

مُؤسَّسَة مَخْزُومِي
Makhzoumi Foundation



**END OF YEAR
2021**

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OUR VISION

To provide ultimate living conditions for every person in Lebanon

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.

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.

LETTER FROM THE PRESIDENT



Friends of Makhzoumi Foundation,

By the end of 2021, Lebanon was going through many challenges. We have faced Covid-19, the worst economic crisis, and the consequences of the Beirut blast, in addition to hosting the highest number of displaced people in the world. One of the smallest countries shows tremendous commitment to vulnerable populations within its peripheries.

Despite all of that, Makhzoumi Foundation maintains the social impact on its communities. In the programs of education, health, micro-credit, development and humanitarian relief, diversity, equity, and inclusion, start with us. Our teams commit to bringing together societies and helping build an empowering, inclusive, and equitable future. Since 1997, we have embraced people from all backgrounds, facing challenges with new perspectives. Our teams provide an environment where everyone feels respected, valued and empowered. We all know that the current situations have exacerbated the existing vulnerabilities in our communities. We have witnessed significant hardships with the strained natural resources such as water, air, ecosystems and land. Hundreds of healthcare workers have left the country within the health sector. The COVID-19 lockdown measures have exacerbated the situation with prolonged periods of isolation, income insecurity, and restricted access to medical and social services, which created risks for ongoing violence against women and children. The situation for education is vastly affected by interrupted learning as well as teachers and professors are leaving the country.

Makhzoumi Foundation continues assisting with the most demanding challenges, from the Covid-19 vaccination to supporting education and addressing the basic needs of our local communities. Especially with the tremendous rise of inflation devaluation of our currency, leading to classification of Lebanon amongst the lowest pay and increasing poverty to 80% of the population. Our vision is to provide ultimate living conditions for Lebanese communities to be able to face the hardships attained.

We aspire to carry on with our work despite all happening , depending on the dedication of our committed staff.

Sincerely,
May Makhzoumi I President
SDG5 Goal Leader

OUR STRATEGIC PLAN FRAMEWORK

MF strategy has 10 major goals that emanate from each program and department. Every goal is set with a series of strategic objectives and a list of key performance indicators that measure our performance improvement.

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.

GOAL 6

Invest in the professional development, mentoring and advancement of human resources

GOAL 7

Maintain financial stability and strengthen the financial and organizational capacity

GOAL 8

Strengthen partnerships for adequate responses to community needs

GOAL 9

Build accountability for the Information system to maximize the potential of our data

GOAL 10

Spread the stories to enhance visibility and engage the staff, stakeholders and the community

MEETING THE SDGS DURING COVID-19

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. During the COVID-19 pandemic, MF mobilized a comprehensive health, humanitarian and socioeconomic response. MF continue to step forward as a force for growth in this ongoing time of need.



#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

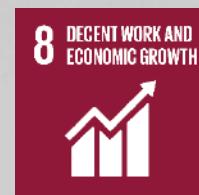
We are improving quality of life through access to inclusive vocational and technical education that helps equip the community with the tools required to develop innovative solutions to the world's greatest problems.

#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.

UNDERSTANDING OPPORTUNITIES

Beyond the long years of community empowerment, Makhzoumi Foundation has targeted SDGs implementation through global footprint, vast resources and innovative solutions for humanitarian challenges. At the same time, the expertise of our teams focuses on the global goals 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.

INTERCONNECTING GLOBAL TARGETS

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



#11 SUSTAINABLE CITIES & COMMUNITIES

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

#12 RESPONSIBLE CONSUMPTION & PRODUCTION

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

#13 CLIMATE ACTION

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

#14 LIFE BELOW WATER

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

EMBRACING THE WORLD'S PLAN

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

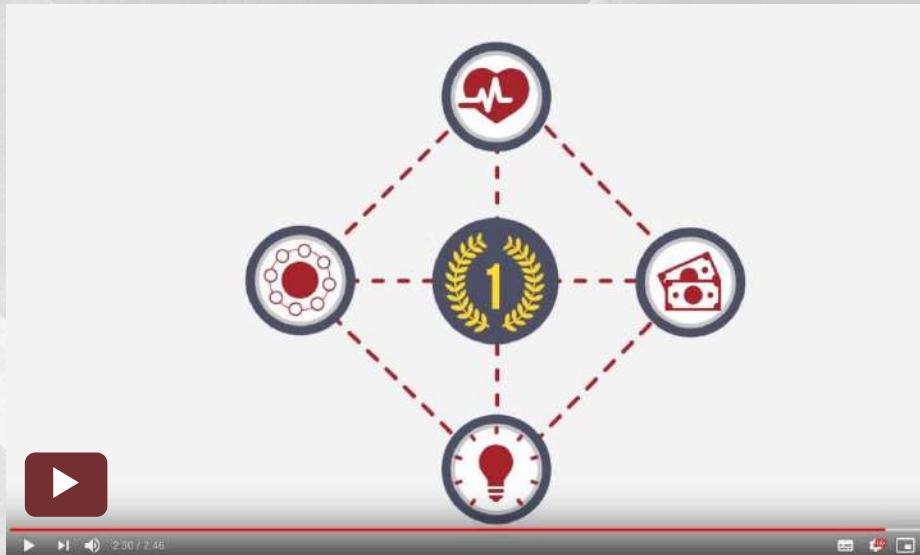
We are promoting the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services. We are also combating desertification through reforestation projects, striving to achieve a land degradation-neutral world.

#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.



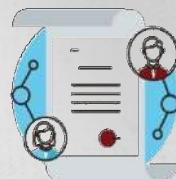
**MORE THAN 3 MILLION SERVICES
FOR OVER 650,000 BENEFICIARIES**

Services By Numbers *Since 1997*



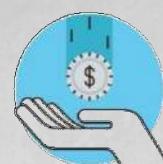
886,270

Healthcare
Services



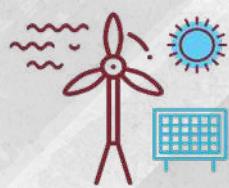
153,978

Training
Certificates



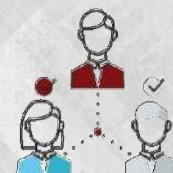
12,378

Micro
Loans



324,353

Environment & Development
Outreach



1,177,860

Humanitarian
Assistances

OUR PEOPLE

Our people play a key role in supporting the community and we are proud of the quality of **200** professionals. It did not change through 2021. on the opposite, it improved and became more structured and our first priority is always the safety of MF people. From mask-wearing and social distancing to proper hand-washing and regular sanitization, we know basic safety protocols work. Doing these things consistently matters, especially during Covid-19 and we continue to rely on our policies and procedures in addition to national and international guidelines and protocols for our human resources safety. During 2021, team faced challenges and consequences of

Covid-19, the economic crisis and the Beirut Port Explosion. Despite that, there was a drive for 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. 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.

THE APPRENTICESHIP MODULE

70

Apprentices in 2020

29

Apprentices in 2021

55:15

Female: Male

The apprenticeship module at MF is initiated by the Human Resources Department. The purpose of this module is to recruit apprentices who are graduate and postgraduate students from diverse academic backgrounds, where their education and career could be enhanced through practical work assignments and sessions at MF. The duration of the apprenticeship is mainly two months. Upon selection for the apprenticeship position, candidates are required to sign a statement confirming their understanding and acceptance for the conditions of service.

Apprentices report directly and work under the supervision of their supervisor. MF provides flexible working hours. Most of the participants have an education in human resources and business management. This Apprenticeship allows participants to take time to understand their role, tasks and the work processes that take place in NGOs. The experience is beneficial for future career paths. Once they finish their apprenticeship, participants continue to support MF through presenting training sessions to other candidates.

The VOCATIONAL TRAINING PROGRAM

The Best Way to get something done
is to Begin

2,921

Certificates in 2021

The vocational training program (VTP) has been robust throughout the year of 2021 with a host of diverse courses targeted towards equipping students with necessary skills to excel in their talents. Makhzoumi Foundation is known for its vocational services and that is reflected by its yearly statistics that show an increasing number of student turnout and success stories. Every program is structured in a way that accommodates for diversity and inclusion

on multiple levels. Programs welcome candidates from different nationalities, age groups, and gender. Bearing in mind the importance of being a melting pot the statistics of this past year are a testament to the success of the VTP. Depending on their geographical location, candidates are distributed across the five centers. Our centers have hosted **2,921** student this past year from different nationalities, age groups and backgrounds.

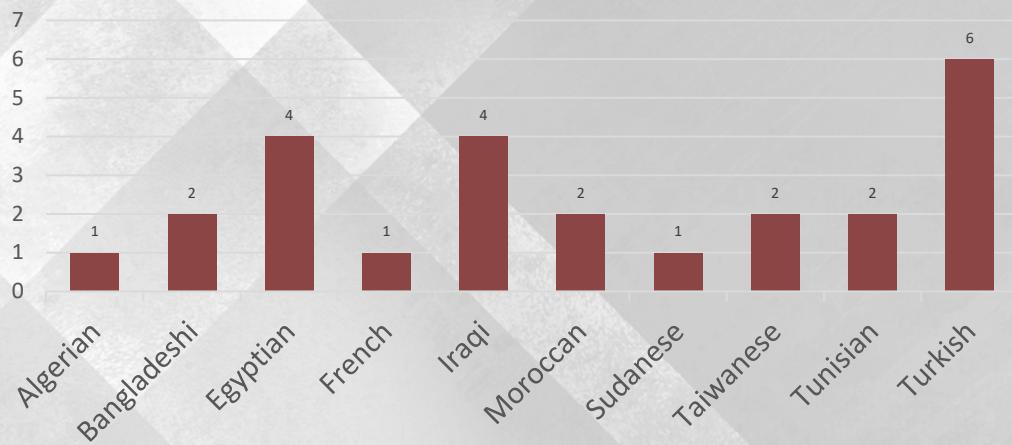


THE NUMBERS: 2,921 students

There is a lot that distinguishes us. It is what makes us who we are!

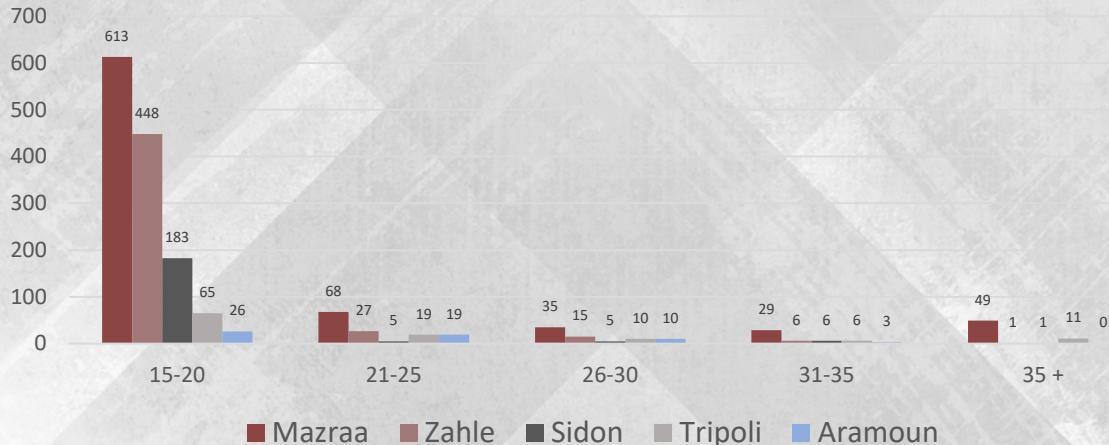
Nationality Diversity: The VTP welcomes students from diverse nationalities as it believes in the power of cosmopolitanism and the necessity of

being a melting pot. By hosting students from across the world, the VTP ensures that its services are being universally accessed.



