

Health Work Committees

**Annual
Report
2013**

Vision:

A Free Palestinian Society Enjoying Health Rights that are Equitable, Well-Developed and Comprehensive.

Mission:

As a Leading Palestinian Non-Governmental Health and Developmental Organization, the Health Work Committees functions in a Rights-Based Approach providing Health Services to all segments of the Palestinian Population, particularly the poor and the marginalized; building development models; and lobbying and advocating in support of favorable policies and legislation.





Health Work Committees

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Chairman's Speech

Mr. Yacoub Ghunaimat

In times of numerous complications and prolonged suffering that has had a direct effect on all aspects of work and was reflected in the walks of life of the various loyal employees and volunteers of the organization, HWC continued its journey with distinction and perseverance in the humanitarian, health and developmental fields, in addition to the embodiment of committing to principles by the continued compliance of everyone to provide the best services available within the attainable resources to our oppressed and beleaguered people, particularly the most marginalized, poor and targeted by the occupation.

The lived reality with its different indicators on the local, regional and international levels and in light of the obscene hegemony of imperialism, still endures a disruption in the political, social and economic structures. This has led to health tragedies and developmental disasters that makes it imperative to members, political parties, organizations and states that possess a humanitarian and progressive perspective to unite and work hard in support of the oppressed and the poor, beginning with the Palestinian people, who still reside under the Zionist Israeli occupation that is supported by the source of all evil in the world (American imperialism and its allies).

Within a comprehensive overview, we perceive a truly complicated Palestinian reality. The Palestinian Authority has no sovereignty whatsoever, there is a repugnant division that we call for its immediate end is governed by narrow interests, peaceful negotiations that are taking place are doomed to failure due to the nature of the radical Zionist entity in structure and colonial vision, such that the Zionist Israeli occupation is controlling all aspects of life, water, air, environment, borders and airspace and with that is imposing a siege and enshrining the racial regime via cantons and the apartheid wall, in addition to wreaking havoc, judaizing Jerusalem, violating the sanctity of holy places and imposing curricula to incarnate its false culture across the generations; killing and arresting children, women, elders and free people, and thus creating a disfigured health and developmental environment, while all of this is taking place within sight of the world that proclaims freedom and human rights.



This is the Palestinian reality that became optimistic when the breezes of the Arab Spring surfaced at the hands of youth seeking liberty to their societies in Tunisia, Libya and Egypt...etc. But this spring never completed its cycle because it was not invested by political parties and movements associated with a mature vision and integrated destiny with their counterparts in various Arab countries on their way to establish a democratic and united Arab society; instead, forces of darkness hijacked the revolution and its leaders towards their goals and objectives that serve colonialism and reflect on the enslavement and oppression of their people. But we believe in the movement of the people that keeps the hope of the spring alive and consider it to be inevitable. Here is the Syrian people, the resilient and responsive Syria moving towards defeating the forces of darkness and colonization, but still needing some time to establish a new era that can be built upon.

The tragedy of the Palestinian people is completed by the continued sponsorship of the so-called peace process by the American administration that is completely biased to Israel, such that it attempts to impose the humiliating conditions of the Zionist entity on our people. This is in light of the weak -if not absent- impact of other sponsoring countries, absence of Arab impact in light of the fragmentation and subordination of the ruling regimes and the use of the American veto in the United Nations Security Council against any decision that shall restore the rights of the Palestinians or condemn the practices of the Zionist occupation. Everyone knows that liberty and independence are the keys to health and developmental rights and dignified life in all domains and aspects. This is reflected in our health, developmental and humanitarian work.

The reality with all its different indicators, the alternating role of the Ministry of Health, the limited sources of funding that all service providers compete on, the insufficient sources of income that lead to poverty and unemployment and the numerous legal references of service providers in Palestinian territories (A, B, C, Jerusalem and Refugee Camps), has led to a complicated and multiple-responsibilities role for Palestinian civil society organizations (provision of services, legal, humanitarian, national... etc). This calls for Palestinian civil society organizations in general and health and developmental

organizations in particular to work for strengthening relations among themselves and joint coordination to face challenges, explore mechanisms to develop local resources and collaborate with community groups and grassroots, as they safeguard its mission and values. In addition to reshaping the relationship with the Ministry of Health within the framework of mutual understanding and the law, and based on participation, complementarity and respect of roles.

Since its establishment in 1985, HWC shouldered with other civil society organizations the health and developmental role within its capabilities, and it is still shouldering this responsibility in spite of the complications, increase in the needs for continuation, the financial crisis HWC is enduring due to refusing conditional funding and change in funding priorities to provision of service instead of advocacy, empowerment and training. All of these factors were reference points during the continuous strategic planning sessions that were finalized in the recently completed 2014-2016 strategic plan. The plan is set apart in that it has taken into consideration that numerous variables and accumulating financial crisis, in addition to putting plans in place to ensure overcoming the crisis.

The efforts reflected in this report, both quantitative and qualitative, are attributed to the employees of HWC, who work tirelessly and relentlessly in spite of the difficult circumstances, including the economic ones, and hence we salute them. Additionally, the first fruits of these efforts would not have seen light if it was not for the generosity of our funders and for them we extend our gratitude. Also, we will not forget the volunteers in the different fields that serve to remind us to our beginning days when all of the work was on voluntary basis, and hence we say long lives those who give to surge forward to continue building and achieving the beliefs of HWC, including mission and a societal philosophy with a human rights and national resistance dimension and that focuses on serving the poor, marginalized and targeted by the occupation to reach a free Palestinian society that enjoys holistic, just and advanced health rights.

Salute to all those who are devoted and to their hard work



General Director

Health Work Committees: Devotion and Dedication

Ms. Shatha Odeh

HWC presents its annual report for 2013 to emphasize the accomplishments of the year, which have been released through its clinics and programs and were implemented in different locations in the north, middle and south of the West Bank that benefited the Palestinians of different age groups. This is in addition to emphasizing that HWC's vision and mission have governed its staff members, who have worked tirelessly.

Work continued in all fields in spite of the exceptional circumstances at the international level due to the economic crisis that affected numerous countries, some of which HWC has partnership and funding agreements with. This led to a decline in the resources of HWC and the number of implemented projects. Similar situation has been witnessed at the national level; the occupation's authorities continue in their impoverishment policies and violations that our people and land endure, due to colonization, land confiscation, apartheid wall, restriction of permits and medical permits for our people in Gaza to seek treatment in Arab hospitals in Jerusalem. Thus, the Israeli occupation is still the major obstacle facing health service providers, including HWC. The occupation formed a significant burden on HWC to provide and expand health services to more vulnerable and marginalized areas, including area "C". The continuation of Internal Palestinian division, in light of stalemate of bilateral negotiations and reaching a dead-end increased the already existing complications and prevented planning for future prospects. In addition, the decline in the integrative-based relationship between civil society organizations working in the health sector and the Palestinian Ministry of Health manifested in the establishment of Ministry of Health Centers in the same locations where HWC has been operated for so long. This has forced HWC administration to stop the provision of some services, reduce working days, and terminate partnership with the Ministry by handing over the clinic as was the case in Marda village of Salfit.

The civil society organizations working in the health sector and the official institutions, represented by the Ministry of Health, needs to promote its role in policy formulation, improving quality of services and advocating for the rights of beneficiaries in receiving the best care possible by civil society organizations and from the Ministry of Health. We perceive this as a major role of civil society organizations.

In spite of this, HWC has accomplished numerous achievements, particularly in the case of the Women's Health program, the Diabetes Care program and others, according to external evaluators. HWC's staff

members were able to continue in their journey of dedication and hope in spite of the financial crisis, which the organization has been enduring. HWC has succeeded on developing international and local relations. And thus the implementation of several quality projects by HWC has become apparent. Moreover, HWC has approached the local community. This achieved good results in promoting the role of community as a natural foster of national organizations, including HWC, which manifested in the support that Dunya Women Cancer Center received from Palestinian organizations, companies and personnel.

HWC also emphasized its presence as a landmark among national and civil organizations via the media and public relations by joining local and international coalitions, promoting its national role and its contribution in defending the social and health rights of the Palestinians. HWC did not hesitate to continue in the implementation of the School Health Program as the sole provider of school health services in the occupied Jerusalem, in addition to continue working with youth in Jerusalem and contribute to the survival of its people and maintain the Arab identity in spite of the Judization and obliteration policies of the occupation. Also, the team of the mobile clinic continued the provision of various services in marginalized and remote areas in the north, middle and south of the West Bank. HWC continued working on the development of a leadership developmental model in the Elderly Day Care Center, Shepherds Field Kindergarten and Nursery and Oasis Center for People with Mental Disability, which drew the attention of numerous public figures who visited and continuously provided support to the center, in addition to the leadership demonstrated by the Community Based Rehabilitation program for people with disability.

All of this emphasizes that HWC was born from the womb of the poor and the oppressed and that it works for them and with them. The Primary Health Care Centers continued the provision of primary and specialized health care services, health awareness, and day care surgeries. And it was able to benefit more than 100,000 citizens. 2013 was characterized by developmental achievements in the health centers, including the opening of the X-Ray unit in Hebron Emergency Center of the Old City of Hebron.

The year 2013 also witnessed the strategic planning for the 2014-2016 years with vast participation

that included the Board of Directors, General Assembly and a large group of staff members. The planning was completed with everyone's participation and adopted a new approach for the upcoming years, such that long-term, middle-term and short-term results were developed, while taking into consideration the financial crisis that has been facing the organization and adopting scenarios to limit its impact. The strategy was adopted to establish the policies and advocacy department with the aim of promoting civil role in policy formulation, advocating for rights and lobbying decision-makers to adopt rights and policies that are just to the most marginalized and vulnerable sectors of the society.

Gender organizational audit formed another milestone to determine the status of HWC; the organization's documents, plans and programs were analyzed from a gender perspective to determine the degree of gender sensitization and the mechanisms of its integration in the policies, programs, documents and budget of the organization. Gender audit is a process that emphasizes the vision of HWC in its value of equality and non-discrimination, promoting the status of women in HWC (percentage of female workers reached 60%), the society and public life, in appreciation for her reproductive, productive and social role.

HWC pays close attention to the continuous education and training policies of its staff members, as they are the social capital and true investment of HWC. Numerous trainings benefited the staff members in their different fields, including practical organization topics, development of performance for paramedic's emergency staff members and women's health and promoting women's role in aiding women subjected to violence.

At the administration and financial level, the organization continued thinking deeply to determine ways to emerge from the financial crisis, by means of rationalization policies, reschedule of debts, reducing expenses vs. revenues, and dealing with administrative and financial issues in accordance with the adopted protocols and procedures and via the conclusions of the external auditor on the performance of HWC or the implemented projects.

Finally, I extend my gratitude for all the staff members for their efforts and dedication and the supportive board of directors. I take this opportunity to thank all partners and funders who believe in the values and mission of HWC and provide support on this basis. I hope that 2014 is a year of bigger accomplishments than 2013 with the aim of seeking uniqueness, continuous development and fulfilling the planned strategy.

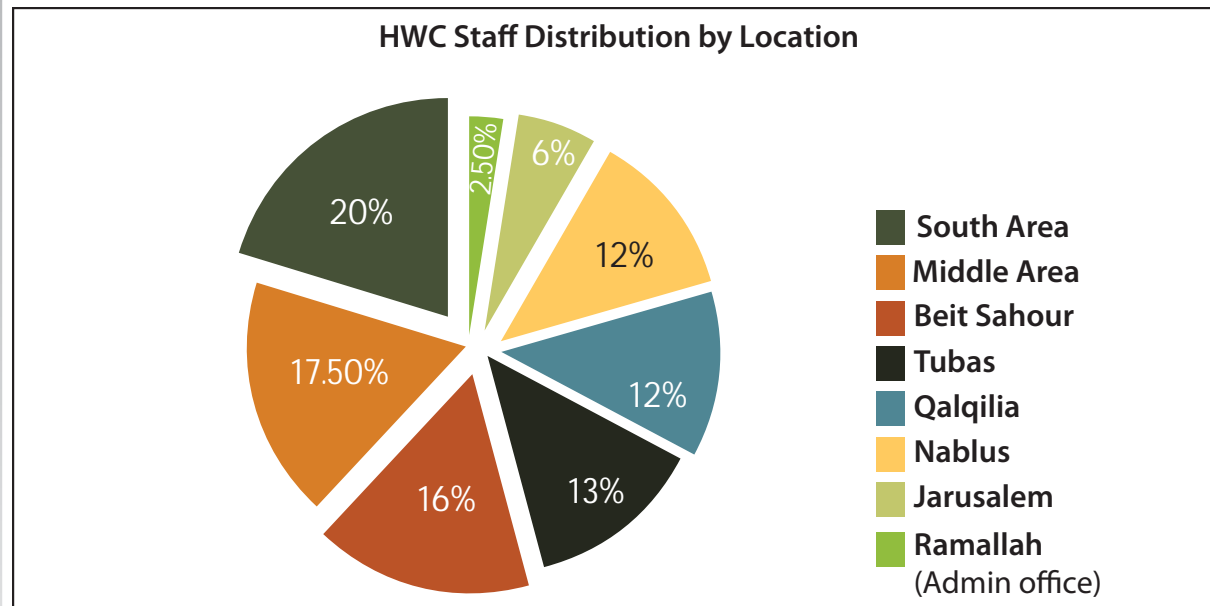
Primary Health Care Department



The Primary Health Care Department is based on the philosophy, objectives and strategy of HWC, which seeks to provide comprehensive and high quality primary health care services in attempt to respond to the increasing health right needs in the Palestinian society and particularly among the impoverished and marginalized groups.

The Primary Health Care Department fully supervises the clinics, centers and permanent programs at HWC, in addition to the different projects that have been implemented specifically through the clinics and programs. In particular, the department supervises the Mobile Clinics, Women's Health Program, Well Baby Program, School Health Program, Chronic Diseases Program and Diabetes Care Program. The department also oversees several quality control committees, including Pharmaceutical Committee, Laboratory Committee, Nursing Committee, Health Promotion and Education Committee, Environment Committee and Physicians Committee. The number of staff members in the department is 173.

The following figure clarifies the HWC's staff members' distribution among the different locations of its operation:



The Primary Health Care Department works in the north, middle and south of the West Bank through 16 health centers and clinics, in addition to reaching 23 marginalized locations in the Jordan Valley, middle and north of the West Bank by the Mobile Clinics Program.

Geographically, the health clinics and centers are distributed as follows:

- Qalqilya Governorate: Qalqilya Health Center.
- Nablus Governorate: Nablus Medical Center (Old City of Nablus), Salem Clinic and Awarta Medical Center.
- Tubas Governorate: Al-Shifa Medical Center, Al-Bathan Medical Center and the mobile clinic.
- Ramallah and Al-Bireh Governorate: Al-Mazra'a Al-Sharqiyeh Medical Center, Kufur Ni'mah Medical Center and the mobile clinics in Rantis, Ras Karkar and Al-Lubban, in addition to Dunya Women Cancer Center.

- Hebron Governorate: Hebron Emergency Center, Halhoul Medical Center, Sai'r Medical Center and the mobile clinic.
- Bethlehem Governorate: Beit Sahour Medical Center.

The health centers and clinics provide General Medicine's services, Emergency Medicine's services, Women's Health Program's services, Well Baby Program's services, and Laboratory services. In addition to Radiology services, which is provided in 6 health centers along with Specialized Medical services. Day- Care Surgery services are provided in Beit Sahour Medical Center and Qalqilya Health center.

Continuous Education and Training:

The main objective of the Primary Health Care Department is the developing of the services provided and maintaining overall high quality services. Thus, HWC continuously strives to build the capacities, skills and knowledge of its staff members as the primary tributary of the organization's quality and sustainability provision of services. Henceforth, numerous workshops and trainings, based on the needs of the organization and its staff members, were conducted in Time Management Skills, Presentation Skills, Communication Skills, Report Writing, Proposal Writing, Gender-



Based Violence (disability and violence), Health and Reproductive Rights, First and Advanced Aid, Outcome Mapping Methodology and Cervix Endoscopy. These have benefited more than 115 staff members. This is in addition to participating in a number of local, regional and international workshops, trainings and conferences.

The department participates in numerous national committees and coalitions, including the Social Determinants Committee, Tobacco Control Committee, National Breast-Feeding Committee, Health Education and Promotion National Committee, Chronic Diseases Committee, National Forum Against Violence Against Women, Safe Abortion Coalition, the Regional Social Forum "Joussour", the Arabic Women's Network "Rua'a" and the Health and Nutrition Cluster that is led by the World Health Organization.



The Committees for Developing the Quality of Health Care Services:

In an attempt for developing the Primary Health Care Department and raising the quality of the health services being provided, work is carried out within the framework of professional and specialized committees, including:

Laboratory Committee:

This committee monitors and evaluates the professional performance of all the laboratories of HWC based on an external monitoring and internal monitoring approach. The committee aims at raising the technical capacities by the provision of continuous training and education, and the standardization of the methodology of work of all its laboratories via a procedures guide for HWC laboratories.

