

Makhzoumi Foundation

Impact Report 2014

Makhzoumi Foundation Today

"The only thing that is constant is change" ...

At Makhzoumi Foundation, everyone believes in the constant change that leads to improvement of the environment in which people are assisted to progress.

Makhzoumi foundation has been serving the community for 17 years now, with more than 2.2 million services provided. We came out to the point that serving the community is a real challenge, especially in the perplexed situation of Lebanon.

At the times when many people were withdrawing from the field or cutting down assistance, we faced the challenge and the perplexity by keeping ourselves busy with improvement. Today, Makhzoumi foundation is a change-maker and a significant contributor to the alleviation of distressing situations of millions of persons.

I am very pleased to report another year of growth at Makhzoumi Foundation.

First of all, we have been awarded for ranking among the 10 highest NGOs in Lebanon in Effective Quality Management System, Social-Economic Impact on society, and Availability of experience resources, Projects sustainability and Vision, coverage and programs implementation.

Our staff and teams grew rapidly over the years to support our success.

Through operations all over Lebanon, we provided more than ¼ million services and served more than 100,000 individuals in health Care, Capacity Building, Economic Empowerment, Humanitarian relief, Awareness raising and social services.

By means of internal and external coordination, we made community service a core activity and an entry point followed by different development interventions. Our major strength is the special ability to reach the segments of the society through our large size, technical capacities and partnerships. As we put enormous energy and capacity in our work, we evolve as an organization and keep investing in our capacity to be stronger.

The context of our services has been changing as we were facing the fourth year of the worst humanitarian crisis in the Middle East. As Lebanon was facing major shifts in the geo-political map with intra-country inequality and growth in insecurity, we were working towards a resolution that facilitates the challenge. We created conditions in which refugees and host communities were enabled to acquire their assets and benefit from those assets.

We have raised funds, implemented projects, invested in people-powered campaigning and enabled youth and citizens to bring about positive social and environmental change. We are proud to present the 2014 end of year report of Makhzoumi foundation, reporting on activities and achievements that will have an impact on the future of our community.

Our annual report gives an overview of the work of Makhzoumi Foundation from January 2014 to December 2014 with an impact on our strategic priorities. You will read about the work of each program, our partnerships and collaborations with national and international organizations and the joint works of the Foundation with illustrations and financial figures. You will find inspiring quotes about people who have overcome obstacles with the support of Makhzoumi Foundation. You will also read about our achievement in clinical practice, community financing, humanitarian works and innovative developments and volunteering. The report highlights our contribution to the community that we serve and shows our vision for the future and our continuing

commitment to the quality of care and support.

The end of 2014 is a pivotal moment for us, as we are setting out our post-2015 development goals trying to create a more effective system of work. We are facing an increasingly complex environment with changes in demography, human geography and economic transformations throwing up new challenges alongside the familiar ones that we have been facing. We stand at the front of global changing and as innovators in our field we will continue to evolve.

...“We learn from our mistakes to keep the change constant”.

We welcome your feedback. Let us know what you think.

