Makhzoumi Foundation
Impact Report 2016

By Numbers

Here is what we provided

AFTER 20 YEARS WE ACHIEVED MORE THAN 3 MILLION SERVICES

645,000
Healthcare Services

130,000
Vocational Trainees

9,500
Micro-Loans

250,000
Development Outreach

950,000
Relief Assitances
2016: THE FIGURES

Our Fields of Operation

- Health: 29%
- Vocational: 23%
- Development: 18%
- Microcredit: 12%
- Relief: 18%

Our Areas of Operations

- Beirut: 50%
- Mount Lebanon: 25%
- Bekaa: 10%
- North: 10%
- South: 5%

Our Funding Sources

- Founder: 40%
- Services: 30%
- Donations: 20%
- Grants: 10%

Our Partners

- UN Agencies: 30%
- European Union: 15%
- Universities: 15%
- Ministries: 25%
- OTHERS: 15%
600,000
Persons Served in 2016

Our Mission
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.

OUR SERVICES

Throughout year 2016, Makhzoumi Foundation Healthcare Program has been following the five-year strategic plan that guides the Primary Healthcare program. Success was beyond our expectations in responding to the needs of our community. The focus is mainly on the following: Vast Outreach, volume Growth, More Investment, Quality and safety.

The Vocational Training program provides trainees with educational, technical and vocational skills. It fulfills two of the Foundation’s goals: encouraging the seeking of knowledge and promoting self-reliance. Our courses are administered in Beirut, Aramoun, Tripoli, Baalbek and Saida, and are tailored to cater for the essentials of the labor market.

In 1997, Makhzoumi Foundation established the microcredit program. We provide financial and non-financial services to Lebanese 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.

Makhzoumi Foundation is one of the leading NGOs in the implementation of development projects in Lebanon and the region. We improve the environment as a valuable asset and 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.

The Relief and Humanitarian Unit of Makhzoumi Foundation works 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. The unit’s overall objective is to ensure assistance and humanitarian protection to refugees, displaced people and vulnerable host communities.
A GLIMPSE AT ONGOING PROJECTS

300 FAMILIES AND MORE TO COME
A great Ministry of Public Health/World Bank initiative, UHC is about people having access to the preventative health they need without suffering financial hardship

HEALTH AND NUTRITION COMMUNITY PROJECT
A joint project between Makhzoumi Foundation and UNICEF, supported by the Ministry of Public Health for the screening and management of Malnutrition, Infant and young children feeding,

IMPROVED PROTECTIVE ENVIRONMENT FOR REFUGEE POPULATIONS IN LEBANON
This project was implemented in partnership with the Danish Refugee council funded by BPRM. to contribute to preserve the quality of asylum for Syrian refugees in Lebanon through the provision of shelter and protection assistance, and promotion of self-reliance.

ENHANCING YOUTH EMPLOYABILITY IN THE AREA OF COSTAL METN
Livelihood/Employability and Business Development courses in partnership with al Majmouaa funded by UK-DFID through UNDP and MOSA to improve their employability through comprehensive vocational and technical training.

PROMOTING INCLUSIVE LOCAL ECONOMIC EMPOWERMENT AND DEVELOPMENT

LITERACY WITH CRAFTS FOR YOUTH IN LEBANON
Project in collaboration with UNICEF, AVSI and CESVI, providing youth in marginal areas with access to vocational education and help them in fulfilling their potentials and empower themselves in becoming positive-change agents.

COMMUNITY DEVELOPMENT CENTER IN TRIPOLI WITH DRC AND UNHCR
This project facilitates community empowerment and self-reliance between refugee and host communities, and provide awareness session for the beneficiaries funded by DRC- UNHCR to improve the psycho-social wellbeing

INTERSOS
The project provides trainees with vocational skills funded by INTERSOS-UNFPA and develop their skills within their careers Improve leadership and entrepreneurial skills in Beirut and Aramoun. Graduation was held for 36 women who completed Beauty specialties.

AGRO-FORESTRY DEVELOPMENT PROJECT OF DEGRADED LANDS OF LEBANON
This project aims at encouraging reforestation and includes a main nursery in Akkar which produces trees and plants that are offered to municipalities, local NGOs, and communities countrywide.

CIVIC ENGAGEMENT
This project aims at developing the combination of skills, knowledge and values in order to promote a quality of life in our communities.

CRAFT WORKSHOPS
This project includes holding craft workshops that often aim at conveying the 3R (Reduce, Reuse, Recycle) message to minimize household wastes.

