

مؤسسة مخزومي
Makhzoumi Foundation



END OF YEAR
— 2019 —



OUR MISSION STATEMENT

To mobilize resources, build partnerships and develop the capacities of our community in Lebanon while promoting targeted education, affordable healthcare, workable startups, sustainable development and secured livelihoods.

TABLE OF CONTENTS

- Page 4 LETTER FROM THE PRESIDENT
- Page 5 OUR VALUES & PRINCIPLES
- Page 7 OUR STRATEGIC PLAN FRAMEWORK
- Page 8 MAKHZOUMI FOUNDATION & THE SDGs
- Page 12 BY NUMBERS
- Page 13 OUR PEOPLE
- Page 14 VOCATIONAL TRAINING
- Page 23 HEALTHCARE
- Page 36 MICROCREDIT
- Page 43 ENVIRONMENT & DEVELOPMENT
- Page 51 STEP FORWARD
- Page 54 RELIEF PROJECT
- Page 64 MEMBERSHIP & PARTNERSHIP
- Page 66 CONTACT US

LETTER FROM THE PRESIDENT



Friends of Makhzoumi Foundation,

Since 1997, Makhzoumi Foundation has served the community by expanding educational and vocational opportunities, by offering healthcare services, by providing small entrepreneurs with support, by empowering women in Lebanon toward sustainable development and by assisting displaced communities and vulnerable families in all possible means. Despite the turmoil that Lebanon has been passing through since October 2019, with an up rise of People against corruption and social injustice , followed by a monetary crises , we are still holding on as in times like these where our contribution to the welfare of society is mostly needed.

Makhzoumi Foundation began its 23rd empowering year with solid walks toward expansion of services. Our unique status has garnered national and international attention and represents our mission and deep connection to our beloved community. Our commitment and responsibility to our beneficiaries is reflected in our position as an educational, medical and economic engine for the country and as an engaged partner with national and international organizations, academic institutions and government agencies.

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

This is our commitment and as we continue our dynamic climb on the ascent of humanitarian works, our annual report for year 2019 is a tool that we use to continually improve how we serve the community and the country; as well, it is an opportunity to share success stories that show our mission and strategy in action.

*Sincerely,
May Makhzoumi | President
SDG5 Goal Leader*



OUR VALUES & PRINCIPLES

RESPECT FOR HUMAN RIGHTS

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

EMPOWERMENT

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

LEADERSHIP

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

SERVICE BEYOND SELF

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

ACCOUNTABILITY

We are responsible for all our actions and decisions.

TRANSPARENCY

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

The whole world is directed today toward the 2030 SDGs. From education, to healthcare, to sustainable economy and environment, and much more. Makhzoumi Foundation in 2019 was also in line with all of this. Working to promote sustainability in Lebanon is always the key to empowerment and success.

— May Makhzoumi



OUR STRATEGIC PLAN FRAMEWORK

GOAL 1

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

GOAL 2

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

GOAL 3

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

GOAL 4

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

GOAL 5

To meet relief and humanitarian essentials to Vulnerable Communities.

Makhzoumi Foundation & the SDGs

FINDING MEANING THROUGH SERVICE

Sustainable Development Goals (SDGs)

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



#1 NO POVERTY

We are implementing nationally appropriate social protection systems and measures, targeting the most vulnerable, increasing basic resources and services, and achieving substantial coverage communities.

#3 GOOD HEALTH & WELLBEING

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

#4 Quality Education

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

#5 Gender Equality

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

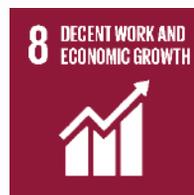


Makhzoumi Foundation & the SDGs

UNDERSTANDING OPPORTUNITIES

Sustainable Development Goals (SDGs)

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



#6 CLEAN WATER & SANITATION

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

#7 AFFORDABLE & CLEAN ENERGY

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

#8 DECENT WORK & ECONOMIC GROWTH

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

#10 REDUCED INEQUALITIES

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



Makhzoumi Foundation & the SDGs

INTERCONNECTING GLOBAL TARGET

Sustainable Development Goals (SDGs)

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



#11 SUSTAINABLE CITIES & COMMUNITIES

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

#12 RESPONSIBLE CONSUMPTION & PRODUCTION

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

#13 CLIMATE ACTION

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

#14 LIFE BELOW WATER

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



EMBRACING THE WORLD'S PLAN

Sustainable Development Goals (SDGs)

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



#15 LIFE ON LAND

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

#16 PEACE, JUSTICE & STRONG INSTITUTIONS

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

#17 PARTNERSHIPS FOR THE GOALS

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





STORIES
THAT LIVE
FOREVER...

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

By Numbers *Since 1997*



806,829

Healthcare Services



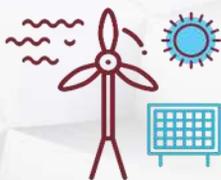
146,924

Training Certificates



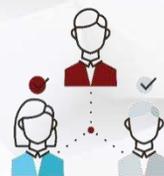
12,001

Micro-Loans



313,953

Environment & Development Outreach



1,130,333

Humanitarian Assistances

OUR PEOPLE

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

During the 2019 year, a range of initiatives were rolled out for all our employees. The main focus is on engagement, leadership, development, as we work towards delivering a more rewarding and engaging environment for all. We have set objectives to know about employee attitudes, burnout tendencies, workplace climate, training opportunities and competitive intelligence, which are key indicators for employee retention, satisfaction, and productivity. This is why we have engaged our staff in many satisfaction surveys during 2018. We have seen a positive shift in results in relation to the knowledge and tools that help build positive employee relations and a positive work environment for upcoming years. What we have done throughout 2019 includes updating and completing all employees files, preparing full data lists for all employees, updating job descriptions for all employees, updating the leaves platform that we named “MF time” constantly to make it easier and user friendly for all employees.