On behalf of all Makhzoumi Foundation team

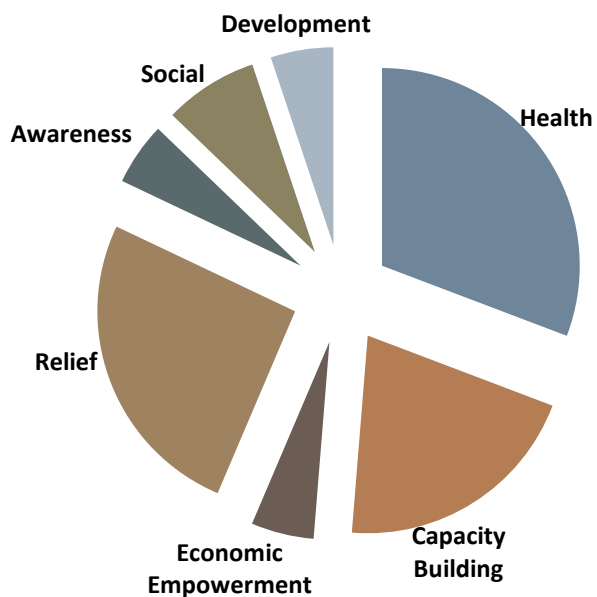
Samer El Safah

Makhzoumi Foundation General Manager

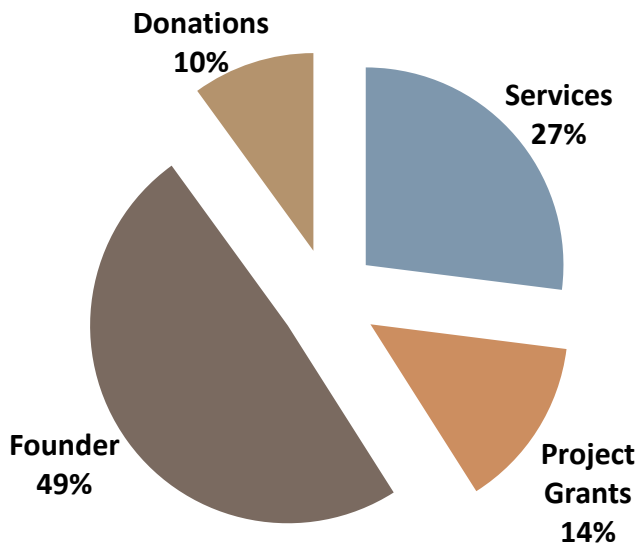
Cumulative Impact 2014

	People outreached	Services Provided
2014	86,000+	¼ Million+
Since 1997	560,000+	2.2 Million +

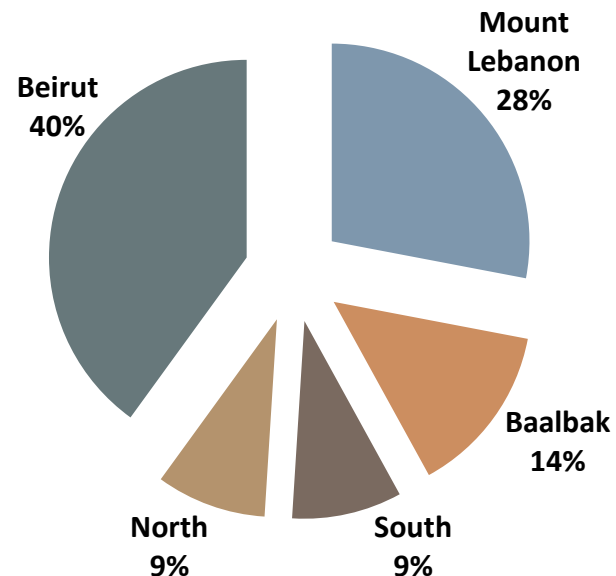
Fields of Operation



Funding Sources



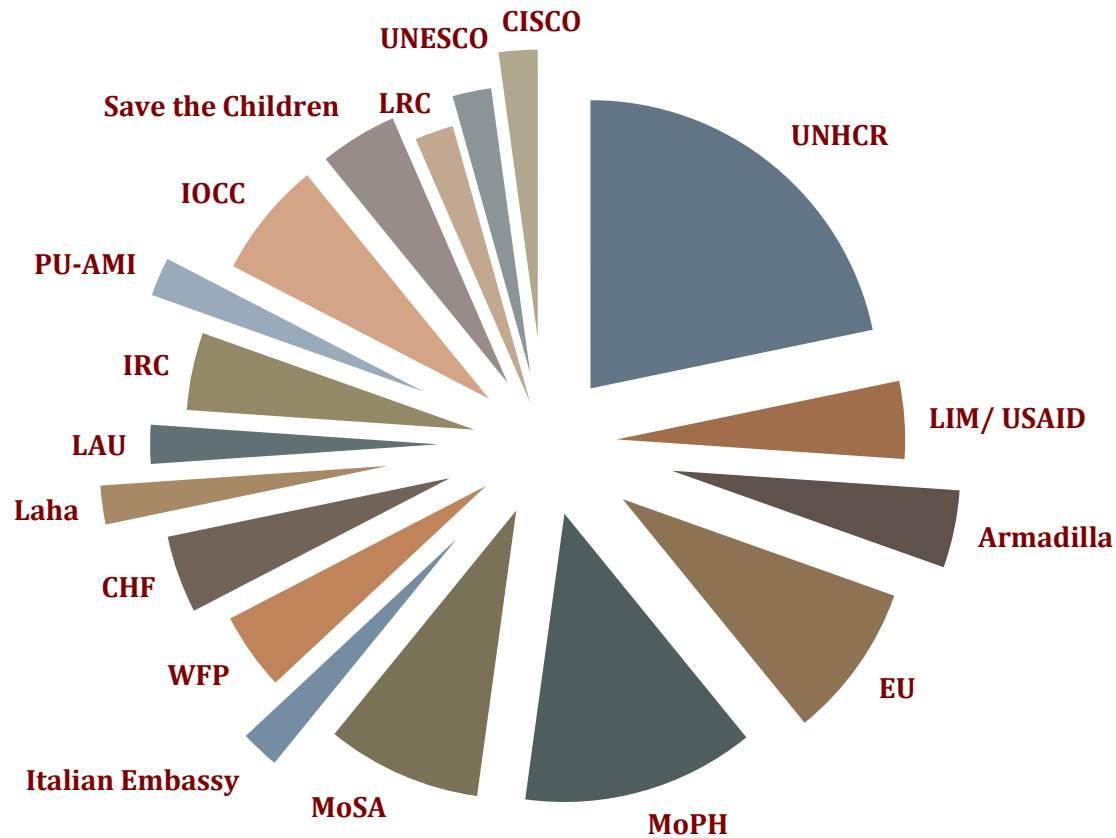
Areas



Partnership

Partnership is a priority for Makhzoumi Foundation programs. It aims to strengthen the national and international connections and helps in networking with other non-governmental organizations and associations working on the Lebanese territories. Our partnerships facilitate MF service delivery to the benefit of the community.

