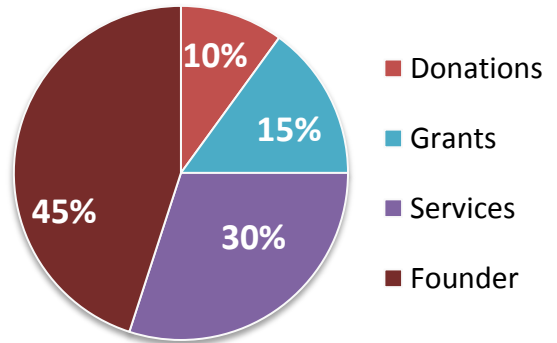
2015 DISTRIBUTION CHARTS

Because the Foundation is one of the biggest community service provider, it is directed toward investing its resources to benefit the community as a whole. Our large-scale annual budget is high. As a non-profit organization, Makhzoumi Foundation relies mainly on its founder as the major funding source. Another part of our projects and operations is subsidized by our national and international partners. As services efforts are important for the NGO's existence and success, we tried to extended our areas of operations outside Beirut, to South, Bekaa and North.

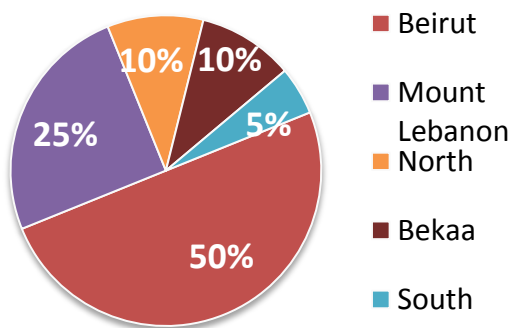
Our Fields of Operation



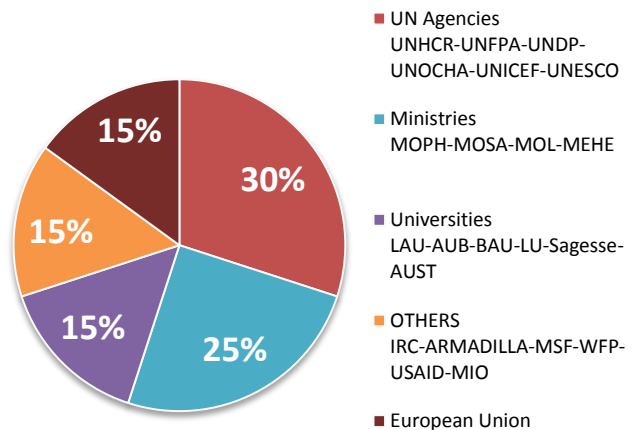
Our Funding Sources



Our Areas of Operations



Our Partners



MF HUMAN CAPITAL

This is our Groundwork

In line with our strategic plan, we recognize the need to improve the quality of services so that our centers become a major destination for the procurement of healthcare, vocational training, targeted education, loan offers, relief and capacity building and sustainability projects and activities. Today, all the distinctive assistance programs that we are providing had placed us among the improved and highly qualified community service providers nationwide. Our works are steered by the strength of staff. Volunteers, helpers, paid, unpaid, advisors, consultants, mentors, experts and specialists, all are gathered toward the goal of community aid and development.

When it comes to human resources, we face challenges but our teams are our greatest strength and coherence. Throughout the years, we have been investing in employees and volunteers, adding new positions and emphasizing advanced training and education. We encourage learning for enhancement and progress is a main issue for us because it is the only way that drives us to move forward and go ahead in innovation.

In **2015**, we have improved our recruiting procedures and policies and performance management, and we celebrated the 15th anniversary with staff who dedicated efforts and time with the Foundation.



The Healthcare Program

75000

Health Services in 2015



BEST PRACTICES FOR HIGH QUALITY HEALTHCARE

Our vision is to create a Model of fundamental primary health care with the best practices and highest quality. Makhzoumi Foundation healthcare services are getting increasingly grounded on the pillars of clinical care and academic health Education.

The Health Story starts every day at the frontline station, where patients are received in a welcoming atmosphere. Registered nurses take vital signs and do necessary triage procedures. Generalist and specialist physicians sit with patients for diagnosis, treatment and follow up. Interdisciplinary collaboration with specialized technologists and medical assistants specifies the treatment plans. Follow up is continuous, and the story is everlasting with our patients.

All our services bring cost-effective and highly qualified HEALTH CARE for families in need. We provide the full spectrum of medical specialties including *Cardiology, Gynecology, Obstetrics, Nephrology, Neurology, Nutrition, dietetics, Family medicine, Orthopedics, Pediatrics Otorhinolaryngology, Physiotherapy, Psychology, Urology, Psychotherapy, pulmonary medicine,, Vascular surgery, oncology*, and much more.

23,000

•Medical consultation

15,000

•Diagnostic test

3,200

•Medical Card service

5,200

•Outreach Service

35,000

•Vaccination



Achievements In 2014

54,000 Services

Achievements In 2015

75,000 Services

In 2015

40% ▲

COMMUNITY HEALTH is our **PRIORITY**

The Comprehensive list of services that we offer includes: Clinical Care of Acute and Chronic illness, Nursing Care Management, Medical Home Visits, Low-Cost Essential Medications, Mental Health Services, Routine Immunization, Medical Laboratory Tests, Radiology Services, and Specialized clinical services such as EKG, Minor Surgery and Point of Care Laboratory Testing.



13,135

Medications were provided in 2015 to low-income and uninsured patients to help them obtain low cost service

► **MEDICATION PROVISION** where our pharmacy provides medications to patients consulted at the Primary Healthcare Clinics. We have improved access to generic medications based on the Ministry of Public Health requirements and based on a cost-efficiency plan. In 2015, we provided **13,135** essential and chronic medications. Most of our patients with chronic diseases have access to the national YMCA medication assistance program.

► **DENTAL SERVICE** that stresses on the fact that good oral health is highly significant among our services. We offered **1,391** prevention and treatment services for all ages during 2015. The rationale behind offering dental services is to improve and maintain community oral health through Comprehensive Examinations, X-rays or Panoramic Screening and Preventive Dental Care.

► **NUTRITION SERVICE**

where three Registered Dietitians received **414** beneficiaries in 2015 through direct appointments or referral from physicians. Our nutrition service works through individualized weight management plans and particular dietetic and nutritional situations based on individual needs, with interdisciplinary follow up for medical issues such as diabetes, heart disease, pregnancy and other inter-related conditions. In April 2015, a weight management campaign addressed **100** persons who were screened for obesity and nutritional quality and they were followed up over the year.



1,191

We offered 1,319 general dental care to all ages including cleanings, preventive care, Fillings, Extractions.

► **PHYSIOTHERAPY SERVICE** through which our program offers comprehensive physiotherapy assessment and treatment for all kinds of injuries, Motor Vehicle Accident Rehabilitation, Post-Surgical Management, Neurological conditions and others. All treatment is performed by registered physiotherapists in a relaxing and friendly setting at reduced prices and supported by free wheelchairs or other necessary devices.

COMMUNITY HEALTH is our PRIORITY



35,000

Children Vaccinated
in the PHC, in schools
and nurseries, during
Outreach visits and
National campaigns

► THE PEDIATRIC CLINICS AND THE ROUTINE IMMUNIZATION

where we provide children with specialty medical services giving parents the confidence that they ask for. Thanks to a unique collaboration with the Ministry of Public Health and UNICEF, we address immunization as a priority.

In 2015, we provided **40,000** pediatric services including medical consultations, malnutrition management and routine vaccination.



5,200

Vulnerable persons
of all ages living in
collective shelters
and in tents were
diagnosed and treated

► THE MOBILE MEDICAL UNIT (MMU)

specially addressing individuals who have difficult accessibility to health services. The MMU can drive to the field according to its assigned schedule and reaches out to both urban and rural areas all over Lebanon. The mobile unit is well equipped with advanced devices and is appropriately arranged to receive patients with special needs.

In 2015, Makhzoumi Foundation MMU, visited more than **60** remote sites and more than **40** schools in Beirut and Mount Lebanon. More than **5,200** refugees were treated in collective shelters and tents and schools were reached for vaccination and dental examinations.

TARGETED HEALTH INTERVENTION PROGRAMS FOR DIRECTED CARE

► **THE CLINICAL MANAGEMENT OF RAPE (CMR)** started in January 2015 at Makhzoumi Foundation Healthcare center in Mazraa where we manage the survivors of all kinds of sexual assaults for all ages & gender based on standard protocols. Emergency contraception, Anti-Retroviral therapy for post-exposure prophylaxis (PEP), and presumptive sexually transmitted infections are all managed by an extensively trained team of **9** healthcare workers who took care of **300** cases in 2015.

► **THE NON COMMUNICABLE DISEASES (NCDS) SCREENING PROGRAM** addressing majorly cardiovascular diseases and diabetes because they are the leading cause of death in Lebanon, started in 2015 in Makhzoumi Foundation Healthcare Clinics. Screening is done daily for all persons who are aged 40 years & above and referral for management is done based on individual risk assessment. The program is supported by the MOPH for Lebanese and UNHCR for refugees.

► **THE MENTAL HEALTH PROGRAM** has been completed in 2015 with the integration of the comprehensive referral pathway. Our specialized interdisciplinary team is composed of a psychiatrist, a psychologist & a pharmacist who work along with trained MHGAP social worker, nurse & generalist physicians. The national mental health supervisor visits our center continuously for support and supervision.