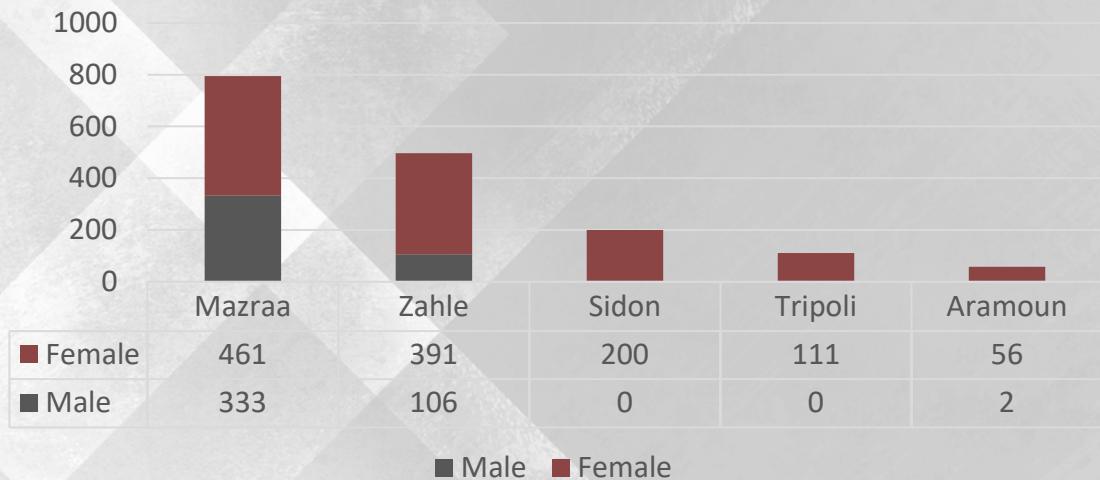
Age Groups: Starting from the strong belief the VTP possesses in the talent, vocational training at the Foundation has been a magnet that attracted candidates from multiple age groups. The most popular age group is the 15-20 group, where most youth in this category are

looking for opportunities to invest in their talents and expand upon them. The numbers gradually decrease as we move to other age groups, yet each course offered by the program hosts students from every single age group. The Chart below shows the distribution of age groups per area of work.



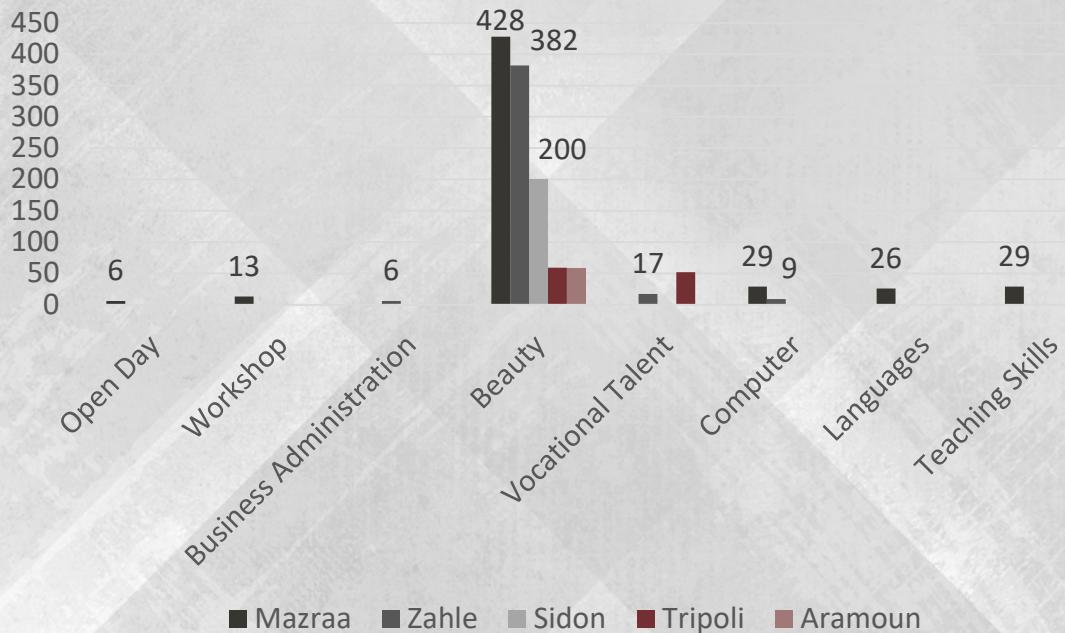
Distribution of Gender: The VTP is adamant about ensuring gender equality in its courses. Whilst true that most of the

beneficiaries are female, male candidates are present most notably in the Mazraa and Zahle centers.

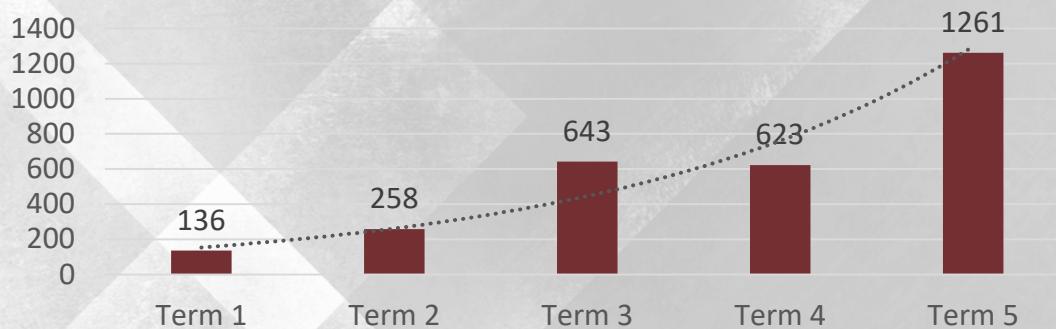


Specialty Diversity: The courses offered by the VTP are diverse in their nature. Data shows “beauty” as the most popular program where several specialty

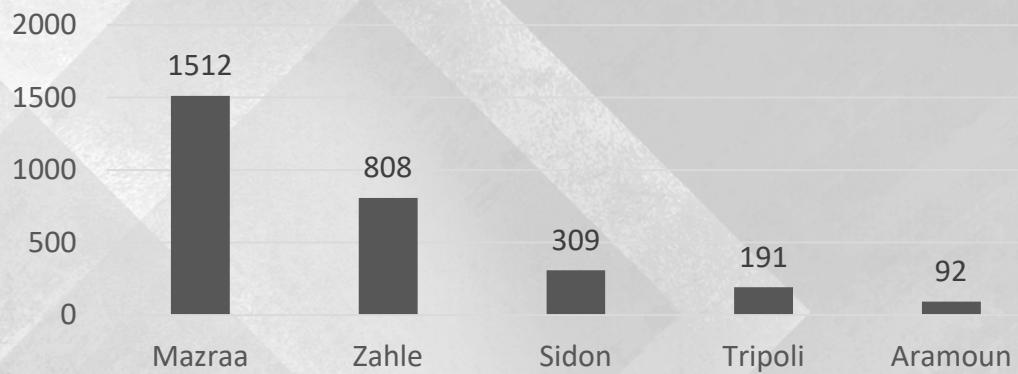
courses are offered. This course is heavily attended in all centers. The Mazraa center however contains the largest population of beneficiaries. It also is home for all other programs withing the VTP.



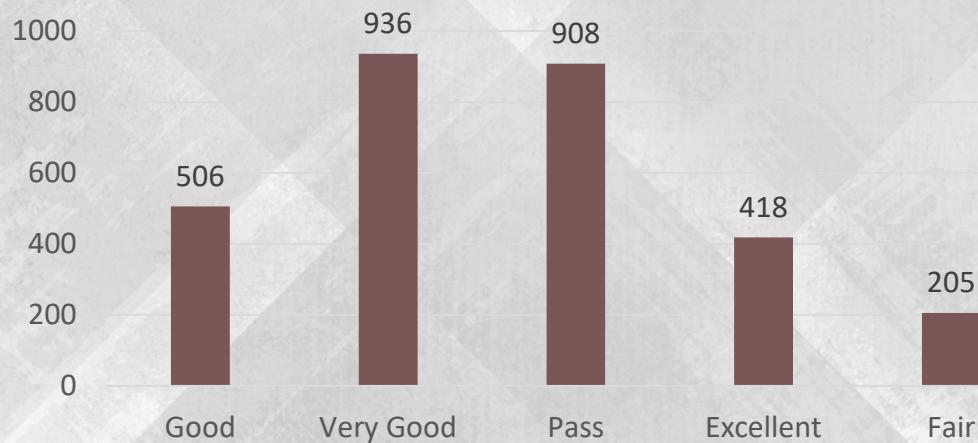
Enrollment trends through terms



Beneficiaries count per branch



Performance assessment of beneficiaries



NOTABLES

Online Classes

Due to the ongoing COVID-19 pandemic, training services were transformed to online delivery accommodating the needs of beneficiaries in our communities. Coordination, trainers, and administration staff prepared well for this transition by contacting all trainees and trainers to prepare them for online classes. Throughout the year, educational videos

were created to assist in the online delivery of the material, and several prominent online platforms were utilized most notably Microsoft Teams. At the start of the second term, the Foundation adopted the hybrid model of delivery, where classes were alternated between online and in-person as per government regulations.

Community Outreach

Starting from the belief that the community is the cornerstone of the Foundation's operations, several outreach initiatives were put forward throughout the year. Several meetings were held with local and international NGOs where several partnerships were discussed on multiple issues. Potential partnerships with

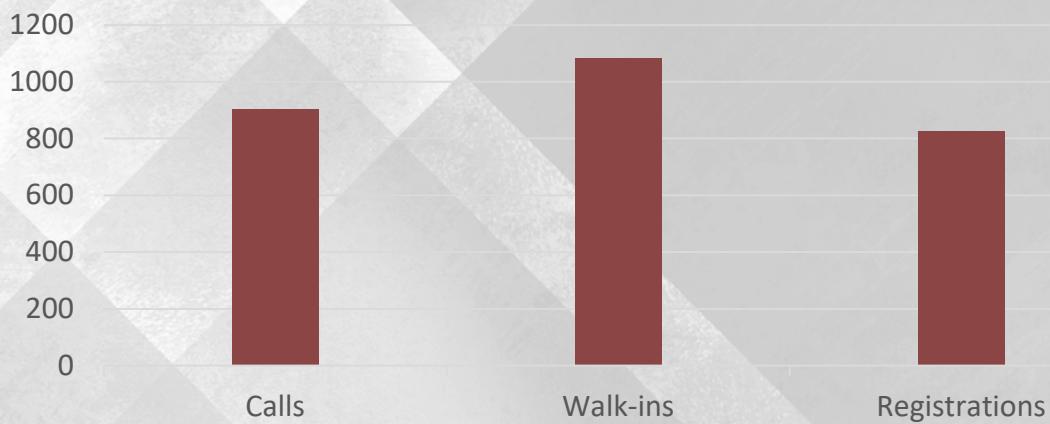
reputable NGOs in education, vocational training, and personal development were initiated and numerous beneficiaries from undeveloped communities were center to this effort. Hair Dressing and Make up classes were also opened in collaboration with Atfal El Jalil Association. **15** trainees did both classes at their center.



STAFF PROFESSIONAL DEVELOPMENT

Investing in time and lockdown challenges, the vocational training program focused on guiding and providing its team with trainings, webinars, and workshops to attend. This included webinars, skills development provided by ITC – ILO,

project management funded by LHDF and implemented by Bioforce and other online training sessions provided by “Save The Children” and other entities. The chart below shows the total numbers of calls, walk-ins and registrations in 2021.



PROJECTS & Networking

Youth Functional Skills Project

(YFS) ANERA: This project invited 40 trainees to participate in developing their functional skills in English, finance, and IT level 1 and 2. The project was covered over the course of 150 hours.

Lebanon Humanitarian and Development NGOs Forum

(LHDF): The cooperation of the VTP with prominent entities was witnessed on multiple occasions during this past year. Close coordination & meetings with LHDF and Ministry of Social Affairs were conducted to find a strategy to assist vulnerable host community with MOSA financial support card applications.

Mercy Corps: Multiple meetings were held with Mercy Corps representatives to discuss possible collaboration in Mount Lebanon branch (Aramoun). Points discussed were related to the use of premises and outreach of students that could benefit from their running projects.

We Can: The VTP legacy on this year can be seen through the “We Can” project. The WE CAN project in partnership with URDA Tripoli funded by COSPE is a vocational training project implemented in Tripoli for a target of 100 beneficiaries. Beneficiaries are divided into different specialties focusing on sewing and tailoring, baking, cooking, hair dressing and makeup, and food processing. The project was concluded in October with 100 beneficiaries successfully completing the

training.

Remote Sessions: Remote sessions have been conducted over the past year on several subjects due to the COVID-19 pandemic. Courses were offered in Educational Technology, Beauty Academy, and Life Skills. Training programs were conducted in partnerships with other entities most notably the Regional CSR Network.