Nursing Committee:

This committee works on the application of the protocols and abiding with the nursing procedures manual, while maintaining tabs on modern scientific developments in the nursing field. The committee also aims to train and educate the staff in the nursing fields.

Pharmaceutical Committee:

This committee aims at developing mechanisms for making the needed medicine and medical equipment available in sufficient amounts and timely manners to the centers and clinics, in addition to implementing a rationalization of consumption of medicine policy.

Physicians Committee:

This committee aims at developing the professional performance at all of HWC clinics.

Environment Committee:

Aims at monitoring the process of disposal of medical waste and hygiene of the health clinics and centers of HWC.

Health Promotion and Education Committee:

This committee is considered among the pillars of HWC's work in the health and developmental sector and focuses on studying materials on health promotion and education, in addition to developing new educational material that meet the needs of the health and developmental sector.

Health Indicators:

The following table reflects the health indicators at HWC:

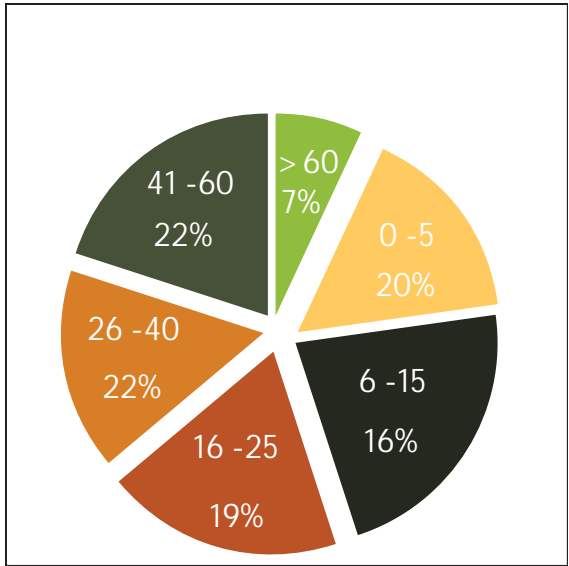
Health Indicator	Number
Total Number of Patients	85,882
Total Number of Repeated Visits	159,646
Total Number of Services	118,825
Visits to Specialized Clinics	64,006
Surgeries	533
Laboratory Services	61,376
Radiology Services	22,126

Distribution of Beneficiaries by Health Insurance Status / 2013:

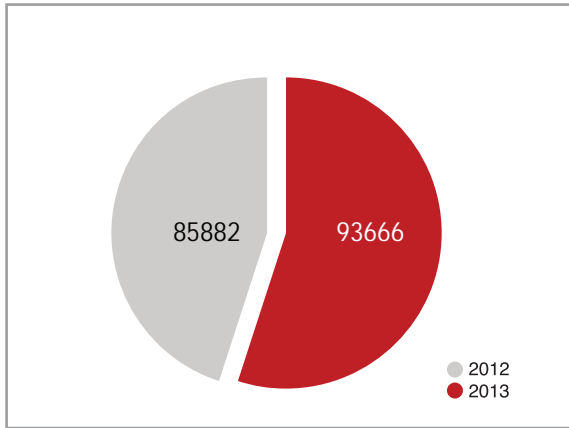
Health Insurance Status	Number	Percentage
Without Health Insurance	78,994	92%
With Health Insurance	6,888	8%



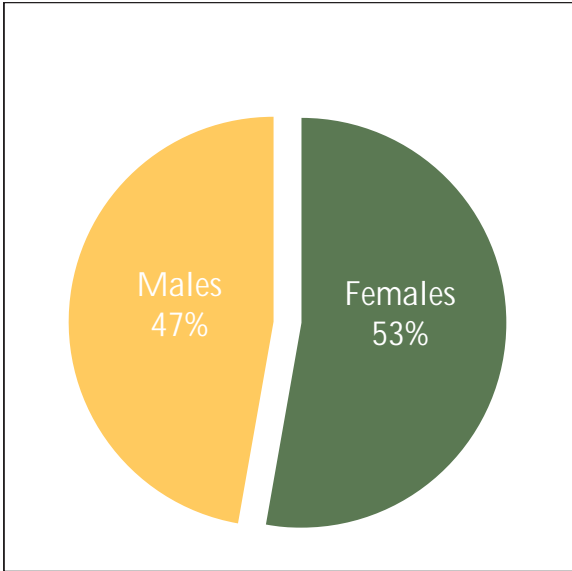
Distribution of Beneficiaries by Age:



Number of Patients 2012-2013



Distribution of Beneficiaries by Gender:



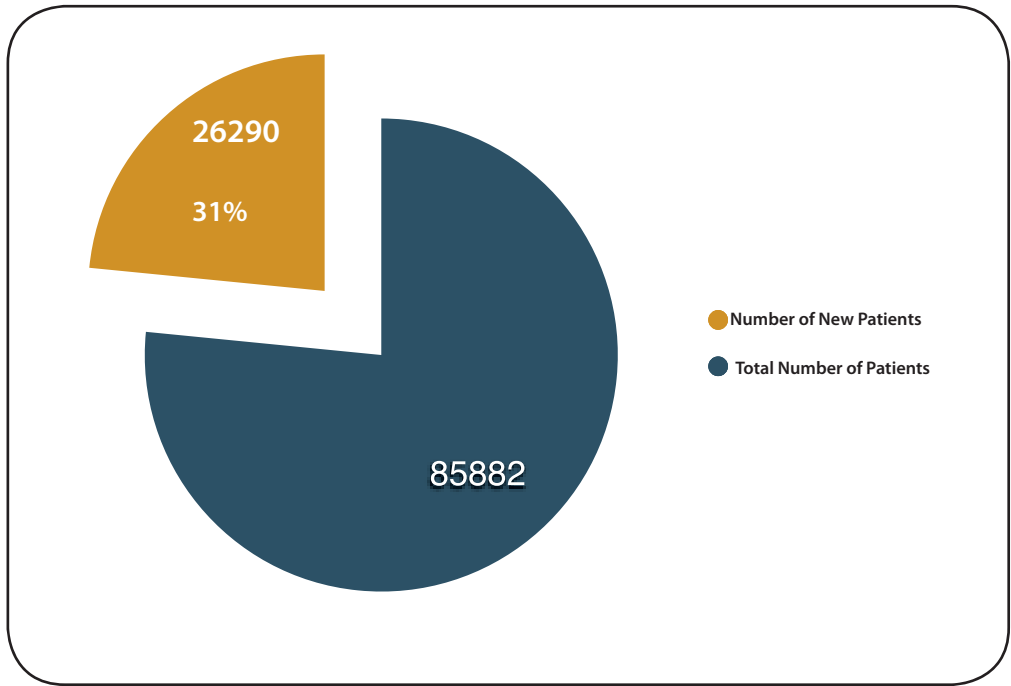
Social Exemption Cases:

Total Number of Patients	Socially Exempt Patients	Percentage
85,882	4,920	6%

Percentage of New Patients:

Total Number of Patients	Number of New Patients	Percentage of New Patients
85,882	26,290	31%

Percentage of New Patients

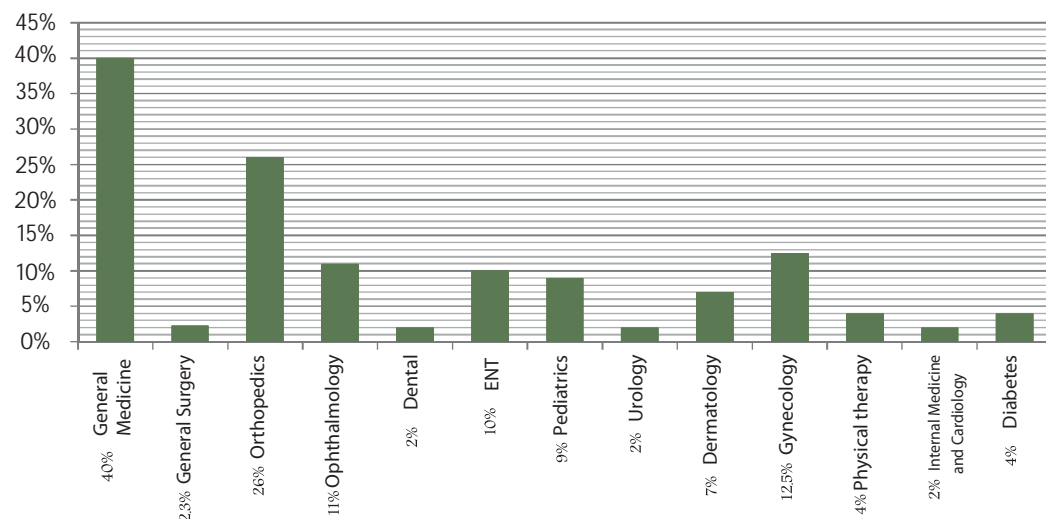


Specialized Clinics

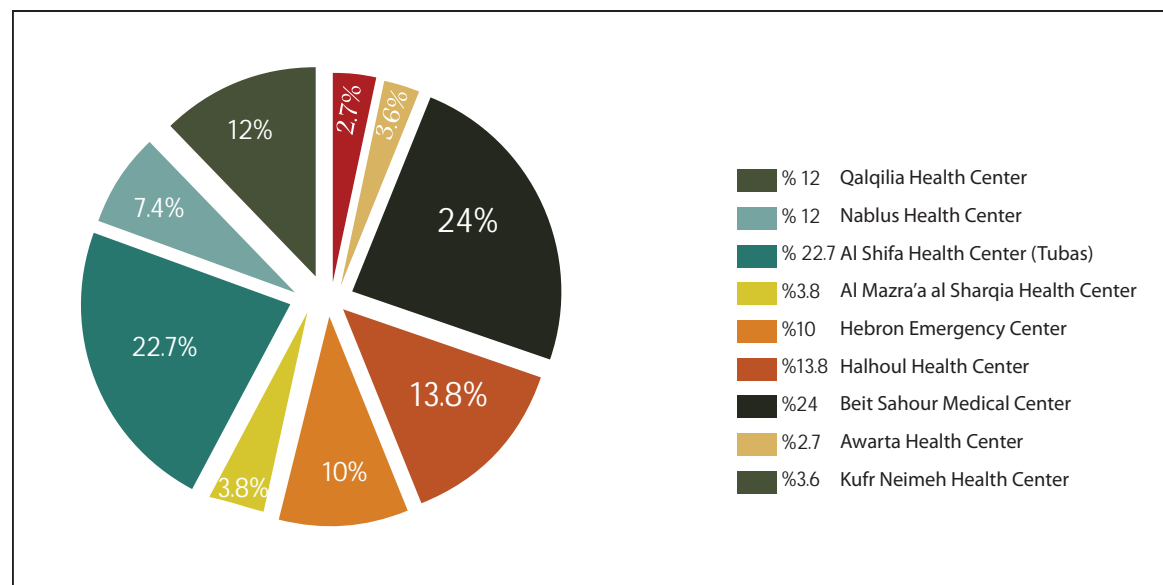


In accordance with the mission of the HWC that seeks to provide comprehensive and high-quality health and developmental services, specialized clinics were opened in all its health centers and clinics with more than 30 specialties. There are 104 specialized physicians, who work in these clinics. The majority of these specialties are available in the five major health centers and clinics. The specialized clinics have benefited more than 64,000 individuals. The most frequently visited clinics were the orthopedics, ENT, children, women, optometric, dentistry, dermatology and diabetes care clinics. During 2013, there is 10% decrease in the number of visits to the specialized clinics, compared with the number of visits in 2012.

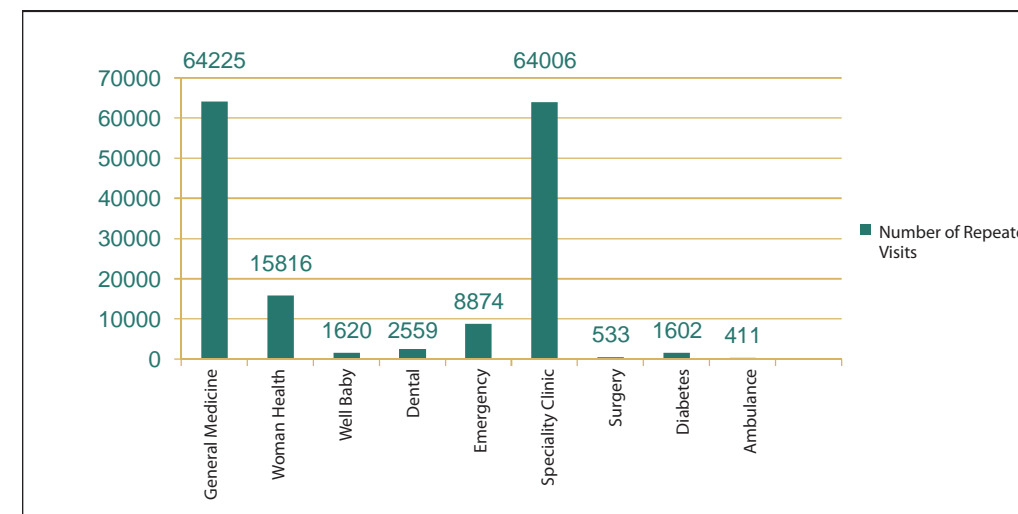
Percentage of Patients' Vists by Specialty Clinic



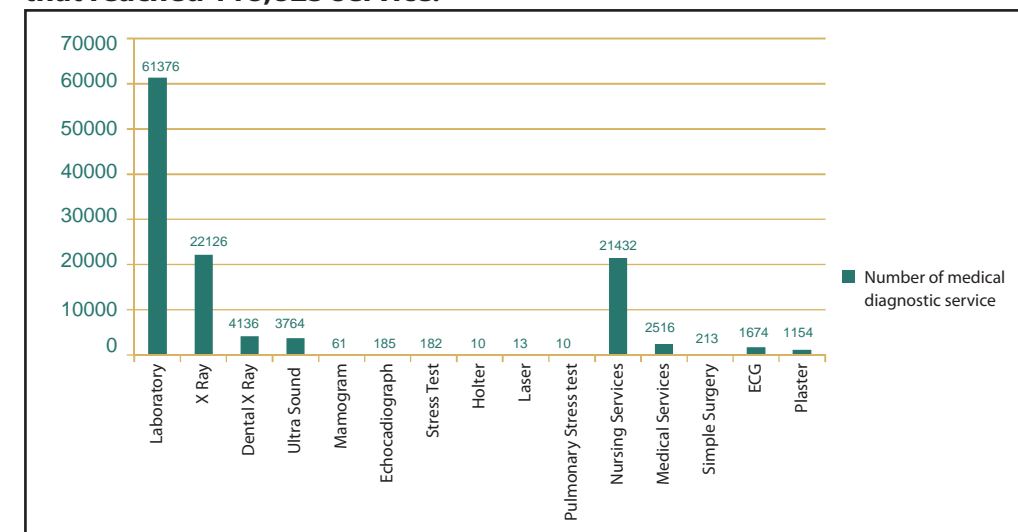
Percentage of Patients' Vists by Health Center



The following figure clarifies the number of repeated visits/clinic, which reached 159,646 visits.



The following figure clarifies the number of medical diagnostic services that reached 118,825 service.



Health Programs

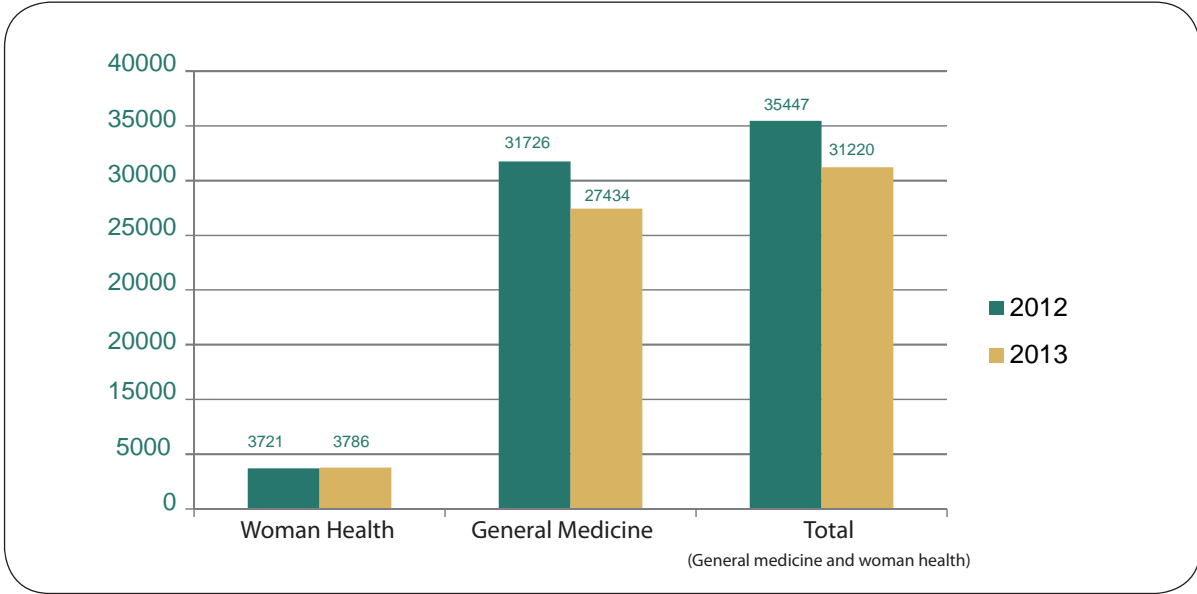


Mobile Clinics:

The Mobile Clinics of HWC work in several locations; it provides health care services that includes: General Medicine's services, Women's Health Program's services, Emergency Medicine's services, Well Baby Program's services, Laboratory services, health promotion and education's services, and prescribed medications. Those services have been provided regularly and free of charge in accordance with the vision of HWC in serving remote, marginalized and impoverished groups. The mobile clinic reached out 23 locations; 13 locations in the south of the West Bank, 3 locations in the middle of the West Bank and 7 locations in the northern Jordan Valley. There are 38 staff members who work in this program including general medicine physicians, women's health physicians, nurses and health educators. In 2013, the number of beneficiaries reached 31,220 individuals, 46% of whom were males and 54% were females. It is worth noting that residents of these marginalized areas lack the minimal health and educational standards of living, proper household, work, security, movement or access to various services due to restrictions imposed by the occupying forces and settlers. The mobile clinics team faced difficulties in reaching these locations due to military checkpoints, closures and unpaved roads. The following figure shows the number of beneficiaries from the mobile clinics program's services in 2013; there is a decrease in the number of beneficiaries compared with 2012, which might be attributed to the decrease in the number of locations that was reached out by HWC's mobile clinics and due to closures and difficulty in reaching to these locations.