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

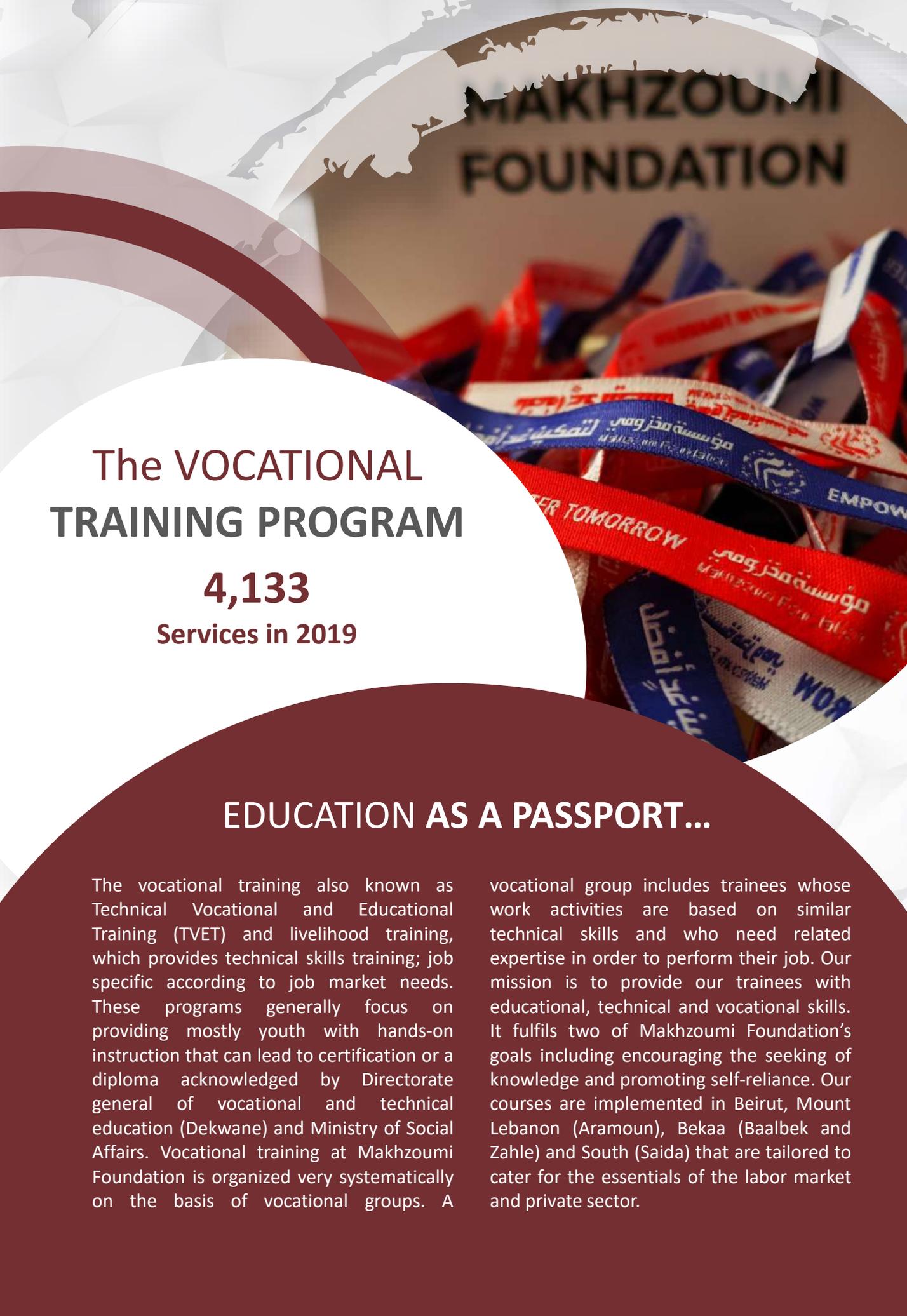
Training & Continuous Education

In the fast-paced fields of non-profit and other humanitarian sectors, continuing education is important for career growth and licensure. In 2019, we have facilitated the continuing education of our people to renew their licenses. The continuing education focuses on subject areas in healthcare, vocational training, finance and sustainable development.

New people on board

A strong recruitment process was held in place this year as a direct reflection of the validity and professionalism of Makhzoumi Foundation. New professionals and experienced persons were on board. Specialized interns were also selected to help. Many outreach volunteers were recruited to spread awareness about our services.



The background of the page features a circular graphic containing the Makhzoumi Foundation logo and a photograph of several lanyards. The lanyards are in shades of red and blue and feature the foundation's name in Arabic and English, along with the slogan "EMPOWER TOMORROW". The text "MAKHZOUMI FOUNDATION" is printed in large, bold, black letters at the top of the circular graphic.

MAKHZOUMI
FOUNDATION

The VOCATIONAL TRAINING PROGRAM

4,133

Services in 2019

EDUCATION AS A PASSPORT...

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

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

THE NUMBERS...

The vocational training program of Makhzoumi Foundation speaks through its numbers. In 2019, the program embraced students from everywhere joining the courses with a distribution over 5 parallel terms. A total of **4,133** students from Lebanon and from other countries spent efficient time learning vocations that they selected. Their career is on the move

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



Lebanese students
65%



International students
35%

Distribution of students by country



Term #1
707



Term #2
840



Term #3
1108



Term #4
662



Term #5
831

Distribution of students by term



69% Female 31% Male

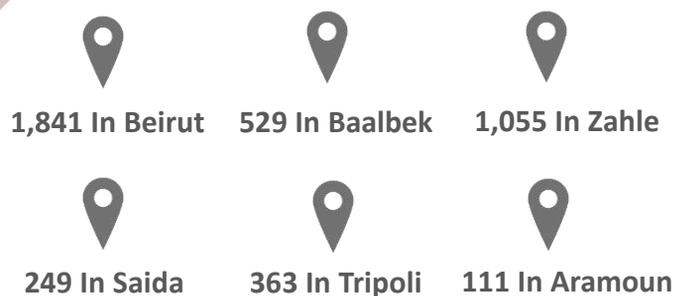
Distribution of students by gender



15 - 20 3,063	21 - 25 528	26 - 30 372	31 - 35 211	35+ 456
-------------------------	-----------------------	-----------------------	-----------------------	-------------------

Distribution of students by age

Distribution of students by area



EXHIBITIONS & FORUMS...

The Technical, Vocational and Educational training program actively participates in different exhibitions and forums that take place in Lebanon, providing youth with opportunities for professional development, livelihood trainings and employment chances.

This includes ACADEMIA, NGO Fairs, Schools & Universities fairs and community services exhibitions.



CONTRIBUTIONS TO OUR COMMUNITY

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

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

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

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

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



VOCATIONAL TRAINING projects

Vocational Training Program for Youth in Lebanon - Phase 2

In partnership with AVSI & CESVI funded by UNICEF, a target of at least 320 beneficiaries who benefited from vocational trainings and basic literacy & numeracy skills. Trainings implemented covered several regions in Lebanon from North (Tripoli), Beirut, Mount Lebanon (Aramoun), Central Bekaa (Zahle),

and North Bekaa (Baalbek). Post training, the beneficiaries had an opportunity to benefit from on job training with the private sector followed by employment fair. The trainees had the opportunity to practice their vocation and life skills throughout the project period.

Qudra - Resilience for Syrian Refugees, IDPs and host communities in the response to the Syrian and Iraqi Crisis

Funded by MADAD in partnership with GIZ under the Qudra labs under the project of Resilience for Syrian refugees, IDPs and host communities in the response to the Syrian and Iraqi Crisis more than 300 Lebanese and Syrian beneficiaries benefited from construction vocational courses in different regions in Lebanon (Beirut & Mount Lebanon, Bekaa (Zahle, Baalbek & Hermel) and Tripoli in North area. Before proceeding

with trainings, all of VTP vocational trainers had a Training of trainers (TOT) with accredited Training center APAVE to be trained on the CBT construction curriculum developed by GIZ. Post training, the beneficiaries benefited from on job training in construction sites for private sector. The students gave back toward their community and did 8 community projects with schools, NGOs, and public spaces.

Reducing Economic and Social Vulnerability of Syrian Refugees and Lebanese in Lebanon (EREACH)

In partnership with Save the Children in the north region, 78 services were provided for 39 beneficiaries in the domain of Beauty in Tripoli and Akkar mainly Beddawi and Akkroum, aged between 18 & 55 years old. The beneficiaries were able to gain vocational skills to increase their chances of employability and income generation.

WORKSHOPS & PROFESSIONAL DEVELOPMENT

Corporate Social Responsibility Regional Workshop

For the first time Regional training workshop under the topic of corporate social responsibility was implemented funded by Makhzoumi Foundation in partnership with Regional CSR for 39 professionals across

Lebanon and from different professional entities. At the end of the 3 days training workshop, professional trainees gained a regional license on corporate responsibility.

Robotics for children

Robotics in partnership with the Little Engineer, Robotics training was provided for children of ages 7 – 12 that were trained on

software and hardware engineering. The results were inspiring for their ages and their little robots were showcased.

Empowering Internally

Under the Vocational Training Program development plan, we accomplished several trainings as per need assessment for our staff to increase productivity of our work. The professional Development

includes Monitoring & Evaluation, Accountability, Vulnerability assessment, humanitarian inclusion. This is part of the LCRP requirements as the INGOs are providing capacity building for local NGOs



NEW PRACTICES

Leadership Academy

We believe youth are capable of more than what is asked of them and so we challenge them to rise above, inspire them to pursue, and coach them on becoming a leader capable of creating their own success. The Youth Program is a multifaceted and progressive training program. It is made up

of 3 levels: Bronze, Silver and Gold. A youth leadership program designed to inspire and coach youth to become visionary leaders building on community involvement, leadership, and interpersonal skills development.

Lebanon Humanitarian & Development NGOs Forum

The vocational training program of Makhzoumi foundation has participated in the Livelihood Core working group under the management of UNDP and MOSA, for local and international NGOs elected to represent all the actors in the livelihood and humanitarian field in Lebanon. Our voice has

been heard as to change policies or amend working plans as well as the LCRP. During the National and areas working groups we are sharing our experiences and expressing our challenges to advocate for better implementation practices as well as policy changes.

School Agenda

The School Agenda is a new practice implemented by Makhzoumi Foundation in Aramoun area. Students enrolled in school cycle 1, 2, 3 and 4 are supported in doing

their school assignments and tasks. The agenda center serves all subjects in different languages.

MOS Championship

For the 3rd year, Microsoft Championship is implemented in Lebanon funded and implemented by Makhzoumi Foundation and partners including the Ministry of Education, ITLS, and Certiport. The

championship targeted private and public schools and universities' students of ages 14 to 25 years old. Champions of Lebanon participated in the World cup in New York and achieved great results worldwide.