Ministry of Social Affairs:

Collaboration with the Ministry of Social Affairs (MOSA) was done on several occasions mainly regarding legalizing documentation and approving joint programs that aim at financially assisting individuals. This collaboration also led to a meeting with the Minister of Social Affairs Mr. Hector Hajjar.



DISTINGUISHED Activities

Word UN Agreement Training with CSR Global Network:

Three days training by the CSR Global Network virtually via Zoom, the training covered information on the UN Global Agreement, raising Awareness on importance of agreement and CSR, and triggering collaboration among NGOs.

SDG Leadership Training

Forums: The training program was held in partnership with the Regional CSR Network, with an open invitation to local community in Lebanon. The training combined around 290 attendees from the Arab Region, including 70 from Lebanon.

Developing Innovative Community Initiatives within UN Framework:

The training program was held in partnership with the Regional CSR Network, with an open invitation to local community in Lebanon. It was preceded with a recognition for Ms. May

Makhzoumi as a CSR Ambassador and announcing Beirut as the Socially Responsible Arab City for 2021 represented by Makhzoumi Foundation.

Beirut Codes: Beirut Coding works on introducing Youth and Children to coding and equip them with one of the most demanding 21st century skills. CODE24X24 trains 24 university students on coding (Micro: Bit or Minecraft), and each team of young trainers will train 24 kids on coding, afterwards kids will be divided into teams to create coding projects

Online Digital Literacy Courses

(Save the Children): Collaboration with the SCI in online digital literacy course. Online digital literacy for 28 trainees were ended via Microsoft teams divided in 3 classes for 50 hours each class. The collaboration was culminated by the “Elite Center for the Korea” Ambassador visit, and the Elite Center for the India Ambassador visit.



REFLECTION

The Vocational Training Program has helped numerous beneficiaries find a different path towards success. By empowering individuals to discover their talents, the VTP ensures that every individual has a chance to launch a career. Starting from this conviction, and to expand the scope of the services offered, the VTP and its staff take pride in the statistics of this past year and the number of beneficiaries they helped. The numbers do not only reflect the quantity of assisted individuals, but also the number of success stories.

The number of beneficiaries is scattered over the five centers with the Mazraa and Zahle centers having the largest concentrations. Those who are engaged in training courses showed a high percentage margin in performance assessments, where 936 students scored in the “very good” range. This number shows the

efficacy of the VTP and the courses it endows. The demographics of the beneficiaries in relation to their academic level lends great emphasis on the popularity of the VTP program. The data shows that beneficiaries in the 15-20 age group constitute the prime candidates of the VTP. Their educational level is concentrated in the elementary, intermediate, upper intermediate and college levels. Other age groups are represented as well, yet in smaller percentages compared to the (15-20) age group.

The above data shows that the nature of the VTP operation is highly desired among beneficiaries in general and youth in particular. This desire is reflected in the advertising operations of the program where multiple strategies are implemented to export the message of our service.



The STEP FORWARD Initiative

The Best Way to get something done
is to Begin

256
participants in 2021

Unprecedented in their scope and influence, the challenges of this past year put the Step Forward Initiative (SFI) program to the test. Its mission became more desired, and its outreach more needed as more vulnerable youth and communities were exposed to debilitating living conditions, and their prospects for a hopeful future diminished significantly. The continuously changing needs of our community required us to employ dynamic methods that effectively adapt to adversities. The pandemic and the economic crisis complicated the access to our services, but they didn't cripple it. Our approach was different. We immersed

ourselves in the challenge and embraced the chances of our success. We discovered that we thrive on change and welcome it with formidable grit as our hope to build bridges and open doors for youth has never been as inspiring as it is now. This past year has taught us to view challenges as opportunities, to tell tales of success and write stories of becoming. We discovered that we were more than just a program, but a call to service. Our motivation to change the life of youth has never been more tenacious, and upon surveying the events of this past year, it becomes clear how pivotal and influential our work is.



We rose to the challenge As is our custom

Step Forward, The Melting Pot

Diversity is our identity.

The SFI has hosted several international students in its offices as interns. Coming from the University of Toulouse, University of Poitiers, and the University of Oxford, they had the opportunity to engage with the local community and support our mission. In collaboration with other local interns from diverse academic backgrounds several projects were implemented, and intricate data was collected. The shared commitment to improving the lives of vulnerable youth and maximizing their chances for a bright future was inspiring as it created a sense of pride inside of us and reinforced our belief in empowering youth.

Step Forward, The Cosmopolitan

We are local, but our outlook is international.

To export our mission and expand our outreach, several meetings were held with our international partners, notably Harvard University's School of Education where potential contributions and mutual cooperation were discussed. Our connections also reached the international MENTEE program which offered growth opportunities for 25 underprivileged youth in Lebanon. This program equipped candidates with interview, technical and communication skills. Local partnerships also thrived such as our EDGE collaboration where we hosted interns and developed their skills to join one of Makhzoumi Foundation's programs. Two interns completed their internship in the

healthcare sector during the month of September in which they carried out various administrative, clerical, and clinical tasks that included taking vital signs, filing records, and scheduling patient appointments. Other responsibilities include discussing treatment procedures with patients, interacting with patients, and collecting laboratory specimens such as tissue and blood.

Step Forward, The Ambassador

The face of the mission, the voice of change.

Representing our work locally and internationally is the cherry of our outreach and the catalyst of our reputation. This reputation was fostered well at the Indian Embassy where the head of program, Mrs. Noura Shaheen gave a talk around educational opportunities the SFI has been investing in. The talk was a part of a webinar around opportunities in India with the support of Educational Consultant of India (EdCIL) and the Elite Center of Culture and Education.



Step Forward, The Scholar

The helm of knowledge at the behest of creativity.

The talents of youth are a secret weapon for innovation and forward thinking. Empowering our youth to explore those talents has led Yongpeng Cui, a remote intern from Oxford, to launch a research project under the SFI aimed at helping individuals measure their transferable employability skills to determine whether they are fit for the job description they are applying for. “The Self-administered Preliminary Vocational Test”, provides youth with a framework in which individuals can elucidate their own level of competence.

Step Forward, The Caregiver

Empower, to be empowered.

With the rise of the COVID-19 threat and its implications on the mental and physical wellbeing of our staff and interns, the Step Forward Initiative mobilized its resources to assist in the awareness efforts regarding the pandemic. Interns prepared presentations about COVID-19 to educators and staff members along with “Health and Wellness” assessments. In addition to that, the SFI has participated in external health events, most notably the “Mentee & Chill Mind &Body Healing” event targeted toward educating people on the powers of a clear and healthy mind and its effects on the body. Other events included Menstruation Awareness Project and an art relief session.

Step Forward, The Good Citizen

A civically oriented character, with a charming sense of service.

Serving the community is one of our founding principles. Each month we look for opportunities to give back. The energy is perpetual among all interns, volunteers, and

staff members at SFI. Several events highlighted our commitment to the community. The Hamra Street Cleanup event, which featured two blocks at Hamra Street and engaged the local community. The “Beirut Clean” event which involved cleaning Mazraa street and raising awareness on the topic of waste disposal and recycling. The SFI also participated in the Civil March on Independence Day where individuals marched with the NGO section. Both events highlighted the role of civil society in advancing our mission. The events were possible through the cooperation that was underway between us and other NGOs as well as local governmental entities, most notably the mayor of Beirut and Beirut’s municipality.

Mitigating the Risks of COVID-19

The Step Forward Initiative program has adequately responded to the risks of COVID-19 by implementing a mitigation plan that targeted multiple areas months before the national lockdown. Right after the civil uprising of November 17, the SFI preemptively implemented a strategy to allow for universal access to our opportunities. The result was in-person, remote and hybrid models to accommodate youth needs. Operations were divided between in-person (8 beneficiaries), remote (1 beneficiaries) and hybrid (2 beneficiaries). Office interns strictly followed health regulations from mask wearing to social distancing. The program also hosted several events that raised awareness about COVID-19 and its effects.

Our Tech oriented Approach:

The Step Forward program has utilized the use of multiple online platforms to execute its duties more efficiently. Visme, Asana, are used by our interns and staff to assist in the day-to-day operations. These platforms help with scheduling, project deadlines, goal setting, and content creation. Notably, such platforms have improved our services and allowed interns to be more accustomed to their duties.

Vision 2022:

The Step Forward Initiative Program came to existence as a response to community needs for vulnerable youth including displaced. We believe that communities are continuously evolving, and their needs are simultaneously changing. In a country torn apart by economic crisis, financial meltdown and political deadlock, this belief could not have been truer. Starting from this and in hopes to adapt to changing dynamics of youth and their needs, the Step Forward Initiative must adopt a design of operation that allows for robust

planning and execution of events, programs, and campaigns. To accomplish that, it is strongly recommended to follow the following blueprint.

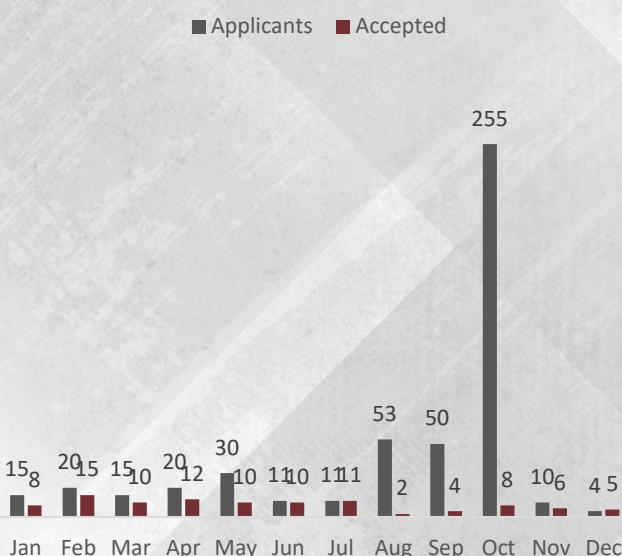
1. The Think Tank

The Think Tank is the name that shall be given to a group of interns within the SFI. They are the brain cells of the program. This team will research, plan, and strategize the future pathway of the program and its adaptation course.

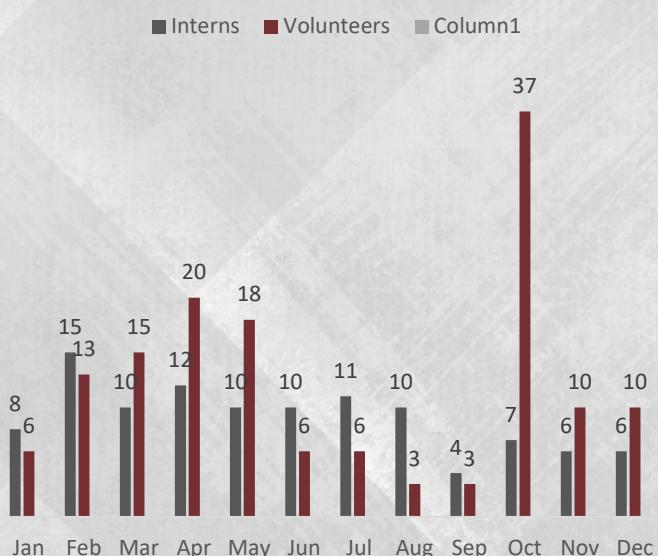
1. The Marketing Team

The Marketing Team will translate the work of the Think Tank into an emotionally captivating and inspirationally oriented display. This team is a pivotal point in the success of the project since it will be the anchor for recruiting and retaining personnel.