ENVIRONMENTAL EDUCATION FOR CHILDREN
This project aims at increasing students knowledge about the environment and at developing necessary skills and expertise to address challenges.

YALLA NOFROZ
An environmental initiative in collaboration with CEDAR-Environmental aiming at stimulating the neighborhoods of its centers to begin sorting solid waste.
Commitment to Quality Healthcare

45,000 Services In 2016

Going onward, our 2015-2020 strategy adopts the entire continuum with all our goals directed towards improving the entire patient health experience. Each service identifies the need to develop prevention-focused or specific patient population programs that provide a patient and family centered experience, streamlined access and coordinated care across the continuum. The focus is mainly on the following:

- **Vast Outreach**
  Outreach has been increased by agreements, collaborations and partnerships.

- **More investment**
  A lot has been invested in the Primary Healthcare Center from technology and programs to support the growth of the services.

- **Volume growth**
  The numbers of beneficiaries has increased by 25% from last year.

- **Quality and safety**
  The overall improvement in the quality of care and patient safety led to a great debriefing after the Accreditation survey in October 2016.

### Distribution of beneficiaries by Services in 2016

*Other services include Fasting glucose test, Family planning, ABO typing, EKG, Ear wash, Cast placement, Suturing and minor surgeries

<table>
<thead>
<tr>
<th>Service</th>
<th>Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy</td>
<td>10,000</td>
</tr>
<tr>
<td>Radiology</td>
<td>4,682</td>
</tr>
<tr>
<td>Other Services*</td>
<td>9,944</td>
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<tr>
<td>Laboratory</td>
<td>4,479</td>
</tr>
<tr>
<td>Dental</td>
<td>2,306</td>
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<tr>
<td>Consultation</td>
<td>22,007</td>
</tr>
</tbody>
</table>

### The most common Diagnosis in 2016

- Normal pregnancy
- High Blood Pressure
- Diabetes
- Tonsillitis
- Disc disorders; back problems
- Screening for infectious diseases

### Distribution of beneficiaries by Gender

- **Male** 14,000
- **Female** 26,000

Our Common Themes for 2016 included:

- Excellence in quality
- Operational efficiency
- Referral System Redesign
- And Service provision that supports comprehensive & multidisciplinary care
Our mission is to provide trainees with educational, technical and vocational skills. It fulfils two of the Foundation’s goals: encouraging the seeking of knowledge and promoting self-reliance. Our courses are administered in Beirut, Aramoun, Tripoli, Baalbek and Saida, and are tailored to cater for the essentials of the labor market.

The Technical School

Makhzoumi got accredited on 18/3/2016 in certifying students with technical degrees in BP, BT, and TS in all majors. 50 students registered in the technical distributed on BP, 1 in accounting and computer, 2 BT classes of information technology and Accounting & Computer and a TS class in accounting and finance.

Youth Leadership Program

The program aims to foster leadership skills amongst today’s youth. It includes activities geared towards improving technical, inter and intra personal skills in various real-life contexts. It also includes a community service project to give the TYL practical experience in handling societal issues that are polarizing in Lebanon.

Because Vocational Education Matters

5,500 Services In 2016

The Step Forward program is an internship program or a skill-based volunteering (SVB) opportunity to empower youth with the needed skills for employment opportunities in exploring how their discipline looks in the real world. It offers responsibilities, experiences and challenges of launching a career through personal contribution in advancing the community.
Through our on-going pursuit to increase the number of our beneficiaries, we continue to set new goals and respond to new challenges, in order to ensure the program’s long-term viability. We provide financial and non-financial services to Lebanese micro entrepreneurs who wish to establish or to develop a business activity to increase their income and improve their economic status.

**Microcredit By Numbers**

- **3,805** Families benefited
- **9,566** Loans delivered till date
- **96.7%** Repayment rate
- **50%** Women current borrowers
- **1,639,784** Disbursed portfolio

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

- **1,639,784 $** Disbursed amount
- **96.7%** Repayment rate

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

- **+5.5%** Sustainability rate

**Borrower’s Situation**
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, women and youth that are most vulnerable without compromising their situation:

- **53%** Women
- **12%** Youth (less than 30)
- **11%** Low income (earn less than $10/day/member)
- **Businesses:**
  - **3%** Failure rate
  - **30%** In house
  - **15%** Only income

**Program performance**
This section has to showcase the effectiveness of the operations and its variety:

- **903** Loans
- **307** New Borrowers

**Promotion Distribution:**
- **21%** Door to door promotion
- **2%** Social media and search
- **2%** Group
- **6%** Makhzoumi Foundation
- **66%** Word of mouth
- **4%** Other

**Geographical Expansion**
Expansion in Zahleh has been successful. Will target the southern parts of Mount Lebanon, and Bekaa, and will expand in the North, further from Tripoli.
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. Makhzoumi Foundation is one of the leading NGOs in the implementation of development projects in Lebanon and the region.