Our Partners include but are not limited to the following list:



UNHCR: Office of United Nations High Commissioner for Refugees
LIM: Lebanon Investment in Microfinance
USAID: United States Agency for International Development
MOPH: Ministry of Public Health
MoSA: Ministry of Social Affairs
WFP: World Food Program

LAU: Lebanese American University
IRC: International Rescue Committee
PU-AMI: Première Urgence - Aide Médicale Internationale
IOCC: International Orthodox Christian Charities
LRC: Lebanese Red Cross
UNESCO: United Nations Educational, Scientific and Cultural Organization

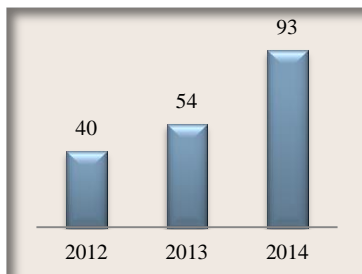
Health Care Program

In one year, more than 50,000 patients of different nationalities entered the doors of our healthcare clinics trusting that they will receive one of the best primary healthcare services in Lebanon and we keep holding the responsibility of fulfilling our patients' trust.

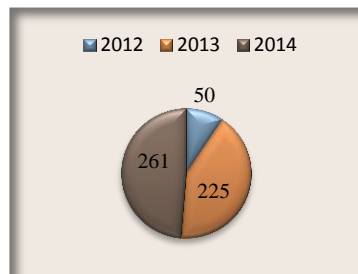


53,950 Primary Healthcare Services offered in 2014

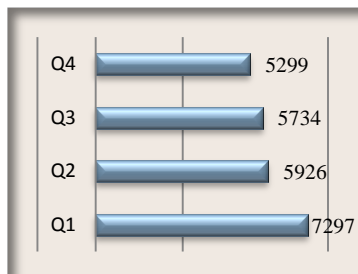
14,207	3,693	26,011	2,217	4,101	3,721
Physicians visits	Clinical Services	Pharmacy Provisions	Dental Services	Laboratory Services	Radiology Services



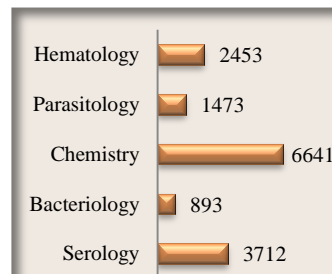
93 Administrative, Physicians, Nurses and Technicians served patients



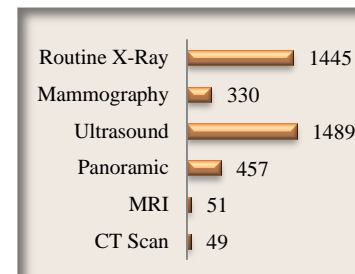
261 Volunteers participated in Healthcare activities and campaigns



24,256 acute and chronic Medications provided



15,172 Laboratory tests performed



3,821 Radiology services performed

Major Achievements in 2014:

- Partnership with more than 10 international organizations.
- Development of policies and procedures for the quality of services.
- Participation in all national health campaigns.
- Expansion of education and training for more than 50 healthcare workers.
- Implementation of more than 200 community awareness sessions.
- Implementation of the Pharmacy Students Education and Training Program.
- Expansion of oral health services, oral disease prevention and good practices.
- Comprehensive reproductive health services.
- Screening of more than 800 children for malnutrition.



2014 Partnerships

MOPH: Annual provision of essential medications, routine vaccines and Health training and workshops.

YMCA: Medication Assistance Program for Chronic Diseases.

UNHCR: Provision of primary Healthcare services to refugees in Lebanon.

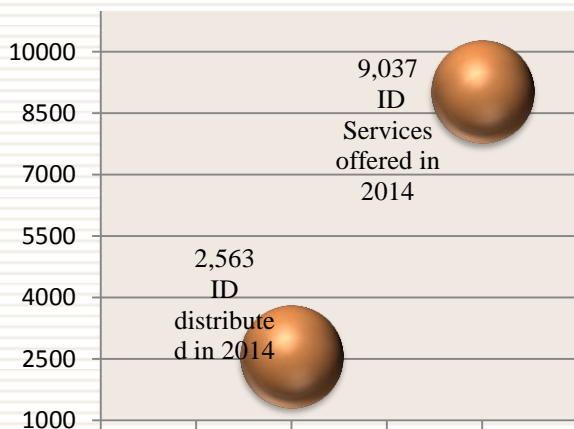
Armadilla S.C.S. Onlus: Project to deliver health services and awareness sessions to Syrian refugees and Lebanese host communities.