Number of Applicants



Number of Beneficiaries



The PRIMARY HEALTHCARE PROGRAM

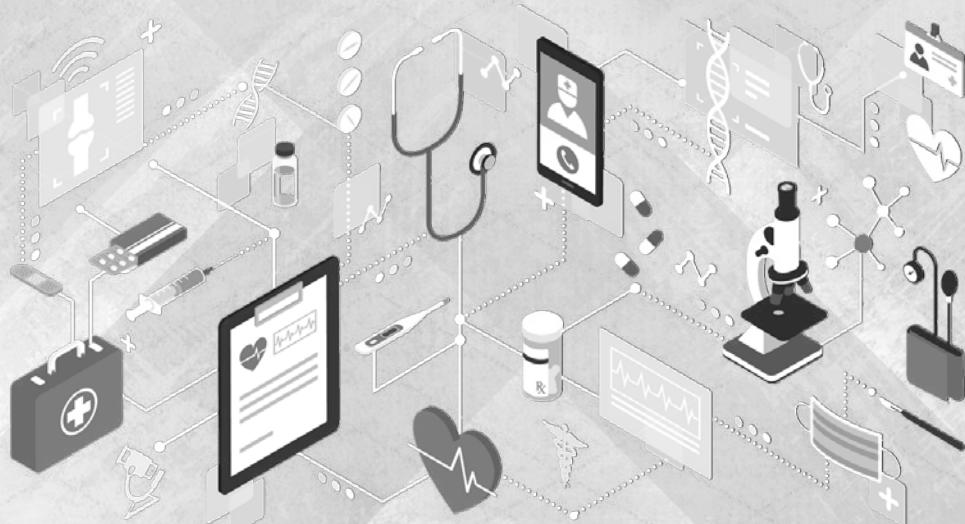
PRIORITIZING YOUR HEALTH

46,454

Services in 2021

MF's mission aligns with the UN SDGs 3 and 10, aiming to promote good health and well-being and reduce inequalities. MF Primary Health Care Center (PHCC) provides high-quality, cost-saving health services in a holistic approach towards health, including physical and mental health. It also plays an essential role in mobilizing health services to vulnerable communities. Despite the global health pandemic and the arising economic difficulty, accompanied by the national shortage in medical supplies and medications, MF PHCC continued in 2021 to serve beneficiaries with utmost safety. The Health Care Program (HCP) has a mental health program that accommodates the needs of the population living in the Lebanese territories. It also houses Non-

Communicable Diseases (NCD) management, reproductive health (RH), malnutrition screening and management, routine immunization, medical consultations, laboratory and radiology services, dental health services, and essential medications provision. Due to the challenging situations, the number of health services and beneficiaries at MF PHCC increased exponentially by the end of 2021. Prioritizing the health of the community members, MF Primary Health Care Center contributed to the dissemination of helpful health information through one to one counselling, collective awareness sessions and remote health awareness promotion through its social media and the staff's efforts.



QUALITY ASSURANCE

MF Primary Health Care Center renders quality assurance a delicate and high level of importance, as it is keen on providing high quality health services to the patients seeking care from its premises. MF Primary Health Care Center was accredited according to the Canadian standards in 2016. Since then, MF Primary Health Care Center succeeded in following the

accreditation and Ministry of Public Health's standards and policies for quality control, hazard management and ecological security, despite COVID-19 pandemic. Ministry of Public Health supported the Primary Health Care Center, through performing quality control visits and providing guidance when needed.

CREATING ACCESS CHANNELS FOR HEALTH SERVICES

As important it is to provide the health services, it is equally essential to build the bridge with the community and mobilize the health services for them to be accessible. For this reason, the outreach teams provide the communities with info on the available health services: general health, cardiovascular health, endocrinology, pediatrics,

gynecology and reproductive health, dentistry, different laboratories, pharmacy, mental health in addition to NCDs and malnutrition screening. MF social media platforms were also recruited to increase knowledge about the health services, and to highlight special events and health campaigns.



Numbers Speak for Themselves

Number of
Unique Patients



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 EKG, screening for non-communicable diseases, intra-muscular injections, and others.



A closer look at the SERVICES

Medical Examinations: MF PHCC is one of the leading Centers in Beirut, providing general and specialty medical consultations including: endocrinology, cardiology, pediatrics, OBGYN, orthopedic, ENT, ophthalmology, neurology, gastroenterology, speech and motor therapist, nutrition and dietetics, nephrology, urology, pulmonary medicine, dermatology, general surgery and dentistry. The HCP team is made of physicians, registered and practical nurses, midwives, nutritionists, health educators and clinical pharmacists. Although there was lockdown during January and February 2021, and despite the power cuts and fuel shortage in the country, MF PHCC managed to increase the number of its health services by **10%**, with a change from 42,226 provided in 2020 to **46,454** in 2021.

Radiology and Laboratory: For the sake of complementing the health examinations and services provided at MF PHCC, the laboratory and radiology departments are vital. Although Lebanon suffered from an economic crisis that increased the prices of such services, machines and kits, MF PHCC continued to provide these services. The professional team of the radiology department closely followed the policies and procedures to ensure the service is given at the maximum quality and safety. The services provided include: X-rays, Ultrasound, Mammography, Dental Panoramic and others like CT Scan and MRI.

Malnutrition Program: MF is on a mission to improve the health of children and mothers. The malnutrition program supports this mission. During 2021, MF PHCC received cases of malnourished children under 5 years and pregnant/lactating women. MF PHCC screened **541** children and **202** women, and provided malnutrition management through therapeutic food and food supplements for free for **147** pregnant/lactating women who had moderate acute malnutrition (MAM), **170** children with (MAM) and **26** children with severe acute malnutrition (SAM). MF's efforts extend beyond the primary health care center through receiving referrals from MSF, Ibad Al Rahman Dispensary and Aramoun Raya Care, in addition to other centers.

IOCC Project Supporting the Malnutrition Program: IOCC supported the malnutrition program through providing the patients visiting the Primary Health Care Center for the malnutrition screening service with transportation fees. For the purpose of technical support, a community nutritionist from IOCC monitored the malnutrition screening and provided guidance and quality control when needed.

Medication Management

The Lebanese people have witnessed increasing economic difficulties and challenges in finding their medications due to the national shortage in drugs. Makhzoumi Foundation Primary Health Care Center pharmacy sustained a lifeline for its beneficiaries, with extensive effort put into its medication management during 2021. The pharmacy provided the patients with the needed acute medications supplied by Ministry of Public Health. As for the chronic medications, an exponential number of new patients were registered by MF primary health care center to receive the medications from YMCA on a monthly basis. It is noteworthy that many mental health and psychotic drugs were provided when requested by a doctor's prescription. The pharmacy also provided family planning tools (hormonal contraceptives and condoms) for free. Patients who received any medications from MF's pharmacy were educated on the means of use, dose and lifestyle/behavioral changes. Additionally, the clinical pharmacist performed medical file reconciliations for the chronic disease patients, for close monitoring of their conditions and management of medication prescriptions.

Promoting Immunity

COVID-19 pandemic had its toll on the nationals and residents of Lebanon during 2021, which may have shifted the interest of the caregivers from routine immunization to vaccination against COVID-19. The health professionals at MF Primary Health Care Center were determined to promote routine immunization for children between the ages of 0 and 18, regardless of the health crisis. The caregivers of the

children were followed up with and reminded with their children's vaccination appointments over the phone. The health care professionals of MF Primary Health Care Center continued to provide the vaccines for children under 18 for free. For quality control considerations, the registered nurses routinely monitored the quality of the vaccines received from Ministry of Public Health, and stored them in the solar vaccine refrigerator, in order to avoid spoilage due to electricity cuts.

Mental Wellness for All

Mental health is a pillar of the person's well-being, hence the health care program of MF focused on raising awareness on the importance of seeking mental health services. The Mental Health Program consisted of trained nurses, general physicians, case managers, psychologists and psychiatrists. Under UNHCR, mental health consultations were fully covered for patients from the refugee community, who were also reimbursed for transportation fees. For the Lebanese patients, Relief International covered the fees of mental health services and provided them with cash payment as transportation fees. Upon the prescription of the psychiatrist, the patients were able to receive their mental health and psychotic medications for free from MF's pharmacy.

NCD Screening for your Heart

During 2021, special attention was paid to strengthening the Non-Communicable Diseases program, due to the worsening economic situation and the national shortage in drug/medication availability. The health care program team employed its effort in screening all patients above 40 years of age, who visited the Primary Health Care Center for any health service. After the full screening (consisting of dietary, lifestyle, hereditary, medical history and biochemical factors investigation), patients who were found to have a high Cardio-Vascular Disease risk were referred to a general physician or a specialist doctor for further investigation. The Non-Communicable Diseases program also directed chronic disease patients to the YMCA chronic medications program, for registration and receiving of the chronic medications on monthly basis. In collaboration with Irshad and Islah, the health care program team carried out a health awareness session on diabetes during the month of Diabetes Awareness, and performed the fasting blood glucose test for 50 of the participants in the session.

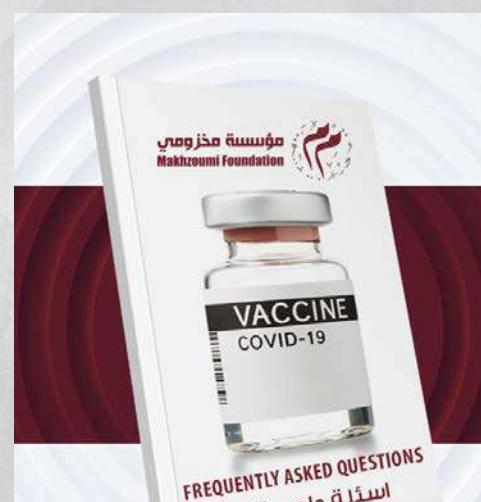
Ophthalmology

The ophthalmology department in MF Primary Health Care Center specializes in the screening, diagnosis and treatment of ocular diseases and disorders. The Primary Health Care Center grants the patients highly affordable ophthalmology consultations by esteemed health professionals.

During 2021, medicine students from AUB shadowed the ophthalmology examinations and provided special education to the patients.

Covid-19 vaccination

In 2021, MF supported the Lebanon inclusive approach of the national Covid-19 vaccination plan that covers all people residing in the country based on priority categories. Thus, MF launched its vaccination guide and its teams vaccinated more than 6000 persons making it a total of more than 12000 Covid-19 Pfizer vaccine doses. The persons of concern registered on the MF electronic platform that was directly connected to the MoPH COVAX. They were given appointments for their vaccines and received reminders of their second doses as well as the electronic certificate with its QR code. The campaign took place in Makassed General Hospital.



Sohati Plus Cards

MF aspiration is to achieve health equity, by promoting equal access to care and health services for all people irrespective of their socioeconomic status, gender, nationality, etc...

Sohati Plus Card health package was launched in 2020, and it offered the patients discounts on the health consultations and services, in addition to a group of free services. During 2021, the number of patients who subscribed to the package reached 2,653, compared to 1,586 during 2020, indicating an increase in registration to Sohati Plus Cards by 67% in only one year. The patients who subscribed to the card benefited from free general physician, specialty doctors, oral cleaning and dietitian consultations. Some other services are provided for much less cost, for up to 55% discounts on physiotherapy and laboratory or other services throughout the whole year.

Mammography campaign

Supporting women's health, MF Primary Health Care Center offered a discount on the mammography service during the last 3 months of the year, starting with the month of Breast Cancer Awareness, October. During October, the midwife of the Primary Health Care Center provided education and awareness on the importance of early screening for breast cancer for all the women visiting the Primary Health Care Center for health services. Additionally, MF organized an awareness session in collaboration with Irshad and Islah, during which the midwife from MF trained more than 50 women on self-screening techniques for breast cancer.

Physiotherapy

Physiotherapy is a specialty that treats injuries and prevents diseases and disorders through physical methods. The physiotherapy service is usually found in private clinics/centers, for high cost. MF Primary Health Care Center offered this service for a relatively low cost while maintaining its high quality, in support of over-all health of its patients. Since physiotherapy is important for promoting injury recovery and preventing further damage, the physiotherapy professionals make sure to provide the patients with the essential education for self-management and safe physical activity.

Serving Survivors of Gender Based Violence

The number of Gender Based Violence survivors increased during the past two years, due to the confinement related to COVID-19, in addition to the socioeconomic difficulties. MF's mission is to promote gender equality and empower women. MF Primary Health Care Center received several referrals of women, girls and boys who have suffered from Gender Based Violence. The focal person was able to direct the survivors to the Clinical Management of Rape service, through which they were examined by a trained physician and provided with the needed medications and vaccines. The service was provided with complete confidentiality and discretion of the patient's identity. The focal person followed up with the survivors and reported back to the referring NGO when needed.

Healthy Mouths: Dental and Oral Care

Dental health is an indispensable contributor to the wellbeing of the person. In spite of the economic crisis the Lebanese faced during 2021, MF was able to provide the oral/dental health service at high quality and affordable prices, which increased the work load on the primary health care center's dentistry. MF Primary Health Care Center provided high quality dental services for subsidized prices for its patients. The dentists and dentist assistants at MF performed routine checkups and dental interventions when needed, including caries removal and minor surgeries. MF Primary Health Care Center was also able to provide the related x-ray services and dental panoramic imaging to complement the dental health service.