Number of the Mobile Clinics' Beneficiaries:



Women's Health Program:

The Women's Health Program is considered to be one of the most vital programs of HWC. It aims to improve the quality of health among Palestinian women as a pillar of justice and equality in the Palestinian society. The program provides reproductive and sexual health services, including specific women health care in all stages of her life. The program also advocated for women's human rights. The program is distinctive for applying tools necessary for detecting and intervening on cases of domestic violence among women primarily in HWC's clinics in the north and south of the West Bank. This is in addition to provision of health, developmental and educational services for women with disability, particularly in the reproductive and sexual health fields, such that clinics for this particular purpose were opened in the south of the West Bank. Health promotion and education services are of importance for the staff members of the program, such that 611 activities were conducted on health education, which benefited 7,913 women. The program participates in numerous local and international forums, networks, committees and coalitions, including the National Forum Against Violence Against Women, the Arabic Women's Network "Rua'a", the Regional Social Forum "Joussour", National Breast-Feeding Committee, National Reproductive Health Committee and Safe Abortion Coalition.

Milestone in the Women's Health Program:

During 2013, the Women's Health Program in Nablus and Ramallah was externally evaluated through a project that was funded by Solidarity International. The evaluation included other organizations that were part of the "Regional Program on Sexual and Reproductive Rights of Palestinian, Jordanian and Lebanese Women in a Position of Vulnerability". The program aimed at promoting women's reproductive and sexual Rights, including combating violence against women and provision of services for women subjected to violence; these organizations are: Palestinian Medical Relief Society, Women's Affairs Technical Committee in Gaza, Union of Health Work Committees in Gaza, Arab Women Organization in Jordan and Popular Aid for Relief and Development in Lebanon. The aim of the evaluation was to determine the strengths of the program and the areas that need to be improved to develop the work of the program.

Evaluation results include: high competency in the application of national and World Health Organization protocols of women's health. This is in addition to adopting and implementing the protocol to intervene in cases where women are subjected to violence including the application of referral mechanisms to specialized organizations. The evaluation has reflected the comprehensive approach, which the Women's Health Program is based upon as it has been focusing on women in all stages of their life. The interviewed women expressed high satisfaction with the type and quality of provided services, in addition to



focusing on raising the awareness in health rights, reproductive rights and gender-based violence.

The women's health and development administration at the Ministry of Health expressed their high satisfaction in the nature of work, coordination and cooperation with the Women's Health Program at HWC. The evaluation demonstrated that the women groups developed by HWC possess good knowledge in women's topics and issues and work with other women groups in other locations.

The program provides its services in more than 36 health centers and mobile clinics. The staff members of the program consists of 9 physicians and 13 nurses and health educators, in addition to the general director of the program.

The total number of beneficiaries from the program reached 19,602 women. During 2013, the staff members of the program received numerous trainings, including: abortion course in Turkey, time management course, outcome mapping course, two courses in gender-based violence and cervix endoscopy. Additionally, two courses with the women groups in Nablus and Ramallah focused on topics pertaining to women's rights.



Women's Health Program Activities:

In 2013, the total number of visits to the Women's Health Program's clinics was 19,602 visits, while the number of first visits was 2,600 visits.

The number of pregnant women who benefited from the program was 7,120 pregnant women; the percentage of visits by pregnant women of the total number of visits is 50% (9,720). While the number of beneficiaries of infertility cases was 77 beneficiaries.

Risk Factors:

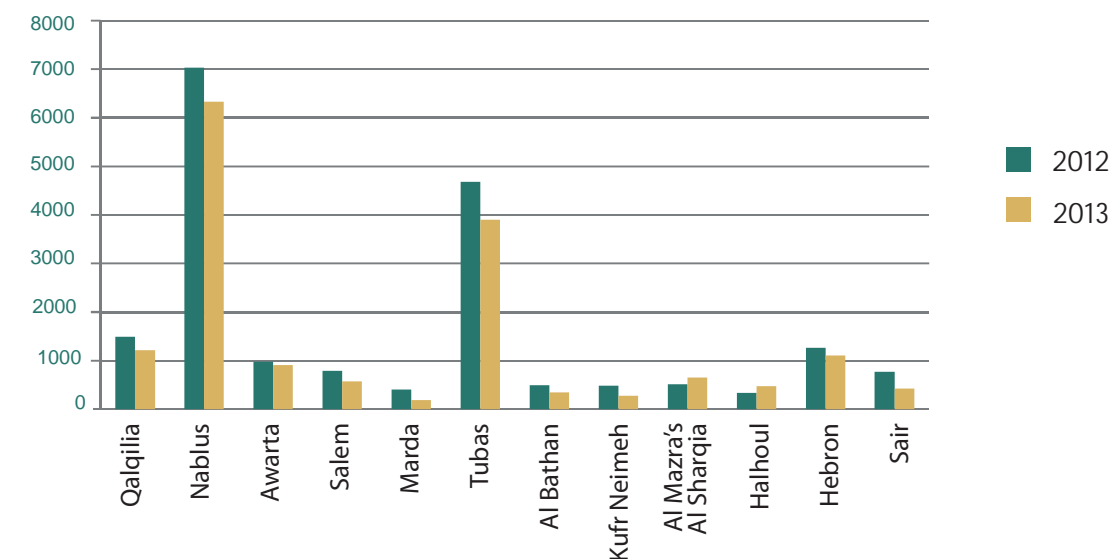
- There was a 19% increase in twins' cases.
- For the year 2013, the decrease in the high-risk pregnancy cases was 14% compared with 11% for the 2011/2012 year, as the percentage decrease in cases that are more than 35 years old was 21%.
- The decrease in multiple pregnancies was 25% compared with 4% in 2012.
- The decrease in C-sections was 9% compared with 8% in 2012; the decrease in anemia was 28%.

This decrease is attributed to the increase in women's awareness due to intensifying health and educational activities and home visits conducted by the program's team.

Women's Diseases:

There was a 17% decrease in the cases of women's diseases compared with 2012. The total number of cases of women's diseases was 4,939, accounting for 26% of the total number of cases. Also, this can be attributed to the health education and awareness raising activities that were conducted by the program's staff.

Comparison in Number of Cases in Women's Health Program's services between 2012-2013



Distinctive Project: Emergency and Protection with Oxfam:

The project was started in 2013 and focuses on increasing the access to health care and protection services among remote and marginalized groups in the West Bank. The project aims at empowering marginalized communities in the Tubas, Qalqilya, Bethlehem and Hebron governorates in dealing with emergencies, such that teams comprising youth, women and teachers were trained to deal with emergency cases and on evacuation plans. This project supports marginalized areas due to shortage on health services, which is only available for only part of the day, in addition to the obstacles they face due to closures, checkpoints, geographic distance and lack of transportation. On another hand, the project aims to encourage local communities to document human rights violations they are subjected to by the occupying forces and the settlers, including prevention of access to health services, so that



these documents are submitted to international and humanitarian organizations to expose the practices of the occupation on one hand and to provide them with appropriate consultations.

Also, the project aims at building the capacities of the ambulance and emergency staff by conducting an advanced training in this field, such that they are able to develop their performance and train the local community on aid in emergency cases.

On another level, the project aims to enhance reproductive health services among women in 8 marginalized locations in the Hebron and Bethlehem governorates by focusing on promoting reproductive health rights among women with disability and encouraging them to receive reproductive health services at the clinics of the Women's Health Program in HWC's health centers and mobile clinics. This aspect also includes identifying and diagnosing women with disability subjected to violence as they are counseled by social workers and referred to the appropriate organization, in addition to training the staff on mechanisms to deal with violence cases and focusing on the privacy and needs of women with disability subjected to violence. Working with women with disability, fulfilling their reproductive and sexual rights and providing services to those subjected to violence is considered to be among the quality services HWC provides and can be designated as a pioneer service on the national level.

Well Baby Program:

This program has been implemented in 7 locations and provides counseling, awareness-raising and health promotion services with the aim of achieving physical, psychological, social and mental development of Palestinian children, targeting children at birth until they turn 5 years old.

The Well Baby Program provides its services through the following health centers and clinics: Nablus Medical Center, Awarta Medical Center, Salem Clinic, Al-Mazra'a Al-Sharqiyeh Medical Center, Kufur Ni'mah Medical Center, Al-Bathan Medical Center and Al-Shifa Center. The program provides primary health care services once a week on average for children between 0-5 years old, including: screening tests, growth monitoring, treatment of acute diseases, health promotion and education and parental counseling. The number of beneficiaries was 1,620 children; 54% of which females and 46% males.

The number of newly enrolled children in the program was 181 children with 62 graduating children; the number of visits for the Well Baby Program was 936 visits, accounting for 1% of the total visits for HWC's health centers.



Activities of the Program:

Blood test: 752 children were tested, 227 (19%) of which had anemia. Cases of anemia were more prevalent among females. This may be attributed to norms that provide more attention to males in terms of nutrition and treatment; the percentage of moderate anemic cases was 2%, while the 98% of the cases were of mild anemia.

Growth Assessment: 1,195 children were assessed; 129 children were underweight and 96 children were overweight. The circumference of the child's head was measured for 970 children. Among those 20 children had head circumference smaller than the average, while 1 child had a circumference bigger than the average.

Early Detection of Congenital Malformations: the number of children suffering from congenital malformations was 5 children, 3 of whom suffered from a dislocation in the thigh and 1 in the foot; all of the cases were referred to specialists.

Acute Diseases: 30 medical cases were diagnosed; 50% were males and 50% females. While 17 cases were suffering from diseases in the respiratory system, 4 cases with intestinal inflammation (diarrhea) and 9 with other diseases.



Diabetes Care Program:

Diabetes, like other chronic diseases, is considered a burden and major problem at the national and international levels. According to certain studies, 12% of the Palestinians suffer from diabetes, and due to the increasing number of Palestinians suffering from diabetes, HWC sought to provide services through this program, which is considered to be among the most important programs that promote health and that meet the health needs of the patients.



The program is conducted in 5 centers and clinics of HWC: Al-Shifa Medical Center, Awarta Medical Center, Nablus Medical Center, Al-Bathan Medical Center and Salem Clinic. The program provides services to diabetic patients by conducting laboratory tests and treatment follow-up, in accordance with the adopted HWC diabetes patients care manual and protocol. The health staff also conducts

awareness-raising workshops and counsels the beneficiaries, in addition to referring cases to specialists.

In 2013, the number of visits was 1,602, forming 1% of the total visits to HWC health centers and clinics. The highest number of visits was to Salem Clinic, which was 534 visits accounting for 33% of the total number of visits to the Diabetes Care Program and the lowest in Al-Bathan Medical Center accounting for 9% of the total number of visits to the Diabetes Care Program. The number of new patients was 29 patients, while the total number of old patient's files was 1,573 files. 10 cases had type I diabetes and all were males, and 1,592 cases had type II diabetes (480 males, 1,112 females).

The number of follow-up visits was 1,563; 12 cases were referred to diabetes specialist, 195 cases to optometrist, 14 cases to nephrologist, 3 cases neurologist, 98 cases to the cardiologist, 14 cases to hospitals and 138 to nutritionist. Hypertension was detected among 274 male patients and 683 female patients; 41 awareness lectures were conducted with 700 attendants, in addition to 46 meetings with 609 beneficiaries and 14 home visits.

Evaluation for the Chronic Diseases and Diabetes Care Program:

External auditor evaluated the program; the audition was based on collecting data from the beneficiaries and the program's team. This is in addition to meetings with representatives from the Ministry of Health and other stakeholder organizations, utilizing individual interviews and focus group discussions as evaluation tools. The audition has addressed several important aspects for it is considered a priority on the national level, particularly after the significant increase in chronic diseases particularly diabetes, hypertension and cardiovascular diseases. The audition results showed high competency by the team of physicians, nurses and health educators, which reflected positively in the satisfaction of the beneficiaries, in terms of the services provided and its affectivity. It became evident that HWC implements program activities in accordance with the action plan with a high level of affectivity and professionalism. In terms of the administrative and financial aspects of the audition, the results showed competent management of resources, transparency and credibility in financial procedures. Due to lack of and inaccuracy in



information, the auditor was not able to evaluate the impact of this program on the health of the beneficiaries as information and qualitative indicators are not available.

The audition also didn't address the percentage of chronic diseases' patients covered through this program in comparison with the national level due to insufficient information. Based on these results, several recommendations emanated including utilizing quantitative and qualitative indicators to study the percentage coverage of the program and its impact on the health of the patients. Another recommendation was to conduct a study on the level of satisfaction of beneficiaries and its impact on their life.

School Health Program:

This program provides its services in East Jerusalem in 63 schools accounting for 40% of the 155 schools in East Jerusalem. The services provided include: screening services, health promotion and education services, vaccination and dental health, in addition to improving the school environment by developing its gardens. The number of students who benefited from this program was 20,000 students.

The School Health Program has 12 staff members. Based on the philosophy of HWC that seek to develop their staff, the staff participated in a number of courses, including first aid, time

management, communication, proposal writing and other courses.

Program activities:

Early detection of diseases: medical examinations for 1st grade students were performed in 42 schools; the number of beneficiaries was 1,577 students, 788 of which were males and 789 females. The examinations revealed 152 sight weakness cases, 4 asymmetrical sight cases, 5 heart disease cases, 2 hernia cases, 1 water hematoma case and 1 meridian testicle case.

Dental Screening: 6,020 dental screenings were performed for 1st, 4th and 7th grade students, 53% of which were females. This has been done to decrease the percentage of tooth decay among students. The decay was covered for 430 (6.7%) first grade students, while the number of students who didn't have any dental problems was 477 students (8.8%). Additionally, 29% of the 4th, 7th and 10th grade students needed braces (orthodontic treatment).

Vaccination:

the number of schools, which were part of the national unified vaccination program, was 63 schools; it benefited 3,117 (99%) students from 1st and 9th grades students. The number of schools who received the rubella vaccination for females was 47 schools; it benefited 6,295



students. It is worth noting that the vaccines were given in cooperation with the Palestinian Ministry of Health as the ministry has provided the vaccinations for HWC, while the program staff carried out the vaccination process.

Eye and Vision Examination:

vision examination was performed for 3,679 students in 1st, 5th and 8th grades; 1,690 students of which were males and 1,989 were females. 396 students were diagnosed with vision weakness and 8 with asymmetrical vision. These cases were referred to specialized physicians and the initial diagnoses were confirmed for 268 cases were diagnosed. Those cases have been followed – up through the program as well.

Health Promotion and Education:

468 health lectures were conducted; the lectures benefited 5,431 male students and 8,405 female

students. In addition to that 24 medical days on the disability day, international washing hands day and diabetes day were organized and benefited 1,160 male students, 2,654 female students and 129 parents. 47 health courses were conducted on nutrition, life skills, first aid, adolescence and road safety, in addition to field visits in accordance with the annual plan of the program.

Moreover, 4 training courses were organized; 3 training courses in first aid and 1 training course in life skills. 85 parents participated on the training courses. Another 9 lectures were organized for 327 parents and 15 meetings were held with 387 parents.

Also, the program targeted 152 teachers through 8 lectures, and another 26 teachers in 3 meetings. Along with that 20 teachers were provided with two first aid courses and 16 female teachers were provided with life skills course.

Health Committees:

The program implemented 557 morning school radio programs that focused on different topics, including personal hygiene, AIDS, soft drinks, dental health, international hygiene day, benefits of fruits and vegetables. Additionally, 469 wallpapers were designed, focusing on health and behavioral issues.