IOCC: Project on "Monitoring Growth of Children of ages between 6 months and 5 years & Treatment of Acute Malnutrition Cases".

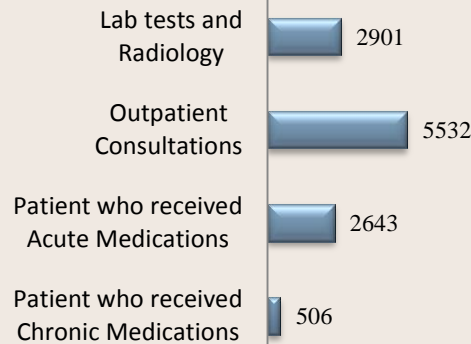
LAU Jbeil: Internship of PharmD students in Advanced Pharmacy Experience.

SIDC: Case management of HIV/AIDS cases.

IRC: Clinical management of rape.



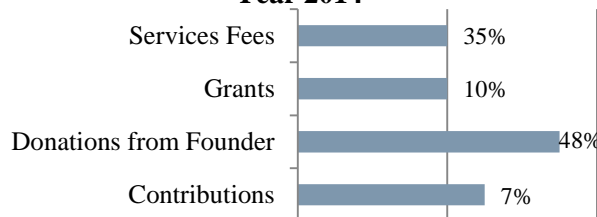
Medical ID is a loyalty service that provides discounts on health services



11,582 Refugees were provided with primary healthcare services in 2014



Distribution of Financial Resources Year 2014



2014 Educational Programs/Workshops:

- Leading the Primary Care Accreditation process in Lebanon.
- Time management and supervisory skills.
- Finance training for Non-Financials.
- Lectures on Hypertension, Diabetes, Hand Hygiene.
- Fire drill training and safe evacuation.
- Performance Indicators.
- Case management of HIV/AIDS and sexually transmitted infections (STIs).
- Specific dentistry procedures.
- National Mental Health Gap.
- Communicable and Non-Communicable diseases and the provision of health needs for the vulnerable population.

100
Screening tests for
Chronic Diseases

33,000
Vaccination
Services

2,536
Reproductive
Health Services

1,334
Breast Cancer
Screening services

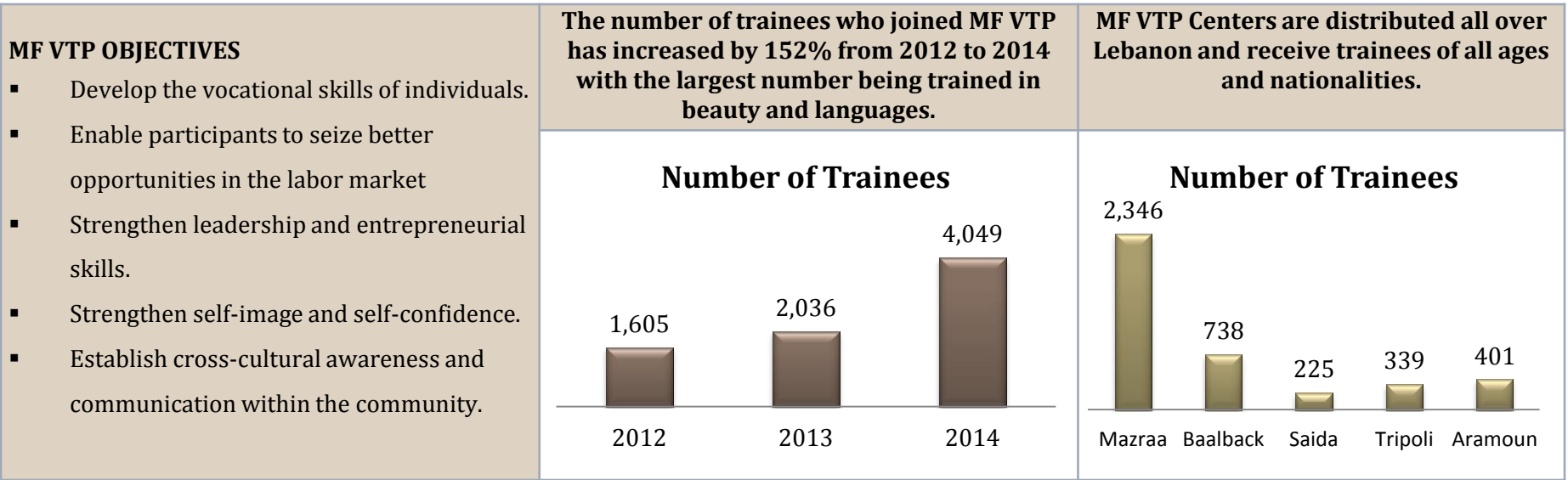
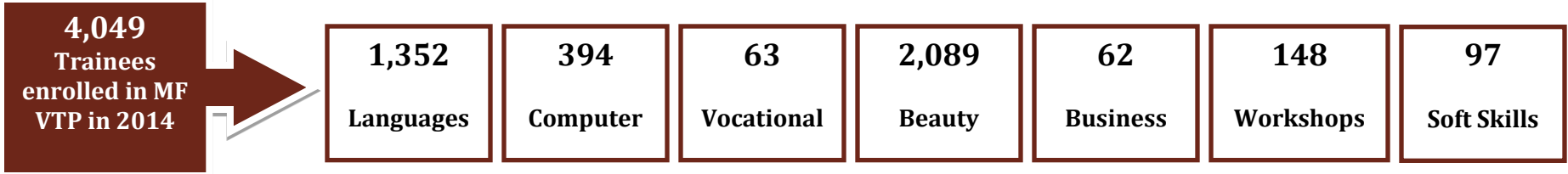
3,592
Mobile Medical
Unit Health
services

