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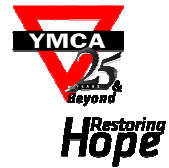
**Annual Report**  
January 1<sup>st</sup> to December 31<sup>st</sup>, 2016



**Brief:**

This report aims at providing information on the work accomplished by the East Jerusalem YMCA - Rehabilitation Program (YMCA) during the year of 2016. The report relies on the four main objectives undertaken for the years of 2015-2017, providing thorough information on each one of them, and including the indicators relevant to each objective that help us assess our work and measure its impact on the targeted groups. The objectives are then followed by an overview of the main difficulties and challenges facing our teams, a narration of one of the success stories is included, and finally an overview of other main projects implemented by the YMCA. A quick index of our achievements in numbers is attached towards the end of the report.

# The East Jerusalem YMCA Rehabilitation Program

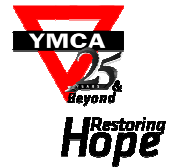


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# The East Jerusalem YMCA Rehabilitation Program



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## Introduction

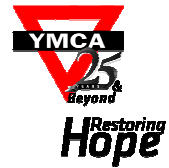
Another year has passed and the Palestinian people's right to live safely and in dignity remains a fantasy. The occupation remains dominant on Palestinian lands and affects all aspects of people's lives, explicitly seen in the escalation of violence witnessed in 2016 and the inherited disrespect to international law and accountability to violations by the occupier's dominating regime.

According to the UN statistics, since July 2016, a dramatic increase in the use of live fire against Palestinian civilian demonstrators, especially in refugee camps were witnessed. Figures collected showed that Palestinian civilian injuries across the West Bank went up from 328 cases (April-June) to 408 (July and August), the number of injured Palestinians in refugee camps increased from 34 (April – June) to 130 (July and August). Furthermore, among these 130 injuries, 70% were shot by live ammunition that is 20% higher than injuries from the period of 2013-2015 (UNRWA 2016). During 2016, the war on Gaza had stopped and casualty tolls have declined significantly, but human rights violations and widespread violence were obvious where the Israeli authorities demolished 1,089 Palestinian-owned structures throughout the West Bank, including East Jerusalem, displacing 1,593 Palestinians and affecting the livelihoods of another 7,101. These figures are the highest since 2009 (OCHA 2016). The escalation of violence in the West Bank including East Jerusalem has been seen in increased operations targeting children as well. Harsh prison sentences from 10 to 20 years for throwing stones depending on the case. According to the Prisoners' Club - Media Department, around 1332 children were arrested in 2016 where the highest numbers were found in East Jerusalem and Hebron.

The YMCA being the national premier emergency psychosocial response organization, continued to conduct emergency interventions in highly conflicted areas especially those within area C, near settlements, near the Segregation Wall, threatened by evacuation and demolition, etc. which reached 1556 in 2016 alone. In addition, the reporting period included conducting two focused interventions; one in Silwan within East Jerusalem, and another in H2 area in Hebron, where human rights violations are on the toll. To make sure that the interventions at the local communities level would have sustainable impact, local community leaders and volunteers received capacity building programs by YMCA staff in subjects of crisis intervention and psychological first aid, to make sure that the communities are able to respond to the repetitive emergencies they face whenever the YMCA teams are forbidden access to a certain area by the military. The YMCA has also made distinguished achievements at the level of psychosocial support as evident in the high number of individual and group counseling sessions which reached 8882 and number of direct beneficiaries which reached 819.

At the internal level, the YMCA staff conducted a "Needs Assessment of Persons with disabilities, ages 18-25 years old, in the West Bank", that serves as a professional asset of knowledge for advocacy on the rights of persons with disability as well as a cornerstone for designing future interventions for PWDs that aim at attaining their human rights in the fields of education, health, and social affairs. In addition it conducted a thorough review of the scales and indicators used by the Vocational

## The East Jerusalem YMCA Rehabilitation Program



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Rehabilitation and the Supervision & Counselling Departments which resulted in the adoption of new ones that are in line with the latest developments in psychosocial rehabilitation worldwide.

Being part of the region affected by the ‘Arab Spring’ and believing in the moral obligations towards the neighboring communities, and as being a member in ACT Alliance, the Director of the EJ-YMCA-RP responded to a call from Lutheran World Federation (LWF) to help in Mainstreaming Psychosocial Support into their appeal in North Iraq, and therefore conducted a training in Community Based Psychosocial Support (CBPS) to representatives of 5 institutions in Duhok, Kurdistan and helped in revising LWF appeal and mainstreaming psychosocial support in their appeal.