First Aid Services:

The number of cases that received first aid services through the School Health Program's clinics was 2,059 cases; 587 of which were male students, 1,472 were female students and 208 were teachers.

Publications:

Several publications were issued through the School Health Program including; "Nutrition during Adolescence", "My Green and Clean School" magazine, life skills manual and first aid manual.

The program continued networking and coordinating with different stakeholders, including the Jerusalem educational directorate, Jerusalem health directorate and the local community and its institutions.

Health Centers

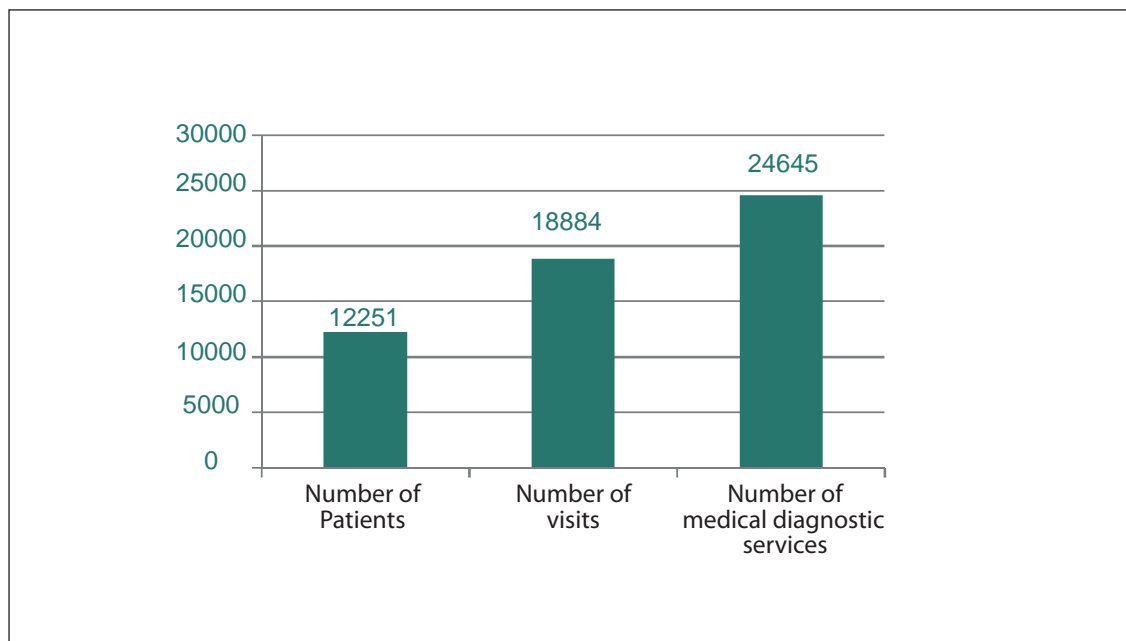


Qalqilya Health Center

Qalqilya Health Center is considered to be among the largest of all HWC centers. It was established in 1990, while its new premises was opened in 2004. The working hours of the center are 7 days a week from 8:00 am to 11:00 pm. The staff members of the center consist of **19** members, who work on contractual basis, and **8** replacement members including physicians, nurses and technicians.

The center provides General Medicine services, Emergency Medicine services, Women's Health Program's services and dental services. This is in addition to **12** specialties, Day-Care Surgery services, Medical Laboratory services, Radiology Services, Medical Imaging services and ambulances' services.

Remarkable Indicators:



Center's Activities:

Educational courses were conducted through the center; 2 courses per week were held at the center week; 10 courses about violence were organized for students from Al-Quds Open University and 5 meetings on reproductive health were held with 60 female students from Al-Morabitat Charitable Society. The center is also active in conducting various educational activities, particularly in the days when specialized clinics are present.

Center's relations:

The center enjoys good relations with the local community and organizations; for example it has a strong relationship with Cairo Amman Bank. The bank decided to exclusively send its staff members to the center to receive health care services. The center also has successful relations with different insurance companies, and is a member in the health and emergency committee of Qalqilya governorate. Also, the manager of the center is a member in the committee overseeing the construction of the UNRWA hospital.

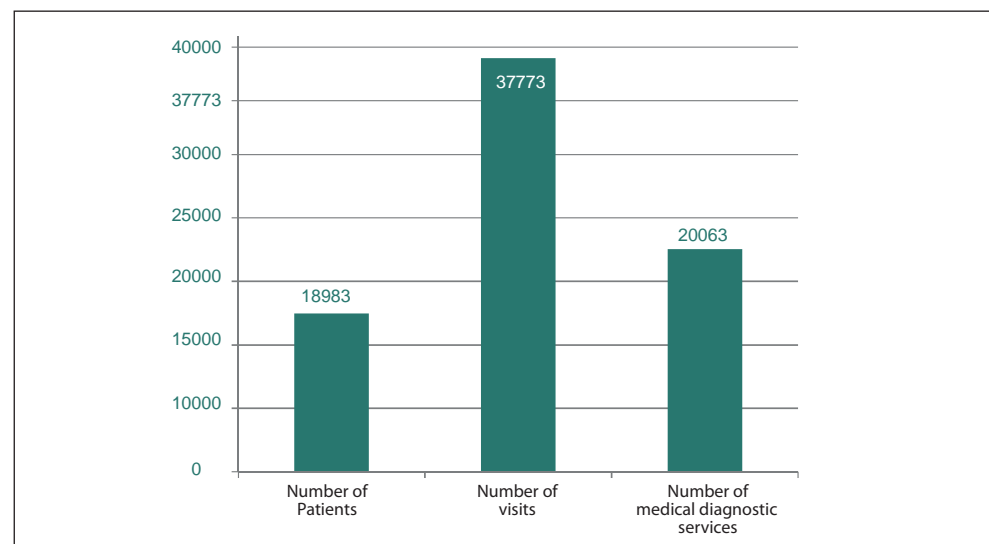


Beit Sahour Health Center:

Established in 1988, Beit Sahour Health Center developed to become one of the biggest facilities of HWC in Beit Sahur. The center includes numerous specialized units and a fully equipped operations room. The center has 26 full-time staff members and 10 part-time staff members.

The center provides General Medicine services and Emergency Medicine services, in addition to 21 specialties, Day- Care Surgery services, Medical Laboratory Services, Radiology services, Medical Imaging services and ambulances' services. The center working hours are 7 days a week from 8:00 am to 10:00 pm.

Remarkable Indicators:



Delegation from the center represented HWC at 10 meetings with the AIDS Regional Committee in Bethlehem. HWC has been a member in the committee for more than 6 years. The staff of the center conducted numerous awareness-raising and educational activities for residents of Beit Sahour, such that it has conducted over 20 lectures targeting physicians and nurses. The activities focused on chronic diseases, sexually transmitted diseases, physical and psychological problems of adolescents, drugs and the digestive system diseases. In addition to several volunteer medical days that benefited more than 400 individuals.

The center enjoys good relations with the local community and its institutions, in addition to international, regional and foreign relations.

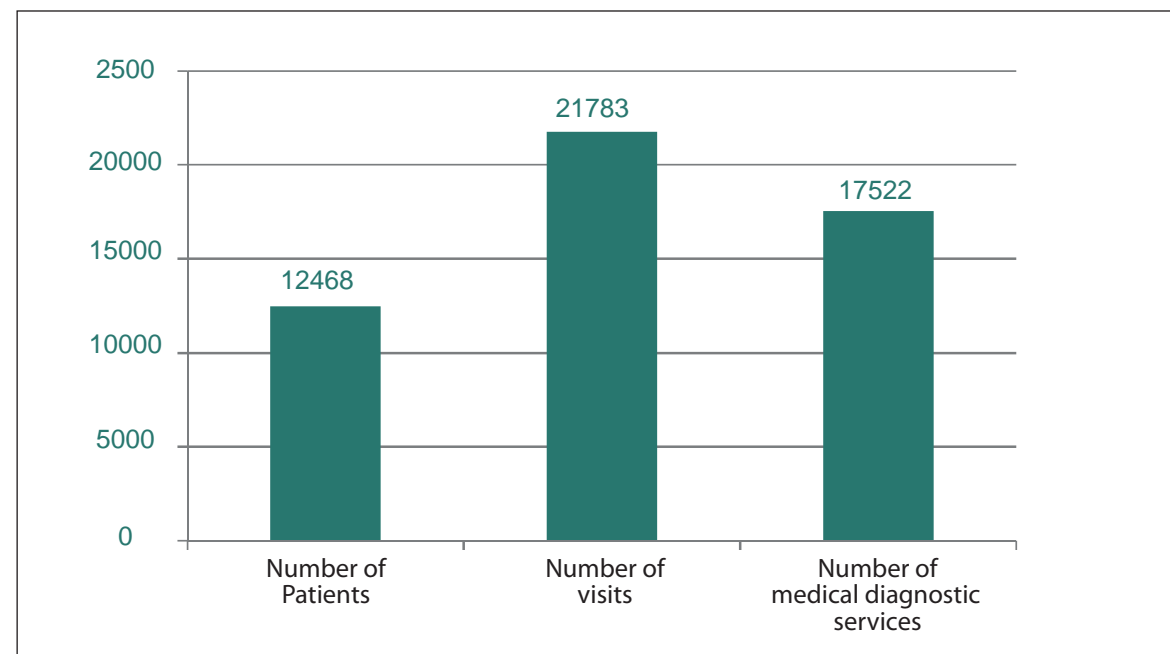


Halhoul Health Center:

The center was established in 1998, and a new 3-floors building was completed in 2005. The new building was equipped with the appropriate and necessary equipment. The center provides General Medicine services, Emergency Medicine services and Women's Health Program's services, in addition to 14 specialties, Laboratory Medicine services, Radiology Services, Medical Imaging services and Rehabilitation Unit services. The center working hours are 7 days a week from 8:00 am to 10:00 pm. The center serves residents of Halhul city and neighboring locations.



Remarkable Indicators:



The working staff members conducted 16 home visits as part of the Women's Health Program's services; 7 health educational and awareness-raising sessions in reproductive health, chronic diseases, nutrition, child health and disease prevention were conducted; these activities were performed in neighboring villages and benefited 289 individuals. The center's staff participated in numerous courses, including first aid, gender-based violence, communication, proposal writing, report writing, time management and other courses.

The center enjoys a good relationship with the local community and its institutions, particularly Halhoul Municipality, neighboring municipalities and the northern Hebron Health Directorate.

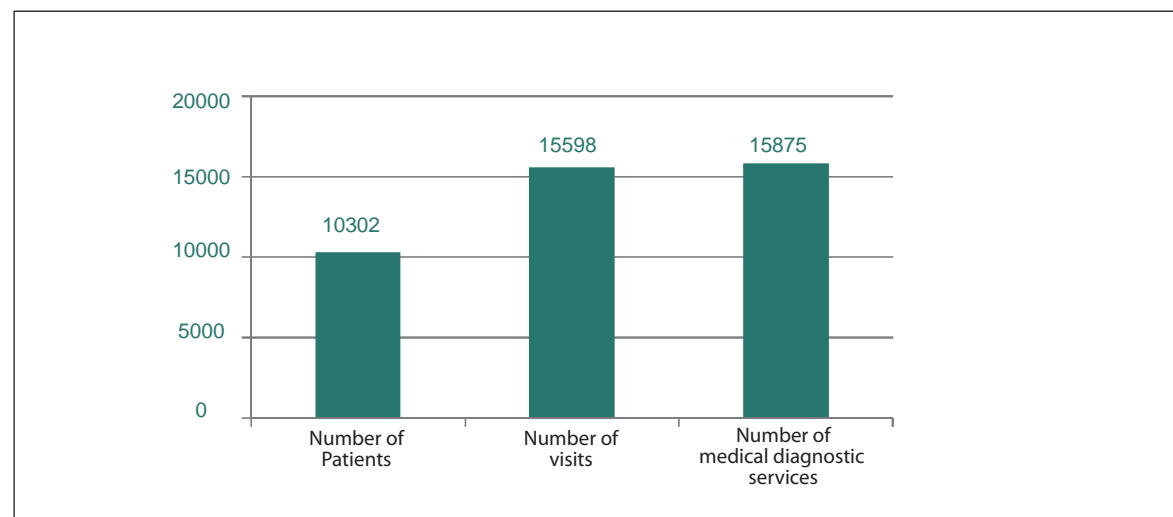


Hebron Emergency Center:

The Old City of Hebron is considered to be among the most affected areas in the West Bank due to settler's aggression and the practices of the occupation that manifest in numerous military checkpoints and frequent closures. HWC, in accordance with its philosophy that seeks to provide health and developmental services to marginalized groups and promote their steadfastness, decided to establish the Hebron Emergency Center in 2002, which has become the only health facility that provides General Medicine services, Emergency Medicine services, Women's Health Program's services, 14 specialties, Laboratory Medicine services and Radiology services in the Old City. Operating the Radiology services at the center has started in 2013 and is considered to be one of the biggest achievements of 2013. The center working hours are 7 days a week from 8:00 am to 11:00 pm.



Remarkable Indicators:



The center's staff conducted 16 educational raising awareness sessions in different locations of the Old City. The educational raising awareness sessions addressed issues ranged from health and developmental issues to human rights issues, including disease prevention, drugs, health and adolescence, reproductive health, disability and gender-based violence. Those issues have benefited 463 individuals. Additionally, the nurse and the physician of the center conducted 20 home visits to cancer and chronic diseases patients in the area.

The center enjoys a good relationship with the Old City Construction Committee, the Hebron Municipality and the local community.

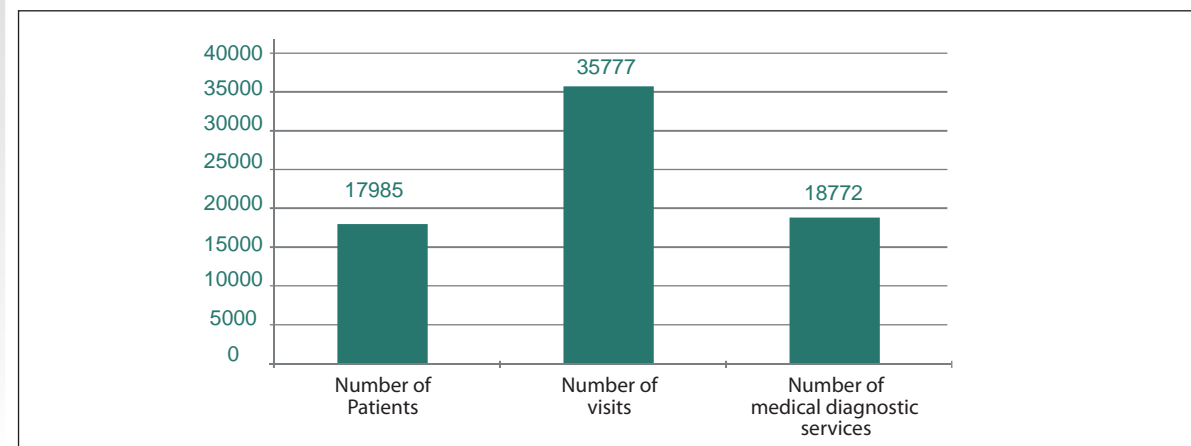


Al-Shifa Center / Tubas:

The center was established in 1996. It provides General Medicine services, Emergency Medicine services, Women's Health Program services, Well Baby Program services and dental services. This is in addition to 11 specialties, Laboratory Medical services, Radiology services and Medical Imaging services. The center has 13 full-time staff members and 4 part-time staff members. It is worth noting that the center is characterized by its community activities, such that more than 105 community activities were conducted in 2013, including four volunteer medical days that benefited 1,286 individuals. The physicians in the center participated in 2 conferences for the ear, nose and throat specialists association. The center enjoys good relations with the local community and its institutions, and has represented HWC in 17 centers in Tubas governorate, and has received 10 local and foreign delegations.



Remarkable Indicators:

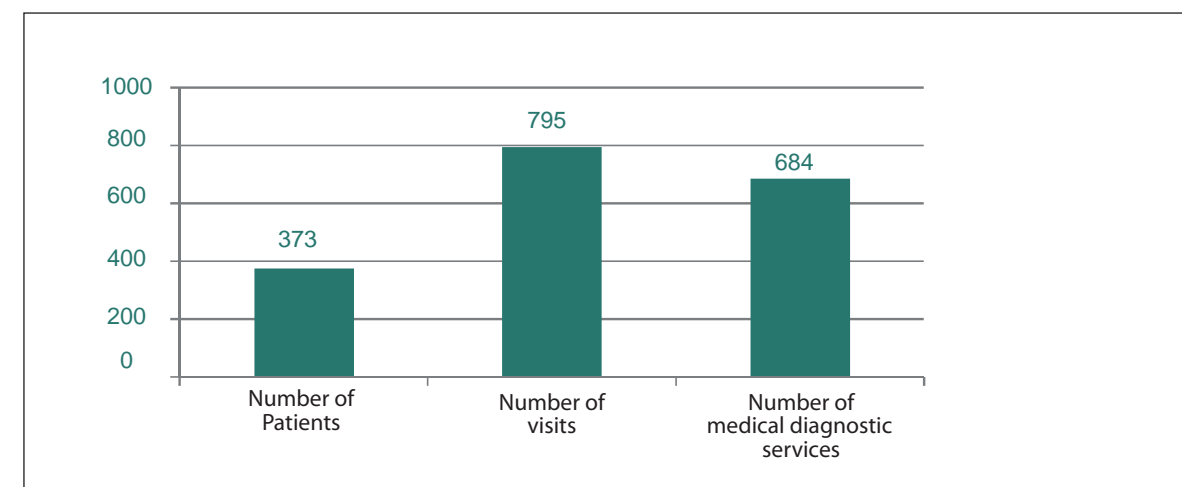


Al-Bathan Medical Center:

The center was established in 1989. It provides General Medicine services, Emergency Medicine services, Women's Health Program services, Well Baby Program services and Diabetes Care Program services. The center has 4 staff members, in addition to a number of physicians who work on contractual basis. The center opens on Monday and Tuesday from 8:00 am to 2:00 pm.