580
Syrians received
micronutrients



Vocational Training Program

The Vocational Training Program (VTP) at Makhzoumi Foundation provides educational, technical, and vocational skills tailored to cater for the essentials of the labor market. Its main goals are to encourage the seeking of knowledge and promote self-reliance. Trainees acquire distinguished competencies that help them become more productive.



Major achievements

- Participation in BAU, AUB, LAU and AUCE NGO or Job University fairs.
- Participation in Inshape exhibition for beauty salons, culinary arts and health academies to enhance networking opportunities.
- Launching of the Club Program for Language skills in informal social contexts.
- Organization of the third Educators Training (Strategies, techniques and practices to improve teachers' skills) under the patronage of the Ministry of Higher Education with British Council supported by UK Trade & Investment- British Embassy Beirut, the Federation of Chambers of Commerce and by the Industry & Agriculture.
- Yearly Participation in Academia Fair 2014 as representatives of Eastern Mediterranean University and London Chamber of Commerce and Industry (LCCI). In addition, PROBE Test was offered to hundreds of students for career guidance.
- Provision of training and testing for the International Computer Driving License (ICDL) in Lebanon.
- IT Essential Cisco course offered by MF certified instructors to meet the growing demands for entry-level information and communication technology professionals.
- Implementation of the continuous CHF Lebanon – MENA YES Program.

VTP STAFF DEVELOPMENT

- Training by Cambridge University Press on the incorporation of easy learner-centered activities.
- IT Essentials training to certify MF Computer instructors.
- NLP sales and teachers training for Language and Computer coordinators.
- Trainings on Emotional Intelligence , leadership skills, stress and time management and supervision skills.
- CHF entrepreneurship and soft skills trainings for receptionists.
- Training on writing emails and using outlook effectively at work.

SUCCESS STORIES



Mohamad Nassif: "My Future Secure". *I got to know MF through my friends who encouraged me to enter the field of mobile repair. After I learned mobile repair I started to have my own income which helped me support myself, family and build my future.*



Mirella Yazbeck: "Professional Trainers". *I am an accounting major graduate and entered Makhzoumi to study tatoo. The instructors teach from their heart and have a unique way of delivering the information that would suit all abilities.*

407

Beneficiaries
attended hair
beauty open
day



118

ICDL Training
83
Teacher
Training



554

External ICDL
Tests
826
Internal ICDL
tests



Micro Credit Program

Makhzoumi Foundation Micro-Credit Program aims 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.

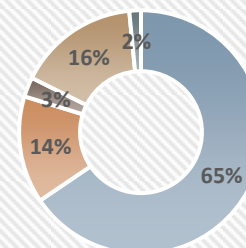
2014 Outputs				
Social-Economic Impact	Program performance		Portfolio Performance	
Monitored by observing income earnings, signs of increase in profit figures, new employment creation and increase in the businesses client base	Assessed through the number of loans disbursed and the number of new borrowers		Continuous monitoring has been implemented to ensure viability and sustainability of the borrowers' income generating activities.	
Increase of profit:	742\$	Loans:	844	Total Loans Value: \$1,483,387
Profit Reinvestment:	65% Activity 26% Necessity 4% Luxury 5% Savings	New Borrowers:	294	Repayment Rate: 97.24%
Client Base:	9% Increase	Promotion:	29%	Declined renewal due to delays: 1.6%
Job Creation:	15 New Jobs			

Sources of Funds:

- **Lebanon Investment in Microfinance (LIM)**
- **The Naamat Naamani Charitable Fund (NNCF)**

Products

- Business Loan
- Mother Loan
- Worker2Business
- Group Loan
- Worker Loan



One of our core objectives 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:

Women	Youth	Low Income	In House Business	Only Source of Income
50% of loans	33% of loans	15% borrowers have less than \$10 daily income (per household member)	43% of Business loans	50% of Business loans