Upon looking back at the YMCA’s achievements in the last couple of years, it was evident that while we were clearly focused on supporting the targeted groups by all means available within the resources of the Program, and although we implemented a number of raising awareness and advocacy activities with the local communities, we did not dedicate equal efforts to advocacy on the national level. The YMCA realizes the importance of working on prevention as much as it is on provision of services, and therefore in 2016 it initiated the process of setting up an advocacy strategic plan for disability in partnership with representatives of persons with disabilities. And following that on the shorter term, we hope to start a discussion on building an advocacy plan for the traumatized survivors of political violence.

In addition, the violent chaos defining the last couple of years which resulted in unlawful killings on the streets, where civilians and in most cases children were the victims, had also impacted the YMCA staff. In many situations, like sudden road closures and military actions which included demolitions, shootings, etc. the YMCA’s field teams had to risk their own lives to be able to reach out to needy participants. Incidents that endangered the safety of the staff were redundant, mainly, in Hebron and East Jerusalem. Therefore, the YMCA has started brainstorming sessions about establishing a safety and security policy to lead its staff during situations that threaten their lives, but still serious work needs to be done in the near future

The coming pages will introduce thoroughly the YMCA’s work of 2016 to restore the coping mechanisms and psychosocial and physical wellbeing of its targeted groups. Approaching a century of conflict in Palestine and denying Palestinians of their basic human rights, the YMCA keeps hope high in an independent and democratic Palestine that is able to nurture its children and youth.

## The East Jerusalem YMCA Rehabilitation Program

### Objective I

To enhance the targeted individuals' and groups' access to psychosocial support and counseling services and promote the supportive role of the families and communities towards their affected members

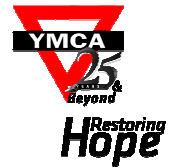
Given the situation in which our targeted groups of persons with disabilities and survivors of political violence exist, a situation that is identified by poverty, conflict, neglect, stigma, discrimination, isolation, abuse, and lack of adult support and guidance, psychosocial support remains an indispensable scheme within the YMCA's work. Psychosocial support addresses emotional, social, and mental needs of the participants as essential elements to positive human development. Children and youth need psychosocial support for their psychological and emotional wellbeing especially when they have experienced trauma, adversity, or are not receiving adequate caregiver support. The YMCA works through a holistic approach through which it addresses participants' physical, economic, educational, health and social needs to maintain their psychosocial wellbeing as well as maintaining their resilience. The best partner in conducting these interventions and enhancing their impact is the families and communities to keep individuals in supportive and caring environments.



The YMCA, implements its interventions through eleven field teams working in all West Bank districts including East Jerusalem. Psychosocial support is extended to the targeted groups through counselling either on an individual basis or within groups depending on the initial assessment and evaluation. The impact of counseling is reflected in increased levels of self-esteem and coping mechanisms, ability to plan for the future, and many other traits that eventually lead to successful re-integration into their communities and enhancing their psychosocial wellness. It is worth noting that the community respect and trust we gained is attributed to the dedication of our staff towards their targeted participants, and offering our services in a way that ensures preserving their dignity as well as maintaining credibility and honesty. Therefore, the YMCA positioned itself as a reputable civil society as indicated by different bodies, whether public, local or international; this is well manifested by a participant's father statement: "No other organization makes me feel that my daughter is in safe hands."



## The East Jerusalem YMCA Rehabilitation Program



Upon finalizing the development and experimental phase of new scales and indicators used to measure the impact of the interventions conducted, the second half of 2016 witnessed the fine tuning and adoption of those tools. The Counseling and Supervision Department depends on these tools to monitor the interventions conducted in the field to make sure they are up to the standard to affect a change in people's lives. The counselors are trained to use case management techniques to follow up on the rehabilitation process of the participant and make necessary referrals based on assessment.