Reproductive Health program

Sexual/reproductive health was a topic of great importance during 2021, with many efforts from local and international actors to strengthen it. MF Primary Health Care Center's mission was aligned with the rising interest, as many representatives from the Health Care Program reviewed and attended the launchings of the national Sexual Reproductive Health and Clinical Management of Rape policies. Trainings on the clinical management of rape were attended by the focal persons of Sexual Reproductive Health from the Health Care Program. With the support of UNFPA, a midwife was always present at the Primary Health Care Center to tend to the Sexual/Reproductive Health needs of the

women and girls, providing Ante-natal and post-natal care. Patients seeking Sexual/Reproductive Health services were provided with one to one education on personal hygiene, family planning, COVID-19 and pregnancy, preparation for labor among other topics. Hormonal contraceptives and condoms were offered for free for the patients. Under Clinical management of rape, the survivors of rape who were referred to the Primary Health Care Center from other NGOs were provided with the appropriate medical attention, including prophylaxis for pregnancy, sexually transmitted infections and HIV in addition to the laboratory exams.

INTERSOS Reproductive Health Project

Under the category of Reproductive Sexual Health, MF Primary Health Care Center signed a Memorandum of Understanding with INTERSOS to receive referrals made by INTERSOS from the community sites to MF Primary Health Care Center for the provision of the reproductive health consultations, examinations and related laboratory tests and services for free. The project served 250 women and girls during a period of 5 months. The patients were also reimbursed with transportation fees.

A Backbone for the Lebanese Educational System

The year of 2021 has been rich in terms of exchange of educational experience between the students coming from different health backgrounds and disciplines and MF Primary Health Care Center. Interns from LAU, AUB, LU, BAU and USEK joined MF for different durations, for observation and participation in the different health activities taking place on daily basis. The interns came from many disciplines including: nursing, nutrition, pharmacy and pharmD, public health, pre-med as well as psychology. The interns also attended several training sessions on Non-Communicable Diseases screening, malnutrition screening and PHQ-9 screening for depression, conducted by MF health care program community preceptor. The interns also prepared and presented awareness sessions for the community, tackling CKD and nutrition, epilepsy pharmaceutical and nutritional management, PCOS, menopause and osteoporosis, among other topics.

In a very interesting community awareness session that targeted pre-teens' nutrition, children with their mothers enjoyed a rich yet dynamic session, where they played games of identifying different foods and acting out different types of sports. At the end of the session, Sam expressed his future aspiration of becoming a doctor, while Zahra gifted the trainer a drawing of the 4 seasons, in expression of joy, after presenting about each season to her class mates.

E-Support

After the national lockdown due to COVID-19, MF Primary Health Care Center was able to resume many of its internship activities, including on site observation and education. Online learning was still employed by the community preceptor, who conducted many educational sessions and discussions online with the health interns. The interns were encouraged to carry out online awareness sessions for the staff members of the Health Care Program.

The Partners Roadmap to Health Promotion

Makhzoumi Foundation believes in building alliances with other actors in the humanitarian field in order to achieve the common goal of promoting accessibility and affordability of health services. In the attempt to reach out to the biggest number of beneficiaries possible, MF partnered with different NGOs and health agents. This partners' roadmap supported the health system in Lebanon through the inter-referral channel and the distribution of funds/subsidization of health services for the benefit of the patients. During 2021, Makhzoumi Foundation worked hand in hand with Ministry of Public Health, UNHCR, UNICEF, UNFPA, INTERSOS, Relief International and other associates such as International Mercy Corps, Restart, etc...

Research and Surveys

MF is a great supporter of academic studies as it believes in the importance of research. Throughout the years, MF has facilitated research efforts by hosting them or by providing them with the needed resources (data, contacts, etc..). All studies have been approved of by Ministry of Public Health, and they were executed by professors and investigators from AUB, LAU, LU as well as from international universities and academic institutions. Some research topics included: research on vaccination resilience in Lebanon, the governance of AI-based technologies in the management of migration, understanding health system resilience through relationships: the relationships of coordination and learning in the NGO ecosystem of primary health care in Lebanon, and Gamification, Artificial Intelligence and mhealth network for maternal health improvement among pregnant women (GAIN MHI) among others.

Training/Continuing Education

MF HCP invests in its human resources and supports its staff members' professional and personal development, through facilitating and encouraging them to participate in training opportunities. During 2021, several staff members, involved in reproductive health and gender based violence, were trained on clinical management of rape and the respective policies, procedures and medications, by UNFPA and Ministry of Public Health. Additionally, the healthcare program staff were invited to attend a

training session on the importance of self-care for health frontliners by Ministry of Public Health a topic that focuses on the mental health of the workers. The midwives attended trainings related to COVID-19 and pregnancy and the importance of personal hygiene during pregnancy. UNICEF supported a 20-hour training on breastfeeding and complementary feeding for nutritionists and health outreach workers of MF. The health practitioners also attended trainings done by Ministry of Public Health on malnutrition screening, non-communicable diseases screening and vaccination, among other topics. At the end of the year, Ministry of Public Health recommended that all staff members be trained on antibiotics and bacterial resistance, hence the team were trained by a pharmacy student.

The Mobile Medical Unit

Driving the Health Service to Your Doorstep

During 2021, the mobile medical unit was deployed on multiple occasions to conduct health campaigns in the community, facilitating the delivery of the health service to the patients. Raising awareness on reproductive health and family planning, a team of nurses and midwives headed to more than 4 sites in Barja, Aley and Baysour, using the Medical Mobile Unit to distribute family planning tools (contraceptive pills and condoms) for free,

following the collective awareness sessions that took place with the communities.

Several health campaigns were also conducted in Aramoun and Beirut with the use of the Mobile Medical Unit, where doctors and nurses performed non-communicable diseases screenings and free consultations for members of the different communities. The patients were also referred to the Primary Health Care Center for additional services such as laboratory tests and other check-ups.



Hand in Hand with iNGOs

UNHCR-COVID19 Project: Through the UNHCR-COVID-19 project that was initiated in response to the pandemic in 2020, the rapid response team was able to follow up and educate the Syrian displaced who were found to be positive or suspected of being infected. The Rapid Response Team was made up of 3 COVID-19 trained registered nurses and 6 community health volunteers CHVs. The follow up and education activities with the patients took place remotely through phone calls with the patients and also through field visits in Beirut, Metn and Mount Lebanon. Additionally, the Rapid Response Team role was to convince the community members with the importance of vaccination.

UNICEF-MNCAH Project: Maternal Neonatal Child and Adolescent Health community project, funded by UNICEF, aimed to raise the community's awareness on maternal and child public health topics such as breastfeeding and complementary feeding IYCF, in addition to health topics such as vaccination, reproductive health, personal hygiene and mental health, with a focus on adolescents' health. The project's activities were conducted through field and door to door visits in Beirut and Mount Lebanon by health outreach workers. Through this project, caregivers of children under 2 were reached with special education about infant and young child feeding. Caregivers of children under 5 years of age were provided with health education and micronutrient supplements for children older than 6 months. Additionally, all the

caregivers reached with health education were provided with re-usable masks for them and their children, along with high energy food (biscuits and paste). Feminine pads were also distributed in the field for women and adolescent girls.

Relief International: Relief International project subsidized the health services at MF primary health care center for Lebanese and non-Lebanese patients throughout the year. The project also provided full or partial coverage on laboratory tests, radio examinations and dental services. The mental health program was supported by Relief International through the provision of a case manager and a psychiatrist, providing free consultations for the patients in need in the primary health care center.

UNHCR Vaccination Response Project: In support of the vaccination movement against COVID-19, the UNHCR Vaccination Response project was initiated in 2021. The project's goal was to raise awareness on the importance of vaccination, and to register the members of the refugee community on the official vaccination platform COVAX. The team that consisted of 12 community health workers and a supervisor also used the opportunity to extend the information to the community members' relatives and neighbors, attempting to promote immunity and safety in more than one site community.

The MICRO-CREDIT PROGRAM

MICRO-FINANCE IN THE RIGHT WAY...

223

Services in 2021

Small businesses are the center of economy. Since 1997, Makhzoumi Foundation thought of that and initiated its Micro-Credit program. The provided services has been Grounded on our community needs and has evolved over the past 24 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. Today, more than ever, after the financial, economic and health crises that inflicted Lebanon, 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 or even sustain their economic status. The confidence our beneficiaries has put in us makes this Program as one of the leading microfinance programs in Lebanon. Makhzoumi Foundation has, since the beginning of the crisis and the pioneer, transformed all the Dollar loans into Lebanese pounds, on the official rate, and without any additional fees. Also, to be noted that due to the crisis, the operations were limited to the minimum, hence a reduced number of services and less sustainability.



SOCIO-ECONOMIC IMPACT...

MF 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. It is a very

important to stress the huge effect of the crises on the economy have also impacted our operations, and the lives and wellbeing of our beneficiaries. We are thus proud of the results that show we have weathered the storms well, and moreover, our effort is even more important in the coming period.



*Self-sufficiency is negative for 2021 due to the challenges faced, which is acceptable due to the current situation

Borrower's SITUATION...



52%
Women



9%
Youth



95%
Low income

High inflation and plummeting economic activity (GDP decreased by 10.5% in 2021 and by 58.1% since 2019) has done its toll on the already challenging situation of the borrowers. Our goal is to reach Low income earners, who earn less than \$100, or less

than \$6 fresh per day and per household member, and women and youth who are most vulnerable without compromising their delicate situation and submitting them to over indebtedness. The current situation has made our index obsolete.

Promotion DISTRIBUTION...

9%	Promotion
0%	Door to Door Promotion
6%	Group
4%	Social media and Search
9%	Makhzoumi Foundation
72%	Word of mouth

Profit REINVESTMENT...

83%	Activity
14%	Necessity
0%	Luxury
3%	Savings

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:

\$ 781,166	Disbursed Amount
91.92%	Repayment Rate

Financial Sustainability

The ability to sustainably operate is demonstrated by having more income than expenses is not indicative now, due to the differed payments. This year will be the second consecutive year that our finances are not sustainable since 2006

0%	Sustainability rate
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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 8 million LBP to 30 million LBP.
- **Emergency Loan:** as a response to the 4th of August blast, this is a very selective loan for the borrowers who were affected by the blast.
- **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.

EVENTS & ACTIVITIES

Recurring Activities:

- BOD & Subcommittee meetings with GCNL.
- BOD meetings with LMFA.
- Thematic Meetings with BML Livelihoods Working Group coordinated by UNDP
- Multiple Trainings and Workshops with Haceb for the new software.
- Multiple Meetings and Workshops with World Bank, Kafalat and LMFA regarding the B5 project.

Other activities:

- An interactive workshop: Study on approaches to the Microfinance foreign exchange crisis in Lebanon, which was implemented by LMFA, EBRD & Frankfurt School of Finance & Management.

- Multiple meetings and a Workshop with IFC and LMFA about the 'The Inclusive Insurance' Project.
- One year of SME and entrepreneurship policy responses to covid-19: lessons learned to build back better (joint with international network of SMES - InSME).
- Investing & Lending social enterprises, a four session Workshop with CESVI and LMFA.
- Corporate Governance, effective leadership and Digital Marketing approach trainings with ESA & LMFA, funded by BDL.

The ENVIRONMENT & DEVELOPMENT PROGRAM

WE KEEP
SUSTAINING THE COMMUNITY

5,200
Services in 2021

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 and Development Program (EDP) at Makhzoumi Foundation

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.