Remarkable Indicators:

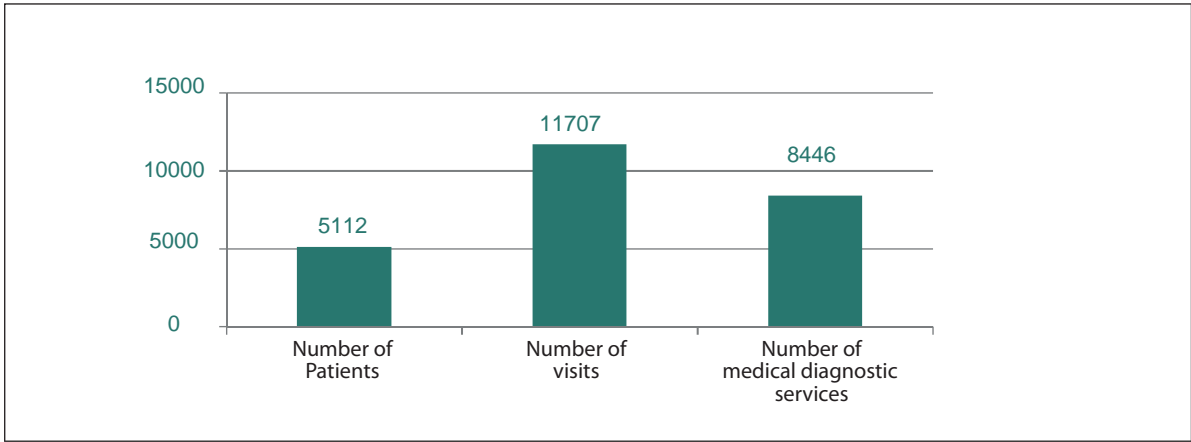


Nablus Medical Center (Old City of Nablus):

The center was established in 1989 in the Old City of Nablus to provide services to its impoverished and marginalized residents. The center provides General Medicine services, Emergency Medicine services, Women's Health Program services, dental services, and Diabetes Care Program services. This is in addition to 7 specialties and Laboratory Medical services. The center has 14 staff members, who are active in organizing medical days and educational lectures, particularly addressing chronic diseases and diabetes. The center opens from Saturday to Thursdays; its working hours are from 8:00 am to 2:00 pm.



Remarkable Indicators:



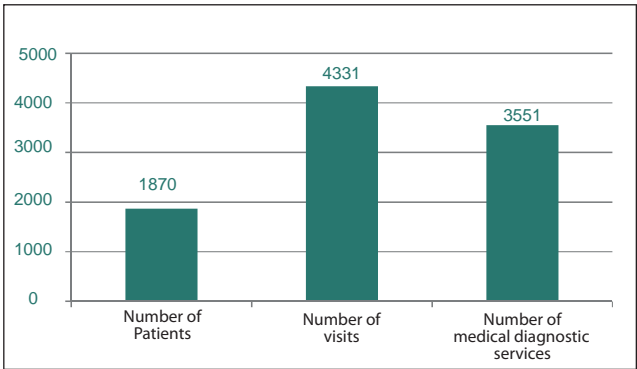
The staff members conducted 15 educational activities that focused on diabetes, cardiovascular diseases, smoking and other topics. Those educational activities benefited 358 members. Additionally, 5 medical volunteer days were conducted, focusing mainly on reproductive health and chronic diseases. Those medical volunteer days benefited 79 members.

Awarta Medical Center:

The center was established in 1994 as a program clinic but has developed to enjoy new premises in 2001. The center provides General Medicine services, Emergency Medicine services, Women's Health Program services, Well Baby Program services, Diabetes Care Program services, dental services, 1 specialty and Laboratory Medical services.

The center's staff conducts numerous home visits and educational lectures; its working hours are Wednesday to Saturday from 8:00 am to 8:00 pm.

Remarkable Indicators:



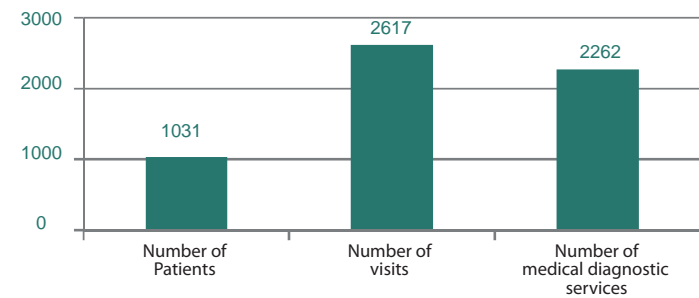
The center's staff conducted 7 educational activities focusing on children's nutrition, pregnant woman's nutrition, reproductive health and women's diseases, which have benefited 312 women.



Salem Clinic:

The center was established in 1988 at the beginning of the first Intifada to meet the health needs of the residents of the area. The center consists of two floors and is a private property of HWC. It provides the following services: General Medicine services, Emergency Medicine services, Women's Health Program services, Well Baby Program services, dental services, Laboratory Medical services and Diabetes Care Program services. The center has 5 staff members and its working hours are from Sunday to Thursday from 8:00 am to 2:00 pm.

Remarkable Indicators:

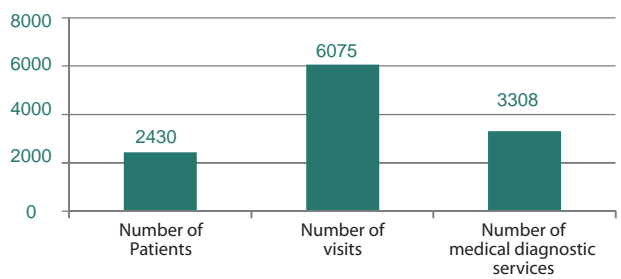


Al-Mazra'a Al-Sharqiyeh Medical Center:

The center was established in 1989 and its new building was established in 2008. The center was started its operation in 2009 in partnership with the Palestinian Ministry of Health.

It is the only center in the area that provides comprehensive set of services, including: General Medicine services, Emergency Medicine services, Women's Health Program services, Well Baby Program services, dental services, 6 specialties, Laboratory Medical Services and Radiology services. The staff of the center is active in home visits and organizing volunteer medical days, in addition to health educational lectures. The center working hours are from Saturday to Thursday from 8:00 am to 8:00 pm. The working staff consists of 7 full time staff members and 1 part time staff members.

Remarkable Indicators:



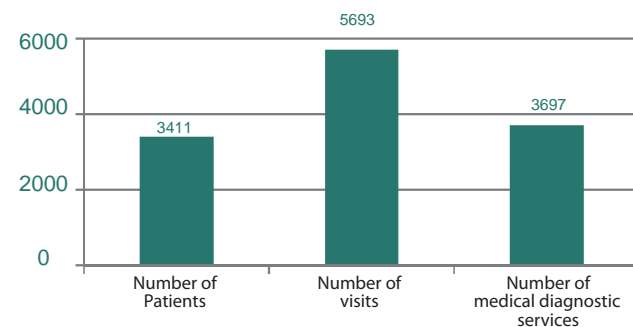
In 2013, more than 13 educational activities were conducted inside the center on health and developmental topics, which benefited 546 individuals.



Kufur Ni'mah Medical Center:

The center was established in 1989 and currently operating in partnership with the Palestinian Ministry of Health. The construction of the center's new building was completed in 2014 and it is the only center in the area that provides a comprehensive set of services, including: General Medicine services, Emergency Medicine services, Women's Health Program services, dental services, Laboratory Medicine services, Well Baby Program services and other specialized services. The center has 12 full-time staff members and 7 part-time staff members. Its working hours are from Saturday to Thursday with both morning and night shifts. The staff is active in the Women's Health Program and has conducted 14 educational activities that benefited 312 individuals, in addition to conducting 51 home visits and 4 medical volunteer days inside the city for all age groups, such that more than 487 individuals have benefited from those activities.

Remarkable Indicators:



Dunya Women Cancer Center

Dunya Women's Cancer Clinic is one of HWC's center. It was established 3 years ago and provides high quality services that comply with international standards and protocols, for the early detection of breast cancers and diagnose other gynecological cancers. This is carried out through a highly motivated and competent team, proceeding from the principle "health for all" and in order to contribute to decreasing the percentage of deaths resulting from this disease and improve the quality of life of Palestinian women.

The clinic adopts a philosophy that entails acting as a diagnostic national center with national, regional and international relations.

The clinic aims to develop and enhance relations at both the local and international levels, develop and enhance financial resources to ensure the sustainability of the clinic, maintain access to the minimum of self-sufficiency, stand-out in the provision of quality and cost-appropriate personal and supporting services, enhance human resources working in the center in accordance with modern international standards to ensure competence and professionalism and promote positive perceptions among the local community towards the clinic and its activities.

The year 2013 included an evaluation and strategic planning session for the years 2013-2016, in order to become the guiding compass for the operational plans. The strategy addressed the technical distinction and developmental dimension for the diagnostic services, enhancing community awareness on the importance of early detection of breast cancer, focusing on the continuous education and training of staff and promoting the relationship between the staff and other levels with the aim of sustainability.

Distinction in the provision of diagnostic and supporting quality and cost-appropriate services:



The clinic consists of 15 staff members, including physicians, technicians and nurses; some work on part-time basis or on contractual basis. The working hours of the clinic are from 8:00 am to 4:00 pm from Sunday to Thursday.

The total number of beneficiaries from the clinic was 1,757 women, 1,018 of which were new clients. The year 2013 witnessed an increase of 24% in the number of beneficiaries compared with 2012, and an increase of 14% than the target. This reflected in the diagnostic services, which reached 46%. The number of women diagnosed with breast cancer was 39 women, while the remaining women were healthy or had benign tumors. This indicates that the intervention strategy of the clinic, including awareness-raising, promotion, quality and accuracy in diagnosis promoted its reputation and trust, and hence women sought the services of the clinic. In addition, the campaigns, awareness-raising sessions and media campaigns might have contributed to encouraging women to seek early detection of breast cancer. More than 200 women benefited from social support and exemption.

The services provided by the clinic:

1. Breast Physical Examination
2. Mammogram
3. Ultrasound
4. Ultrasound-guided Tru-cut biopsy
5. Wire localization
6. Pap smear
7. Colposcopy
8. Medical Laboratory tests
9. Cytology laboratory
10. Oncology consultations
11. Physiotherapy following surgical removal of tumor or breast to reduce complications.
12. Psychological counseling for breast cancer patients, in addition to nutrition consultations.



13. Introduction of new services like breast tissue marker.
14. Working on the introduction of new and unavailable diagnostic services like biopsy+ mammogram or suction of very small lumps.

Develop and promote relations at the local and international Levels:

International Level:

Develop a network with international organizations whose work is relevant to the work of the clinic. This networked was developed by the cooperation of two Italian physicians in training the staff members of the center in cervical endoscopy over a period of 3 days, in which practical training took place for the benefit of 15 physicians including physicians who are members of other centers.

The clinic strives to provide training opportunities for the staff in accordance with the clinic's strategy and approach. Also, the clinic was active in developing relations with international organizations working in Palestine, including the Italian Cooperation to explore mechanisms of support, in addition to the GIZ where prospects of cooperation evolved on telemedicine through video streaming. The staff benefited from lectures and trainings in this aspect, conducted by the German organization. This is in addition to becoming targets by the GIZ in any internal or external training.

The clinic held meetings with representatives from the World Health Organization and the Welfare Association to introduce the clinic and explore opportunities of cooperation and support.

The clinic also hosted more than 10 delegations coming from organizations or embassies, including France, Belgium, Malaysia, Ukraine, Britain, Italy, Australia and Denmark. The delegations were familiarized with the action of the clinic and the majority expressed their willingness to support the clinic financially and technically.



Local Level:

The clinic enjoyed excellent relations with some locally operating banks, municipalities and companies with the aim of supporting campaigns for the early detection of breast cancer, support social cases, raise the awareness on the importance of early detection via campaigns and provide in-kind and medical items for the clinic. The relations with the Arab Bank, Bank of Palestine, Cairo Amman Bank, Ramallah Municipality, Chamber of Commerce in Ramallah and Ajyal Radio Network facilitated the conduction of the mentioned activities.

Companies:

The clinic developed relations with Palestinian companies and organizations. This played a role in supporting the activities and services of the clinic. The clinic was able to build relations with 6 Palestinian companies, including the National Beverage Company, Microtech, Jerusalem Pharmaceutical Company, Rima Company and others, who provided financial and in-kind support.

Local Delegations:

The clinic was the focus of attention of many organizations and public figures, including the governor of Ramallah and Al-Bireh who expressed her admiration and promised to cooperate with the clinic.

Cooperation with local universities:

- Al-Quds University/ College of Nursing and Midwifery: the clinic was visited by a delegation from the university. In addition to that a number of students from the university were sent to be trained in the clinic. The same applies for Ibn Sina College of Nursing and Midwifery.
- An-Najah National University: a concert took place in the university in addition to a medical day in partnership with Dunya center and the Women's Health Program of HWC.
- A partnership agreement with the Social Partnership Institute at Bethlehem University is in progress. The agreement entails the provision of a 1-year diploma in breast diseases for physicians and nurses, who are members of Dunya Center.

Enhancing community awareness on the importance of early detection of breast cancer:

The clinic was active in the implementation of awareness-raising and media campaigns to promote the importance of the early detection of cancer that is supported by the aforementioned banks. More than 50 workshops were conducted in HWC's operating locations in cooperation with the Women's Health Program at HWC. This is in addition to cooperating with civil and feminist organizations, schools and universities. The awareness-raising and media campaigns benefited more than 1,000 women. The clinic was able to issue publications on self-examination and the importance of the early detection of cancer. These were disseminated at the community level. During Breast Cancer Awareness Month, held each year in October, the clinic launched its campaign and intensified awareness-raising activities; the media campaign through billboards in numerous cities and villages, was characterized by positive messages on the importance of the early detection of cancer. Additionally, 7 radio spots, highlighting messages on the importance of the early detection of cancer, were produced; Radio Ajyal offered to broadcast the spots, free of charge. The clinic also focused on psychologically affected women through the provision of psychological support sessions, in addition to honouring them on the International Women's Day in a cultural and recreational celebration.



Dunya Women Cancer Center in the Media:

The center featured strongly in various local and regional media outlets. This was intensified during the Breast Cancer Awareness Month campaign. Also, the center expanded to utilize social media in familiarizing the community with its activities. The center featured in 5 television and radio episodes on Palestine Television, Ma'an Television and Al-Falastiniya Channel, in addition to 6 press releases and reports published in local newspapers.

Enhance human resources working in the center in accordance with international standards to ensure competence and professionalism:

The clinic focuses on its staff members in the developmental and psychological dimensions since detecting and dealing with women suffering from cancer is psychologically draining; hence, the clinic conducted debriefing activities for its staff members to facilitate the elimination of stress that comes from the nature of work. This is in addition to sending some of the staff to developmental workshops, conferences and training courses through the organization and external invitations. The staff complies with international protocols in the treatment of women and patients, such that morning meetings are held to discuss the cases and determine diagnosis, follow-up and treatment plan. The clinic is committed to conducting periodical meetings by the administration to assess work progress and develop administrative systems for the benefit of the work.

Community Development Department



HWC perceives that the community development process in the Palestinian context plays an important role in contributing to the development of the necessary components to complete the tasks of national liberation, achieve social justice and meet the basic needs of the impoverished Palestinians. HWC believes that developmental process priorities should be primarily based on strengthening the resilience of the Palestinian citizens to face all subsequent challenges emanating from the practices of the Israeli occupation, in addition to the social problems and phenomena that require systematic intervention mechanisms correlating to HWC's developmental conceptions. Additionally, HWC utilizes an inclusive policy that covers all community spectra on the institutional and individual levels to meet the needs of everyone, particularly marginalized groups, while considering global developmental models and utilizing them in proportion with the Palestinian context.

The Community Development Department sought, in accordance with its strategic and working plans for the 2011-2013 years, to fulfill the aspired goals of HWC, as follows:

- Build a unique developmental model in terms of supporting the rights and needs of the elderly and enhance their role in the community.
- Build an academic and educational model that focuses on the development of sensory and cognitive skills, the academic dimension of children's education and impacting childhood public policies.