► **THE MALNUTRITION SCREENING AND TREATMENT PROGRAM** was in 2015 implemented totally by our healthcare program after the collaboration with IOCC & UNICEF for the second consecutive year. All children aged between 0 & 5 years are screened for Severe Acute Malnutrition or Moderate Acute Malnutrition and treated in Mazraa Center. Mothers are also screened. We have integrated additional staff for community mobilization to malnutrition screening.

RATIONALE

We are offering targeted intervention programs to:

- Reduce NCDs morbidity and mortality;
- Facilitate access to mental health care;
- Reduce the stigma of physical and sexual assault;
- Eradicate childhood malnutrition.



HEALTH CAMPAIGNS FOR AWARENESS: IN-REACH AND OUTREACH

Health campaigns in 2015 were divided into two categories:

► **The Internal campaigns** focused on providing free targeted services inside our healthcare clinics; more than 500 sun protective hats were distributed to refugees in collaboration with the Italian NGO Ricerca e Cooperazione And

► **The External outreach campaigns** that focused on actively seeking out vulnerable communities in collective shelters and informal tented settlements and public and private schools for medical checkups and issues related to routine school health, vaccination and others.

The topics addressed included:

- Cervical Cancer
- High pressure blood and diabetes in pregnant women
- Nutrition and Autism, Diabetes
- Non-Communicable diseases
- Sexual Education for Children
- Breastfeeding
- Infant Youth Child Feeding
- Family Planning
- Menopause Signs and Symptoms
- Social Phobias
- Pre-menstrual syndrome
- Congenital malformations.



6,500

Persons benefited from our Awareness Sessions that were Implemented weekly In Beirut and Mount Lebanon inside the Primary Healthcare Clinics and during outreach visits



TRENDING HEALTHCARE SERVICES



"We are trying our best to facilitate the access of cost efficient health services to the community. Our vision is to see that every household has away in our centers, where basic health services are met.

MOPH, WHO, UNHCR and many other partners have paved the way for us. In 2016, we will carry on with the UHC with 1000 community members in need for free healthcare, having faith in in our absolute success."

► THE HEALTH CARD

Having a health care card gives community members access to cost-effective health care services at our PHCs and entitle its holders to a reduction in the cost and facilitates access to all our medical services full day over one year period. **3211** services were offered in 2015 including dentistry, laboratory tests, radiology services and specialized medical consultations.

► TOWARD UNIVERSAL HEALTH COVERAGE

MF HCP started preparing for a special Pre-payment system in collaboration with the Ministry of Public Health (MOPH) and the World health Organization (WHO) to provide essential packages for health screening and disease prevention to more than **1,000** community members who have limited healthcare resources. The rationale is the unification of services and delivery in a comprehensive and integrated way, based on primary health care.

► SAFETY FOR BETTER CARE

Coordinated teamwork between the nursing teams is done to avoid infections, or anything that might compromise patient safety. Point of care Laboratory Testing is implemented installed machines with the best standards for the essential equipment and supplies and internal and external quality control.

THE RESEARCH AND EDUCATION SECTION FOR ADVANCED KNOWLEDGE

In **2015**,

we started our

Education and Research
Unit in Healthcare because
we believe that effective
onsite teaching influences
present and future health
and healthy behaviors.



► THE PATIENT SAFETY WORKSHOP

It is done in collaboration with the Italian NGO, Armadilla, for workers in the primary healthcare network including nurses in charge, laboratory and radiology technologists and other healthcare workers in need to enhance their role in managing the risks to patients in primary healthcare and the magnitude and nature of the preventable harm due to unsafe practices.

► THE THERAPEUTIC MANAGEMENT OF CHRONIC DISEASES

This is the research study with the objective of assessment of health literacy medication adherence and healthcare utilization among local communities and refugees with Non-Communicable Diseases in Lebanon. The study is implemented through our unit with trainees from Johns Hopkins University in the United States and the Lebanese American University (LAU).

► SKIN DISEASES ALGORITHMS AND ATLAS FOR LEBANON

This is the clinical guidelines manual that was issued after the medical mission of Makhzoumi Foundation and the Italian NGO, Armadilla. The manual was launched at a national level and addressed dermatological clinical guidelines. Its author is Professor Aldo Morrone, President of Mediterranean Institute of Hematology.

ACADEMIC INTERNSHIP

► FAMILY MEDICINE WITH THE LEBANESE AMERICAN UNIVERSITY AND RIZK MEDICAL CENTER (LAUMC-RH)

This is a 5-year residency program at our primary healthcare center that enables family medicine physicians to take care of the medical problems of patients. Coverage of **320** patients in a quarter year was accomplished.

► OPHTHALMOLOGY WITH BEIRUT ARAB UNIVERSITY (BAU)

This collaboration allows BAU residents to attend on a weekly schedule a wide range of ophthalmology diagnoses. We averaged **758** outpatient visits in 2015.

► PHARM-D PROGRAM WITH LEBANESE AMERICAN UNIVERSITY (LAU) JBEIL

The Pharmacy residency program contributes to the development of clinical pharmacists responsible for medication-related care. Interns joined our primary healthcare center and participate in outreach activities where they provide pharmaceutical awareness with medication reconciliation to community and staff.

► NUTRITION WITH LEBANESE UNIVERSITY AND AMERICAN UNIVERSITY OF BEIRUT

Our Nutrition Program accepted trainees in nutrition-related internships and research fields.

ADMINISTRATIVE STAFF, HEALTHCARE WORKERS AND PHYSICIANS WORKSHOPS:

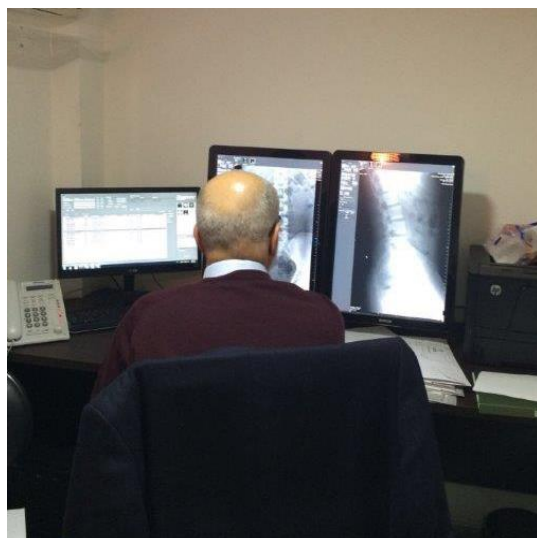
- Accreditation Training
- Basics of Malnutrition And Breastfeeding
- Clinical Management for male survivor of sexual assault
- Delivery of reproductive health services
- Elderly International Day Workshop entitled ELDERLY RIGHTS
- Immunization management training
- Integrated Management of Childhood Illness
- Mental Health Gap training
- Mental health and Psycho-social Support National Strategic Planning
- Non-Communicable Diseases National Strategic Plan
- Polio Vaccination Management
- Psychological First Aid
- Reproductive Health Guidelines
- Reproductive Health Management
- Staff Stress Management
- Universal Health Coverage Information System

TECHNOLOGY FOR CONTINUOUS PROGRESS

Because medical supplies and equipment have a great impact on the quality of patient care at the primary healthcare level, we power technology coupled with devotion to best practices, to be the leader in development and change.

Medical Equipment that was set in our PHCs in 2015 includes:

- ▶ **COMPUTERIZED RADIOLOGY SYSTEM (CR)** Introduced in 2015 in replacement of the traditional photographic films in our radiology department. Replacing the conventional fixing and developing cassettes gives better resolution of images and improved diagnostic visuals. CR uses a medium to capture x-ray energy and produce a digital image that can be enhanced for soft copy diagnosis or further review.
- ▶ **PORTABLE RADIOLOGY SYSTEMS** to facilitate exceptional care for patients during outreach service provision.
- ▶ **DERMATOSCOPE** for effective skin diseases diagnosis and management.
- ▶ **UNICEF SOLAR REFRIGERATORS** are set in our clinics as a more sustainable and reliable option for the storage of vaccines.
- ▶ **LARYNGOSCOPE** for competent management of upper respiratory tract infections.
- ▶ **STEAM AUTOCLAVES** for dental and regular clinics for effective infection control.
- ▶ **HBA1C, LIPID PANEL AND CLINICAL CHEMISTRY MACHINES** for the management of chronic cardiovascular diseases at the point of care.



USING INFORMATION TECHNOLOGY FOR IMPROVEMENT



Makhzoumi Foundation Information Technology department has designed a user-friendly healthcare information system, whereby data is generated and managed right from every computer point inside the PHC and from the central server. The advanced **electronic appointment** system facilitates the flow of services from patient entrance to triage, consultation, medication provision, diagnostics and follow up.

The regular review also prioritizes cases that need follow up and constant management. In the example of Non-Communicable Diseases management, the system automatically sets a cardiovascular risk assessment and prepares an individual work plan for each enrolled patient.

Hence, the use of our health information technology systems has evolved since its implementation in 2014.

In **2015**, we upgraded the medical records starting with electronic patient registration at the reception desks, to medical record writing, leading to improvements of our record keeping system.

The capacity of more than 40 computers was enhanced and the health information system is in 2015 adopted by 100% of our physicians and healthcare workers with increased adherence compared to 2014.