ENVIRONMENT SUSTAINABILITY DIVISION

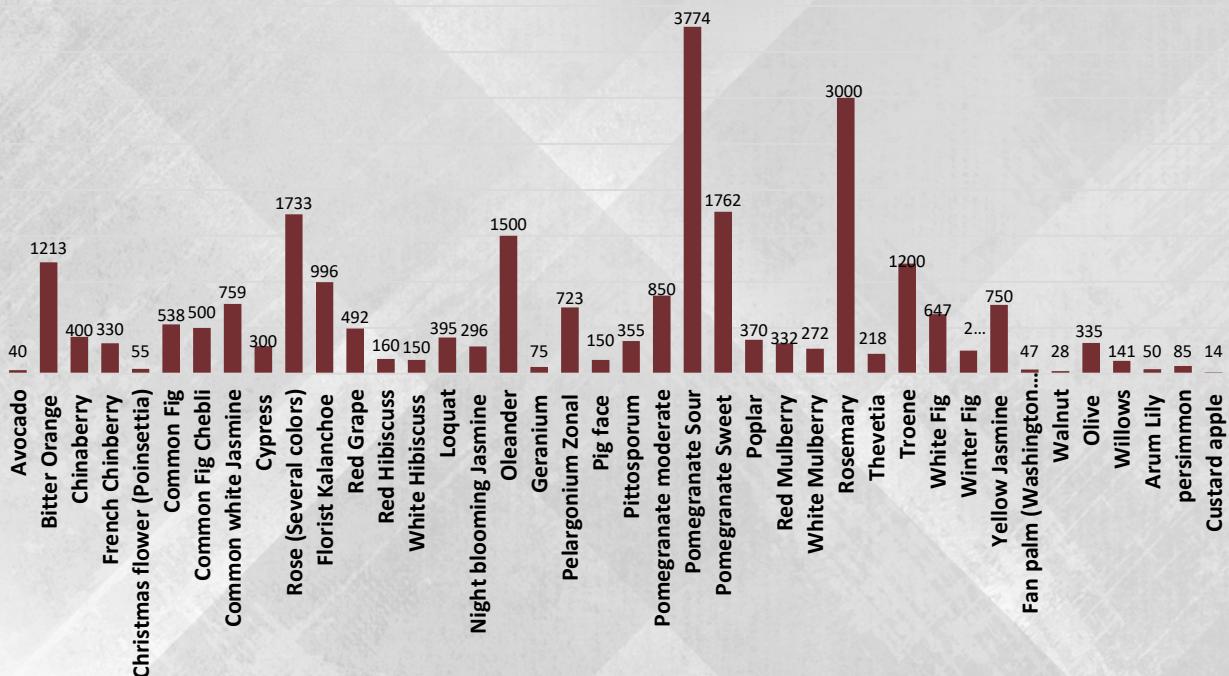
Agro-Forestry Nursery:

15958 plants and trees were successfully produced in 2021. In 1997, when the Manager of MF's Development Program encountered the president of the Greek NGO "INARE" at the 11th World Forestry Congress in Turkey, the idea of establishing a plant nursery to encourage reforestation in Lebanon was born. In partnership with INARE and KEDE (from Greece) and TC Dialogue Foundation (from Belgium), MF implemented a Project entitled "Agro-Forestry development project of degraded

Lands in Lebanon" from 2001 to 2004. The Project mainly included the establishment of a plant nursery in Akkar, Northern Lebanon. Due to the positive impact of the Project, MF decided to proceed on its own and the goal was set to yearly increase the production of plants. In 2004, the story of our very own Nursery began! Today, the Agro-Forestry Nursery carries on producing trees and plants that are continuously offered to an array of communities countrywide: schools, universities, municipalities and local NGOs.

Production & Distribution: The following table and histogram show the plant types and quantities at the nursery in 2021.

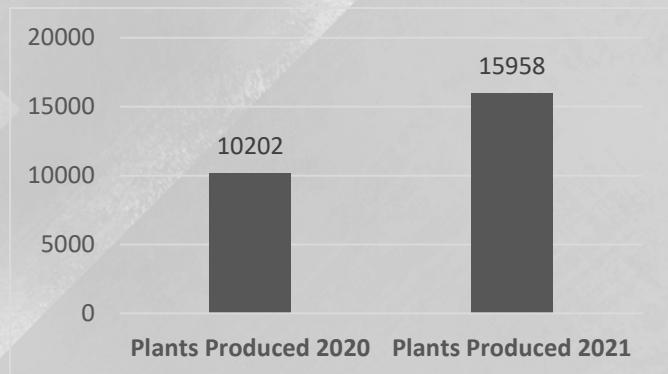
Plants in 2021



Successfully, **15958** plants were produced between January and December 2021, outnumbering the production in year 2020

that were **10202** plants/trees. As an additional progress, 9 new types of herbs were introduced, producing 150 plants.

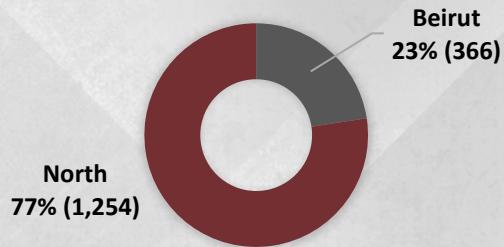
New Herb Types	
1.	Basil
2.	Origanum Syriacum
3.	Origanum Vulgare
4.	Peppermint
5.	Spearmint
6.	Greek Oregano
7.	Lavender
8.	Aloe Vera
9.	Sage



The distribution for 2021 recorded 1,620 plants within two districts: Beirut and North. The latter was achieved, despite Lebanon's major socio-economic crisis causing steep inflation, road blocks, on and off strikes and

swelling fuel prices. However, the number of plants distributed decreased from 2020 that recorded 4,005 distributed plants. The following pie chart shows the distribution of plants among the two districts in 2021:

QUANTITIES DISTRIBUTED BY DISTRICT



Waste Management:

Yalla Nefroz Project: “Let’s Sort...Let’s Start the First Step Together”, announced by MF and CEDAR-Environmental on March 11, 2016. When the garbage crisis emerged in the country between 2015 and 2016, the Manager of the Development Program and the CEO of CEDAR- environmental, long well known for their environmental activism, found it necessary to motivate surrounding neighborhoods to begin sorting non-organic solid wastes. MF 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. Drop-off points were added, aiming to motivate the residents to sort their non-organic solid household wastes. The initiative expanded to cover pharmacies, schools, shops and local NGOs. Thus, a truck was ensured for the initiative to pick the sorted wastes and transfer them for recycling. Waste is collected weekly and transported for recycling. Non-organic and paper waste is transported to CEDAR-Environmental and Solicar Company respectively.

Collected waste: The ongoing economic crisis, fuel shortages and

skyrocketing prices have made the living conditions in the country very difficult which was reflected in a decrease in consumption and consequently in the amounts of collected waste in 2021. Moreover, schools were a major contributor to the initiative, and their closure throughout the lockdown, specially affected the collection of paper waste. The following histogram shows the quantities of collected waste in 2020 and 2021.

Yalla Nefroz Expansion: With the 6-year old trash crisis coming back to Beirut and the phenomenon of piles of garbage flooding the streets of Beirut in corners and beside the pavements, Yalla Nefroz is to be expanded as a glimpse of hope. MF EDP effectively planned for the year 2022 to be prosperous by further expanding the free of charge waste management services, within Beirut. A vision was set to maximize the number of contributors, reaching full capacity. Consequently, any building, pharmacy, club, schools, company or NGO in Beirut, is capable to join. Bins would be offered for free and proper guidelines would be communicated to ensure an adequate sorting. Furthermore, no effort is required from the contributors, as a porter will also collect the sorted waste every week.



CHILD & YOUTH DEVELOPMENT DIVISION

Challenging the New Normal: As with most of the world, everyone had to make some changes during the coronavirus pandemic. It was prominent that the lockdown has led to an unprecedented opportunity for self-exploration and self-development from the confines of our home. Consequently, MF EDP encouraged the positive outcome of the lockdown through a virtual contest entitled "Challenging the New Normal". The contest invited Lebanese children and youth to reflect at "what life is in lockdown" and "what is the "New Normal" and most importantly, how did they use their time at home to learn something new? It was directed to be expressed through a photograph, a short video, or a drawing or painting, along with a short written description that reflects the new reality we have all been relegated to. Consequently, a total of 53 submissions were forwarded and a jury selected 12 winners.

Clean Up the Med: As a main interest to raise awareness and decrease

pollution, the EDP participated in the yearly Clean Up the Med Campaign, coordinated by Legambiente Onlus. It was imperative to launch a contest that raised awareness on pollution, especially in the Mediterranean Sea. The contest furnished the path for children aged 10-12 years to learn about environmental issues through art-making and become advocates for positive change. The participants were invited to submit either a drawing/painting or a short film detailing the impact of pollution on the Mediterranean Sea and present solutions to fix this issue. All participants were given a short story by EuroGOOS on oceans and pollutions called "The Ocean is my Home". The story was meant to provide inspiration for this contest. Consequently, a panel of jury was set to ensure a fair and keen evaluation. Three winners were announced and equally awarded a tripod, as a reciprocation for their efforts. As per the request of more than 50% of the participants, the ceremony was canceled due to the fuel shortage. Hence, to ease the process for the winners, the gifts were distributed on different dates ensuring their comfort.



WOMEN EMPOWERMENT DIVISION

Craft and Environmental Arts

Workshops: Up-cycling craft workshops are continuously combining art along with respect to the environment. Environmental art crafts are converted from old or discarded materials into useful and beautiful items. In parallel, workshops on dessert preparation, pastries and other handmade crafts are held to help participants acquire skills that generate income. There is an array of more than 35 different topics in this section and new workshops were added in 2021-2022 curriculum including Macramé, Knitting and Haulm Weaving. However, it is rewarding to mention that the beneficiaries who attended the Macramé workshop asked for more. The workshops continuously focus on teaching crafts and upcycling using readily available local materials.

Handy by MF: It is an initiative that aims to empower girls and women across Lebanon. Focusing on their economic and financial empowerment is intrinsic to achieve a positive impact on the society. Women are encouraged to be part of the initiative. Their products fit in a wide array of handmade crafts, such as accessories, tote bags, customized items, crochet, macramé, upcycled crafts, Jewelry, patchwork, decoupage, masks, honey, dessert, unique arrangements, crochet, greeting upcycled cards, decorations, soap and customized items. The initiative offers opportunities to display products at showrooms, exhibitions, souks and social media pages. Handy by MF started its social media pages to promote products in January 2021 including 475 handmade items by 18 women. Hence, since the beginning of the initiative, a 91% improvement has been recorded.



Handy by MF Exhibitions and Souks:

Souk El Balad: Handy by MF devotedly participated at the “Souk El Balad” initiative, a community-market showcasing locally produced goods and handmade products. The opening was on Saturday May 22nd, 2021, and is ongoing every Saturday and Wednesday at Beirut Souks and Jefinor Hamra respectively, for the foreseeable future.

Beirutetna Christmas Village:

Complementing the participation and Souk El Balad, the initiative also showed up at “Beirutetna Christmas Village” initiative. Beirutetna aimed to revive the Lebanese

spirit during the holidays while also offering an attractive site to showcase local products of several handy women and men. This exhibition extended from December 2nd till December 30th, where Handy by MF successfully had a stand and offered the opportunity for all members of its community to showcase their products.

EYWA Exhibition in Badaro:

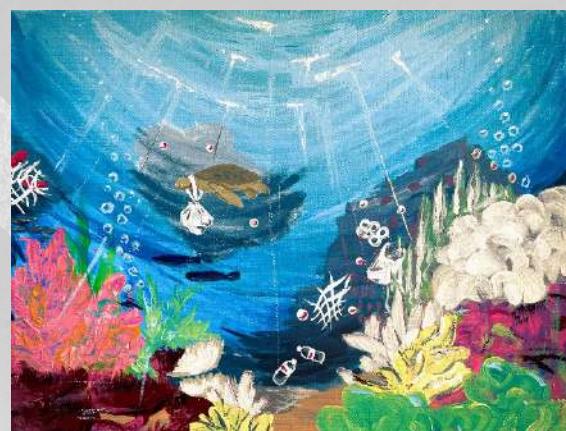
Opportunities to promote products made by woman will always be a priority despite the economic crisis and Covid. EDP team participated an exhibition organized by EYWA NGO at Badaro from December 20th 2021 till the 7th of January, 2022.



PROJECTS

MED Action Day 2021: A virtual contest entitled MAD for The Ocean was organized within MIO-ECSDE's Mediterranean Action Day 2021, and in cooperation with the Lebanese National commission for UNESCO. The project was a nationwide virtual contest aiming to raise awareness on the Seven Principles of Ocean Literacy and its importance to maintain life on earth. In addition, it highlighted the impact of human activity on marine health, and to develop solutions to reverse the problem and maintain a sustainable balance on our use of marine resources. Consequently, it motivated youth ages (15-24) from all over Lebanon to put their creative and artistic skills into action. All participants received educational material prepared by an expert on marine life, which informed them further about the seven ocean principles and the ocean-related challenges. **106** youth participated

in the contest, either registered via their schools or independently. The submissions were categorized as performance media (Poetry/Lyrics composition, Creative writing, Sketch performance) and visual Media (Photography, Film making, Drawing/painting/Poster design). **3** winners were announced from each category. Subsequently, the prizes align with the mission of MF EDP to raise environmental awareness.