- Build and activate a model that supports the rights and needs of people with disability and ensures their protection and respect.
- Build a model to develop awareness on national rights and culture, in addition to national identity in its progressive humanitarian dimension.
- Build a model that enhances the concepts of steadfastness by enhancing livelihood and health capabilities of all society sectors.

These goals were fulfilled through the developmental centers and programs of HWC, which are present in some governorates, including the Elderly Day Care Center (Elderly Club), Shepherds Field Kindergarten and Nursery, Oasis Center and Jadal Center for Culture and Development in Beit Sahour, in addition to the Community-Based Rehabilitation Program that targets people with disability in a large number of villages in Hebron and Bethlehem governorates. In addition to Nidal Center for Culture and Development and its developmental programs in East Jerusalem.

The department has 45 staff members (6 are males and 39 are females) distributed among all the developmental centers and programs.

Continuous Training and Education for the department's staff:

The department sought to train and rehabilitate the working staff. In 2013, it has implemented a total of 43 activities for the staff including trainings and workshops, in addition to participating in local and international



conferences that deal with technical issues of rehabilitation, administrative issues like planning, monitoring, evaluating and report writing and other topics that emanated from the needs assessment of the staff to build their capacities.

Networking and Coalitions:

The department and its staff represented HWC in some national coalitions, including the General Union of People with Disabilities in the South, Organizations Working in the Disabilities Field Network in Bethlehem, Kindergartens and Nurseries of Bethlehem, Initiative to Defend Occupied Territories and the Golan, Palestinian Educational Forum, Jerusalemite Feminist Assembly, Jerusalemite Organizations Network Coalition and Jerusalem National Civil Action Commission. This active participation included attending all activities and meetings implemented by the different coalitions.

Accomplishments of the Community Development Department and Programs:

Community-Based Rehabilitation (CBR) Program in the South:

HWC works in the rehabilitation of people with disability within the framework of the regional committee to rehabilitate people with disability in the south of the West Bank. Stemming from the belief of working with marginalized groups in the Palestinian society, HWC developed this line of action to work with people with disabilities and their families in the south, contributed to community awareness on disability, advocacy and lobbying in fulfilling the rights of people with disability and developed the services people with disability in the south receive. In this context HWC at the beginning of 2006 and in continuation with the community rehabilitation program in Bethlehem and Hebron and in 2013 developed a program in 8 villages in Hebron governorate, as follows: Sair, Halhul, Beit Umar, Beit Ula, Tarkumia, Ithna, Deir Samt, Beit Kahel. In each location a rehabilitation counselor works in accordance with the memorandum of understanding with the municipalities and local



councils; the staff is supervised by a technical supervisor, in addition to a general coordinator that runs the tasks and activities of the program in its human rights, development and service dimensions, in accordance with the partnership framework and coordination with other organizations in the area and particularly in the aforementioned locations.

The work of the program focused on activating the relation with local active organizations, particularly municipalities and local councils, investing decentralized approaches in working with these municipalities in administrating the action of the rehabilitation program in the south. The program seeks, as a basic tool, to maintain the provision of services and activities to people with disability, adopt and integrate this approach in the vision and strategic plans of municipalities and local councils towards people with disabilities, maintain the continuation of the different services and activities provided by the program, including advocacy and lobbying campaigns, daily activities like house visits to determine the needs of people with disabilities and their parents, ensure the regularity of the mobile clinic program that has covered all of the needs pertaining to the health sector, in addition to early detection of new cases activities and events and other community events that aim to integrate them in the local community and change the negative societal perception towards people with disabilities. The program also ensured working with organizations that work in the disabilities field, including the General Union of People with Disabilities, Stars of Hope Society, L'Arche (French International Organization for People with Disability) and other organizations.

The main accomplishments and indicators of the program can be summarized as follows:

Client's Files:

- Number of new files: 168 files.
- Number of follow-up files: 319 files.

Referrals:

- Total number of cases referred: 2,305 cases.
- Referred to Local Organizations: 1,805 cases
- Referred to Community Organizations: 369 cases.
- Referred to National Organizations: 131 cases.

Cases Referred to Medical and Rehabilitation Services:

The number of cases referred to medical and rehabilitation services was 408 cases, as follows:

Referral	# of Cases
Medical Diagnosis	168
Occupational Diagnosis	224
Neurologist	27
Counseling	19
Hearing Evaluation	30
Speech Evaluation	261
Physiotherapy	182
Other (Rehabilitation, Assistive Devices)	1344
Total: 2482	



Assistive Devices:

- Number of assistive devices: 867 devices as a community contribution, among those only 30 devices were provided through the program funding.
- Number of people with disability, who received assistive device: 854 individuals.
- Number of Open and Recreational Days: 36 days, which benefited 1,893 female and 888 male participants.
- Number of awareness campaigns and dialogues on rights of people with disability: 191 campaigns and dialogues, which benefited 2,088 male and 2,711 female participants.
- Number of trips, which aimed at integrating people with disabilities in the community: 13 tours, which were organized in coordination with kindergartens and schools in the south.
- Number of screening and early detection days: 101 days with 1,525 female participants and 950 male participants, mostly conducted in kindergartens and some organizations.

- 15 awareness-raising meetings for the self-support committees in the locations, where the program have been implemented. This has benefited 858 female and 496 male participants. Additionally, two family to family meetings with the aim of exchanging the experience took place with 181 female and 150 male participants. The most important achievements of 2013 is the increase in the financial and in kind contributions of the community for the activities and events of the program, particularly in Deir Samt and Beit Ula, which were held in cooperation with other municipalities that the program deals with.

Rehabilitation Unit in Halhul:

The rehabilitation unit at Halhul Health Center provided the following services:

Specialty	# of Cases
Occupational Therapy	475
Physiotherapy	44
Speech Therapy	510
Psychologist	67



Elderly Day Care Center (Elderly Club/ Beit Sahour:

The club has been a milestone that individuals and representatives of civil, governmental and international organizations visit to become familiarized and benefit from the pioneer experience of working with elderly since 1998. The majority of the visitors have experience and knowledge in elderly issues and mechanisms to dealing with them in accordance with their needs and demands.

The club has become a unique model in working with and advocating for the rights of the elderly and enhancing their community role. In this sense, the club enhanced its vision and objectives through international and local relations with civil society organizations and official institutions, in addition to recruiting volunteers from different universities and organizations to become familiarized with the experience of the club, invest invitations by organizations sent to the administration of the club to participate in international workshops and symposium addressing issues related to the elderly.

Also, the club sought to promote cooperation with embassies and international organizations and succeeded in grabbing the attention of the majority due to its unique vision and quality at the national level. In line with that, the administration of the club conducted official visits; for example to the Moroccan Embassy and meeting with the Moroccan Ambassador, where HWC familiarized the ambassador with the journey of the club and HWC, such that the ambassador promised to make some phone calls and coordinate with Moroccan organizations to support the club through HWC.



In addition to that the club coordinates the daily activities and events of the club members, including the organizations of recreational activities, social visits, and lectures addressing topics related to the interest of the elderly including topic on chronic and orthopedic diseases. Moreover, the club organized medical days, hosted official and public delegations and developed new relations. At the beginning of the spring, the club organized a number of unique entertaining trips as one way of providing the elderly with the chance to socialize and introduce the elderly to new places in their country.

It is worth mentioning that the club implemented activities on commemorating of the International Elderly Day, which occurs on the first of October annually, to include creative and wonderful activities that have garnered additional support and has expanded the popular base of the center.

In 2013, the most significant accomplishment of the club was the recipient of the club financial support for implementing a project from the Arab Fund for Economic and Social Development. The implementation of the project will start in 2014. This will have a positive impact on the health of the elderly who are members of the club. Additionally, during the annual celebration on the International Elderly Day, the expanded popular and international base reflected clearly in supporting the work of the center in all its dimensions.

Following are the most important club accomplishments in 2013:

Indicator	#
Beneficiaries	132 beneficiaries (70% of which are females)
Delegations that visited the club	5 delegations
Medical supervisions for the elderly	19 medical supervisions
Activities for the elderly	15 activities
Lectures	17 lectures
Volunteers	132 volunteers (mostly females)
Activities with the local community	14 activities
Visits to the elderly due to their illness and paying condolences	27 visits
Funded projects for the club	1 project

Shepherd's Field Kindergarten and Nursery/ Beit Sahour:

The Shepherd's Field Kindergarten and Nursery is one of the relatively stable models on the basis of accumulation of work and outcomes, due to the sectors it targets, which are the children's care and education in kindergartens and nursery's since 1996.

The most important indicator to address and emphasis is the number of children who receive services at the nursery monthly and yearly. The reason behind this is that it reflects the high quality and distinctive of the educational services that the children receive and the unique supervision of the administration and staff of the nursery. This has set the nursery apart from other kindergartens and nursery's in the Bethlehem area in general and Beit Sahour area in particular.

In seeking to improve the nursery, the organization succeeded on recruiting the funds necessary to renovate the playground of the nursery, in addition to developing its library. Additional funds were recruited for renovating the outside garden of the nursery and its internal games.

In order to achieve comprehensive integration between the nursery on one hand and the home of the child and community on another hand, a parents council was formed during the parents' meetings. The establishment of the council came with the aim of strengthening the link between the nursery and the surrounding reality by enriching the educational environment with a variety of the community's experiences and facilitating the exchange of information and experience within the framework of serving the program of the nursery and its activities. The council demonstrated clear effectiveness by holding meetings, communicating and actively contributing to the activities of the nursery, including the Open Day, Mother's Day, march on the International Children's Day, graduation celebration. In addition to other financial contributions and in kind supports. The council also established an electronic page to increase communication and interaction with the community.

One of the most significant success stories for 2013 is the accomplishment of the nursery for its life-long dream to integrate children with special needs with others by providing everyone of them with the equal opportunity of education as other children and immersing in the social life. This is addition of providing children with the opportunity to get to know more other children with special needs as one way to eliminate stereotypes, which creates a sense of equality and self-confidence among children with special needs. It also rids the families of children with special needs from feelings of guilt and depression and alters societal stereotypes. Experience has shown that concerted efforts gives positive results, such that the nursery started with meeting parents of some children and following-up with them in accordance with their needs and the nursery's needs; currently, there are 3 male autistic children, who are members of the nursery.

Following are the most important indicators of the nursery for 2013:

Indicator	Number
Children, who are members of the nursery	85-105 children (50% males, 50% females)
Trainings and workshops for supervisors	4 trainings workshops
Community activities for children	6 activities
Community activities for parents	66 activities
Parents participating in the activities	492 parents
Organizations linked to the nursery on cooperation and coordination basis	7 organizations
Stories in the library	1,074 stories
Lent books for children	2,132 books
Pamphlets distributed among parents	7 copies for each child
volunteers	8 volunteers
Accommodation of children with special needs	5 children
Other trainings	8 trainings
House visits to children and parents	3 visits
Trips	5 trips
Children participated in trips	272 trips

Oasis Center/ Beit Sahour:

The center was established in 1998 and has been targeting people with mental disabilities. During the years 2012 and 2013, the centers reclassified the types of mental disabilities it works with to target 17 people with intermediate mental disabilities. The center aims at the professional rehabilitation of people with mental disabilities through simple workshops like paper-recycling production line, candle-making production line, ceramics workshop and other simple workshops.

This came within the context of attempting to highlight the skills and capabilities of people with disabilities. In addition to highlighting their ability to produce and succeed after a training and rehabilitation process and working in human rights and developmental issues for people with disabilities within the general framework to enhance and build a model to support the issues and rights of this group, particularly with regards to professional rehabilitation.

Among the most significant activities and events of the center was focusing on the health and psychological wellbeing of its members, holding exchange visits with the member's families to determine the needs of their children, overcoming all obstacles of dealing with people with disabilities, holding a number of awareness-raising meetings and recreational and extracurricular activities and organizing a number of recreational and educational trips with the aim of increasing the experience of vocational training. This is in addition to communicating with network of organizations working in the disabilities field to exchange experiences.

The center enjoys a number of good relations at the local and international levels, such that it has developed numerous artistic ideas at the level of production from recycled papers and candles, and the addition of ceramics, weaving and wood-work. These products are marketed through the center's relations with exhibitions and galleries in Bethlehem, nationally and internationally. The center also reactivated its relation with important organizations like Free Trade Organization and the Association of Sunbula Society. The center received some positive reactions from these organizations on the level of regular marketing of some products in large quantities, which will pull the center out of its recession in terms of marketing its different products. Exchange visits with schools in the Beit Sahour and other organizations working in the disabilities field took place. This is in addition to participating in artistic exhibitions and organization of a set of joint activities and



trips with some organizations. The center focused on the media to highlight the services and activities it conducts for people with intermediate mental disability; in this context, the center hosted Palestine Television, which podcasted a program on the art works produced by members of the center.

The center hosted decision-makers, including the Minister of Social Affairs and Ramallah and Al-Bireh Governor; this had positive reflections on the status of the center, mobilizing some types of support and the types of services and activities people with intermediate mental disability receive.



Following are the most important 2013 stations of the center's work:

Indicator	Number
Direct Beneficiaries	17 beneficiaries (10 Males & 7 Females)
Staff Training Courses	4 courses
Staff Symposiums	1 conference in Al-Quds Open University/ Ramallah
Production Lines	6 production lines Candle-Making Production Line + Sand Production Line + Paper-Recycling Production Line + Ceramics Workshop+ Carpets Workshop+ Baskets Workshop
Local delegations visiting the center	6 delegations
International delegations visiting the center	9 organizations
Exhibitions the center participated in	7 exhibitions
Trips the center participated in	4 trips
Beneficiaries from the trips	Majority
Foreign Volunteers	5 volunteers

Jadal Center for Culture and Development/ Beit Sahour:

Jadal Center was established in 2000 by a group of activists and volunteers in Beit Sahour. Its vision is based on enriching intellectual and cultural life, revitalizing the analytical level and dimension in interpreting and addressing social and political progressive and popular issues, while encouraging social mobilizations towards the different variables that took place locally and internationally.



In addition to highlighting the developments of the Palestinian cause, particularly the series of crimes that are committed against the cause and people at the hands of the Israeli occupation. Currently, the center is based on voluntary work and HWC attempts to support it by providing some projects that pertain to its vision and mission. This is in addition to hosting some organizations to utilize its facilities and unique location in Beit Sahour, such that it possesses all necessary facilities for conducting social and popular artistic and literary activities.

The center was activated through a number of workshops and trainings that took place at Beit Sahour centers. This is in addition to some other organizations. In this sense, the center played a major role in hosting the majority of the meetings and activities of the Defending the Occupied Territories and Golan initiative, and Nineveh Association for Culture and the Arts for a year.

Nidal Center for Culture and Development/ Old City of Jerusalem:

Nidal Center is a community center in the Old City of Jerusalem; it was established in 2000 to contribute to enhancing and developing the Palestinian community in Jerusalem through a number of programs in partnership with the target social sectors in Jerusalem and particularly in the Old City. The most prominent programs are: the youth communication program (Twasual), and women and child program, the alternative tourism program and the program for computer and laboratory courses.

Nidal center is considered a distinctive and successful model in Jerusalem. It was closed by the occupation

forces in the summer of 2009, at the time when Jerusalem celebrated becoming the Capital of Arab Culture. The closure persisted for 3 years, and the center and its contents suffered severe damages; however, after the termination of the closure period, HWC commenced in submitting projects and proposals to potential partners in attempt to recruit funds for the renovation and reopening of the center. HWC has succeeded on receiving funds, where the renovation process will commence at the beginning of 2014. The center will be reopened directly after the completion of its renovation.



The most prominent programs and projects of the developmental centers are:

Youth Communication Network:

The network is a young congregation from different parts of Jerusalem, that works through a coordination committee representing all of the groups. The committee was elected in a general meeting for all members of the youth group at the end of 2013, and the meeting was attended by more than 200 members of the network's groups. The various groups are allocated over the majority of the villages, areas and universities (Old City, Silwan, Shufat, Assawie, Wad Al-Joz, Mukaber Mountain, Al-Quds Open University, Al-Quds University- Abu Dis, Hind Al-Husseini Faculty, Commerce and Law Faculty, Drama Group, Dabke Group, Alternative Tourism...etc.).



The network relies on the efforts of its volunteer members in the implementation of its activities and promote voluntary and group work. This is in addition to promote communication among Palestinian youth in the various places of their existence. This is carried out through joint activities, tours and field visits. The network also work on promoting national identity among the Palestinian youth that participate in the activities organized by the network.

The network was established by HWC initiative, which works to support and promote its work by opening opportunities for participating youth in decision making and implementation and through various other activities. HWC also works on strengthening the network through a group of projects and activities, under the supervision and administration of HWC. The most prominent project focuses on enhancing youth participation in 6 different locations in Jerusalem, implemented in partnership with a Spanish organization and the Union of Palestinian Women Committees, and funded by the European Union. Another project focuses on enhancing the awareness and integration of youth and decision-makers in defending Palestinians right to health, funded by the Belgium organization 3rd World Health Aid.