All of this allows for:

- ▶ Increased information access and patient coverage;
- ▶ Greater accuracy in patient registries;
- ▶ Easier data management;
- ▶ Higher proportion of correct information;
- ▶ Time saved in locating the personal and medical information;
- ▶ Greater ease and speed of recovery of patient data;
- ▶ Automatic update of data on the central server;
- ▶ Reports viewing by authentication.

HEALTHCARE PARTNERSHIP FOR INFINITE POTENTIALS



Makhzoumi Foundation Healthcare Program builds continuous joint **agreements and contracts** in Lebanon and beyond to strengthen healthcare delivery and provide Lebanese and Non-Lebanese residents with the advanced clinical care they need.

Looking back over a decade of growth, our healthcare program is a trusted referral with trusted healthcare professionals.

We prioritize our partnerships with other national and international governmental and non-governmental organizations.

Such partnerships facilitate the provision of the basic needs and complementary services for the population and set standards for high-quality work.

The transparent humanitarian approach that is embraced by the Foundation's Program has opened routes for collaboration with several funding agencies, including ministries, municipalities, universities, hospitals and many others.

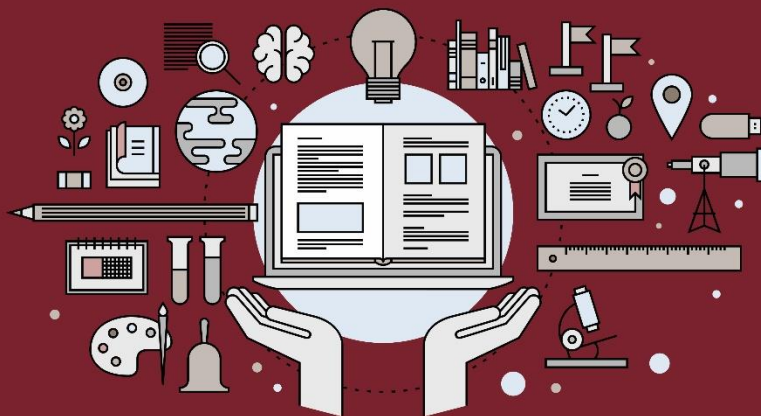
OUR PARTNERS IN HEALTH INCLUDE:

- MINISTRY OF PUBLIC HEALTH
- YOUTH MEN CHRISTIAN ASSOCIATION
- UNHCR
- UNFPA
- UNICEF
- MEDECINS SANS FRONTIERE BELGIQUE
- ARMADILLA
- ITALIAN COOPERATION OFFICE
- LEBANESE AMERICAN UNIVERSITY
- ABAAD
- MOSAIC
- WHO
- WORLD BANK
- MINISTRY OF SOCIAL AFFAIRS

The Vocational Training Program

4543

Training Services in 2015



EDUCATION: A POWERFUL WEAPON

Excellence is an art won by training and education. The year 2015 was filled with success stories we are proud of, and challenges we overcame as the Vocational Training Program team.

PURPOSE

The Vocational Training Program at Makhzoumi Foundation provides trainees with educational, technical, and vocational skills. It fulfils two of the Foundation's goals through encouraging the seeking of knowledge and promoting self-reliance.

The courses are tailored to cater for the essentials of the labor market, and trainees acquire competencies and expertise needed to distinguish them and to excel in the modern age. The training provided contributes positively to the development of young adults. The mastering of vocational skills creates in students a feeling of satisfaction and hope, which in turn leads to individuals becoming a productive power within the workforce and society as a whole.

OBJECTIVES

Candidates after training in their chosen specialties are able to:

- Develop their skills within their careers.
- Seize better opportunities in the labor market.
- Demonstrate leadership and entrepreneurial skills.
- Show improved self-image and self confidence.
- Demonstrate cross cultural awareness.
- Communicate easily across cultures.

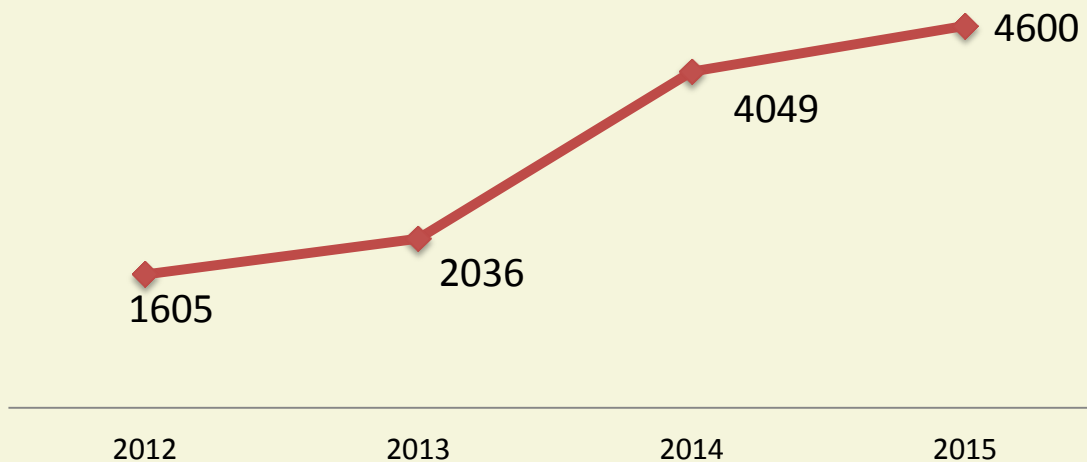
GROWTH SINCE 2012

The problem of employment in Lebanon is becoming a major issue for the population because of the continuous crisis situations that we are passing through, which is an indication of the many challenges that our vocational program has faced.

However, the increase by 186% since 2012 is a measure of a high pace growth in the number of persons enrolled in vocational training.



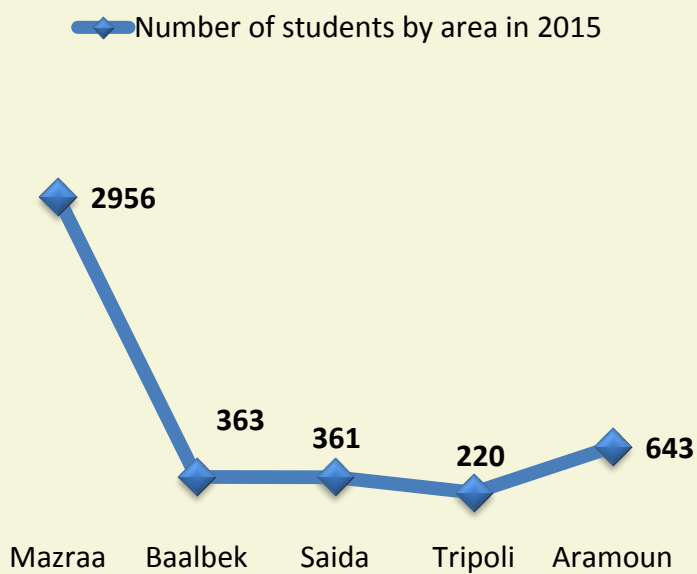
◆ Growth Over Years



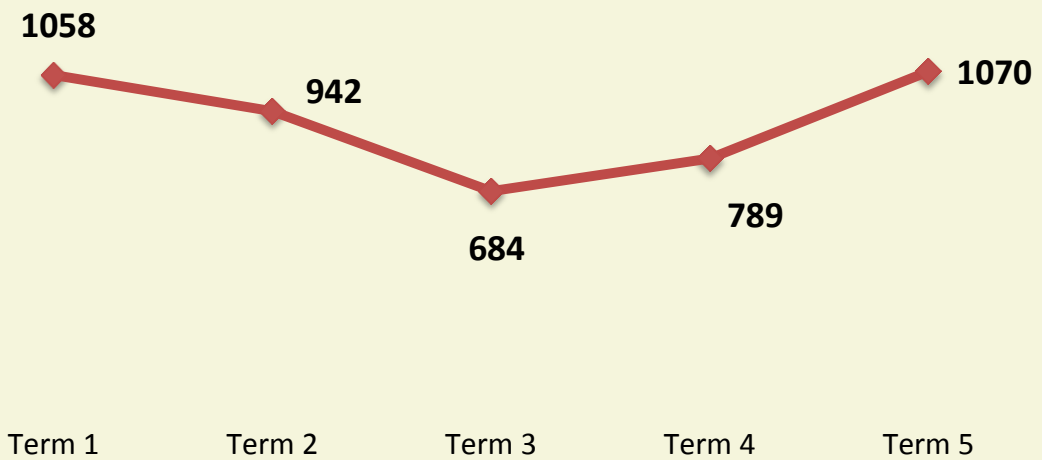
DISTRIBUTIONS AND STATISTICS



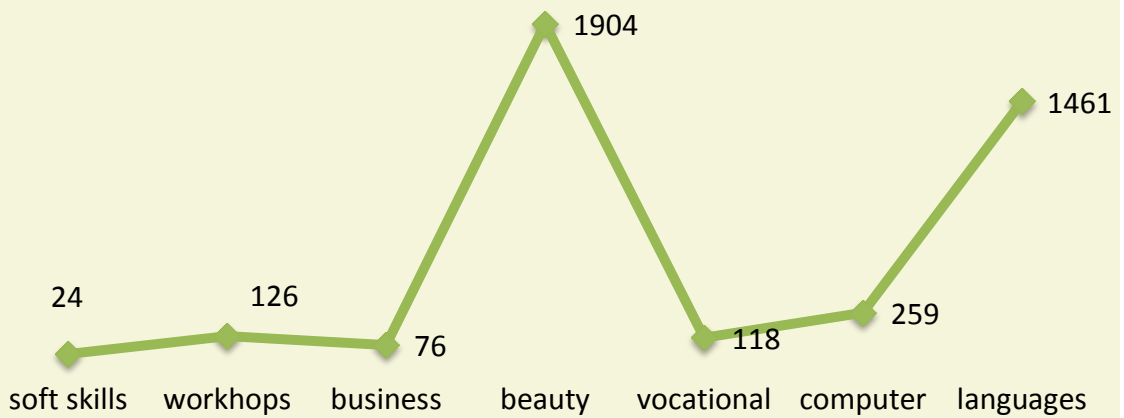
We share Oprah Winfrey's opinion when she explains: "... Education is power. ... Being able to communicate with people is power. One of my main goals on the planet is to encourage people to empower themselves." And this is how change is made.