Program Performance		
Loans	New Borrowers	Promotion
844	294	29% of one to one promotion

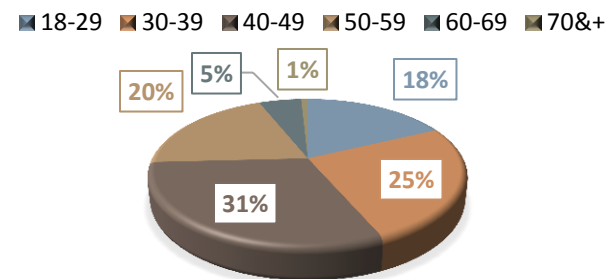


"The loan helped me for the education of my children and to improve our lifestyle". Nada, Minimarket owner

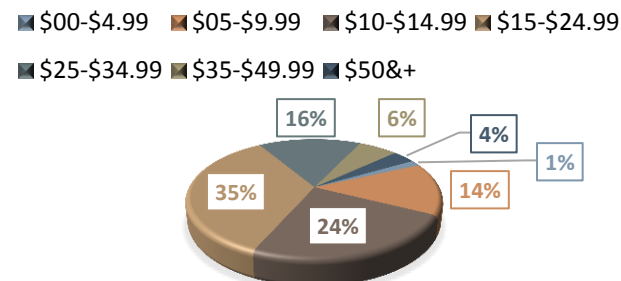
"I took the loan because this trade just doesn't cut it anymore ... So we wanted to develop the shop, buy some cotton and new products." Abbas, Traditional Upholster



AGE GROUP



INCOME LEVEL



Development projects

The development Program at Makhzoumi Foundation promotes social, economic and environmental projects, which aims at the development of the communities in Lebanon. Its objectives include enhancing the cooperation with other organizations, communicating with partners, managing the grant application process, keeping an updated projects database and planning fundraising activities.



Some of the Workshops and Seminars attended:

Conflict Resolution
Development of the Sector of the Agriculture Production
Etiquette – Protocol
Dialogue of Cultures and Religions
Fundraising and Project Cycle Management
Waste-to-Energy as a complementary option
Lebanon on the World Environment Day
Capacity Building of NGOs through Information Technology
Hazards of Corruption in the Public Sector
Gender Equality for Organizational Development in Lebanon

Some of the Ceremonies and Celebrations attended:

Role of UNESCO Clubs in Racing the Challenges of Modern World
Supporting Reforms - Environmental Governance
Cultural Diversity for Dialogue and Development”
Um al Nour for Rehabilitation and Drug Prevention
Golden Pine Awards 2014
Strategies for Agriculture Resilience and Adaptation for Drought
Change- Cambiamento
World Food Day 2014
Execution Phase of the Green Demonstration Room
My Environment...My Homeland

Civic engagement in South Lebanon

- Community Center in Izza village.
- **185** Beneficiaries.
- **4** awareness sessions.
- **4** Workshops.

Mediterranean Citizenship

- Project to enhance cultural knowledge targeting Italian and Lebanese youth between 18 and 25 years of age.

Green Demonstration Room

- Launching of the execution phase of the project in collaboration with Lebanon Green Building Council.

Messengers for Sustainability

- Project to empower Lebanese Youth to shape values and attitudes towards sustainable development and environmental protection.
- **59** teachers trained on water pollution, renewable energy, climate change, biodiversity and others.

Education for sustainable development

- Project to introduce the principles of ESD and life skills .
- **2** Workshops for the training of trainers to transmit ESD principles to youth.

Some of Our Projects Partners:

- The Italian NGO Armadilla S.c.s Onlus.
- MIO-ESCDE (Mediterranean Information Office for Environment culture and Sustainable Development).
- ALMEE (Association Libanaise pour la Maitrise de l'Energie ET pour l'Environnement).
- Lebanese Ministry of youth and sports.
- Municipalities of Shiah, Izza and Irkay.
- The European delegation.

Other Activities attended:

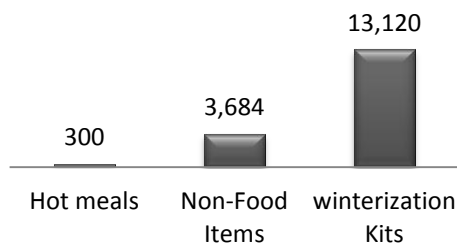
- Internet Safety day 2014.
- Ras-Beirut Ladies Exhibition.
- Friends of the Handicapped Exhibition (Idad Center).
- World Conference on ESD in Japan.
- Green Week in Belgium.
- Wings forum 2014 in Turkey.