Kanan Project in Jerusalem:

“Kanan” is the name that was associated with a project that consolidated the efforts of 6 Palestinian civil organizations: HWC, Defense for Children International-Palestine, Bisan Center for Development, Union of Palestinian Woman Committee, Land Research Center and Alternative Information Center, to work in the social, cultural, health, political and human rights fields.

The project aims at consolidating the efforts of the aforementioned organizations to face the pressure and challenges that the Palestinians face in Jerusalem, such that daily systematic violations by the occupation forces aims at Judaizing the city and displacement of its indigenous population to eventually unify Jerusalem to become the eternal capital of Israel. This is in addition to the Israeli policies that aim at eliminating the Palestinian cultural and national identity about Jerusalemite youth and imposing the de facto policy on the Palestinians and uproot them from their land and homes. This calls for the national organizations to unite their efforts in combating this accelerating Israeli plan.

The accomplishments of the programs and projects in Jerusalem for 2013 can be highlighted as follows:

- Organizing a set of workshops within the Kanan project on imposing civil service on Jerusalemite citizens, first aid and emergency, political life in Jerusalem and national insurance in Jerusalem and identity, in addition to participating in national activities, including Detainees Day and International Women’s Day.

- Organizing more than 300 alternative tours.
- Commemorating national events including Land Day, and participating in the Identity, Land and Nakse Festivals.
- Continue the provision of psychosocial counseling in some schools; approximately 20 students benefited from the service.
- Continue the activation and development of students committees with 120 students.
- Conduct a series of awareness-raising meetings on the residency rights of Jerusalemites. Additionally, a number of talk-shows were organized on Israeli violations against Jerusalemite residents and were broadcasted on Ma’an Channel.
- Training 20 youth leaders in management of summer camps skills.
- Continue training 35 youth in the Dabke and Drama groups and organizing 12 performances on national occasions.
- Organizing 3 summer camps, 2 of which were organized in Assawie and one in Silwan. The names of these camps were Ghassan Kanafani and Keffyeh Handala, with more than 190 participating children. These camps aimed at investing the summer period properly, fill the spare time with educational and recreational activities, promote team work, and develop the capacities of the participants in communication, cooperation and organization. The third camp, named “Returning” was implemented in Jerusalem with 50 participants, with the aim of building the personality of the participants, increasing their awareness on their rights and develop team work skills.
- Activating local and international relations and recruiting funds to a number of new projects.
- Continue the organization of youth initiatives and meetings, in addition to exchange youth experience, including delegating two girls to the Philippines, whose visit included a series of lectures and tours, in addition to a series of activities that were implemented by the volunteers, like lectures on the Palestinian cause, solidarity visits, meetings and volunteer work to provide food to families afflicted by the floods. In addition to activating the concepts of volunteer work among youth through a number of youth initiatives, including participating in commemorating land day, planting trees, implementing volunteer work days in 1948 lands including Akka and other cities.

Public Relations and Media Department



Public Relations and Media Department:

The department focuses on fundraising and developing relations, promote the image of HWC and its national role through membership in local and international coalitions and networks, promote the relationship with the local community and private sector and focus on the development of an active and effective media component to disseminate the messages of HWC and mobilize the public opinion, in addition to hosting delegations and building relations and partnerships with embassies and representatives in Palestine.

The public relations department in cooperation with the media unit seeks to promote HWC and its activities. The department also ensures holding periodic meetings and participating in field visits to the work locations. The staff of the department participates in courses and trainings with the aim of building their professional capacities. The work of the department and fundraising is affected by the changing funding status that imposes on the department and HWC to continuously seek to open new relations and particularly in terms of funding the provision of services component. This has been increasingly difficult since these types of funding have been relocated to governmental institutions, in addition to the conditions of the funder and technical demands that increase work bureaucracy and time depletion.

Major achievements of 2013:

1. Strengthening advocacy by the community locally, regionally and internationally and promoting HWC and its activities:

The public relations department at HWC communicated with a number of local and international organizations to recruit financial and moral support to strengthen the status of HWC.

1.1 Locally

HWC continued its communication with the Welfare Association that aims through its developmental programs to develop the capacities of the Palestinians, preserve its heritage and identity and support culture. In this sense a proposal titled "Developing Cultural and Artistic Abilities among Jerusalemite Children and Youth in Silwan to Ensure the Preservation of Palestinian Heritage and Identity" was submitted. This is in addition to the project, which was submitted to renovate Nidal Center in the Old City of Jerusalem, which was accepted. Additionally, a number of local organizations and private companies were sought to support HWC centers; a number of organizations supported HWC, including the Bank

of Palestine, Ramallah Municipality, Rima Company and Rantisi Company, particularly in the campaign launched by Dunya Women's Cancer Center. The number of local projects was 4 and the number of local funders was 5, who provided in-kind and financial support for HWC.

1.2 Regionally:

HWC restored its relation with the Arab Fund for Economic and Social Development in order to support the developmental program of HWC. This was carried out by submitting a proposal to support the Elderly Club in Beit Sahour, which was approved and will be implemented in 2014. Also, during 2013, two proposals were submitted to regional funding organizations, one of which was approved.

1.3 Internationally:

The public relations department continued to intensify its efforts to recruit financial support by submitting a number of proposals to a number of international organizations in Europe, Northern America, Southern America and Asia; 37 proposals were submitted to 34 donors.

The efforts of the proposal writing and fundraising unit:

- During the year, HWC communicated with new donors and maintained communication with previous donors to explore the possibility of submitting new funding proposals.
- 43 proposals were written and submitted to 41 donors, 16 of which were new donors.
- 34 donors were international, 2 Arabic and 5 regional (3 new).

Follow-up Reports:

In order to maintain relations, the department followed-up funded projects, submitted periodic reports on the project, contacted the donors and arranged periodic meetings to follow-up project reports and escort them in field visits.

2. Promote the National Role of HWC:

HWC participated in a number of public and national activities and celebrations to support prisoners on hunger strike, commemorate Land Day and the International Women's Day, in addition to other occasions. HWC published 13 statements in Arabic and English, within the context of the aforementioned occasions to emphasize the presence of HWC and its interaction with the national situation, including a statement on the International Worker's Day and the Nakba HWC attended 8 national conferences on various issues.

3. Promote the role of HWC in and with Local Networks and Coalitions:

Active Membership in Coalitions and Networks:

- **Participation in PNGOs Activities:**

HWC is a member in the general assembly of PNGO and has participated in its activities, including legal workshops on the status of civil society organizations. HWC is also a member of the health committee that emanated from the network and funding committee that focuses on developing the vision of civil society organizations towards health and funding.

- **Civil Coalition to Defend Rights of Jerusalemites:**

HWC is represented at the level of the coordination committee and participates in special meetings, alongside effective coordination and interaction in the activities of the coalition.

- **Defending Palestinian Land and Occupied Golan Initiative:**

During 2013, the coalition was restructured and a new general assembly and activities committee was formed. HWC is represented in both bodies and participates in the meetings and activities of the coalition. HWC participated in two articles published by the coalition on the right of health and the challenges that face civil society organizations in general and those specializing in health in particular.

- **NGO Forum on Violence Against Women:**

HWC is an active member of the coalition, represented in the executive committee and follow-up committee by the general director of the women's health program, which convene periodically. HWC also participates actively in the activities of the forum. HWC's director reviewed the strategic plan and facilitated the development of a working plan in two meetings in Ramallah and Egypt with the working organizations in Gaza to adopt joint working approaches in



accordance with the moral and follow-up frameworks. HWC also actively participated in the activities of the forum on the occasion of the International Women's Day, including a workshop to hold decision-makers accountable for the murder of women and the national demonstration on the occasion.

- **National Coalition for the Protection of the Risks of Miscarriage:**

HWC's membership is followed-up by the general director of the women's health program in the Northern West Bank. HWC attends all meetings and activities of the coalition.

- **Jerusalemite Feminist Assembly:**

HWC participated in the activities of the assembly, including the march on the occasion of the International Women's Day in front of the International Committee of the Red Cross to support Palestinian prisoners, and film screening "Hala Lawain" on violence in Yabous Organization and the Egyptian film "Very Important" on sexual harassment, screened in Beit Safafa and Beit Duko.

- **Palestinian Educational Coalition:**

HWC is a member of the central coordination committee and is represented in Nablus at the location level. HWC participated actively in the preparation for the Global Campaign for Education, which culminated in a conference on the right to education. HWC coordinated through "Kanan" project a seminar on the status of education in Jerusalem. HWC also participated in the 3-days advocacy and project cycle management trainings held in Amman, Jordan.

- **National Civil Action Commission:**

HWC is a member in the general assembly and is active in supporting the activities of the commission that focus on normalization and education. The most prominent activity was thwarting a normalization conference in the Ambassador Hotel between Al-Quds University and the Academics for Peace group, via a demonstration at the entrance of the hotel.

4. Targeting the Private Sector:

Promoting a Participatory Role with the Palestinian Private Sector: HWC's relation with 4 organizations/companies and banks strengthened, resulting in support for Dunya Center and campaigns for the early detection of breast cancer. The companies are Cairo Amman Bank, National Beverage Company, Bank of Palestine Radio Ajyal.

5. Develop Partnership Relations with Civil Society Organizations:

The Public Relations Department promoted cooperation relations with Palestinian universities, including the Medicine Faculty in An-Najah National University, Institute of Community and Public Health in Birzeit University and Al-Quds Open University. These partnerships came within the context of exchange of experience, hosting trainee students and cooperation at the level of research and analysis of health indicators of HWC.

Meetings with Local Councils and Municipalities:

To promote relations with the local community, HWC communicated with municipalities and local councils to support the work of the health centers of HWC and to engage the local councils in the development of the health centers. During 2013, communication took place with numerous local councils and municipalities in HWC work locations in the south, middle and north of the West Bank. At Kufur Ni'meh of Ramallah and Al-Bireh governorate, communication was highly active with the council; currently the focus is on building a health center in the village and HWC participated by proposing different ideas for the necessary services and facilities; the center consists of two floors and will be used jointly with the Palestinian Ministry of Health. Communication also took place with the civil committee of the old city in Hebron and the Hebron Municipality with the aim of developing Hebron's Emergency Center; this resulted in the development of the building by the municipality by expanding the emergency room and adding new specialty rooms in the second floor the center's building.

6. Exchange visits and hosting/sending delegations- regionally and internationally:

HWC hosted 14 delegations representing different countries and embassies: Germany, Belgium, Denmark, Spain, Italy, Ukraine, Nigeria, Australia and France.

- The visits of the delegations was fruitful in the sense of introducing and standing in solidarity with HWC by providing training opportunities for the doctors in Dunya Center by bringing consulting physicians in the field of gynecological cancers, training the clinic's staff in cervix endoscopy, in-kind donations and signing a memorandum of cooperation with the Medicine Faculty in the National University of Kiev, Ukraine.

• External activities and tours:

HWC participates in international activities and events to acquire support for the Palestinian people on one hand and to promote the work of HWC and its programs as a civil organization working in Palestine on another hand. Among the most important activities are:

- (1) Within the context of the twinning relation between Jerusalem and the district of Paris, which was inaugurated in a meeting between a delegation from the Parliament of Paris district and the coordinator of the youth program in Jerusalem, the delegation was familiarized with the nature of work of the youth program and the status of Jerusalem. (2) A tour for the Spanish Relations Officer in HWC with a number of partners and supporters, a series of lectures were conducted. The investment of the tour was limited due to the economic crisis in Spain.
- (3) A meeting with the Coalition of French Organizations to support Palestine took place. During the meeting support and communication mechanisms was discussed. An agreement was reached for the coalition to host HWC in France in 2014.
- (4) A visit to Toulouse and a meeting with the relations officer and twinning with Ramallah municipality came within the context of promoting and supporting Dunya Women's Cancer Center. The officer promised to put HWC in contact with organizations interested in the field.

7. Expanding and Promoting Relations with Civil Society Organizations, Parliaments, Political Parties and Unions:

- Participation in a 6-days conference for the women's status committee in New York on combating violence against women.
- Participation in the EuroMed conference on Environment and Development in Amman.
- Participation in the regional conference on violence and its relation with political participation, organized by E-Jossour.
- Within the framework of preparations for the forum and to highlight the Palestinian cause, HWC was invited to participate in the conference in Sao Paulo in Brazil. HWC participated in a workshop on the situation in Palestine and the impact of regional variables.
- Meeting an invitation from the Italian Commission of Pisa City that supports the activities of HWC in the Eastern Mazra'a to give a workshop on the work of HWC and the health situation in Palestine.

8. Active Participation in Coalitions and Networks Regionally and Internationally:

- World Social Forum: HWC's participation was significant due to its membership in the international committee as representatives of the defending the occupied territories initiative. Participation took place on the level of participating as an organization, in the preparations for the forum and in highlighting the Palestinian cause. Evaluation was as follows:

(1) Participation in the preparations for the World Social Forum in Tunisia by representing Palestinian organizations in the international committee and by attending the meetings of the preparatory committee of the forum. Participation in the forum in Tunisia took place in the form of allocating a central tent for Palestine and the activities of the Palestinian delegations, participating in the magnificent march on the occasion of Land Day and participating in the opening statement of the forum.

(2) Participation in the forum: in continuation for the role played in the World Social Forum Free Palestine at the end of 2012 and the contribution of HWC in partnership with the Quakers, communication, evaluation and work continued to similarly participate in the World Social Forum in Tunisia by sending a delegation from HWC headed by the General Director in addition to HWC's delegation from Gaza. The youth delegation played an active role in highlighting issues of Palestinian youth by conducting 5 workshops, 4 of which on the economic and social situation in Palestine and another on the status of health in Palestine. HWC participated in a number of workshops by other organizations and attending numerous meetings and conferences. HWC delegation highlighted the health situation in Palestine in general and was hosted by numerous Tunisian, Arab and international media outlets, including the National Tunisian Radio that hosted HWC twice, each time for 2 hours, in addition to other media meetings.

- HWC participated, alongside other Palestinian civil society organizations, in the Moroccan Alternatives Forum on the invitation of Moroccan organizations. Discussion on the program for the next two years and the possibility to hold the World Social Forum in an Arabic country took place. In this sense an agreement was reached on numerous activities, including the women's forum, diaspora forum, a forum on economic and social issues and a forum on youth issues, in addition to calling for the World Social Forum in Tunisia another time.
- Participating in the meetings of the international council of the World Social Forum, where HWC's propositions were approved including programs and activities by other participants. One forum will

be conducted in Italy on diaspora, 3 forums in Brazil and another in Canada.

• Euromed:

HWC participated in the election of the new Board of Directors, where Ziad Abdul Samad from the Arab Network for Development was elected as chairman. HWC participated in the general assembly meeting and developed mechanisms of work to activate EuroMed and hold periodic meetings.

• Jossour Coalition to Promote Women's Political Participation:

HWC is an active member in the national committee. HWC attended the meetings, including those of the preparatory committee for the regional conference on violence and its impact on women's political participation. HWC facilitated one workshop and presented a working paper in the conference.

• People's Health Movement:

Committing to meeting and participating in the symposiums of the movement in the forum in Tunis. During the meeting in the Social Forum in Tunis the movement convened and announced the establishment of the People's Health Movement in the Maghreb.

In general, the coordinating office convened a number of times; however, its activity is limited on national and regional levels due to lack of funding on the level of the international and Arab movements. HWC contributed to the organization of the Right to Access of Health care conference under the auspice of the People's Health Movement.

• Ru'a Arab Network:

HWC participated in the training of women leaders that was conducted on two phases in Amman. HWC attended the meeting of the general assembly of the network and was reelected to resume its



responsibilities as the national coordinator of the network in Palestine.

In December the general director participated in the preparatory meeting for the conference in New York on the status of women. HWC, represented by the general director, will participate in the conference and will present a working paper on the impact of developmental funding on 3rd world countries. The conference will take place in March/ 2014.

9. Building Relations and Partnerships with Embassies, Representatives and International Organizations Working in Palestine:

- A meeting with the Indian Representative Officer, represented by the Indian Ambassador, was held with the HWC, where the ambassador was introduced to the work of HWC and means of cooperation were explored.
- Meetings were organized with embassies and representatives, including the embassies of Venezuela and Japan. HWC visited the Embassy of Venezuela three times and the Embassy of Japan once with the aim of signing a memorandum of cooperation to install a donated x-ray unit in Hebron's emergency center.
- Visiting and participating in activities of international donor organizations in Palestine. The number of organizations reached 10 including the NGO Development Center, Swiss Cooperation, United Nations Developmental Program, Care International, M e d i c o International and European Commission.



10. Media Promotion of HWC/ Clear Name and Brand:

Media:

The Media and Public Relations Department continued working in accordance with the adopted format, alongside developments in some aspects, including the publication of

an internal newsletter; ten editions were published in 2013. The newsletter provided for communication between workers in HWC and promoted internal relations. Interaction with numerous events took place via press reports that reflect the vision of HWC and its standing on different issues.