IMPACT REPORT

The study explores the impact of the Vocational Training Program (2017-2018) at Makhzoumi Foundation on the socio-economic and employment situation of the participants. The aim is to assess the effectiveness of the Vocational Training Program in enabling participants to find employment in Lebanon, and to provide insights for future development. A combination of quantitative and qualitative methods were used, including data collection from training application forms (baseline survey), evaluation surveys sent

out via text message or conducted through phone calls and one-to-one interviews. This study shows that the VTP at Makhzoumi Foundation has managed to help around 27% of unemployed students to get employed despite of sluggish economy and labor market nationwide, which is effective to a certain extent. Improvements can be made by bridging the gap between knowledge and practice, extending learning period, creating career networks and conducting more nuanced and multi-perspective skill gap analysis.

Woman Can Do!

Amina is a 25 years old house wife that participated in the painting course to support her family in income generation, it was a challenge for her to work a men's job but she proved herself, and proved that she can work like men. Participated in the workshop and on job training. She painted her house without the need for any specialist because she developed her abilities and proved that she can develop, work and produce and she is now trying to join new projects and develop her own project. Amina is happy because she did a new thing for women and proved that she can be productive in the society and an active member. Amina supported her family in the money gained from what she did in the workshop and On Job training and became engaged in the society which made her active and motivated to be engaged in society and economically independent.

SUCCESS STORIES...

A Career Woman!

Dalal proved herself that she can develop and produce and after the course she was able to prove that she can generate income and be productive in the society. She took two workshops and succeeded in finishing them. She was able to gain income that helped her to sustain her family and helped her to succeed, improve and build experience. Dalal proved that with motivation and will we can succeed and develop! Dalal expressed that she became a happy motivated, producing member in the community. She started freelancing and gaining several projects. She proved that she can develop and build her career with the support of the vocational training cohort and her own self-motivation.



The HEALTHCARE PROGRAM

46,829

Services in 2019

Aim for the best...
Then Reach HIGHER!

Makhzoumi Foundation Primary Health Care has been one of leading healthcare centers in Lebanon for over 13 years. After becoming one of Lebanon's accredited primary healthcare services providers and with a great commitment to supporting high quality, affordable and accessible healthcare services, MF's PHC has been chosen to be the BEST PHC in Beirut for 2019 by the Lebanese Ministry of Public Health. This achievement aligns with Makhzoumi's foundation vision to provide ultimate living conditions for every person

in Lebanon. That vision begins with the multi-disciplinary team who cares for every patient every day. It starts from the general practitioners, family medicine and other specialists, radiologists, physiotherapists, dentists and a cluster of healthcare workers collaborating all in a system that enables the delivery of quality care with a full assistance by practical and registered nurses. MF's team cared for more than 40,000 persons during 2019 and have been always working on providing high quality of services.



The right care is provided at the right time...

At Makhzoumi Foundation's primary healthcare center a multidisciplinary team work together to deliver comprehensive care that addresses the patients', of all ages, needs through offering screening and diagnosis. The team consists of family doctors, specialty physicians, physiotherapist, dietitians, psychotherapist, pharmacists and the registered and practical nurses. They all work together in a patient centered care, where an individual's specific health needs and desired health outcomes are the driving force behind all health care decisions and quality measurements.

... & the right place

For a better understanding for the community needs that MF serves a community healthcare needs assessment was done in 2019 to help in designing and managing a customized healthcare plan in the future and to evaluate the effectiveness of services already implemented at the healthcare center. Outreach volunteers from Makhzoumi Foundation undertook community needs healthcare assessment consisting of 51-item questionnaire and reached 500 participants residing at Mazraa through household visits. The results are considered as a building block for the center's plan for the coming year. Moreover, aiming at identifying gaps and

developing an effective action plan for continuous quality improvement, a patient satisfaction survey was performed at the area MF serves. Volunteers reached 360 patients through one to one interviews and 100 patients through phone interviews. The results showed that patients are mostly satisfied with the services (88.06%), cleanliness (95.28%) and the treatment of workers at the center (96.39%). On the other hand, it showed that people visiting MF are not aware of the toilets for people with special needs (94.17%), this helped in realizing the need to add some posters leading the people to the toilets.

The front door To a good health

Number of
Medical Consultations



Number of Dental
Services



Number of Pharmacy
Services



Number of Laboratory
services



Number of
Radiology services



Number of Other
healthcare services*



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

A closer look at the SERVICES

In Makhzoumi Foundation Healthcare center, individuals have access to a core set of comprehensive **medical examinations** delivered by primary Healthcare teams including: Cardiology, Dentistry, Dermatology, Endocrinology, Family Medicine, Gastroenterology, General surgery, Obstetrics and Gynecology, Nephrology, and Pediatric Nephrology, Neurology, Nutrition and Dietetics, Orthopedics, Physiotherapy, ENT, Pediatrics, Psychology, Psychiatry, Ophthalmologist, Pulmonary medicine and Urology.

Moreover, knowing that **Radiology** and **Laboratory** are the key diagnostic tools for many diseases and have important role in monitoring treatment and predicting outcome, and that early diagnosis can increase the chances of a positive outcome, and in an attempt of helping to improve the lives of patients and save costs of further treatment; accurate and reliable diagnostic routine laboratory tests and radiology services (general X-ray, 3D mammography, the dental panoramic and the ultrasound services) at affordable cost are offered.

Here the patient can have all his needs covered in one place and the **Pharmacy** comes in a place to complete the whole management cycle. The pharmacy at MF health care center is more than a place to dispense medications! The pharmacist plays an important role in therapy management. The collaboration between

the physicians and pharmacists can help to ensure that patients properly take their medications as prescribed and avoid any harmful effects. Continuous efforts in **Medication Management** are done by the pharmacist at MF healthcare center through assisting people in taking their treatment, medication reconciliation, patient and family education and medication therapy management.

In addition to that, patients visiting the primary healthcare center can perform **minor surgeries** at low cost. Different types of minor surgeries are done including small cyst and ingrown nails removal. These patients after the surgeries visit the center for wound care by the registered nurses.

Dental care and oral health are also an integral part where dental services are provided to patients of all ages in order to improve and maintain their oral health. There are more than 6 specialized dentists distributed over the whole week in two separate clinics, equipped with the latest technologies with a team works based on the best practices of infection control.

The whole primary healthcare center follows the **Canadian Accreditation** standards which ensures quality control, risk management, environmental safety and providing high quality services and ensuring patient satisfaction.

No child should suffer from malnutrition

Severe acute malnutrition remains marginal in Lebanon, but moderate levels of undernutrition continue to be seen. Undernutrition puts children at greater risk of dying from common infections, increases the frequency and severity of such infections, and delays recovery. Dietitians and nurses at Makhzoumi Foundation put efforts to make sure that every child between 6 and 59 months of age visiting the center are screened for malnutrition. These children may be children visiting the center for vaccination, appointment with pediatrician or just coming with their parents. Any child that have been

screened and was diagnosed with malnutrition is followed up by the dietitian and pediatrician in a collaborative effort to treat the child and educate parents about healthy eating practices. During 2019, 4 children with malnutrition have been treated. Their parents were grateful to see their children gaining few pound at each visit and when they see some enhancement in their motor skills. Moreover, caregivers are always educated about Infant and young child feeding by volunteers at MF's healthcare center, nurses, nutritionists and pediatricians; in an effort for optimal feeding practices.



Cardiovascular disease (CVD) risk reduction

Non communicable diseases (NCDs) are the leading causes of morbidity and mortality worldwide. Detection, screening and treatment of NCDs are key components of the response to NCDs. These steps are provided at Makhzoumi Foundation with an approach to strengthen early detection and timely treatment, where people with NCDs, or at risk of developing one are provided a long-term care that is proactive, patient-centered, community-based and sustainable.

Serving the Community with the Gift of Immunity

Makhzoumi Foundation teams have a great belief that Immunization is one of the most cost-effective public health interventions to date. Giving the vaccine is not just a way of protecting children from different diseases, but it also keeps other children safe by eliminating or greatly decreasing dangerous diseases that used to spread from child to child. Lebanon has been classified as being Polio free for the past 13 years, in efforts to maintain this declaration status and to prevent other vaccine-prevented diseases PHCs, including MF's PHC, play important role in spreading awareness and vaccinating every child between 2 months and 18 years old. During 2019, around 2500 children between 2 months and 18 years old, of all nationalities, were vaccinated at Makhzoumi Foundation. Raising awareness about vaccination is also a duty of the outreach volunteers who engage people in awareness sessions and one to one education.