<table>
<thead>
<tr>
<th>Ongoing Development Projects</th>
<th>AGRO-FORESTRY: 16,957 plants produced and 7,241 plants distributed.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>CIVIC ENGAGEMENT: 35 children trained on Prevention the of school accidents.</td>
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<td>CRAFT WORKSHOPS: 881 attendees of Reduce, Reuse, Recycle workshops to minimize household wastes.</td>
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<td>ENVIRONMENTAL EDUCATION FOR CHILDREN: 12 sessions That targeted 408 kids.</td>
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<td>YALLA NRFROZ: Aims at stimulating the neighborhoods to begin sorting solid wastes.</td>
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<tr>
<td>Time-limited Development Projects</td>
<td>Establishment of the EDUCATIONAL GREEN DEMONSTRATION ROOM for students.</td>
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<td></td>
<td>ENVIRONMENTAL IMPROVEMENT to foster sustainable development.</td>
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<td></td>
<td>Civil Society in Action for Sustainable Development to promote development of challenges of the Syrian crisis</td>
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<tr>
<td></td>
<td>Promoting SUSTAINABLE DEVELOPMENT in Bekaa: Beekeeping, Loom weaving, Paper art</td>
</tr>
<tr>
<td>Miscellaneous Development Activities</td>
<td>EUROPEAN VOLUNTARY SERVICE (EVS) Training course for Mentors and Responsible of Projects.</td>
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<td></td>
<td>TOGETHER TOWARDS GREENER CITIES: 7th Build It Green Lebanon Annual Sustainability Solutions Conference</td>
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<td>GREEN WEEK 2016 IN LJUBLJANA SLOVENIA</td>
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<td></td>
<td>LEBANON CLIMATE ACT INITIATIVE to create economic growth by addressing Climate Changes.</td>
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<tr>
<td></td>
<td>ARAB FOUNDATIONS FORUM (AFF): Issues related to cultural effects on organizational leadership.</td>
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<td></td>
<td>GLOBAL COMPACT NETWORK LEBANON (GCNL)</td>
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<td></td>
<td>PROTECTION OF MARINE LIFE</td>
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<tr>
<td></td>
<td>THE CHALLENGE OF CROSS BORDER COOPERATION IN CRISIS MANAGEMENT to promote partnership from humanitarian aid to sustainable human development.</td>
</tr>
</tbody>
</table>
Makhzoumi Foundation started its work in relief and humanitarian aid with the internally displaced people during the Israeli invasion of July 2006. Makhzoumi Foundation Relief and Humanitarian Services Unit 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.

Total number of beneficiaries in 2016

<table>
<thead>
<tr>
<th>Sector</th>
<th>Number of services provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Assistance</td>
<td>27,223</td>
</tr>
<tr>
<td>Health</td>
<td>36,150</td>
</tr>
<tr>
<td>Child Protection</td>
<td>10,174</td>
</tr>
<tr>
<td>Persons with Specific Needs</td>
<td>6,721</td>
</tr>
<tr>
<td>Sexual and Gender Based Violence</td>
<td>5,237</td>
</tr>
<tr>
<td>Water, Sanitation and Hygiene</td>
<td>621</td>
</tr>
<tr>
<td>Life-skills</td>
<td>323</td>
</tr>
<tr>
<td>Total</td>
<td>86,449</td>
</tr>
</tbody>
</table>

Life skills Activities

Life Skills activities involved 323 individuals in 2016. Life skills sessions of different levels were implemented throughout the year: Level 1 correspond to one day activities while level 2 involved longer and more structured trainings. The RHSU offered trainings such as flower arrangement, chocolate decoration, soap moulding, ceramic handicrafts, cooking, embroidery and accessory making.
“No One has ever become Poor by Giving”
Your support to Makhzoumi Foundation is precious

Build Your Success Story

Step Forward Internship program

Join Our Family

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www.youtube.com/user/makhzoumifoundation

This document is produced by Makhzoumi Foundation in collaboration with its partners. It covers the period from January to December 2016. For more details, you can view our Full End of year report 2016 on our website.