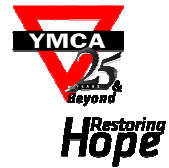


During 2016, it was observed that wider systematic arrest operations targeting children were conducted by the Israeli military, and harsher sentencing guidelines and fines for children were established within Israeli courts. The year witnessed the detention of 1332 children and issuing administrative detention orders against 20 children. The children of East Jerusalem were the most targeted groups as evident in the high numbers of children being detained from this area which reached 757. The situation demanded huge efforts to be dedicated to support those children and their families. The case in East Jerusalem was very challenging as many children were sentenced to home arrest and required focused individual intervention. Generally speaking, the main challenge facing the YMCA teams during this period, was mobilizing the limited human and financial resources available to meet the unexpected numbers of survivors of political violence that the Program targets.

Moreover, our interventions with the women who lost their husbands during political conflict incidents have had significant impacts on this group and have changed their lives for the best, especially pertaining their relations with their children. Those widowed women became capable of overcoming their post-traumatic disorders and seeking the best ways to dealing with their children.

*S.A., a 35 years old participant from Jenin and mother of two, was initially integrated in group counseling sessions. However, counselors noticed that her post-traumatic symptoms (grief, anxiety, restlessness...etc) were so severe signaling the need for individual sessions. Expressing her feelings, she said: "For so many years, I have been uselessly trying to seek happiness. I have lost hope because all my attempts failed. I used to believe that I was a "psychologically flawed" individual. My children used to complain my loss of control and constant mood swings. I also hated staying home." Furthermore, the sessions revealed that she was experiencing a high sense of blaming herself for not having the chance to bid farewell to her husband, though she was constantly told by others that she had been there at his funeral, a moment which she could not remember. Through the counseling sessions specifically the EMDR technique, S.A. succeeded in realizing the impacts of the severe trauma she had been experiencing and her resulting prolonged psychological suffering. She could finally*

## The East Jerusalem YMCA Rehabilitation Program



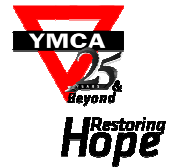
*visualize a playback of the events that occurred and thus could realize the truth which she failed to see as a result of her severe trauma. She remembered that she was there at her husband's funeral, sat next to him, touched his face, took his hand out of the casket to bid him farewell. Being able to realize the truth, she expressed her sense of relief knowing that she had fulfilled her duty towards her husband. It was through the intervention that her sense of delinquency, which she had been feeling for ten years, diminished. S.A. told us: "I am a new human being today. I am relieved and I enjoy spending time home with my children who can sense the change as well."*

Another highlight of the same period, was working with young females with disabilities, ages 18-28 years old, with the aim to build their capacities through organizing a series of training workshops for them in different subjects. The workshops resulted in establishing youth leader groups of women with disabilities who work in their communities to advocate for their rights. The intervention with this group also included vocational rehabilitation which aimed at enhancing their economic self dependency and contributed to increasing their social networks.

*S.Q. is a 23 years old lady from Nablus who lives with weakness in the left part of her body due to shortage of Oxygen at birth. For so many years she lived her life trapped in feelings of shyness, inferiority, failure, frustration, and fear to interact with others. When she was first introduced to the YMCA services she refused to believe that there is someone out there who can help her; so many times she locked herself up in the room so as not to join the counselling sessions. The intervention with S.Q. intended to enable her to get rid of the negative feelings strangling her and learn to focus on her strengths, the fact which would lead to raising her self-confidence. The main aim was to enable her to reintegrate into the community. S.Q. not only received psychological counselling, but she was also encouraged and supported to join a computer course which resulted in a positive change in her personality and social life. S.Q. told us: "I feel I am different. I was re-born. I am a new human being and I have self-confidence despite my disability. I can interact with others and develop relations. The counseling sessions have made a significant change at a time I thought change was impossible. I have clear vision of my future now, and I have goals to realize. Without the assistance you offered, I would have been an aimless and hopeless human." Today, she is taking her first step towards seeking an employment opportunity.*

Given the fact that our human resources are an important asset where staff should be constantly motivated and developed, and taking into consideration the deteriorating situation they are living in and the pressure resulting from the nature of work they do, which adds to their suffering, we always consider ensuring continuous care for our staff to avoid work "burnout". To that end, we have been always keen on conducting a sustainable process of stress release, using our modest resources available as well as each available opportunity. A stress release program has been therefore conducted with the participation of all staff. This process has also included conducting a series of meetings targeting small groups (bearing in mind providing equal opportunities for all) to learn, exercise and master activities that would help avoid pressure and release stress as it occurs.