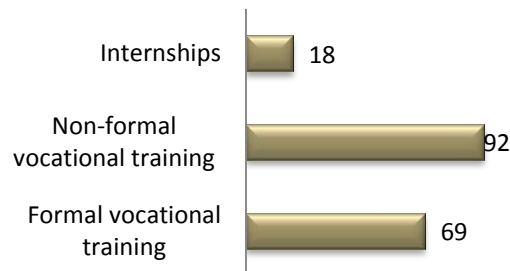
Relief & Humanitarian Services Unit

The unit started its relief and humanitarian work with internally displaced population during Israel's invasion into the Lebanese territories in July 2006 and continued its work in 2011 in response to the surrounding crisis. The unit acts as an implementing partner with United Nations High Commissioner for refugees (UNHCR) with a main objective to provide services to refugees, displaced individuals and vulnerable host communities in order to achieve an ultimate humanitarian response. MF RHSU was a founding member of the Local Non-Governmental Organization (LNGO) Forum (LNGOF) established in January 2014 and was Chair of the Forum between July and December 2014. It coordinated work between LNGO, INGO, international council of voluntary agencies (ICVA) and Lebanon humanitarian INGO Forum (LHIF).

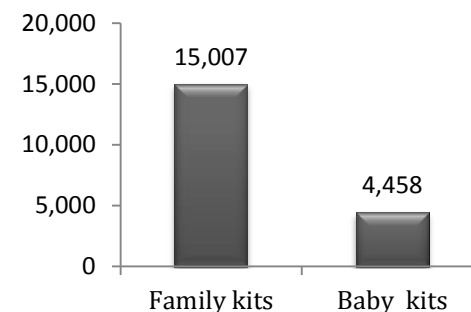
Refugees who received Food and Non-Food assistance



Refugees who did training and internships



Hygiene kits distributed



18,000 Syrian Refugees & **9,926** Non-Syrian Refugees served by MF RHSU in 2014 in the following Sectors:

Food Security
(FIs)

Core Relief
(NFIs)

Social Cohesion and
Livelihoods

Primary Health Care

Adult and Child
Protection
(SGBV & CP)

Water and Sanitary
Hygiene services
(WASH)

MF RHSU offered External and Internal Training of trainees and of managers for Senior and Officer Staff to improve knowledge about the management of operations and decision-making in child protection, hygiene promotion and others.



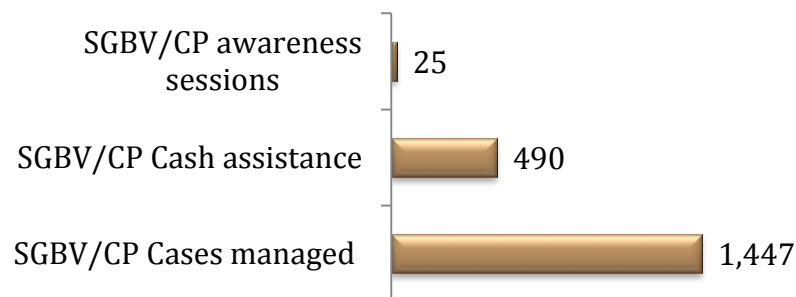
1,000

Families received
Clothes
from
private
donations

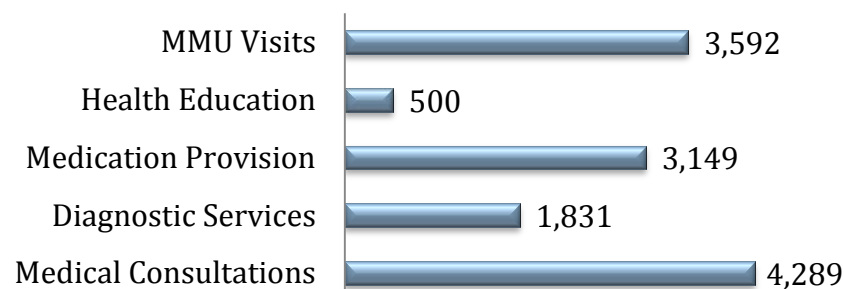
**More than
9,000**

Daily meals
distributed to
refugees during
Ramadan 2014

Protection Services



Health Services



Major achievements

- Individual files created for SGBV survivors.
- Referral to appropriate services (medical care and mental health in MF Primary Healthcare Clinics, psychosocial support, legal counselling, safe shelter, education and livelihoods).
- Clinical management of rape.
- RAIS for collection of bio-data of beneficiaries and GBV Information Management System (GBVIMS) utilised.
- Emergency cash assistance provided.
- Specialized refugee outreach volunteers (ROVs) engaged in case management support.
- Awareness sessions delivered (Anemia, Drugs, Breastfeeding, Heat cramps for children, Conflict resolution, reproductive health, Social communication, Post-natal care, Hygiene Awareness, Diarrhea and dehydration, Symptoms of psychological disorders resulting from war and Others).
- Hygiene Kits and Winterization items distributed monthly.
- Support to persons with specific needs provided.
- Financial Assistance to vulnerable refugee families provided.
- MF RHSU represented the LNGOs in the 3RP launching event in Jordan in October 2014, participated in the event on Youth Education hosted by University of Oxford and UNHCR in Jordan in September 2014 and attended the NGO consultations for women empowerment in Geneva, in June 2014.
- Commitment to monitoring and evaluating the project implementation and dynamics to ensure that outputs, outcomes and objectives are achieved.