لا تكتمل الصحة بدون الصحة النفسية

Investing in Mental Health

A comprehensive mental health program is implemented at Makhzoumi Foundation for the 5th consecutive year. This is one of the World health Organization fundamental recommendations (WHO, 2001). It promotes comprehensive, coordinated, and person-centered care for the many people with comorbid physical and mental health problems. Makhzoumi Foundation healthcare staff receive advanced training with experts from the Department of Psychiatry and Behavioral Sciences in the University of Washington to start interpersonal therapy (IPT) for depression.

IPT is a form of psychotherapy that focuses on the individual and his relationships with other people. Through IPT, the therapist, the mental health nurse and the family physician help the person identify emotions. In addition, the IMPACT Model of collaborative care keeps going at Makhzoumi Foundation primary healthcare center. Screening for depression is done for all patients in the triage room. A specific referral system is in place. More than 1300 person have been screened for depression in 2019.

OTHER Healthcare services

The Protection Program

One in every four women in Lebanon is subjected to sexual violence at some point in their lives. Along with UNHCR and other NGOs across Lebanon, MF adopted a multi-sectoral framework of mutually reinforcing interventions for clinical management of rape and medical protection of victims of violence and torture. Interventions provided by the healthcare providers had potentially mitigated both the short and long-term health effects of violence on women and their families.



EPHRP

Since June 2016 Makhzoumi Foundation primary health care center has been implementing the Emergency Primary Healthcare Restoration Project (EPHRP) that includes the Universal Health Coverage (UHC) services to reach its end by the end of 2019. The project operated under the Primary Health Care Department at the Ministry of Public Health. It aimed to deliver free packages of essential health care services to vulnerable Lebanese.

During this project around 150 families from Beirut were recruited and included in preventative health packages based on their health status. The six packages included: wellness packages, under 18 years old package, pregnancy package, hypertension, diabetes. Each package included specific diagnostic tests, vaccines and consultations.

By the end of the project that extended on a period of more than 3 years 1100 persons were registered with Makhzoumi Foundation, thus preventing them from falling into poverty caused by illness and giving them the opportunity to lead healthier, more productive lives.

A disease Known is half cured-Thomas Fuller

The healthcare team at Makhzoumi Foundation plays an important role in **Raising Awareness and Health Promotion** through daily presentations that run at the waiting room. Patients are educated during their visits. Different topics are presented using visual aids (PowerPoint presentations at TV, posters, flyers). Community volunteers and interns also do health education about vaccination, oral health, Non communicable diseases, Meningitis, and infant and young child feeding. Efforts are also done to raise public awareness through social media. Health-related tips

are posted continuously to raise public health consciousness.

The **Mobile Medical Unit (MMU)** reaches vulnerable communities all over Lebanon, and provides health services. During 2019, more than 10,000 individuals received consultations by the family physician, ophthalmologist, and ENT physician. Diagnostic tests were done including HBA1c for diabetes monitoring, lipid panel to detect any deviations in lipid profile, PSA to screen for prostate cancer, and Vitamin D.



Improving MNCAH services through awareness, referral and counselling – UNICEF Project

Starting from December 2019, Maternal, new born, child and adolescent health (MNCAH) became the main focus of MF's outreach teams. 15 teams, each consisting of 2 outreach workers, had dedicated their efforts, skills and knowledge in serving the community and raising awareness on the MNCAH services through household visits covering Great Beirut. Through this project, Makhzoumi Foundation aims to raise awareness on optimal IYCF, with a focus on complementary feeding at the community level. Based on previous experience in health and nutrition programs that protect the wellbeing

and nutritional status of vulnerable groups, MF plans to sensitize communities to support IYCF practices specifically on complementary feeding, by targeting directly the most vulnerable families and mothers of infants from 0 to 2 years old. The outreach teams also help the breastfeeding women that face difficulties in breastfeeding and refer her to consultant for support. This project continues to be implemented during 2020 aiming to reach a total of 12,000 caregivers and spread awareness and increase the access to PHC services.



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

Year 2019 was full of stories at MF PHC. Refugees and Asylum seekers who received primary healthcare services were satisfied with the low cost of consultations that are subsidized. A number of people developed good relationships with their consulting physicians and we noticed repetitive visits by the same persons showing the trust connection built and the good satisfaction.

The **ROUTINE IMMUNIZATION** was also a success. A high number of children were immunized. The health OVs played an important role in the last third and fourth quarters of the year in spreading awareness in the community about the availability of free vaccines in the PHC. Counseling of mothers about the side-effects of vaccines was continuously done by the healthcare workers.



PROFESSIONAL DEVELOPMENT & ACADEMIC Residencies

Healthcare workers professional development is key to improvement. Clinical guidelines change form year to another. This is why continuous training is done. Specific workshops on mental health, reproductive health, medication management, and routine immunization with cold chain preservation.

On another hand, or the fourth year consecutively, Makhzoumi Foundation is partnering with the Lebanese American University/Rizk Hospital (LAURMC) in family and internal medicine, with the Lebanese American University (LAU) Pharmacy

school and the Nutrition and Dietetics Program, and with the American University of Beirut Medical Center (AUBMC) in Internal Medicine and in Obstetrics/Gynecology departments. And for the first year is partnering with the Makassed University of Beirut College of Nursing. The American University of Beirut has also started their community nursing program at Makhzoumi Foundation. Nurses who are in their last undergraduate year are practicing community nursing to its full scope in Mazraa center.



LAU Career Fair , 2018

SUCCESS STORIES

Tala. K, Outreach Worker - During our home visits in Bourj Abi Haidar area, we met Mrs. Hiba S. a 21-year-old first time mother. Mrs. Hiba seemed very interested and convinced in breastfeeding her daughter who had just turned 7 months. She tried to breastfeed her since birth but failed to. She faced difficulties breastfeeding due to what she described as closed milk ducts. She claimed to have slept pressing her breasts hard causing the milk duct to close, thus the breastmilk production was rendered inadequate to satisfy her baby's hunger. Mrs. Hiba resorted to bottle feeding the infant at the

age of 2 months onwards, still continuing to breastfeed once a day only. She asked about the possibility of securing formula milk for free or at least for a reduced price as he complained about the financial hardship. The parents both desperately asked for help to properly feed their child. We relieved the mother and told her that we will support her to reinitiate breastfeeding and referred her to the specialist within the same day of the interview. The specialist supported the mother that seemed very glad to have the chance to give her baby the best she can give, HER MILK.

Another Input from Nadine LAU Nutrition intern, 2019

"As an intern coming from the Lebanese American University (LAU) to get experience regarding community nutrition in Makhzoumi Foundation (MF), it was evident to me how strong their inter-professional communication was. The work setting at MF has the most friendly and comfortable environment I have ever encountered or

been a part of. The inter-collaboration that exists between the nurses, receptionists, doctors, dietitians, and pharmacists at MF is hard to find at other healthcare facilities. As a student that is in the process of completing her inter-professional education (IPE) training, I greatly appreciated their exceptional hospitality".



The MICRO-CREDIT PROGRAM

628

Financial Services in 2019

MICRO-FINANCE IN THE RIGHT WAY...

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

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

SOCIO-ECONOMIC IMPACT...

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

borrowers. 13% of our beneficiaries are reaching self-sufficiency while the increase of profit is \$71. The profit re-investment in the activity is 80%. Our beneficiaries base in 2019 is 1% and new startup jobs have decreased from 37 in 2018 to 23 in 2019, due to the economic situation and the events following October 17th.

With **96.1% OF THE BUSINESSES ARE SUSTAINED**

The socio-economic impact shows the main usefulness, the prioritization and the communication of projects. We use it as a way of structuring the analysis and the underlying information for decision-making.

6.1%
Self-
sufficiency

71\$
Increase
profit

80%
Profit
reinvestment

1%
Client-base
increase

23
Start Up
jobs

Borrower's **SITUATION...**



54%
Women



15%
Youth



10%
Low income

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



Promotion **DISTRIBUTION...**

2%	Promotion
17%	Door to Door Promotion
4%	Group
8%	Social media and Search
8%	Makhzoumi Foundation
62%	Word of mouth



Profit **REINVESTMENT...**

80%	Activity
16%	Necessity
0%	Luxury
4%	Savings



Funds of the program...