Total Number of Trainee Flow Per Term

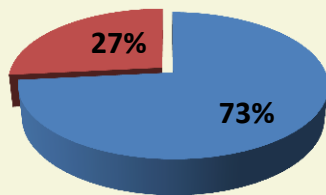


Distribution of Courses



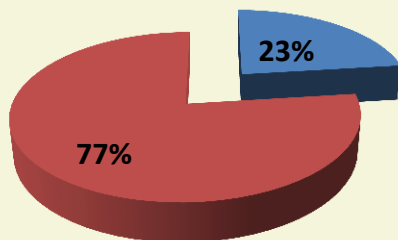
Lebanese and Non-Lebanese beneficiaries

- Lebanese students
- Non-Lebanese students



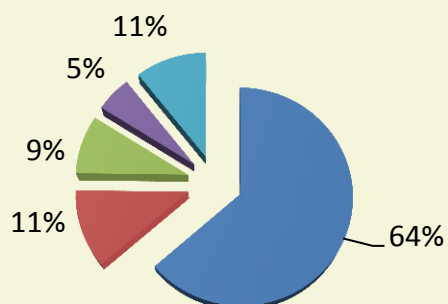
Distribution by Gender

- Male
- Female



Distributions by Age

- 15- 20
- 21-25
- 26 -30
- 31-35
- 35 & above



OUR MAIN ACTIVITIES

2015 held many activities, events, trainings and new collaborations.



► EDUCATIONAL JOBS AND FAIRS

During 2015, Makhzoumi Foundation Vocational Training Program participated in its annual job and university fairs in universities: the American University of Beirut, the Lebanese American University, Beirut Arab University, and the Lebanese University. Throughout the fairs, students were offered a variety of educational and academic services that introduced at our vocational program. In addition, students were informed about Makhzoumi Foundation internship prospects.

► LANGUAGE AND BEAUTY OPEN DAYS, CLUBS AND MOVIE NIGHTS

Throughout 2015, VTP executed several extra-curricular activities to help trainees practice their newly acquired skills at the foundation. Beauty open days focused on trainees practicing their vocational skills of hair, make up and beauty skills. Language open days and Movie nights focused on encouraging trainees in practicing their language skills and creating a social platform for them to practice, create new networks, roleplay different social prompts, and have a cultural awareness. Language thematic clubs have been established to create additional chances for students to practice language focusing on listening and speaking skills.



► IN-HOUSE TRAININGS

VTP internal staff underwent several trainings focusing on VT reception customer service skills which showed great enhancement in all branches. Moreover, instructors were trained on new instructional technique to enhance engagement in classes and increase quality of services. Upper management team focused on enhancing team building skills, motivation and leadership.

► SOCIAL EVENTS

VTP had the pleasure to participate in several national events from Marathon, Fanousy, ramadaniyat and others. VTP showed its support to the community and its mission of empowerment.

OUTSTANDING GRADUATES DESERVE THE BEST

This year's big event was the 2015 graduation of all centers in UNESCO where an extended number of VIPs attended to share the moment of success. Excellent students from all departments were chosen to be awarded in the presence of 250 family members and visitors.



OUR PROJECTS

► THE MINISTRY OF SOCIAL AFFAIRS AND THE ITALIAN EMBASSY

On the other hand, the VTP implemented its Children friendly spaces project in cooperation with the ministry of social affairs funded by the Italian embassy. The project focused on providing safe spaces for children through enhancing their skills in reading, science, arts, technology and robotics. This creates a chance for them to enhance their motor, kinesthetic, creative, mechanic and cognitive skills throughout the edutainment experience. The project's closure event is expected in March 22nd on child's day.

► INTERNATIONAL PROJECTS

The Vocational training program in the year of 2015 applied to several project grants opportunities with ministries, embassies and international donors. Throughout the project proposal process VTP tried networking with other international NGOs through participating and taking a role in consortia through RDPP, MADAD, BPRM, etc... Projects. These projects focuses on providing vocational training opportunities for vulnerable Lebanese and Syrian individuals in different regions around Lebanon. In addition, these projects provide trainees with opportunities for an apprenticeship and job employment.

► PROPOSED PROJECTS IN EMPOWERING LEBANESE EDUCATIONAL COMMUNITY

VTP approached the ministry of education to show appreciation of ministry's hard work and efforts in enhancing the educational system in Lebanon. VTP initiative is to empower school leaders through integrating technology in classrooms through ActivInspire tool. Prospect training for 24 school counselors & leaders was agreed on.

► MOSA COLLABORATIONS

Several vocational training projects with MOSA in cooperation with British council and UN women were executed in Bekaa and Beirut through teaching women English basic language and mobile repair. These projects empowered women in acquiring new skills and indirectly building their self-esteem.

► PROFESSIONAL DEVELOPMENT FOR SCHOOLS

Several schools were approached to create new contacts and widen the scope of networks in which A'amliye project emerged. A'amliye school is interested in professional development for their teachers and students in methodology and languages for the latter. Negotiations and discussions are being re-discussed with their new staffing personnel.

► NATIONAL COUNCIL FOR EMPLOYMENT

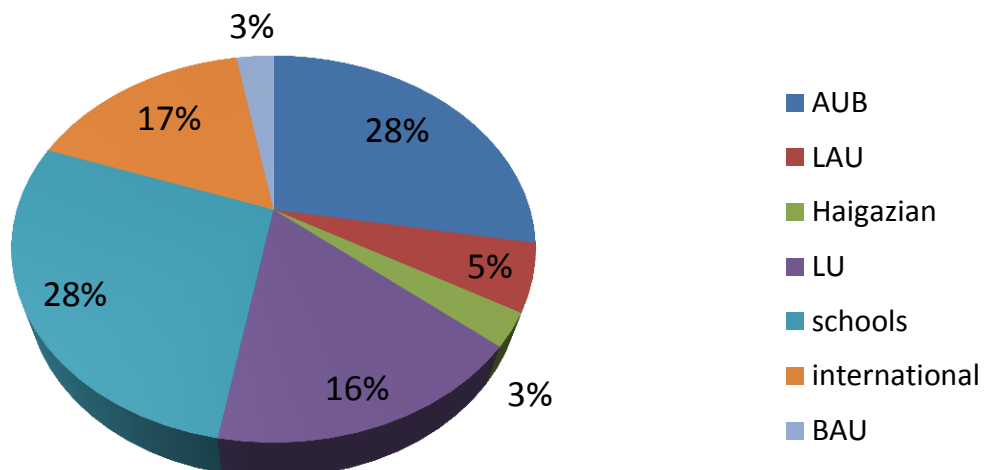
Makhzoumi Foundation's VTP MOU with the national council for employment started its plan in granting accelerated vocational certificates for trainees in 4 different majors in Hair dressing, Makeup, Secretarial and computer maintenance.

A NEW INITIATIVE – STEP FORWARD PROGRAM

Internship and Skill-based volunteering program at Makhzoumi Foundation encourages individuals to step forward and contribute to their community through their main areas of expertise. Interns' backgrounds includes a variety of majors/fields ranging from public administration, international affairs, media & communication, to linguistics, education, educational psychology and counseling. The program encompasses Lebanese and Non-Lebanese interns and volunteers. The step forward program emphasizes on aiding interns develop new skills and tone up already acquired skills. Interns deepen and widen their scope of abilities through increasing their exposure by passing through the Foundation's main programs.



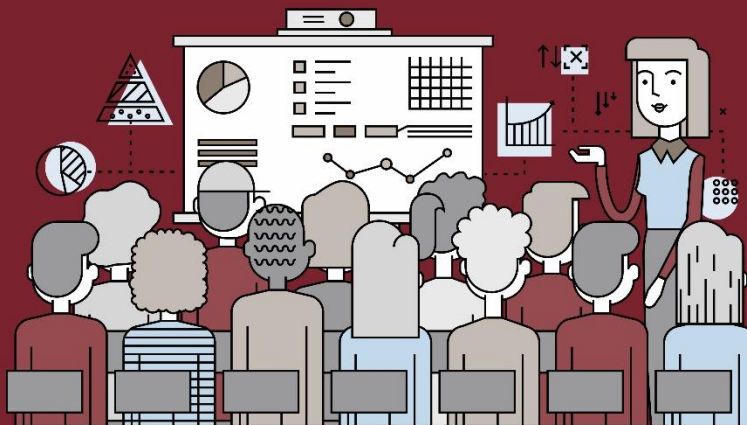
**Internship & Skill-based Volunteering Program,
Makhzoumi Foundation Statistics, 2015**



The Micro-Credit Program

1000

Current Borrowers
By End 2015



CLIMBING TO NEW HEIGHTS TOGETHER

The inception of Micro-Credit aimed at extending financial services to people in the marginal economies of developing countries, to help them get out of the poverty trap. However, it is our firm belief that credit alone is not enough. There is greater reduction in poverty when micro-credit

programs are combined with increased access to basic social services, key social development messages, training, education and access to health services.