Training on Beekeeping Skills and Environmental Arts and Crafts in the Bekaa and Greater Beirut

Beirut: A virtual closing ceremony of the Project was held on January 18th 2021, attended by the Project team of Makhzoumi Foundation, representatives of LWR, and invited beneficiaries. However, the skills attained by beneficiaries sustains, as their production is continuously monitored by beekeepers to ensure that the swarming is successful. Furthermore, MF would assist the successful beneficiaries through its

"Handy by MF" initiative that helps promote local products of its beneficiaries.



TRAINING & WORKSHOPS

Participation took place at several activities held locally and internationally including: **9** workshops, **23** meetings, **55** webinars and **33** conferences. Most of them were online due to Covid-19. The Manager of the EDP participated as a speaker at the "Regional Training on Awareness Raising and Education for Sustainable Development-Designing and Coordinating Campaigns and ESD Actions on Sustainable Consumption related to Food" organized by MIO-ECSDE, presenting the ESD activities and projects of MF: documentary, TV spot to avoid single-use of plastic bags, upcycling craft workshops, the Yalla Nefroz initiative, awareness sessions and contests.

WORKSHOPS: Workshop on Preventing Violent Extremism held virtually by the British Council **III** Youth Preparation Series of workshops on Effective Advocacy in International Fora, UN Advocacy Training, and Presentation Skills **III** The Coping with Adversities workshop on Positive Psychology Interventions organized by Anna Lindh Foundation (ALF) **III** The Permanent Peace Movement (PPM), the Global Network of Women Peace builders (GNWP), and Global Affairs Canada (GAC) virtual training on Gender-based analysis (GBA+) Methodology.

SURVEYS: Consultation on a renewed partnership between the European Union and its Southern Neighborhood **III** Rapid Mapping and Engagement Survey to assess the Pluralistic and Market-oriented extension and Advisor Services (PMO-EAS) **III** EU Country Assistance Strategy Lebanon 2021-2027 **III** The National Assessment of

Pluralistic and Market-oriented Extension and Advisory Service Survey.

TRAINING: The communication and negotiation Skills organized by Business Consultancy and Training Services **III** Seed of Change Training series organized by George Frem Foundation **III** Strategic Planning training with BCTS Business Consultancy and Training Services **III** Risk Reduction and Emergency Preparedness training by RED CROSS **III** Regional Training on Awareness Raising and Education for Sustainable Development **III** Training on food losses, food waste reduction and organic waste management in the Mediterranean region organized by Union for the Mediterranean (UfM) and the Interreg MED Green Growth Community.

WEBINARS: The ALMEE Webinar Series entitled Indicateurs d'Efficacité Energétique and La Gestion des Déchets au Liban **III** ESD actions on Sustainable Consumption and Packaging regional webinar organized by the Water and Environment Support (WES) **III** Activism and Social Movements in Lebanon After the 2019 Uprising Organized by he Finnish Institute in the Middle East and the Finnish Network of the Anna Lindh Foundation **III** The Heating System for Architects by Engineer Wael Zmerly organized by the Order of Engineers and Architects, in collaboration with LGBC **III** Leaving no One Behind: Domestic Workers in Lebanon, webinar organized by UNDP within the series of discussions on Peace Building in Lebanon.

CONFERENCES, SEMINARS & MEETINGS

Meetings /Discussion sessions:

- The first multiplier event "Sustainability education made accessible to all".
- Opening of 59th session of the Commission for Social Development (CSocD59) at the United Nations Headquarters in New York.
- Socially Just Transition towards Sustainable Development: the role of digital technologies on social development and well-being of all.
- The Panel "Digital Inclusion in Education and Social Protection for All" of the Civil Society Forum 2021.
- Online Panel Discussion on Environmental Social Governance (ESG) & CDCP Certification Ceremony.
- Online Global Dialogue on Digital Inclusion for All, organized by the Commission for social development - United Nation /Department of Economic and Social Affairs.
- WINGS Forum.
- The Eighth conference of The Arab Women Organization, entitled Arab Women and Cultural Challenges.
- Family Friendly Workplace Policies in Lebanon: A Balance to the Future of Work.
- The National Exchange Conference by The National Coordination Unit for Preventing Violent Extremism.
- Launching of the Foodnected Project by Global Footprint Network and Terra Madre.
- CRIC 19 organized by UNCCD.
- The Generation Equality Forum convened by UN Women and co-chaired jointly by the Governments of Mexico and France.
- Resilience Food Stories convened by the Green MENA Network.
- The 12th International Humanitarian Training Forum for Crisis and Disaster Management.
- UNESCO World Conference on Education for Sustainable Development.
- Celebrating Our Diversity two-day virtual forum facilitated by Anna Lindh Foundation.
- The Anna Lindh Foundation held their annual Virtual Marathon for Dialogue in the EuroMed in collaboration with the European Commission.
- GCNL Leadership virtual summit (June 15th)
- More Than a Job Forum Day in Lebanon.
- Launching of a study on Minimum Standards for Establishing and Running Shelter Centers for Survivors of Gender-Based Violence by the National Commission for Lebanese Women.
- Opening ceremony of the National Commission for Lebanese Women project.
- Closing ceremony of the National Commission for Lebanese Women project Empowering Women in Local Decision-Making.
- SDG Brain Lab Launching Ceremony by GCNL.
- Revisiting Odour Pollution in Europe event organized with MIO-ECSDE and the EU-funded D-NOSES project.
- The second World Environmental Law Congress - European Regional Event.

The RELIEF & HUMANITARIAN SERVICES UNIT

15 YEARS ...
& STILL GOING

42,327

Services in 2021

MF relief project team, work in close relation with UNHCR and key governmental and non-governmental actors at field level to provide an integrated response to displaced, displaced people and vulnerable host communities residing in Beirut and Mount Lebanon. The team provides assistance at three sector levels:

- Primary health care (PHC) services
- Protection, including sexual and gender-based violence (GBV), child protection

(CP), including street and working children (SAWC), persons with specific needs (PWSN), and community mobilization in Beirut.

- Basic assistance.

Under the framework of the Rapid Response Team (RRT) in Beirut and Mount Lebanon, MF teams continue their follow up with suspected, isolated and confirmed positive COVID-19 cases in Beirut and Chouf districts.



BASIC Assistance

In 2021, the hard socio-economic situation, the COVID-19 pandemic, and the inflation in prices caused an increase in the number of vulnerable families. MF logistics team provided support to more than 164,265 beneficiaries in Beirut and Mount Lebanon. 9003 households' visits were conducted to assess the socio-economic situation of displaced and Lebanese and their shelter condition, in order to identify their eligibility for the assistance. 78,163 cards

were validated 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. 38,576 phone calls were made. 35,115 Pins were distributed and 1,841 non-food items to meet the beneficiaries needs. 540 food parcels were distributed, 111 hygiene kits, and 916 clothes.

GENDER-BASED Violence

During 2021, **551** cases received case management support. 45% of the survivors reported facing physical abuse, noting that the majority of these incidents were perpetrated by intimate partners; additionally, 22% reported being subject to sexual assault, exerted by community members, landlords, employers or relatives. Furthermore, 6% reported being subjected to rape perpetrated by community members, family members or employers while 17% of GBV cases reported being subjected to psychological/emotional abuse from relatives, intimate partners, family members, community members, landlord or employers. Finally, only 1% of the identified cases reportedly faced denial of resources or opportunities while 9% were forced to get married before 18. Many Syrian head of households claimed that the reason behind deciding to marry off

their underage daughters is to protect them from facing GBV incidents and to reduce the economic burden faced by the family. In 2021, MF GBV team identified 45% of physical abuse cases while in 2020, it was 35%. That shows a 10% increase in incidents. That increase could be explained by the higher amount of unemployment and bad socio-economic situation causing the husbands to stay at home and inflict more harm on their wives. The percentage of survivors who were subjected to rape and forcibly married decreased in comparison to the last year 10% and 16% respectively. This is due to the amount of awareness sessions provided to the survivors and the increase for assistance from UNHCR. The percentages of survivors who were subjected to sexual assault and denial of resources are still the same: 22% and 1% comparison to last year.

Many displaced displayed psychological distress thus; they were counselled regularly and provided with basic emotional support to help overcome their stressful situations. The GBV team assessed thoroughly the situation of each GBV survivor. Following the assessments, survivors were referred to Protection CAP if found eligible. In addition, survivors were referred, upon their consent, to services such as mental health intervention, legal representation or counselling, and medical intervention. The GBV team conducted regular follow-ups with the survivors in order to ensure that the service was beneficial. The GBV team also conducted many mediations with property owners in order to protect the GBV survivors from being evicted or homeless. A total number of **184** cases were resolved. Additionally, **353** emergency cash assistances were provided to ensure the beneficiaries safety, and to avoid eviction. Many beneficiaries who were in imminent danger were relocated to safe shelters. Furthermore, 69 beneficiaries who wished to be followed legally for reasons such as divorce or legal papers were referred to legal services. Also, **1015** survivors received psychosocial counselling. The survivors, whenever needed, were referred to MF PHC services such as gynecologists and general physicians. Survivors of rape were immediately referred to CMR (Clinical Management of Rape). Many services such as awareness, psychosocial support sessions (PSS) and Emotional Support

Groups (ESGs) were provided to the beneficiaries. **53** awareness sessions targeted **698** beneficiaries. Due to COVID-19 pandemic, the sessions were performed remotely during the lockdowns or face to face while ensuring that all precautionary measures were taken. In addition, **66** beneficiaries joined the live PSS sessions at MF center. Some of the participants were effectively referred to the SGBV case management sector and successfully followed up with. For instance, a woman was helped to get out of a harmful marriage and to relocate away from the abusive husband. Many PSS sessions were provided to a total of **189** beneficiaries. **80** beneficiaries rushed to indulge in the well thought and well-chosen informal training programs. Also, the successful implementation of the programs made it easy for the participants to get the most of it. All of the participants exited the training with newly learnt skill and eager to practice this skill, especially after the facilitator hosted marketing sessions performed by a college graduate introduced by the facilitator to the participants. Furthermore, the 16-days-of-activism took place on November the 25th, November 30th and December 2nd. A total of **200** beneficiaries from different nationalities attended the delivered sessions. At the end of each session, beneficiaries were provided with a bag containing the following items: a winter scarf, hygienic pads, Hand Sanitizer, washable face mask and an umbrella.

CHILD PROTECTION

Childhood is a right

Child protection (CP) services were implemented in Beirut and Mount Lebanon. During 2021, the CP sector managed **510** new cases and conducted **2342** follow-ups with beneficiaries. The children were identified presenting the following vulnerabilities: “Worst forms of child labor” “Other forms of child labor” as parents did not work due to lack of job opportunities or had a job with non-sufficient earnings to ensure the whole family’s needs; therefore, the children were sent to work to supplement the family’s income. The children at “risk of abuse and neglect” increased, due to the extreme bad socioeconomic situation and the COVID-19 lockdown, obliging the whole family to be stuck in the same room, which caused distress to the caregivers increasing the abuse. Unaccompanied children were detected during 2021 period of time, in addition to separated children who were living either with older married siblings, paternal or maternal families while their parents remained in Syria. They were mainly looking for a job opportunity to supplement their family income or to support the household. Several children were witness of violence and others were presenting serious medical conditions or were children at risk of child marriage. The children were being followed up by the CP sector case workers. The case workers prepared action plans in order to stop the

children from working which prevented them from being subject to abuse and ensured their safety. Case management services included individual psychological support, medical care, the access to legal assistance, safe accommodation, skills training, educational activities and financial assistance. **224** cases received emergency cash assistance. Many children and their families were assisted with rental-fees coverage as they were homeless or at risk of eviction. Others were also assisted with an access to primary education by referring them to the list of schools provided by UNHCR. The children were also assisted with PSS activities and awareness sessions for caregivers. The PSS team conducted 76 awareness sessions for 928 children and parents of different nationalities. Children were sensitized on child’s rights, online safety, friendship, bullying and other important topics. In addition, awareness sessions helped the children in protecting themselves physically, through avoiding dangerous situations, and emotionally, through forming healthier relationships with their peers and surrounding. Moreover, caregivers were introduced to positive parenting through awareness sessions. The awareness sessions helped parents to become more attuned to the children’s needs and express empathy. The team shed light on the difference between punishment and positive discipline practiced by parents.