Naamat Naamani Charity Fund (NNCF)

Makhzoumi Foundation continues to manage the Naamat Naamani Charity Fund (NNCF) since 2009. The trust fund assists Lebanese families by providing financial loans to women through the Micro Credit program, and contributes to enable women to become more productive and capable. Number of loans: 275 loans of which 56 in 2019.

The value of loans \$467,883 since inception, and \$107,855 in 2019.

Imad and Carolyn Makhzoumi Charity Fund (ICMCF)

Makhzoumi Foundation began to manage the Imad and Carolyn Makhzoumi Charity Fund (ICMCF) in 2018. The trust fund assists Lebanese families by providing financial loans through the Micro Credit program to youth, women and men, and contributes to enable individuals to become more productive and capable. The total number of loans is 16 of which 14 in 2019.

The value of loans is \$20,872 since inception and \$17,622 in 2019.

Portfolio PERFORMANCE...

Portfolio Performance

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

\$1,189,535 Disbursed Amount
94.11% Repayment Rate

Financial Sustainability

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

+6.1% Sustainability rate



SUCCESS STORIES...

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

— Fatima | Boutique owner



EVENTS & ACTIVITIES

- **She's Entrepreneur:** On the occasion of International Women's Day, and in line with its the permanent pursuit of women's empowerment, Makhzoumi Foundation launched She's Entrepreneur Forum for the second consecutive year. This event was implemented in collaboration with the Beirut Digital District, the Lebanese League for Women in Business LLWB, and the National Commission for Lebanese Women.
- **Entrepreneurship training with ActionAid Arab Region and coaching:** The educational, economic and social development project for Syrian and Lebanese young men and women carried out, all over the Beqaa region, a number of activities and training focused on entrepreneurship: 481 young men and women, refugees and Lebanese citizens, were trained, over 2 years. 6 projects received grants, 10 entrepreneurship workshop sessions, and weekly coaching, thus enabling participants to better utilize the grant received.
- **Empowering Women in Trade & Economy:** Makhzoumi Foundation joined the National Commission for Lebanese Women (NCLW) in many activities in 2019, including a workshop on Empowering Women to Achieve Equality in the MENA Region through Gender Mainstreaming in Economic Policies and Trade Agreements, sessions in Lebanon, event on how the stock exchange can participate in empowering women economically and financially.
- **Lebanese Micro Finance Association (LMFA):** Many activities were implemented with LMFA, including Micro-Insurance Product Development in Lebanon, in collaboration with USAID, and SANAD technical assistance facility, about Micro-Insurance Product Development in Lebanon. 2 Roundtables with Banque Du Liban (BDL) were implemented. One for the Smart Campaign and the second for interpreting the new circulars tackling the micro-finance sector in Lebanon.
- **Ring the bell:** Also another event in celebration of International Women's Day, Beirut Stock Exchange organized Ring The Bell for Gender Equality event, in cooperation with the Global Compact Network in Lebanon (GCNL), the United Nations Commission for Gender Equality and Women Empowerment in Lebanon UN Women, the International Finance Corporation IFC and the Canadian Embassy.

Product TYPES...

Makhzoumi Foundation offers two main products: Business loans and Worker loans. We have introduced the following new products:

- **SME Loan:** To cater for the Small and Medium enterprises by loan amounts going from \$5,500 till \$15,000.
- **Mother Loan:** Aims to help the borrower to get a gift to a mother (be it his/her mother, sister or wife) on Mother's day. The goals of this product is to highlight Makhzoumi Foundation's social mission, to engage more women, and to develop our product design methodology. In addition to the loans, we are organizing activities to celebrate Mother's day.
- **Family Loan:** Still in pilot phase. It caters for the non-working housewives; this product is designed to incentivize them to have an income generating activity, to access more loans.
- **Youth loan:** Still in pilot phase. It is for youth for educational or starting up a new enterprise, to incentivize them to have an income generating activity, to access more loans.
- **Grants:** We introduced the productive grant product in 2016. This product is only based on projects. We implemented it this year with Action Aid in the Beqaa Region.





The ENVIRONMENT & DEVELOPMENT PROGRAM

1,619

Services in 2019

WE KEEP SUSTAINING

Sustainable development is maintaining a delicate balance between the human need to improve lifestyles and feeling of well-being on one hand, and preserving natural resources and ecosystems, on which we and future generations depend on the other. The Environment & Development

Program aims to improve the environment as a valuable asset and to focus on empowering women, children and youth to enforce their role as active and responsible citizens who affect change in their communities leading the road towards sustainable development.

ENVIRONMENTAL SUSTAINABILITY Division

Agro-Forestry Nursery

The Agro-Forestry Nursery in Akkar continues to produce trees and plants that are offered to municipalities, local NGOs, and communities countrywide. **34,024** plants were available at the Nursery during 2019 among which: **8,350** plants were produced between January and December 2019, where 7 new types of fruits and ornamentals trees (Loquat, Basil, Avocado,

Winter fig, Pomelo, Pelargonium zonal, Geranium) were added within the production of plants. **4,247** were distributed between January and December 2019 to schools, military barracks, houses, municipalities and agricultural exhibitions at which the Foundation participates across the country.



ENVIRONMENTAL SUSTAINABILITY Division

Waste Management Yalla Nefroz / Let's Sort

Let's Sort...Let's Start the First Step Together, Makhzoumi Foundation and CEDAR-Environmental announced on March 11, 2016. When the garbage crisis emerged in the country between 2015 and 2016, the Development Program's Manager and the CEO of CEDAR-environmental, long well known for their environmental activism, found it necessary to motivate neighborhoods in their surroundings to begin sorting non-organic solid wastes. Within that frame, Makhzoumi Foundation paved the way for this initiative through a series of awareness raising activities, and placed recycling bins for non-organic wastes (plastic, metal, glass, shoes...) in front of its centers in Mazraa, Ras El Nabeh and Jnah. In 2018, bins for paper wastes were added to all drop-off points. In 2019, 7 schools, 5 NGOs, 2 pharmacies, 1 super market and 1 building joined the Project whereby bins were placed at their premises. In addition, Makhzoumi Foundation also made an agreement with Bourj El Barajne Municipality to collect waste from Ouzaii Beach so the total number of drop-off points became 29 by the end of 2019, whereas it was 13 in 2018 so it more than doubled.

Waste is collected weekly, on Wednesdays and Thursdays, from the drop-off points mentioned above by the truck of this initiative and is then transported for recycling. Non-organic wastes are transported to CEDAR-Environmental; Paper wastes are delivered to Solicar Company. Few of the drop-off points include Makhzoumi Foundation Centers in Mazraa, Ras El nabaa and Jnah, Schools such as Amliyeh, Riyad El Soloh Public School, Adduha highschool and Al Kawthar high school, Non-Governmental Organizations such as Ibrahim El Khalil and Women Committee Center. There are also drop off points in Ouzville Association in Ouzai, in Makhzoumi Foundation Ramadan Village in Verdun, in Bourj Al Barajne Municipality, in Summer Land Pharmacy and Asia Pharmacy in Beirut.



CHILD & YOUTH DEVELOPMENT Division

Prevention & Awareness

Makhzoumi Foundation, since its establishment in 1997, dedicated a team for awareness raising, particularly for children. The team's work aims at increasing the knowledge of students about

different topics and at developing their skills in order to address these issues. At the heart of the tackled themes is that of the environment!

Green Demonstration Room

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

pollution reduction, and other environmental issues. The Green Demonstration Room is a Project of a collaboration between Makhzoumi Foundation, The Educational Center for Research and Development (CERD), and The Lebanon Green Building Council (LGBC), launched in 2017.



CHILD & YOUTH DEVELOPMENT Division

School Contest

Makhzoumi Foundation & the Lebanese National Commission for UNESCO launched its annual school contest in February 2019. The competition entitled Let's Plant and Preserve our School, our Environment, aimed at introducing students to the Sustainable Development goals, especially goal 11 sustainable cities and communities. The theme of the competition also included several goals: Goal 3, Health and Welfare, Goal 4, Quality Education, Goal 13, Climate Action, Goal 15, Life on Land, and Goal 17, Partnerships. The contest targeted 10th grade students from private and public

schools in Greater Beirut. 21 schools participated in the competition and 31 submissions were presented. The top three submissions were selected by a jury of landscapers, environmentalists, and educators. Results of the competition were announced on May 9th, 2019 during a ceremony held at the Ministry of Education and Higher Education- UNESCO. The Mustafa, Haret Hreik School won first place, My New College, Choueifat ranked second, and the Saint Coeur School, Al-Bouchrieh came in third.