It is this development equation that gives the **Makhzoumi Foundation** a leading advantage in its mission to contribute to, and support Lebanon's social and economic development.

Since its inception in 1997, the micro-credit program at the Makhzoumi Foundation

has disbursed **8663** loans, benefiting 3498 families with a registered repayment rate as high as 97%. Program beneficiaries, with 48% women, are using loans as small as three hundred dollars to grow thriving business or respond to emergencies and in turn they provide their families with better living, thus having a positive impact on local economy.

678\$

13.66%

\$1,532,931
Portfolio
Movement

821

48%

Profit Increase
After loan

Self
Sustainability

Loans
Disbursed

Female
Borrowers

SOCIAL ECONOMIC IMPACT

OBJECTIVES

Evidence of program meeting its objectives is monitored, through the end of loan evaluation, by observing income earnings, signs of increase in profit figures, new employment creation (if any), and increase in the businesses client base.

Overall, **15%** of borrowers did not access a consecutive loan, as they were able to ensure the basis for growth of their business

Less tangible to measure but equally important to mention, is the **social impact of loans** on borrowers. By providing opportunities for self-employment, study of data shows that the program has significantly increased women's security, autonomy, self-confidence and status within the household.



Increase of profit

- \$678

Profit reinvestment

- Activity: 56%
- Necessity: 38%
- Luxury: 1%
- Savings: 5%

Client Base

- less than 1% reported increase in client base

Job Creation

- 19 new Job created

BORROWER'S SITUATION

One of our core objectives across Makhzoumi Foundation's programs is to empower Women, Youth and Low-income people. The following summary indicates how much we are achieving those objectives especially in a period of political and security instabilities. Clearly, the instability is contributing to market stagnation and economic instability resulting in layoffs, business closures, low purchasing power, and increase in outstanding debts in the market. This percentage of in-house businesses indicate a certain level of precarity. In addition, 7% of business loan borrowers have suffered from Failure of their businesses and they did not renew their loans, versus 15% who reached content.

DISBURSED LOANS STATISTICS IN 2015

Women **52% of loans**

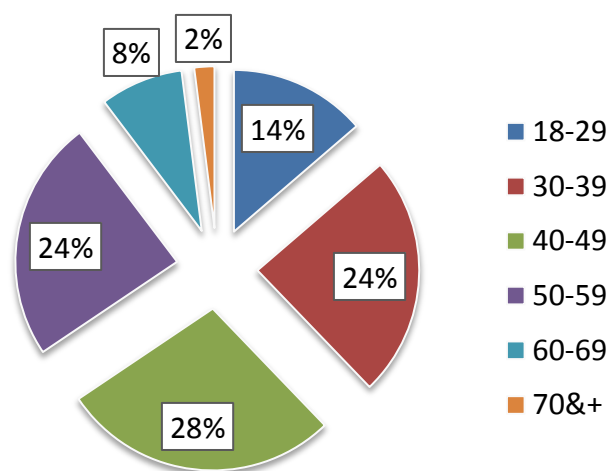
Youth **27% of loans**

Low Income **9% borrowers**
have less than
\$10 daily
income (per
household
member)

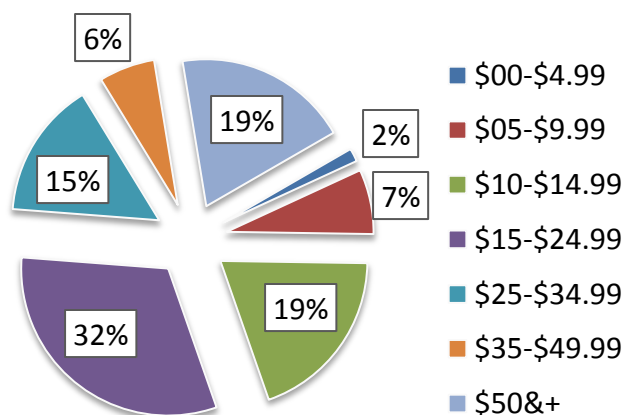
In House Business **23% of**
Business loans

Only Source of **11% of loans**
Income

Age Group



Income Level



PROGRAM PERFORMANCE

The Program's performance is assessed through the number of loans disbursed and the number of new borrowers. This big number of disbursed loans have helped us pass maintain the over 1000 current loans milestone reached last year. The promotion segmentation of the new borrowers indicates that the one to one promotion has increased 8 points from last year. Moreover, the Word of mouth percentage indicates a good and healthy customer service and generally a good image.

NEW BRANCH IN ZAHLEH

One important step was the opening of our new branch in Zahleh area to continue our expansion. We are looking forward to explore fully the potential of this area starting 2016.

To evaluate the Program better, we are monitoring the funding and the product development of Makhzoumi Foundation.

Loans

821

**First Time
Borrowers**

248

Promotion

21%

**of one to one
promotion**



OUR FUNDS

Makhzoumi Foundation manages three funds: the main Makhzoumi Foundation Fund, the LIM/ USAID fund and the NNCF fund. Following is a brief of the two external funds:

► LIM - LEBANON INVESTMENT IN MICROFINANCE

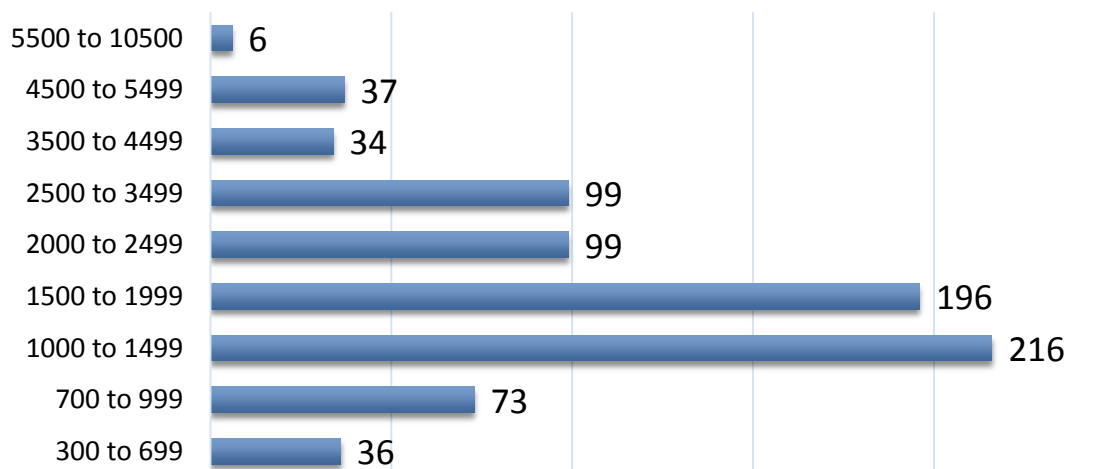
Makhzoumi Foundation is part of the LIM program since 2011. It is funded by the United States Agency for International Development – USAID. It is worth mentioning that Makhzoumi Foundation have received a grant of \$433,000 from LIM between 2011 and 2014. This reflects the degree of confidence of the USAID funded LIM program has in Makhzoumi Foundation. The LIM program has officially ended in April 2015, but the funds will be revolving to the end of April 2017 and then they will be added to the main Makhzoumi Foundation Fund. The USAID is planning another program that is expected to launch in 2016.

The Number of loans since inception of the MF LIM fund: 1033 loans of which 346 in 2015. The disbursed amount till end of 2015 was \$1,804,907 (\$628,725 in 2015 alone).

► NNCF - THE NAAMAT NAAMANI CHARITABLE FUND

Makhzoumi Foundation continues to manage the NNCF since 2009. The trust fund assists Lebanese families by providing financial loans through the Micro Credit program, and contributes to enable individuals to become more productive and capable. Number of loans: 110 loans of which 19 in 2015. The whole \$25000 was disbursed and is revolving (\$173,607 disbursed since its inception in 2009 as \$27,782 was disbursed in 2015).