Significant Media Events:

- Expansion of working with Arabic media and especially satellite channels took place, which covered numerous activities of HWC. For example, numerous meetings for the staff of Dunya clinic took place with Palestine Television; a special episode on HWC's work was broadcast on Ma'an Television, broadcasting television reports on Manar Television, Mayadeen Television, Quds Television and Palestine Television on the mobile clinic in the Jordan Valley and Waha Center.
- During the year 63 press releases were published in local newspapers and news agencies, and 68 in 2012.
- 19 long reports and pictures were published in newspapers and news agencies, and 20 in 2012.
- HWC published 13 statements reflecting its standing on health and developmental issues, in comparison with 11 statements in 2012.
- Production of 2 editions of Amal Magazine, and 2 for the same period in 2012.
- Production of 9 reportages with pictures.
- HWC was hosted 45 times on the television in addition to undocumented participation in radio channels, in comparison with 11 in 2012.
- With regards to the website and after evaluating its affectivity, a decision was reached to redesign the website to be more attractive and to accommodate more titles and different areas that cover the size of work of HWC, in addition to design a website for Dunya Clinic.

Continuous Training and Education of the Department: opportunities arose for the members of the department by participating in administrative courses on proposal and report writing, presentation course and communication course. The department participated in a Accounting for Non-Accountants course and in an outcome mapping course that monitors change in projects by the Institute of Community and Public Health of Birzeit University. The department actively participated in the strategic planning of HWC for the 2014-2016 years.

Financial and Administrative Department



Introduction:

The Financial and Administrative Department is considered to be among the important departments at HWC. This is due to the intersection and interaction of its work with the various departments and sections. The department consists of 17 qualified staff members and there are vacancies that have not been filled, including the administrative affairs unit.

The department comprises five main sections:

- Accounting Unit.
- Administrative Affairs (Personnel) Unit.
- Procurement Unit.
- Warehouse Unit.
- Information System Unit.



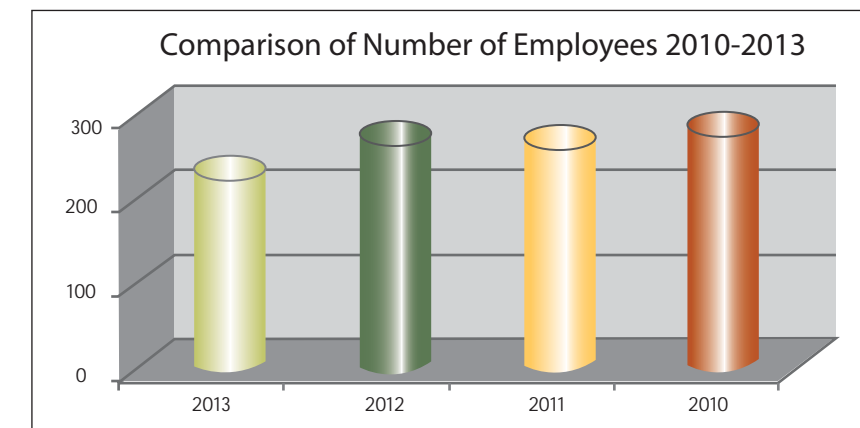
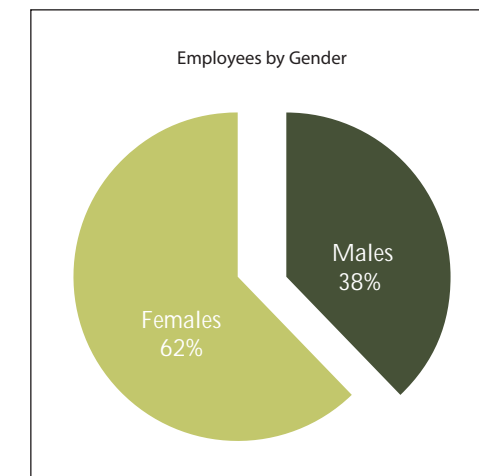
The Financial and Administrative Department works so that HWC is an “effective and efficient organization” by seeking to fulfill the following objectives:

1. Renewed strategies that are consistent and in line with the vision of HWC.
2. Hierarchal structure that is responsive with the strategies.
3. Efficient system to recruit and maintain human resources.
4. Financial system that complies with international standards in accounting and includes a monitoring and evaluation system and an administration of assets, procurement and services system.
5. Efficient system to manage information.

Organizational Structure and HWC Staff Members:

In accordance with the bylaws of HWC, the general assembly convenes once a year to discuss the financial and administrative reports and elects a board of directors once every two years and works on volunteer basis. The board of directors consists of 8 members and a chairperson, convenes once a month; discusses strategic and important issues, adopts work plans and general budget and works on volunteer basis.

- HWC is led by executive body that is consisted of; the general directors of the organization’s departments and programs. This in addition to experienced staff members under the administration of the general director.
- The total number of staff members by the end of 2013 was 230 members, who were working in different locations, 62% of which are females. 36 members work on projects, while another 38 members work on part-time basis.
- In comparison with the number of staff members during the previous four years, there is a decrease due to closing some premises, end of some projects and reduction in the number of staff members of some units.
- In addition to the operational staff members, there are more than 100 specialized physicians who work in different specializations. They work mostly in the main centers of HWC including (Beit Sahour Medical Center, Halhoul Medical Center, Qalqilya Health Center and Al-Shifa Center).
- The average age of the staff members is (42.5 years). This raises concerns as it indicates that the organization is growing older and its ability to recruit youth is weak.



Analysis of Income:

By analyzing the income list of the organization, between 01/01/2013 and 31/12/2013, then comparing it with the same time period of 2012, the following results are perceived:

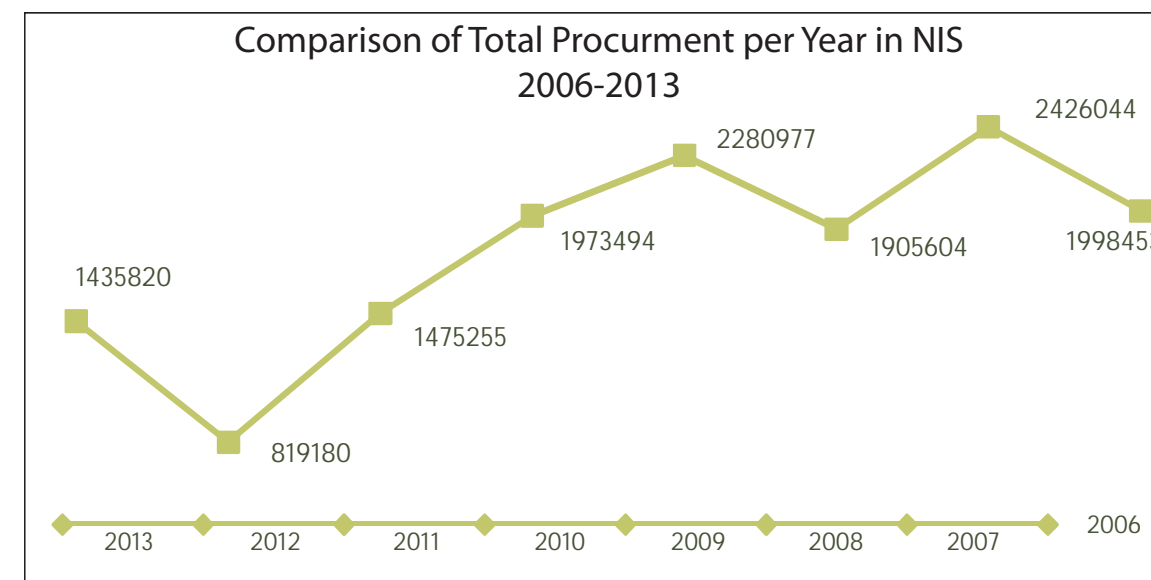
- There is a 2% decrease in the revenue from the General Medicine clinics and the Emergency Medicine clinics.
- There is a 11% decrease in the revenue from specializations clinics.
- There is a 8% increase in the revenue from Radiology services.
- There is a 8% decrease in the revenue from dental clinics.
- There is a 9% decrease in revenue from Medical Laboratory services.
- There is a 6% increase in the revenues from operations clinics.
- There is a 7% decrease in the revenue from pharmaceutical service provision. This is due to the shortage in some medications and medical disposables, during the year, in the central warehouse and clinics.
- In general there is a 6% decrease in total generated revenues compared with 2012.
- The total revenue of HWC from different resources increased by 6% compared with 2012.
- The revenue in the major health centers (Beit Sahour Medical Center, Halhoul Medical Center, Qalqilya Health Center and Al-Shifa Center) decreased compared with 2012, with the exception of Qalqilya Health Center, where its revenue increased by 7%, compared with 2012. In spite of the decrease in the total revenue of the four major centers, there is 6% increase in the coverage of the direct expenses in the four centers as it increased from 88% in 2012 to 92% in 2013.

Analysis of Expenses:

- The expenses of the health centers formed 60% of the total expenses of HWC in 2013, even though they decreased by 10% compared with 2012.
- Administrative and general expenses formed 8% of the total expenses of HWC in 2013, with a 22% decrease compared with 2012.
- The total expenses of HWC decreased by 9% compared with 2012, due to reductions that took place to rationalize consumptions and expenditures.
- The highest expenditures were on salaries and related expenses (salaries, wages, transportation, vacations), forming 43% of the total expenditures of HWC and with an 8% decrease from 2012. The percentage of expenditure allocated for salaries is very reasonable for an organization that primarily provides services and depends mainly on manpower in provision of services.

Central Warehouse and Procurement:

- There was an increase in the size of work of both the warehouse and procurement units in 2013 compared with 2012. The procurement for the warehouse in 2012 reached 819,180 ILS in comparison with 1,435,820 ILS in 2013 (616,640 ILS difference). The increase in procurement was in all categories and contributed to the supplement of work in the centers and clinics by providing the necessary needs.
- Procurement is carried out in accordance with financial and administrative procedures and the procurement system, which necessitate the competition between all suppliers on basis of quality first and price second through a tender system. HWC completed 44 tenders during 2013.
- A central tender committee, comprising members of the board of directors and executive administration, oversees the tenders and their implementation. The committee opens the tenders, ensures their credibility and chooses the most appropriate supplier.



Health Work Committees
Ramallah – Palestine

Independent Auditors' Report &
Financial Statements
For the Year Ended December 31, 2013

Talal Abu-Ghazaleh & Co.
Certified Public Accountants

Health Work Committees
Ramallah – Palestine

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Independent Auditors' Report

To M/s the Head and members of Board of Director
Health Work Committees
Ramallah – Palestine

We have audited the accompanying financial statements of Health Work Committees, which comprise the statement of financial position as of December 31, 2013, statement of activities and change in net assets and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Management responsibility for financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error, selecting and applying appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit; we conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of the Health Work Committees as of December 31, 2013 and of its financial performance and its cash flows for the year then ended, in conformity with International Financial Reporting Standards.

Without qualifying in our opinion, the shortage reduction in 2013 net assets NIS 2,840,675 and the current liabilities excess over current assets was NIS 7,476,127.

Talal Abu-Ghazaleh & Co.

License No. 251/1997

Jamal Milhem

Certified Accountant License # (100/98)

Ramallah, April 30, 2014



MEMBER OF THE

FORUM OF FIRMS

TAGI is a full member of the Forum of Firms. The Forum conducts its business through its executive arm, the Transnational Auditors Committee (TAC), which is also a committee of the International Federation of Accountants (IFAC). www.ifac.org/forum_of_firms

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مكتب رام الله: هاتف: ٢٢٩ ٨٨ ٢٢٠ / ١ ، فاكس: ٢٢٩ ٨٨ ٢١٩ (+٩٧٠)

بناية البرج الاخضر، شارع الشهيد نزيه قوره، ص ب: ١١١٠ رام الله، الضفة الغربية

Health Work Committees

Ramallah – Palestine

Statement of Financial Position as of December 31, 2013 Exhibit "A"

Assets	Note	2013 NIS	2012 NIS
Current assets			
Cash and cash equivalents	(3)	2,452,761	229,997
Cash margins at banks	(3)	--	1,244,608
Patients' receivables	(2c)	1,278,582	1,115,448
Donors' (pledges) receivables	(4)	145,552	726,524
Inventory	(5)	1,607,605	1,329,429
Other receivables	(6)	243,569	248,848
Total current assets		5,728,069	4,894,854
Property, plant and equipment	(2e;7)		
At cost		42,828,474	42,291,893
Accumulated depreciation		(17,851,808)	(15,751,419)
Net book value		24,976,666	26,540,474
Total assets		30,704,735	31,435,328
Liabilities and Net assets			
Current Liabilities			
Accounts payables – (medical services suppliers)		1,805,929	1,525,407
Other accounts payables	(8)	9,784,972	8,377,785
Donations received in advance	(9)	1,123,392	1,040,741
Deferred revenues	(10)	489,903	430,865
Total current liabilities		13,204,196	11,374,798
Provision for End of service indemnity	(2g;11)	5,229,683	4,948,999
Total liabilities		18,433,879	16,323,797
Net assets			
Net assets – Exhibit "B"		8,673,125	11,513,800
Re- evaluation of fixed assets reserve		3,597,731	3,597,731
Total liabilities and net assets		30,704,735	31,435,328

"The accompanying notes constitute an integral part of these financial statements"

Health Work Committees
Ramallah – Palestine
Statement of Activities and change in net assets for the Year Ended
December 31, 2013 *Exhibit "B"*

		2013		2012	
		Unrestricted	Temporary restricted	Total	Total
		NIS	NIS	NIS	NIS
Revenues					
Operating revenues	(12)	10,507,462	--	10,507,462	11,096,302
Grants revenues	(13)	--	5,013,025	5,013,025	3,903,288
Donations revenues	(14)	3,190,699	--	3,190,699	3,065,862
In-kind Donation	(15)	829,568	--	829,568	303,394
Other revenues	(16)	555,105	--	555,105	97,915
Amounts released from temporary Restricted revenues to unrestricted		3,762,596	(3,762,596)	--	--
Total revenues		18,845,430	1,250,429	20,095,859	18,466,761
Expenses					
Operating expenses	(17)	(15,275,211)	--	(15,275,211)	(16,496,998)
Projects expenses	(18)	(3,762,596)	--	(3,762,596)	(3,433,443)
General & Adm. expenses	(19)	(1,728,425)	--	(1,728,425)	(2,131,682)
Depreciation of fixed assets	(7)	(2,102,109)	--	(2,102,109)	(2,076,280)
Currency differences		(68,193)	--	(68,193)	29,717
Total expenses		(22,936,534)	--	(22,936,534)	(24,108,686)
Net change in net assets during the year		(4,091,104)	1,250,429	(2,840,675)	(5,641,925)
Net assets at beginning of the year		11,043,955	469,845	11,513,800	17,155,725
Net assets ending of year – Exhibit "A"		6,952,851	1,720,274	8,673,125	11,513,800

"The accompanying notes constitute an integral part of these financial statements"

Health Work Committees
Ramallah – Palestine
Statement of Cash Flows for the Year Ended
December 31, 2013 *Exhibit "C"*

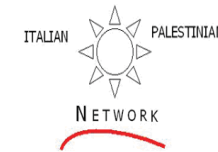
	Note	2013	2012
		NIS	NIS
Cash flows from Operating activities			
Change in net assets during the year – Exhibit B		(2,840,675)	(5,641,925)
Adjustments to reconcile changes in net assets during the year to net cash flow			
Depreciation of fixed assets	(7)	2,102,109	2,076,280
Addition on end of service indemnity during the year	(11)	890,341	951,178
Gain on sale of fixed assets		(1,720)	(26,004)
Changes in current assets and current liabilities			
Cash margins at banks		1,244,608	(1,244,608)
Patients' receivables		(163,134)	(199,052)
Donors' (pledges) receivables		580,972	(408,024)
Other receivables		5,279	6,935
Inventory		(278,176)	498,795
Accounts payable		280,522	440,480
Other accounts payable		1,407,187	4,180,855
Donations received in advance		82,651	(148,973)
Deferred revenues		59,038	430,865
Paid to employee from provision end of service indemnity during the year		(609,657)	(766,569)
Net cash flows provided from operating activities		2,759,345	150,233
Cash flows from investing activities:			
Net transaction of fixed assets		(696,581)	(1,204,413)
Receipts from sale of fixed assets		160,000	36,011
Net cash flows used in investing activities		(536,581)	(1,168,402)
Net (decrease) in cash and cash equivalents during the year		2,222,764	(1,018,169)
Cash and cash equivalent at beginning of year		229,997	1,248,166
Cash and cash equivalents at the end of the year	(2b-3)	2,452,761	229,997

"The accompanying notes constitute an integral part of these financial statements"





The Belgian Government (DGOS)



Ayuntamiento de Fuenlabrada



Strategic Goals:

- 1- Quality Health Services and Programs are provided to marginalized groups.
- 2- Effective and Efficient Organization.
- 3- Health and Development Policies Congruent to the Right-to-Health principles.
- 4- Building Development Models within an Innovative Community Development Approach.



Health Work Committees

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