Kids Summer Club

"A lot of people talk about making learning fun. I think they have it basically wrong. When you're having fun, you're learning something" ~Psychology Today. As part of the Environment & Development Program's summer club, 29 Lebanese and Syrian children between the ages of 5 and 14 years old participated in art, environmental, cooking, and career guidance activities among others. Our kids were also accompanied on a trip to the chocolate museum to learn everything about the origin of those bars they love to buy.



WOMEN EMPOWERMENT Division

Craft and Environmental Arts Workshops

Environmental upcycling craft workshops that promote reduction of household waste through the 3 R (reduce, reuse and recycle) are continuously held as this Program is keen to disseminate and circulate this concept through its various activities and projects. In parallel, workshops on dessert preparation were held to help participants benefit from their skills without the need for large capital to pay rent, equipment, etc., because they can establish a small business at home. The high demand on

chocolate workshops continued during this year, and the demand on soap making increased. The workshop on ice cream preparation that was introduced recently had a high demand as well and new workshop ideas are always encouraged. However, the economic crisis that befell the country in October, crippled movements and hence affected the workshops leading to a decrease in their number as compared to the years before.

Handy Gourmet - Handy Gallery

Handy is a recent initiative by the Environment/development aiming to help workshop beneficiaries by displaying their products at a showroom and online pages as well.



PROJECTS

Mutual skills' building in DIVERsity, INclusive pedagogies of trainers. Lessons from Lebanon: SDGs as a Tool to Enhance Deprived Mothers (2019)

It is a Project implemented by NGOs from 4 partner countries: Greece, Lebanon represented by Makhzoumi Foundation, Jordan, and Palestine. It's funded by the Mediterranean Information Office for Environment Culture and Sustainable Development (MIO-ECSDE). The action aimed at creating more inclusive, more respectful communities to one another. The kick-off meeting in Greece during May 2019 aimed at supporting educators, animators and trainers from both the formal and the non-formal system in designing and applying inclusive education practices for diverse groups, with emphasis on disadvantaged learners (refugees, poor, marginalized, excluded, etc.). Accordingly, Makhzoumi Foundation contributed to the seminar with a 1.5-hour workshop offered to 25 people in which the diversity in Lebanon in terms of religions, ethnicities, refugees, and migrant workers and its impact on society was discussed. In addition, the following national activities were implemented:

- 2 trainings targeting 24 women on environmental crafts were held in Beirut (Decoupage and Loom Weaving). Kits were distributed at the end of each workshop.
- Creation of a card memory game illustrating SDGs and a puzzle focusing on SDG Goal 10.
- Distribution of the games, an educational activity book, and a key holder/booklet on child's rights to children of participating women.

At the end of project, the practices applied and the Lessons Learnt from all participating countries were compiled in a collective guidebook (in English Language).

Training on Beekeeping Skills and Environmental Arts and Crafts in the Bekaa and Greater Beirut (2019-2020)

The one-year Project is funded by the Lutheran World Relief (LWR) and implemented by Makhzoumi Foundation. Its aim is empowering Iraqi, Syrian and Lebanese women and youth in Greater Beirut and the Bekaa regions through providing them with income-generating and business skills. Activities include 4

training workshops on beekeeping skills targeting 60 Syrian and Lebanese youth and women in the Bekaa, with distribution of beehives to start production of honey, and workshops on loom weaving, chocolate molding, making marzipan, and patchwork and clothes repair targeting 36 Iraqi youth and women in Beirut.

EVENTS & ACTIVITIES

- **Global Compact Network Lebanon GCNL:** The United Nations Global Compact UNGC is a strategic policy initiative for businesses that are committed to align their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment and anti-corruption. With over 8,000 corporate participants and 4,000 other stakeholders, it is the largest voluntary corporate responsibility initiative in the world. Makhzoumi Foundation is a signatory of UNGC and a member of the steering committee of the GCNL. Activities include the SDG Milestone Awards 2019, Sustainable Minds Competition 2019, Young SDG Innovators Program (YSIP), 'Ring the Bell' ceremony.
- **Mediterranean Information Office (MIO):** A memorandum of understanding was signed between Makhzoumi Foundation and MIO-ECSDE. Makhzoumi Foundation participated at the 2nd Meeting of the Mediterranean Committee on Education for Sustainable Development and the Executive meeting and regional workshop on ESD in Crete. Makhzoumi Foundation also participated at the following activities in Morocco:

 - Raising awareness on Mediterranean Coastal Wetlands and Nexus Nature-based Solutions in times of Climate Change, a training workshop for Mediterranean journalists and NGOs.
 - The 24th Annual General Meeting (AGM) that gathered member NGOs of MIO whereby all MIO activities of 2019 were presented and the foreseen budget and activities of 2020.
 - The COMPSUD Meeting of Mediterranean Parliamentarians and Stakeholders "Launching a New Decade of Sustainable Development in the Mediterranean" at the Parliament of the Kingdom of Morocco.
- **Child & Youth Finance International (CYFI):** Makhzoumi Foundation participated in the international CYFI Week. It is implemented in Lebanon under the umbrella of the Higher Council for Childhood, Ministry of Social Affairs. Makhzoumi Foundation prepared a manual, in Arabic, for interested schools, with notions and illustrations targeting social entrepreneurship.
- **Exhibitions:** With the goal of protecting environment and empowering women, the Environment & Development Program participated in 5 exhibitions to promote environmental products made by Handy Gallery and Handy Gourmet. This included the Garden Show and Spring Festival, the Agricultural, Landscape, Nutrition, and Food Industries, the Global Recycling Day, Mufti Hassan Khaled Exhibition and Lion's Women Exhibition.



STEP FORWARD

A Makhzoumi Foundation initiative that bridges the gap between youth and employment

YOU Step UP and YOU step forward to empower your community with YOUR full potential!

Step forward is an initiative for school and university students to engage in community activities, learn new skills and experience authentic careers. It's an internship program or a skill-based volunteering (SBV) opportunity to empower youth with the needed skills for employment opportunities. It guides them while exploring how their discipline looks in the real world. Step forward offers the responsibilities, the experiences and the challenges of launching a career through personal contribution in advancing the community. The initiative receives youth studying humanities, social and behavioral sciences, business, and healthcare.

25%
International

75%
Lebanese

80
Interns &
Volunteers
enrolled
in 2019

Cooperation & Partnership

AEISIC partnership

Our continuous partnership with AEISIC Lebanon has been growing with the number of volunteers the Step Forward has been hosting from across the world. Volunteers have participated in different programs and implemented a variety of projects from entrepreneurship events for women empowerment in the microcredit program to developing the leadership Academy for youth in the vocational training program.

LAU partnership

It is always inspiring to invest in youth and fresh creativity to give forward and step up to the community. Volunteers and interns from different programs at LAU have been taking part in Step forward for 3 years now. Through the outreach and community engagement program, Business courses and their Honor students program we have hosted 38 LAU students for the year of 2019.

International College

School students also take part of giving back and forward to the community through their community service program. The year of 2019 held great adventures for the students of international College at Makhzoumi foundation Step forward. Students engaged

in community activities and through the activities of MF programs.

Makassed Association

Coordination to coordinate with local associations is one of our goals in providing opportunities for youth of different nationalities and educational backgrounds.

Phoenicia University

Interns from a diversity of background have opportunities for professional academic internship at Makhzoumi foundation Step forward initiative. Phoenicia University has been granting on a yearly basis pre-designated positions for their interns for their continuous overachievement in their internship journey.

Oxford University

Kicking off the step forward program every year with hosting students from the world renowned University "Oxford University". Since 2017, Makhzoumi foundation Step forward has been hosting elite students from Oxford University in different backgrounds to work on innovative practices and projects. The aim is to empower the community through innovative inventions, research and development activities.

Step Forward Highlights in 2019

The Impact report

The study explores the impact of the Vocational Training Program (2017-2018) at Makhzoumi Foundation on the socio-economic and employment situation of the participants. The aim is to assess the effectiveness of the Vocational Training Program in enabling participants to find employment in Lebanon.