Disbursed Loan Amounts in 2015

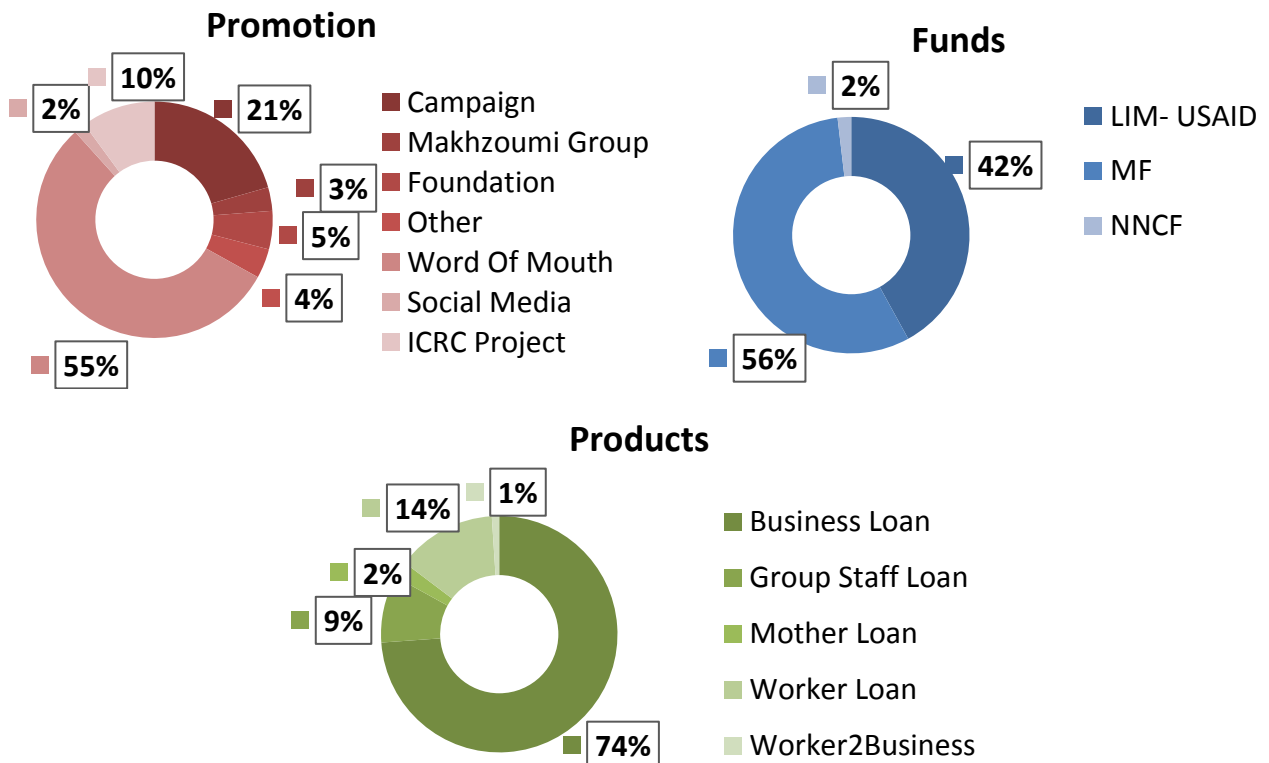


OUR PROJECTS

PROJECTS

The International Committee of Red Cross (ICRC) has chosen Makhzoumi Foundation as a partner to implement a development Project for the Lebanese living in Syria and who fled the Syrian Crisis. The project aims to give these families new incomes by helping them to implement new projects. The support is a grant up to \$2000 based on a complete workplan. A pilot phase targeted 25 projects with grants was implemented in the Q4 2015. This phase will continue through Q1 2015. Another phase could begin within the same period.

The following charts will give a clear view of our situation:



OUR PRODUCTS

Makhzoumi Foundation offers two main products: Business loans and Worker loans. We have introduced **Group Staff loan** to cater the Makhzoumi Group and Makhzoumi Foundation staff and the **Worker2business loan** given to an employee. We are also piloting with the **Mother Loan**(18 loans). The aim is helping borrowers get a specific gift 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. We started the SME Loans in 2014. We continued in 2015 and disbursed four \$7000 and two \$10000 SME loans.



PORTFOLIO PERFORMANCE Continuous monitoring has been implemented to ensure viability and sustainability of the borrowers' income generating activities. We have disbursed \$1.5 Million threshold. The repayment rate also is in a healthy range as in last year. This was the result of the dedication of the team and their follow up.

FINANCIAL SUSTAINABILITY In order to be sustainable, the program should cover its total expenditure with a small margin. Divided by the income this margin is at a healthy 13.5%, which is higher than the inflation figures.

OUR ACTIVITIES



- ▶ **On Mother's Day** a mini fair of 4 borrowers was organized in Mazraa center; in parallel a special goody bag was offered to mothers who were given a Mother loan. In addition to that we have posted on Social Media the success stories of 3 mothers borrowers.
- ▶ **The End of the Year** was celebrated by a series of mini Fairs in Tripoli, Baalbak and Mazraa Centers, with special decorations.
- ▶ **Lebanese National Day** was celebrating in a road block where Lebanese Flags and Makhzoumi flyers were distributed.
- ▶ **Active participation in the creation of the Lebanese Network** of Microfinance association including round tables coordinated by the LIM.
- ▶ In collaboration with the Vocational Training Program and the Ministry of Social Affairs in a project funded by the British Council, a **Start Up business Training** was conducted in the Furzol area. Some participants took loans from Makhzoumi Foundation.
- ▶ Participation in **Ramadaniyat Beirutiyah**
- ▶ A long planned collaboration with **Positive Planet (Planet Finance)** have resulted in fundraising a project at a Crowd funding platform (Indigogo). As of 31 December 2015, the funding was at 75% of the target, the implementation is expected to begin in the first quarter of 2016 once the funding is secured. The collaboration will continue on future projects.
- ▶ Participation in the **Sanabel conference** in Sharm el Sheikh, Egypt.
- ▶ A peer exchange visit conducted to the **Alexandria Business Association's Mircro Credit Project** during which Makhzoumi Foundation presented its CMIS software.
- ▶ **Sanabel and CGAP** through the Microfinance Center and Info Pro are going to study a Lebanese sample of Microfinance borrowers to investigate the level of indebtedness. There was a one to one follow up meeting with Makhzoumi Foundation and a Kick off meeting with all the stakeholders.
- ▶ Three borrowers have received **prizes** from the Citi- Micro Entrepreneurship awards this year.

The Development Program

75000

Outreach Services in 2015



PARTICIPATIONS BY NUMBER IN 2015

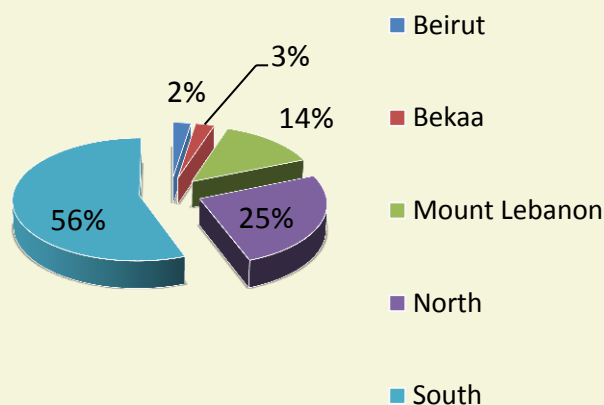


ONGOING PROJECTS

AGRO-FORESTRY

A total of **13,610** plants were produced of the following types: Figs, Pomegranate, Mulberry, Bitter lemon Poplar, Bougainvillea, Albizia, Mimosa, Gazania, Roses, Rosemary, Sour Fig (ornamental) and **5758** plants were distributed in all the regions of the country.

Distribution



CIVIC ENGAGEMENT

12 seminars were held and **478** attendees benefited from different subjects. **170** Pamphlets on Hazards of Smoking were distributed in schools in Beirut and **35** pamphlets on Household Wastes were distributed at the Green Festival activity.

Subjects	Number of sessions	Number of attendees
Prevention of Sexual Harassment	7	169
Hazards and Prevention of Smoking	2	235
Drug Prevention	3	74
Total	12	478

CRAFT WORKSHOPS

This project includes craft workshops that aim at conveying the 3R (Reduce, Reuse, Recycle) message to minimize household wastes. **31** workshops were held targeting **429** ladies. **20** sessions among them were held in collaboration between the Development Program and the Vocational Training Program of Makhzoumi Foundation in collaboration with UNHCR and Intersos.

ENVIRONMENTAL EDUCATION FOR CHILDREN

The cooperation between Makhzoumi Foundation and the Ministry of Social Affairs/Moussaytbeh Developmental Services Centre continued whereby 28 Environmental Art Crafts sessions targeted children aged between 5 and 14 years.

PROBE

55 students benefited from this career guidance software program at the ACADEMIA Exhibition at UNESCO Palace.



SUSTAINABLE DEVELOPMENT PROJECTS



GREEN DEMONSTRATION ROOM

This project is implemented in partnership with The Lebanon Green Building Council and the Center of Research and Development and aims at the establishment of an Educational Green Demonstration Room for students. The infrastructure of the location has been terminated by the end of the year.

LEBANESE YOUTH AS MESSENGERS FOR SUSTAINABILITY

Initiative to promote a culture of sustainability among the Lebanese children and young, their families and the local communities. This project was funded by EU within AFKAR 3 Program that is managed by OMSAR and was implemented by MF in partnership with the Italian NGO Armadilla, the Greek NGO “MIO – ESCDE” and the Lebanese NGO ALMEE.

The objective was to foster a culture of sustainability among the Lebanese children , their families and the local communities, and to enhance sustainable relationships in the Mediterranean region. In 2015, the following activities were accomplished:

- The contest with the theme of “Sustainable Consumption and Production “was held and award distribution ceremonies were organized in Beirut, Bekaa and the North. A documentary was prepared and disseminated to all schools in Lebanon to be distributed in Italy and Greece too.
- Three Working groups: were formed by stakeholders who came up with suggestions to have environmental, social and awareness activities.
- Three Environmental Days were carried out in the Bekaa Tripoli and Beirut targeting ladies and children aged between 6 and 12 years.
- Two Youth events in Greece and Italy: about the Project and the topics that were tackled.
- The Educational Toolkit on ESD: was printed and disseminated with the documentary to all the intermediate schools in Lebanon.
- The closing ceremony of the project took place on November 27th

ENVIRONMENTAL IMPROVEMENT TO FOSTER SUSTAINABLE DEVELOPMENT AND INCLUSIVE GROWTH IN THE MUNICIPALITY OF IRKAY.