13,120

**Households
received
mainly
Mattresses,
Blankets, Fuel
vouchers and
ATM Cards.**



24/7

**MF Hotline
service enabled
refugees to
receive all
kinds of
assistance they
needed.**



Social services & CSR unit

The Citizenry and Social Responsibility (CSR) Unit, was established 2013 to take care of all charitable activities of the Foundation that the other programs used to perform, so as to have a better coordination and management of such activities outside the scope of the Chore Programs. The Unit works closely with all the programs so the needy beneficiaries get best service available when required. It has many diversified functions from social services, to helping in job hunting, including many charitable deeds and organizing lectures in regards to issues related to citizenship.

SOCIAL SERVICE DEPARTMENT

Makhzoumi Foundation has been administering Moustapha and Aicha Charity Fund (MACF) since 2011, and has accordingly developed the Service Department , which helps the needy Lebanese citizens through offering them support based on home visits which are conducted in order to determine the need. The services offered are as follows:

- Medication Support (Hospitalization support, Medicine support).
- Educational support (School/university)

In addition to the above services related to MACF, the Service Department takes care of:

- Distribution Projects (Food Kit distribution, Cloth distribution).
- Legal Advice .



During 2014, the Service Department distributed the following aids among the needy cases which were home visited and aided accordingly:

325	Students supports	5797	Medication support
234	Hospitalization & Medical Device supports	40	Training sessions supported
3680	Families received clothes, food kits, blankets	42	Legal advices

On the 19th of February 2013, MF launched the recruitment office within the Service Department to serve Lebanese people and alleviate the harsh conditions by fighting unemployment and promoting security.

Aiming at providing the youth with a comprehensive service, the CSR participated in collaboration with the Training Program of the Foundation in job fairs in different universities (AUB, LAU, BAU, and AUCE) in order to help under graduates/fresh graduates in finding jobs.

The recruitment office: 451 job recruitment facilitation



Ramadaniyyat

The Holy Month of Ramadan is a special occasion at Makhzoumi Foundation. Since its inception in 1997, the Foundation has been celebrating this month by carrying out a variety of social and humanitarian activities at its centers in addition to distributing food rations in Beirut and the regions, as well as “Mawaiid El Rahman”, providing hot meals to tents located in different Lebanese regions, in-kind assistance, and visits to the elderly houses.

Activities during the Holy Month of Ramadan 2014:

“Ramadaniyat Beirutiya” Souk: Held for the second year at Biel.

The **“Sahat Al Takaful”/Verdun** received activities under the scope of “Ramadaniyat Beirutiya”; health campaigns before noon, and different entertainments in the evenings after Iftars and **Mawaed al Rahman**.

The Ramadan evenings : **“Mawalid Ramadaniya”**, performances and games for kids by “Mazito” Group, Puppet Theater, as well as the funniest sketches with “Abu Salim and his group”, bringing joy and cheerfulness to the visitors of Sahat al Takaful.

Charity project entitled **“Thawb Al Eid”** where institutions, companies and families offered daily and Eid clothes to needy people.

Sharing the **Joy of Eid al-Fitr**: Visit to the Islamic Elderly House, to provide women with haircuts , Hair colouring, skin and nail care.

60,000

Meals distributed
during Mawaed Al
Rahman



VOLUNTEERING AT MAKHZOUMI FOUNDATION

At a glance – 2014



Cooperation with:	Outreach networking:
Indy Act	Funding and Fundraising with USAID
As sabil NGO	Recycling Campaign at NDP offices
Bank AUDI	Springs Play with Unite Lebanon Youth Program
Unite Lebanon Youth Program	Entrepreneurship Toolkit with Bubleik S.A.L
Lebanese American University	Beliefs : Life's Creators and Destroyers with LAU
American University of Beirut	SPHERE Training with EYH and USAID



National Campaigns, Volunteering programs,, Networking, Workshops and Regional Outreach:

Plastic Garbage Campaign.

Festival De Boix – September 2014.

Knowledge Empowers Youth – April 2014.

Ana Insaan Campaign – March 2014.

AUB Volunteering Fair – April 2014.

Sunday at the Library.

Civic Activism Training – March 2014.

Reforestation Activities – March\June 2014

Recreational Camps.

LAU Volunteering Opportunities.

Initiating a Volunteering Unit at Aramoun.

Polio Vaccination Campaign

Beirut Women Marathon.

Volunteer Management Training – Jordan.

Collaboration between UNESCO and MF.