The Leadership Academy

The Youth Leadership Academy is working to empower new leaders of today's generations within the community. Speaking of empowering the community, the program is meant to equip students with life skills; ranging from promoting a healthy lifestyle, as well as future career skills.

SlimTrash

This is a cloud-based app and smart meter solution, applies the personal fitness model to help solve the universal problem of domestic waste.

Activities done by Volunteers & interns

Educational and Development workshops were organized by the interns and volunteers to empower community members' youth and women on different range of topics. Volunteers and interns also engaged in Statistics and survey data entry for academic and community research.

Professional – Career based activities

Interns enroll in Makhzoumi foundation's different programs after orientation and designing a plan for their journey at MF based on their professional and career background. The aim is to create an authentic experience in which they try their school majors in real life settings.





The RELIEF PROJECT

64,597

Services in 2019

WE STARTED IN 2006... & WE KEEP GOING

The overall objective of the relief project at Makhzoumi Foundation is to ensure assistance and humanitarian protection to refugees, displaced people and vulnerable host communities in Lebanon. The Primary Health Care Center (PHC) and the dispensary, both situated in Beirut, work with a strong focus on quality improvement in the area of medical consultations of all specialties, reproductive healthcare for including anti-natal care (ANC, post-natal care (PNC) and family planning services, non-communicable diseases such as cardiovascular diseases and diabetes with complete and continuous patient follow up.

Makhzoumi Foundation Relief project also includes services related to Child Protection (CP), protection of Street and Working Children (SaWC), protection against Gender-Based Violence (GBV) and protection of Persons with Specific Needs (PWSN). The services include: Case Management, Awareness Sessions, Psychosocial support sessions, Emotional Support sessions, Emergency Cash Assistance to Syrians and non-Syrian refugees, a 24-hrs hotline service for emergency cases and livelihood opportunities.



BASIC assistance

In 2019, **54,614** beneficiaries benefited from the Basic Assistance in 2019 in Beirut and Mount Lebanon. **10,098** households' visits were conducted to assess the socio-economic situation of refugees and their shelter condition, in order to identify their eligibility for the assistance. **16,395** validation exercises

were applied to double check the presence of benefited families in Lebanon and to track any changes in their situation in order to prepare the relevant assistance correspondingly. **27,770** Pins were distributed and **351** non-food items to meet the beneficiaries needs.

CHILD protection

Welcome to the daily working life of the Child Protection team!

The Child Protection team is one of Makhzoumi Foundation relief unit that consists of the team supervisor, senior caseworker, senior BID specialist, OV focal point and six caseworkers. The aim of this department is to reach the best interest of the most vulnerable refugees children who are under 18 according to the law 422/2002, living in marginalized communities and struggling with extreme living conditions: child labor, worst forms of child labor, children subjected to all kinds of abuse (sexual, physical, emotional and neglect), separated, unaccompanied children, severe medical conditions and severe disabilities.

The CP team abides by the main guiding principles of child protection including confidentiality, parents and children consents, the best interest of the child, do no harm, accountability and nondiscrimination...

The department is known for its prompt responses regarding urgent cases that needs an immediate intervention within 24 hours. These cases are referred to MF by UNHCR, they approach MF offices or reach the team via the CP hotline.

Part of the intervention of the CP team includes urgent home visits to clarify the assessment, refer to forensic doctors, file juvenile reports, accompany the beneficiaries to police stations and hospitals when needed even outside the working hours.

Unaccompanied children, the most vulnerable cases

The main purpose for the BID specialist was to provide the required support for the unaccompanied children. Therefore, it was noticed during this year that the unaccompanied children were facing serious hardships in Lebanon. As Lebanon is not party of the 1951 convention, the children were unable to access their basic needs. They fled their country of origin to seek job opportunities in Lebanon, in order to support their vulnerable families in Syria; however due to their illegal status they were not even able to find a convenient job opportunity. Therefore, some of them were psychologically suffering and seeking support.

Through Makhzoumi Foundation Relief Unit, some of these children were able to find the needed support.



Street & Working Children (Sawc)

“Alone we can do so little, together we can do so much” _ Helen Keller

The SaWC project was handed over to Makhzoumi Foundation with partnership with the European Union and the UNHCR from the International Rescue Committee (IRC), on October 2016 after 3 years of their implementation. The SaWC team is divided to Case Management Team, and Psycho-Social Support team as the first provide services, vocational trainings, and counseling to the cases. On the other hand, the second team conducts awareness, basic literacy, and psycho-social support sessions to the children. The team together and hand in hand promised to help out as many street children as they can, since children who live on the streets have no one to take care of, as some may have families, but often these

Achievements and Statistics

Children learn more from what you are than what you teach. The team worked hardly on influencing the parents to change themselves so that their children develop in a healthy environment that helps them to grow, explore and learn. Throughout this year, the team gave parenting sessions to **60** beneficiaries' 15 on each session in which they were taught about understanding parents stress, coping and healing strategies, basics of the child development, empathy and positive attitude ,communication with children , child care, the effects of parents on

children run away from home due to violence and sexual abuse in which it also subjects them to be an easy target for kidnappers, more violence, and abuse. During 2019 the SaWC team took the project to another new level, new achievements and accomplishments were obtained and recorded, such as working on supporting, influencing, and empowering both children and their families in order to bring out, and develop their skills so that they can maintain a better well-being, and future. The team worked on growing confidence, self-esteem, encouraging independence, building resilience, developing self-respect, and making them better learners. As no magic is needed to change the world, all the power needed is already carried internally to make others' lives sustainable, and better.

children, the importance of offering psychosocial support for children with special needs, understanding the psychosocial needs of the children , and ways to deal and raise their children with managing their stress levels, as the parents expressed positively their feelings about the impact of the sessions on their personal life. The beneficiaries were so engaged that they requested to attend more parenting sessions when another curriculum will be provided.

Missions

According to UN sources there are up to 150 million street children in the world. This controversial phenomenon attracts greatly the media, and this year the SaWC project were exposed to different televisions locally, and internationally such as: the BBC news, Al Hadath Arabia, the Spanish TV (Catalan) in which they got introduced to the project. They interviewed the children and learned about their daily struggles and bad living conditions.

Children Friendly Space

This year the UNHCR chose the SaWC team to supervise and manage the CFS team since the team recorded many achievements on the field during the past years as they trusted the team to develop and empower the Children Friendly Space team. On the other hand, under our management and supervision the Children Friendly Space holds the range of 150 to 250 children per day in which they conduct handicrafts activities, and awareness

sessions that covers different topics that helps children to differentiate between right and wrong behaviors, and to be aware of different dangerous situations.

Capacity Building

Unity is strength when there is teamwork and collaboration, wonderful things can be achieved. As when we are united we are powerful, and when we are divided we are weak. Our team achieved teamwork by building trust and respect in which we respect all team members' thoughts, ideas, and needs. In addition, we encourage socializing and communicating. Also we recognize good work, and we allow the team members to actively take part in the decision making. On the other hand, we provide the team with trainings in order to improve skills and enrich knowledge to make a difference.



GENDER-BASED violence

Yes, She can!

In 2019, the Sexual and Gender Based Violence (SGBV) team in Makhzoumi Foundation, Relief Unit, provided case management services to 868 beneficiaries (new cases and first follow up) from different nationalities (Syrian, Iraqis, Others) coming from all around Beirut and Mount Lebanon. Many services were provided to the beneficiaries. Those services included awareness sessions covering different topics such as child marriage, domestic violence and others targeting the SGBV main subjects. In addition, 560 emergency cash assistances were provided to ensure the beneficiary's safety from any kind of harm and to avoid eviction. Beneficiaries, whose lives were in danger and who were in imminent danger, were relocated

to safe shelters; for example, an Iraqi refugee was subjected to domestic violence by her husband and was locked in a room for a week with no food nor drink along with her few-months-old baby. The team had lost contact with the beneficiary who eventually managed to escape from her husband and approach the center. After that, the team immediately transported the beneficiary and her daughter to Caritas safe shelter. After ensuring the beneficiary's safety, she left the safe shelter and was provided with emergency cash assistance allowing her to rent a place of her own, close to the center where the team could follow up closely with her.