This project is funded by the EU and implemented by Irkay municipality in partnership with Makhzoumi Foundation and the Italian NGO "Armadilla".

It proposes to foster sustainable development and inclusive growth through the environmental improvement. The Action highlights the environmental dimension of the sustainable development and has the following specific objectives:

- ▶ To provide innovative services of renewable energy for environmental protection.
- ▶ To develop a basic disposition of children towards nature and provide them with a green space.
- ▶ To strengthen the role of environmental awareness in achieving sustainable development and empowering people.

The following activities were held:

- ▶ Training workshop for teachers about "Environmental Education & Sustainable Development".
- ▶ Environmental craft workshop on tissue and glass painting.
- ▶ Visit to the Shouf Natural Cedars Reserve.
- ▶ Environmental awareness and craft workshop for youth.
- ▶ Visit to Tyre Coastal Natural Reserve.
- ▶ Chocolate Molding and Decoration workshop.
- ▶ Informative Session on Sorting Wastes.
- ▶ Composting and reusing organic wastes session



TRAINING WORKSHOPS ON “WORK AND LIFE SKILLS AND CIVIC ENGAGEMENT” FOR YOUTH IN LEBANON (LEBANESE AND SYRIAN)

This project was implemented in partnership with the UNESCO Regional Bureau in Beirut and in collaboration with Armadilla Italian NGO and included holding two workshops in Irkay and Baalback. The **main objectives** were to introduce the principle and methodology of ESD, to introduce the principle of work and life skills entrepreneurship and to help learners become active and ecologically responsible citizens, workers and consumers.



AGREEMENTS, EVENTS, AWARDS, ACTIVITIES

GLOBAL COMPACT NETWORK LEBANON

In collaboration with the United Nations Global Compact Headquarters, The Global Compact Network in Lebanon GCNL was officially launched at the Olayan School of Business at the American University of Beirut on September 3rd. 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. Makhzoumi Foundation is a signatory of UNGC and a member of the steering committee of the GCNL.



MF-ARCENCIEL AGREEMENT

Makhzoumi Foundation and Arcenciel signed an agreement to work together in order to improve waste management in Lebanon, in the framework of the Project "Sorting and Recycling in Organizations and Municipalities". The partnership with Makhzoumi Foundation includes awareness campaigns the establishment of a pioneer center, in Akkar region, for sustainable management of wastes.

INTERNET SAFETY DAY 2015

This yearly activity is implemented in cooperation with the Higher Council of Children, the Educational Center for Research and Development; Organizing Committee for Communication, World Vision, Himaya NGO, Al Mahdi Scouts and Online safety NGO included a contest and a media campaign about the children Internet safety.



AGREEMENTS, EVENTS, AWARDS, ACTIVITIES

THE GREEN FESTIVAL

Makhzoumi Foundation participated at the Green Festival organized by G NGO in Down Town Beirut on the occasion of the World Day for the Environment. In cooperation with Armadilla NGO, pamphlets on household wastes were distributed and **155** visiting children were trained to make environmental crafts from household wastes.

THE LEBANESE ELECTORAL QUOTA FOR WOMEN

An awareness session on the subject of the Lebanese Electoral Quota for Women was organized by the Development Program at the Foundation in cooperation with the Lebanese Democratic Women Gathering.

NATIONAL COALITION FOR GREEN SCHOOLS

Makhzoumi Foundation joined and partnered with the National Coalition for Green School that was initiated in March at the 6th **Build it Green** conference and at the review session on the “Green Schools Certification Program” that was launched by e-Eco Solutions under the patronage of the Ministry of Education and the support of the Ministry of Environment in Lebanon.

REGIONAL EXPERTS MEETING ON CLIMATE CHANGE EDUCATION FOR SUSTAINABLE DEVELOPMENT IN THE ARAB STATES

This meeting was organized by the UNESCO Regional Bureau in Beirut to promote the important contribution that education can make to climate change adaptation and mitigation in the Arab countries.



AGREEMENTS, EVENTS, AWARDS, ACTIVITIES



NETWORKING MEETING FOR YOUTH TARGETING ORGANIZATIONS

Makhzoumi Foundation participated at the networking meeting for youth-led/youth targeting organizations in Lebanon that took place at UNESCO-Beirut Office in Bir Hassan on February 26th. This event was in collaboration with the European Salto-Youth Program/Network. The networking meeting aimed to promote exchanging experience among youth-led/youth targeted organizations in Lebanon with their peers in Europe.



GREEN APPLE DAY

On the occasion of the Green Apple Day and in collaboration with the Lebanon Green Building Council LGBC, an awareness session was held on September 26th by Eng. Hana Alamuddin at Mar Elias Bettina school about the Environmental problems and to face them

THE 20TH ANNUAL GENERAL ASSEMBLY MIO-ECSDE

Being a member of the Mediterranean Information Office for the Environment, Culture and Sustainable Development (MIO-ECSDE), Makhzoumi Foundation participated at the 20th Annual General Assembly that was held in Athens on December 22nd whereby the Development Program Manager at MF presented the Project "Lebanese Youth as Messengers for Sustainability" that was implemented in partnership with MIO-ECSDE

The Relief and Humanitarian Services Unit

57000

Services for Refugees in 2015



ENSURING THE NEEDS TO REFUGEES, DISPLACED PEOPLE AND VULNERABLE HOST COMMUNITY

Makhzoumi Foundation started its work in relief and humanitarian aid with the internally displaced people when the Israeli invasion first occurred back in July 2006.

The **Relief and Humanitarian Services Unit (RHSU)**, an emergency humanitarian aid unit, initiated its works with UNHCR in August 2011 as a result of the agreement, as partners, to respond to the needs of Iraqis and other nationalities.

This partnership continued to include Syrians with the emergence of the Syrian Crisis.

Furthermore, it expanded to include Palestinians and highly vulnerable Lebanese host communities via the newly International Rescue Committee (IRC) sub-grant through the United Nations International Children's Emergency Fund (UNICEF) fund project initiated on September 10, 2015 and the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) – Emergency Response Fund (ERF) project on August 15, 2015 targeting specifically the child protection, sexual gender based violence and water and sanitary hygiene sectors.

The unit operates through the following sections:

- **Food Security.**
- **Healthcare.**
- **Livelihood.**
- **Mental Health.**
- **Core Relief Items.**
- **Protection of Persons with Specific Needs (PWSN).**
- **Protection of Sexual Gender Based Violence (SGBV) cases.**
- **Children Protection (CP).**
- **Water and Sanitary Hygiene (WASH).**



Food Security Services

- Hot meals
- Parcels
- Food Coupons

13,000

33,963

Core Relief Services

- Household Items
- Hygiene kits
- Winterization Distributions

Health Services

- Primary healthcare Services
- Acute and Chronic medications
- Diagnostic Tests
- Clinical Management of Rape
- Health Awareness sessions
- Mental health Services

10,000

6,684

Persons with specific needs

- Persons assessed for vulnerability
- Cash Grants
- Sexual & Gender based violence c
- Refugee Outreach Volunteers ROVs
- Household Visits for Profiling

Livelihood Services

- Internship Projects
- Formal Life skills activities
- Non-Formal Life skills activities

183

1,612

Children Protection

- Case Management
- Cash Assistance
- Age and Gender services
- Awareness Sessions
- Psychosocial support

FOOD SECURITY



1,693

Food coupons
Were distributed
By Makhzoumi
Foundation
And

100,000

Hot meals
were Distributed
In Beirut and
Mount Lebanon
In 2015

After 4 years of crisis, the whole cost of living has dramatically increased throughout making it difficult for the refugees, the internally displaced and the host communities on the Lebanese territories to meet their basic food needs. The lack of job opportunities and minimal financial remuneration have also limited the possibilities for them to get the money necessary to buy food for their families.

Therefore, to ensure that people have access to adequate food, Makhzoumi foundation Relief and Humanitarian services Unit has developed the Food Security Section to ensure access to basic right through food coupons. The Food coupon allows its holder to buy food from the supermarket.

In addition, the section organizes awareness sessions on Nutrition. The introduction of food coupons in 2015 to replace the in-kind food distribution is a favored arrangement since the introduction of humanitarian assistance for Syrians refugees.

"I can even buy fruits and vegetables for my kids once every while" says Iman, Syrian refugee who benefits from Makhzoumi Foundation Relief Services.

HEALTH CARE

The Relief and Humanitarian Unit Health Section operates through Makhzoumi Foundation Primary Healthcare Program. It provides a full spectrum of health services and facilitates access to better health for refugees, displaced and host communities of all nationalities in Lebanon, including the following:

- Provision of Primary Health care at Makhzoumi foundation Primary healthcare clinics in Mazraa and Achrafieh.
- Handling the clinical management of rape (CMR) at Mazraa Primary Health Care clinic.
- Handling Mental Health cases at Mazraa Primary Health Care clinic through the mental health program.
- Organizing health awareness educational sessions and health campaigns.
- Monitoring the Health referral system through the medical consultant.
- Assisting vulnerable medical cases and reporting their social status.
- Recommend additional assistance to UNHCR, after referring the needy cases to the different partners for their contributions.



LIVELIHOOD

Life skills and vocational training activities give new hope to refugees and displaced populations. Because vulnerable communities often lack the opportunities to develop important skills, Makhzoumi Foundation Relief Unit provides women and men with marketable skills enhancing consequently their social and professional integration. On a long term, the acquired skills contribute to a better preparedness of return or increase their chances for resettlement in a third country. Creative and critical thinking, self-awareness, problem-solving and communication skills and more are all included in the Livelihood Section through hourly, daily or monthly courses in the following:

- Formal Vocational Training Life Skill.
- Non-formal Vocational Training Life Skill.