Non-verbal communication was among the topics that attracted the attention of children and parents. The activities built confidence in the participants (Children and Parents) and enhanced the atmosphere of the session for laughter and entertainment between children and their caregivers. The PSS team provided 247 participants with psychosocial sessions (PSS). The children were provided with PSS sessions to improve their social and emotional skills and overall psychological resilience. The turnout for online sessions and the increased need for this service explain the over-achievement in PSS. One feedback about the effects of PSS cycles on

the children was attained from the children's parents who were attending informal training and life skills sessions in parallel to the PSS sessions of their children. The parents acknowledged that they were able to see a number of positive influences through the improved behaviors of their children. In addition, the parents mentioned that their children were very excited to attend those sessions as some of them prepared themselves to attend the PSS sessions a night earlier. Other positive behaviors were indicated through enhanced group bonding and prosocial behaviors between children.



Street & Working CHILDREN (SaWC)

"Childhood should be carefree, playing in the sun; not living a nightmare in the darkness of the soul." Dave Pelzer

During 2021, the SAWC team worked on supporting, influencing and empowering both children and their families in order to bring out and develop their skills so that they could maintain a better well-being. The team aimed on growing the confidence and self-esteem of their beneficiaries. They encouraged independence, built resilience, developed their self-respect and motivated them to be better learners. In addition, they provided continuous support for the families during COVID-19 and socio-economic crisis. The SAWC case workers provided case management to 412 high risk cases. All these children were mainly working as street vendors (selling tissues, flowers, masks, water, etc.). They worked hardly to improve the well-being and socio-economic situation of the beneficiaries. The SaWC team succeeded in developing an action plan with the family and stopped the children from working on the streets, in addition to enrolling them in education therefore succeeding in resolving 184 cases. The methodology the team used was a one-to-one interview in which they provided 123 emergency cash assistances to cover rent, food, basic needs and medical emergencies. Last but not least, remains the educational part, the team provided

PSS, Basic Literacy/ Numeracy (BLN) and awareness sessions at Hamra center and Fun Bus targeting more than 7820 beneficiaries. The children showed improvement in their learning skills, they recited the Arabic and English alphabets fluently and started tracking them, learned the basics of Arabic grammar that explains the tenses, and learned to distinguish between the letters and their sounds in Arabic and English. The children also began to add and subtract numbers, and began to differentiate the different types of geometric lines in Mathematics. The children showed a lot of development with their creativity. In addition to that, the team gave the children some space so that they can talk about their future, educational approach, and different educational aspects. Specific measures to caregivers of person with disabilities were also provided plus, dissemination of COVID-19 specific health referral pathways and hotline numbers were given. Additionally, the SaWC team started outreach activities in different areas of Beirut and Mount Lebanon such as Hamra, Borj Al Barajne, Sabra, Shatila, Cola, Barbir, Corniche Al Mazraa, Airport Bridge, Aisha Bakar, Cola, Koraytem, Tarik Al Jdede, Verdun, etc. The team approached and collected information from the street and working children. The number of Lebanese street children increased due to the socio-economic crisis and fluctuations of the dollar rates.

PERSONS WITH specific needs

“My ability is stronger than my disability.”

During 2021, the PWSN team, have assisted elderly people, physically/mentally challenged beneficiaries, vulnerable displaced and persons with specific needs. The team provided 793 case management and 4372 consultations. The cases were either under legal and protection (eviction and homeless) concerns, or were single parent, or were disabled person, or were older person, or had serious medical conditions, or were survivor of torture, or were women at risk. 792 Emergency cash

assistances (ECA) were distributed to beneficiaries. The main purpose of the cash emergency was to prevent the risk of eviction, homelessness, and to provide food assistance for the new comers not benefiting from WFP. ECAs were useful despite of the rising challenges and the insufficient amounts. It alleviated part of the burden from the family's expenses. In addition, the ECA prevented many families from being evicted or homeless.

Friends of the Disabled Association and National Rehabilitation and Development Center (projects): The Friends of the Disabled Association (FDA) and the National Rehabilitation and Development Center projects contributed to an educational approach in the development of capacity building of **65** students with learning and intellectual disabilities. The Individualized Educational Plan aimed to support the parents and integrate them within the team. Thus, an approach was developed with the parents, where they were aware of the educational group their children were enrolled in, their educational skills and the services provided. All the plans and long-term objectives for this year were acquired by the students, which had a great impact on their social skills and approaches. Life skills and awareness sessions were initiated with more detailed contents by the beginning of the year. The content included

activities that touched real life problems and helped beneficiaries gain critical thinking and self-management skills. The sessions emphasized on the importance of taking the responsibility of one's own actions and how those actions form habits and thus form the behavioral patterns and lifestyle altogether. 1189 beneficiaries attended these sessions, whether they were old, young, males or females because these sessions gave them a sense of empowerment and reminded them of their inner strengths. As for the informal skills, **111** beneficiaries attended the courses and learned different skills such as: crochet knitting, making scarfs and other pieces of clothes made out of wool, or calligraphy, recycling old items into new usable items that can be sold, etc.

Empowerment through Integration (ETI) project

ETI's Life Skills Extension Program (LSEP) offered one-to-one training sessions to participants with visual impairments referred to ETI by Makhzoumi Foundation and UNHCR. During 2021, the ETI's life skills trainer contributed to supporting and empowering participants with disabilities and their families in their process of acquiring and practicing the necessary basic skills to be independent active individuals. The ETI trainer verified the participant's progression associated with specific skills were trained during each week. As part of continuous monitoring, participants and families have informed their perception of blind youth being able to go beyond previous limitations and started to develop confidence in performing these skills. Regarding Orientation and Mobility (O&M) skills, all the participants have reported being able to do searching and hand trailing techniques (exploring new places), using safety guidelines (protecting the face from

things in front of them), sound tracking (describing the concept of localizing sounds and using hearing to locate a desired object), knowledge of basic map-making and map-reading and were also able to identify most prominent landmarks in a space to navigate it independently. Regarding Social Literacy skills (SL), most of the participants have advanced their communication skills and physical positioning while communicating (face, body, voice tone, etc.), applied examples on communication skills and telling and accepting compliments. The participants were able to create and follow short- and long-term goals. Most of the participants have improved their proficiency associated with Activities of Daily Living skills (ADL), such as combing hair (from where to start, how to part the hair and then to do a style with it), brushing their teeth (put toothpaste, close it, brush the teeth, then returning everything to its place), cleaning the table, folding shirts and t-shirts, folding shorts and pants and scheduling; staying on track associated with personal tasks.

Elderly center-Irshad and Islah (project)

During 2021, MF partnered with Irshad and Islah. The program covered 215 older persons. A mixed modality was used to provide the sessions. A mixed modality was used to provide the sessions. Outdoor activities including psychological and medical awareness sessions took place. The transportation of the beneficiaries was covered by the center during these outdoor activities. The beneficiaries received hygiene kits and individual gifts afterwards.

Engaging with Irshad and Islah increased the self-awareness of the older persons, helped them accept each other, appreciate themselves, reduced their stress level and loneliness, improved their communication, and created an environment free of depression, anxiety, and other mental health conditions. In addition to the sessions provided, the center prepared food parcels that were distributed by MF. However, due to the COVID-19 lockdown, the team used mixed modalities.

COMMUNITY SERVICE

COMMUNITY GROUPS In summary, community groups consisted of the following: Caregivers;13 (25-55YO), Elderly;8(59+), Syria's Beating Heart;11(35-55YO), Sama's Women;11(20-50), Signs of Hope (PWD);8(15-29YO), Youth Initiative;6(15-29), Youth Females;8(15-29). The groups receive Awareness, PSS, Skills sessions, Capacity building activities, life skills sessions and parenting sessions, as per each group's needs. In the first quarter, which was mostly lockdown, the community groups were contacted remotely through zoom, WhatsApp, and video calls). The group members were encouraged to constantly spread awareness about safety tips and COVID-19 precautions to other beneficiaries. After the lockdown was resolved in the second quarter, the group members started attending meetings at CDC and proceeded

with their respective planned activities. The 10 groups were active until May. In June however, two groups (Sudanese Committee and Women Group) were closed to be replaced by other groups in July. The closed groups were inactive and did not respond to several meeting invitations. Thus, it was decided to replace the inactive groups with an Adolescent Group and another group to be determined in Mid-July. Adolescents were chosen to increase the variety in the groups. The purpose of the group is to empower them and enable them to empower and influence their surroundings because they have lots of motivation and capacity. The team decided to work with this group since they are still young and there is a big potential for them to influence their surrounding in the future.

OUTREACH VOLUNTEERS During the year of 2021, MF general and specialized Outreach Volunteers established a link between Makhzoumi Foundation and the refugee community and coordinated between them. General and specialized MF OVs supported MF staff to identify and refer displaced with specific needs for immediate interventions and urgent case management. MF OVs played an important role in mass communication activities, replicating the trainings and information received, as well as distributing leaflets and information materials. The OVs also reported to MF and UNHCR protection issues and trends. As part of their job, OVs

had an important role as a linkage between the displaced and MF and would be channeling refugee's feedback, requests, challenges, needs, etc. and would refer them to the existing services and to benefit from the individual case management systems. Therefore, MF OVs provided 1265 awareness sessions related to any new info that the displaced need to be aware of. The number of participants targeted through awareness and information sessions was 17267. In addition, the OVs have been provided support in the activities conducted in the CDC, participated in empowerment events and mobilization activities.

THE SOCIAL AID SERVICES

A STONG & FOCUSED SOCIETY SUPPORT

1,440

Services in 2021

MF plays an important role in professional social aid services in Lebanon. Through its fund management program, funds and grants are received from generous donors. This includes but is not limited to Mostafa and Aicha Makhzoumi Charity Fund (MAMCF), Imad and Caroline Makhzoumi Fund (IMF), and Monica Makhzoumi Fund (MMF). Funds provided social support to

MF beneficiaries through assistance to education, healthcare, and food services. Our strategy starts with a strong, focused plan positioned to win with the community, made up of continuous support and empowerment where quantity and quality play both a significant role in services choice.



SOCIAL SERVICES OFFICE

The social services office provides assistance to the most needy and crisis-affected communities. Through 2021 and despite all the challenges, the social services office was able to provide **1163** services in health and education.



COOPERATIONS

Cooperation with Ministry of Public Health:

During March 2021, a cooperation was established with the Ministry of Public Health where four Non-Governmental Organizations were supported with two 5-liter oxygen concentrators, **1000** surgical masks, and **400** eyeglasses frames.

Cooperation with Islamic Relief: A cooperation was established with Islamic Relief worldwide where **1000** food kits and hygiene kits were distributed.

Cooperation with MF Relief Projects: A cooperation was established with UNHCR where **70** beneficiaries received financial assistance.

Distribution of MF Medical Cards among beneficiaries: **5000** cards were distributed to beneficiaries from needy families.

Cooperation with Hospitals: This cooperation involved using the medical hospitalization card that is launched between MF and several hospitals in Beirut and Mount Lebanon in order to facilitate and accelerate the services provision.

Rehabilitation of a School Well: During the 4th quarter of 2021, a well rehabilitation took place for Takaddom Al Thakafi School in Beirut where the well provided clean water for the area and the school.

RECRUITMENT

Recruitment: The significances of the economic crisis in Lebanon, the Beirut Port Explosion, and the Covid-19 pandemic led to challenges in the recruitment processes among the population and especially young people. Despite the hard times, the

recruitment office of MF facilitated the recruitment of **277** persons in the fields of accounting, sales, customer service, data entry, warehouse keepers, driving, delivery, cleaning, and hospitality.

MEMBERSHIP

for increased Opportunities

Makhzoumi Foundation is proud to be a member of:



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NGOI
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PARTNERSHIP

for increased Opportunities

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“No One has ever become Poor by Giving”

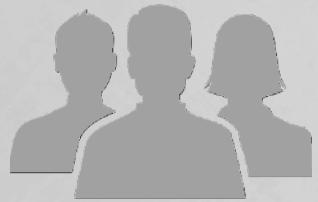
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