The survivors were referred to medical services whenever a medical or health issue was brought to light. For example, women were referred to gynecologists when it was needed while others were referred to general physicians. Survivors of rape were immediately referred to CMR (Clinical Management of Rape). Many general consultations were conducted during which the beneficiaries were referred both internally to other sectors of MF relief unit such as PWSN, CP or SaWC, or externally to other NGOs. Informal skills training and Internship opportunities were offered to the beneficiaries through cooperation with MF Training Unit. Through outreach, the PSS team conducted awareness sessions about types of abuse, GBV core concepts and many other topics. A large number of sessions were conducted at the beneficiaries' houses and that helped them to acquaint each other traditions.. Among the participants, a woman was deeply affected by the early marriage concept. After

attending one of the awareness sessions, which explained the drawbacks of child spouse, the brave woman decided to invite a group of women to her place to continue raising awareness about early marriage. The women were highly engaged and interactive. It was amazing how the SGBV-PSS team was able to create powerful women who felt accountable in supporting the team to spread awareness about variable social topics. Through awareness sessions, the women changed from, not only being receptive, to becoming participative. Psychosocial support sessions were given consecutively after the awareness sessions and they included topics like trust and uncovering self-initiative in community. During the 16 days of activism campaign that took place in December, the Makhzoumi Foundation SGBV team collaborated with its outreach volunteers. The theme was "I Commit".



PERSONS WITH specific needs

Elderly people, physically/mentally challenged beneficiaries, vulnerable refugees and persons with specific needs were always being assisted by the Persons with specific needs (PWSN) team in 2019. The team provided case management to **826** beneficiaries while, **509** emergency cash assistances and **12021** consultations were provided to beneficiaries throughout the year. The PWSN team reached out to the majority of Syrians and also worked in collaboration with UNHCR to emphasize its

Empowerment through Integration (ETI)

The goal of the proposed project was to train thirteen (**13**) blind and visually impaired Syrian, Iraqi and other nationality youths, children and their families in Beirut and Mount Lebanon with respect to life skills; including orientation and mobility, social literacy and activities of daily living. Nationalities included, but were not limited to, Syrian, other nationality refugees and Lebanese. Life skills were integral in building confidence, setting the foundations of independence and active participation in mainstream society. Even though life skills were essential in providing access to independence and future employment for the blind and visually impaired, the training was exclusive to the ETI's programs and was not provided elsewhere in Lebanon.

work on the living conditions of Sudanese communities in Lebanon through participating with the North, South and the Darfur Sudanese Committees. Throughout 2019, emergency cash assistances were distributed to Syrians, Iraqis and refugees of other nationalities based on vulnerability assessments. The majority of those beneficiaries were facing, protection issues, serious medical conditions or were single parents.

Elderly center; Active Aging house

The PWSN team helps elderlies at the Active Aging House, elderly center. The elderly center was creating a sense of engagement and intimacy between elderlies as they were highly enjoying the sessions. Elderlies felt that the center was their home. Board games (puzzles and dominos) were becoming a hobby for elderlies. It was a corner-stone activity that connected the elderlies together. Many health related sessions were also provided by a consultant alongside physiotherapy sessions. The center helped elderlies (**120** elderlies from Syrian and other nationalities) lead active and healthy lifestyles. That was implemented by providing opportunities for physical activities and through the access to health information & services.

COMMUNITY MOBILIZATION

Imagine one day waking up unable to open your eyes and see light, unable to see your steps where you can tumble anytime and anyplace, unable to see the faces of those you once knew and to make it even harder you have lost the ability to use your legs. Let's add a bit more of hardships to the mix, you are a refugee, unemployed and unable to support your family because you are living in poor conditions and your family is also unable to support you back because they are also in the same situation. Here we are telling a story about one of the members of the community groups. Having no income is frustrating, and the frustration increases when you are depending on the good deeds of others for food. M, with all the difficulties surrounding him, still managed to come to Makhzoumi in order to ask for any form of aid possible. One day, M was referred for a meeting with the PSS team to see if he was interested in joining a community group with the MF- PSS team. Upon his arrival,

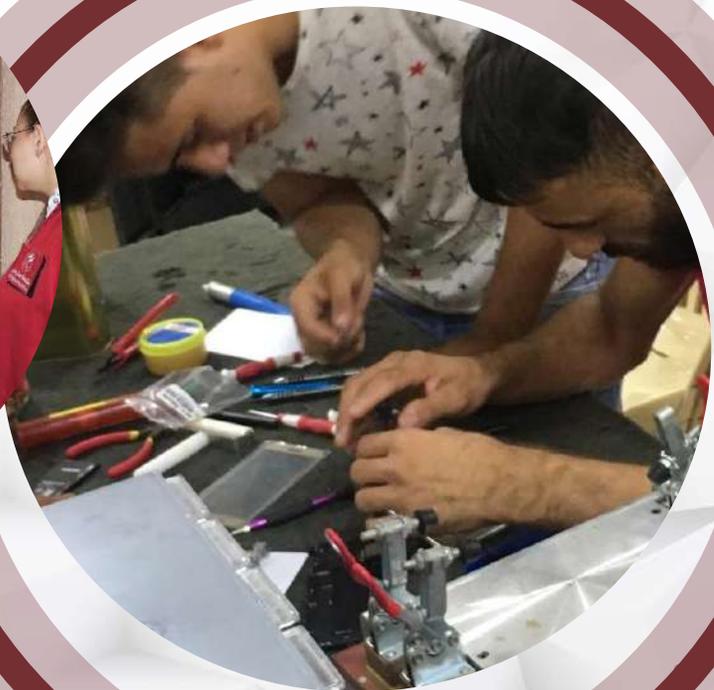
he had little to no idea about what was the purpose of this meeting, but as the facilitator explained the purpose of the community group which was mainly capacity building, and how the community group would form a connection point between NGOs and refugees with similar criteria, M was furious and ridiculed the entire thing, his aggression was high, and he had all the right to be in his perspective. This aggression was a scream from the pain and suffering he was experiencing every day. He was there for aid, and nothing else mattered to him, it was all he wanted, so why were they not giving it to him? Life was unfair to him and he thought it was not going to change, he already lost his eyesight and the ability to walk due to diabetes. The facilitator explained to him how big of a role he could take and how his participation would have an essential and core effect on the level of the community, putting aside the financial struggle.



FORMAL TRAINING & INTERNSHIP

79 participants, from different nationalities, had graduated from the vocational trainings at Makhzoumi Foundation. Formal trainings included hairdressing, man barber, make up, mobile repair, language courses and digital literacy. Those trainings had contributed to a noticeable change in the way the participants and their families used to think or analyze things. A-15-years-old teenager was suffering from depression after the death of his father. His situation was exacerbated by the deteriorated financial situation since his mother was the only breadwinner. With no aspirations, and limited opportunities, the boy was referred to the vocational training program. Few months later, the boy started recovering from his past situation after recapturing back his self-worth and self-confidence. His active participation and deep

engagement with his peers had allowed him to revive dormant dreams that were once buried by uncontrollable situations. Another woman suffered from extreme psychological problems as a result of forced displacement and the change in the level of livelihood. Her participation in the hairdressing course helped her unleash her energies and use them in the right place. She felt more empowered to get out of the shell and face the community without the fear of oppression. I was reborn...these were the exact words that the girl said. Building on those aspects, the internship program at Makhzoumi Foundation was successfully able to change the lives of vulnerable refugees. For instance, 11 interns gained employment opportunities and were able to obtain their jobs for a fixed period.



MEMBERSHIP

for increased Opportunities

Makhzoumi Foundation is proud to be a member of:



PARTNERSHIP

for increased Opportunities

Makhzoumi Foundation is proud to be a partner with:



*For more partnership information, please check www.makhzoumifoundation.org

“No One has ever become Poor by Giving”

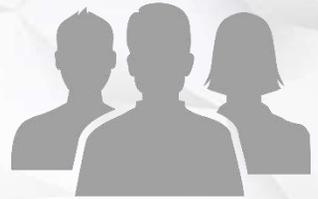
Your support to Makhzoumi Foundation is precious



[Build Your
Success Story](#)



[Our Stories
in a Glance!](#)



[Join
Our Family](#)

Makhzoumi Foundation

Beirut, Lebanon

Phone: 961-1-660890



info@makhzoumifoundation.org



www.makhzoumifoundation.org



www.facebook.com/makhzoumifoundation



www.twitter.com/makhzoumi



www.instagram.com/makhzoumi_foundation



www.lb.linkedin.com/in/makhzoumifoundation



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 2019