In addition to facilitation of Internship Programs that permit more job openings.



62%

Persons with
specific needs
gaining
life skills

46%

Syrians
Receiving
Formal
Vocational
Training

78%

Syrian
participants
In Internship
Projects

22%

Lebanese
participants
in Internship
Projects

MENTAL HEALTH

The crisis situation that refugees and host communities are trying to face day by day revealed various mental health and psychosocial problems reported by families, including feelings of distress, fear, hopelessness, anger and disinterest. A high number of children suffer from Post-war trauma as they have been subjected to violent situations. Many family members also reported worry and concern over the situation, fear of environmental threats, worry about expenses, and worry over the education and behaviors of children. Other mental and neurological problems include nervousness, stress, depression, stigmatization, and feelings of despair. All of this and more is being handled through the mental health services of Makhzoumi foundation relief Unit. Identified cases detected by social workers are referred to the primary healthcare clinic for management. Based on the clinical guidelines and protocols, patients of all age groups and cases are seen by the psychologist and the psychiatrist, and followed up continuously.

CORE RELIEF ITEMS

The Core Relief Items Section has for aim to secure basic domestic needs, mainly

- Blankets.
- Mattresses.
- Stove.
- ATM Card for fuel.
- Clothing

During the period of June and July 2015 and in the event of the holy month of Ramadan, infrequent distribution of cloth and entertainment shows and activities were provided to refugees and host communities on daily basis.

CASH ASSISTANCE

.Daily survival is a struggle for the million refugees who have fled the bitter conflict in their home country, now in its fourth year, to seek refuge in Lebanon. Makhzoumi foundation is helping in emergency and regular cash assistance to help them.

“we are 5 families in 20 square meters; we need someone to help us get rid of what is inside us, so that we don’t get on each other’s nerves”, says Mohammad



1,500

Syrians and
Non-Syrians
had access to
Mental Health
Services at
Makhzoumi Foundation



2,500

Winterization
Distributions by
Makhzoumi Foundation
For Lebanese,
Syrians
And Non-Syrians

PROTECTION SERVICES

In 2012, RHSU developed its Protection Section with three sub-sections for the persons with specific needs (PWSN), the survivors of sexual and gender-based violence (SGBV) and the child protection section (CP) each to provide services and facilitate access to better services.

PWSN

The PWSN subsection supports vulnerable cases via conducting home visits and case-by-case approach to qualify refugees for emergency financial and shelter assistance.

SGBV

The SGBV sub-section role is to:

- ▶ Organize awareness sessions on information services and consequences of SGBV.
- ▶ Set regular meetings with LGBTI refugees to mobilize communities against SGBV.
- ▶ Ensure women and girls have access to a safe space within Palestinian camps where psycho-social support activities are available.
- ▶ Engage specialized refugee outreach volunteers (ROVs) from the refugee community to be directly involved in identifying and referring SGBV survivors to the case manager and providing other support for prevention activities as well as play an important role in mass communication activities, replicating the trainings and information received and distributing leaflets and information materials.
- ▶ Offer case management services through opening individual files, monitoring the service provision, providing direct basic emotional support and ensuring that cases under assistance receive all the care and support needed.
- ▶ Provide emergency cash assistance to SGBV survivors or persons at high risk of SGBV.
- ▶ Refer SGBV survivors in need of long term financial assistance to the unconditional cash assistance program (UCAP).

CP

The CP sub-section role is to:

- ▶ Provide case management for children at risk including basic emotional support, and referrals to specialized services.
- ▶ Conduct best interest assessment (BIA) for children at risk as well as best interest determination (BID) in the context of durable solutions.
- ▶ Deliver awareness sessions on children rights to caregivers and children.
- ▶ Improve overall well-being through psycho-social support activities to children in Palestinian camps (Beirut and its suburbs) as a significant increase of Syrian refugees is observed in these sites.
- ▶ Recruit ROVs to play an important role in mass communication activities, replicate the trainings and information received, as well as distribute leaflets and information materials

PROTECTION SERVICES



5,393

In 2015, Makhzoumi Foundation through its Relief Unit assessed 3,735 PWSN, And offered 1,658 persons Regular and emergency Cash Assistance



1,610

Child cases were managed by Makhzoumi Foundation relief workers including distribution of emergency cash, psychosocial activities and management of Child abuse, violence or exploitation



1,168

SGBV services Were provided by Makhzoumi Foundation relief unit and its partners

OUR PROJECTS

WE ARE RUNNING PROJECTS WITH UNHCR, IRC AND UNOCHA AND OTHERS



UNOCHA/ERF PROJECT FALLS UNDER THE CHILD-PROTECTION SUB-SECTION.



82
Caregiver
and Children
Awareness
sessions

The project aims to fill the identified gap in child protection case management services for **648** Palestinian refugee and **162** host community children living in the areas of Burj El Barajneh, Shatila and Mar Elias camps.

The project objectives are as follows:

- ▶ Deliver awareness sessions to sensitize children and caregivers to key child protection, welfare and development issues.
- ▶ Recruit and train three Community Outreach Volunteers (COVs) to directly identify and refer child protection cases to the case management team, support in awareness activities and participate in events and mobilization activities.
- ▶ Establish Community Child Protection Committees in each of the 3 camps with the objective of promoting child protection issues and services, mobilizing the community and providing community focal points for key child protection messages and awareness activities.

OUR PROJECTS



747

Caregivers
And Children
are provided with
quality information
By Makhzoumi
Foundation Relief
Unit through the
UNICEF/IRC Project

UNICEF/IRC PROJECT ALSO FALLS UNDER THE PROTECTION SECTION TO INCLUDE THE CP AND SGBV SUBSECTIONS

The project aims to address violated children and subjected to gender-based violence through case management and specialized services to ensure that vulnerabilities are reduced and resilience is strengthened.

The objectives of this project are as follows:

- Raise awareness of **500** beneficiaries on key public health risks as well as mobilize them to adopt measures to prevent the deteriorations in hygienic conditions.
- Protect **4,833** vulnerable girls, boys, women and caregivers from violence, exploitation, abuse and neglect, including gender based violence, through equitable and safe access to quality child protection, psychological support, case management, structured psycho-social support and awareness sessions, and gender-based violence services in targeted locations in Beirut and Mount Lebanon.

CAPACITY BUILDING

RHSU STAFF HAS BEEN ATTENDING SEVERAL TRAININGS TO BUILD THEIR CAPACITIES

- Online assessment completion for UCAP
- birth registration procedure, the marriage registration, divorce and death registration
- Psychological First Aid for Children (PFA)
- Acute Watery Diarrhea (AWD) prevention, preparedness and response
- Program P Training
- targeting questionnaire for food and cash assistance
- Case Management for Managers and Supervisors
- Internal case management workshop
- Safe Identification and Referral
- Online safety training
- curriculum to understand the leave process in the social field
- Peer to Peer session
- SGBV Case Management
- Internal capacity building workshop
- Mainstreaming Disability M&E in Humanitarian response in Lebanon and Syria
- Working with LGBTI Refugees
- peer to peer for ML
- Parenting Skills for Caregivers
- GBVIMS Data Analysis workshop
- CM training targeting peer to peer group
- Updates on the most prevalent diseases and MHGAP advanced training
- Child protection Standards Operations Procedures (SOP) for case management
- Child Labor Training
- An internal training on building Child Protection capacities
- Follow up Workshop CM training targeting peer to peer group
- Introduction to Humanitarian Values, Principles and Skills for Front-liners
- household visit
- Patient Safety
- Speak Up: Human Rights and HIV Monitoring System for HIV Law Reform
- Disability inclusion in program design and implementation
- core of case management for CP
- Parental skills
- peer to peer session about mental health
- How to enhance intercultural communication in designing and implementing youth activities
- CP core case management
- PSS training
- Gender Based Violence Programming and Coordination in Humanitarian settings
- Physical and emotional abuse
- GBVIMS Interagency
- training for humanitarian workers on Law 293
- SGBV Training
- safe identification and referral

MAJOR ACHIEVEMENTS

- MF RHSU took the lead of local non-governmental organizations (LNGO) Forum which started beginning January 2014, as of July 2014.
MFRHSU's role was to market LNGO Forum among other LNGOs working under the Syrian crisis and induce them to join the forum. Furthermore, MFRHSU coordinated with LNGO, INGO, international council of voluntary agencies (ICVA) and Lebanon humanitarian INGO Forum (LHIF).
- RHSU represented LNGO Forum in several meetings and conferences in Lebanon and abroad like Jordan (June and October 2015).
- MF-RHSU attended the DIHAD Dubai international humanitarian aid and development conference and exhibition (March 2015).
- MF- RHSU participated in the International Migration Management and Protection conference in Turkey (June 2015).
- MF-RHSU attended the "UNHCR Annual Consultation with NGOs" in Geneva (July 2015).
- MF-RHSU attended the training on "Coordinated Assessment and information Management" held in Cairo (25-29 October 2015)



*“We all need people who will give us feedback. That’s how we improve.” – **Bill Gates***

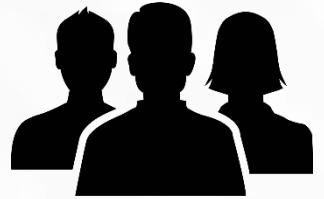
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