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In parallel with caring for our staff, we decided to introduce this aspect in our projects implemented with other organizations. In 2016 we piloted a stress management project, targeting school teachers and counselors, from the old city of Hebron. Participants reported feelings of appreciation and satisfaction of the conducted activities, which helped them meet the continuous stressful situation they are living in the targeted old city of Hebron. This was explicitly said in their statements following the activities:

*“This is the first time that I feel someone cares for us and thinks of addressing our issues.”*

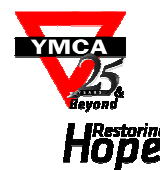
*“I hope that all teachers would have the chance to attend this relaxation and stress release activity, to alleviate their psychological issues and feel the relaxation we are experiencing now. It feels like we have been rejuvenated and became highly motivated for further productivity at work.”*

*“We have been also occupied with means to protect our students and keep them safe. However, amidst of that concern we tend to forget ourselves. This activity was an opportunity to remind us that we also need to immune ourselves against life stresses so we can succeed in protecting our children.”*

During 2016, 8882 psychosocial counseling sessions were provided either through individual or group interventions based on the assessment done by our counselors. The following table provides a demographic analysis of the participants that joined the YMCA during the reporting period and received rehabilitative and integrative support. It is worth mentioning that of the 819 direct participants that joined us during the reporting period, 33.5% were persons with disabilities, 64% were survivors of political violence, and 2.5% had both situations. The huge efforts dedicated to support the survivors of political violence reaching up to nearly two thirds of our targeted groups is reasonable given the chronic conflict Palestinians have been living through. The demographic analysis as well highlights the fact that 76% of our participants were youth, because they are on the crossroads of surviving their trauma or disability and being able to move a step forward in their lives. And therefore 408 participants not only received counselling sessions but also received academic and career counseling through 929 sessions during the reporting period. Those sessions help younger participants to resume their academic path, and help those over 15 years old to set a vocational goal for their lives. The demographic analysis shows as well that 64% of our participants came from villages and remote areas where several locations cannot be reached by vehicles and where services are limited or non-existent.

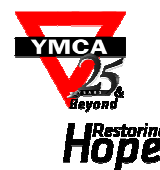


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District	Number		Age						Place of Residence			Total
	Male	Female	0-6	7-11	12-18	19-25	26-35	>36	City	Village	Camp	
Jerusalem & Bethlehem	116	17	2	2	111	8	4	6	25	96	12	133
Ramallah	71	17	0	2	59	18	8	1	15	48	24	88
Tulkarem & Qalqilya	46	30	0	4	32	34	4	2	7	65	4	76
Jenin & Tubas	29	31	0	1	19	23	11	6	8	49	3	60
Nablus & Salfeet	99	38	4	9	60	42	17	5	26	94	17	137
Hebron	228	89	6	32	167	41	28	43	128	174	15	317
Jericho	7	1	0	1	7	0	0	0	5	0	3	8
<b>Total</b>	<b>596</b>	<b>223</b>	<b>12</b>	<b>51</b>	<b>455</b>	<b>166</b>	<b>72</b>	<b>63</b>	<b>214</b>	<b>526</b>	<b>78</b>	<b>819</b>
<b>Percentage</b>	<b>73%</b>	<b>27%</b>	<b>1%</b>	<b>6%</b>	<b>56%</b>	<b>20%</b>	<b>9%</b>	<b>8%</b>	<b>26%</b>	<b>64%</b>	<b>10%</b>	<b>100%</b>

# The East Jerusalem YMCA Rehabilitation Program



## Objective 2

To enhance the targeted groups and communities' physical and economic independency

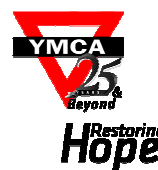
### Vocational Rehabilitation

Youth being the main target group of the YMCA, it is essential to provide an alternative for those who cannot resume their academic life. And thus the YMCA has been operating a distinguished Vocational Rehabilitation Department that provides support to all youth, 15 years old and over, to enable them to set a vocational goal in their lives and further helps them in building their capacities to become competent enough to join the workforce. The aim of the Department is to enable PWDs as well as traumatized youth to overcome barriers to accessing, maintaining or returning to employment or other useful occupation. Following a thorough review done in late 2015 and beginning of 2016, new scales and indicators were adopted in 2016 to enhance the performance of the Department and enable it to better measure its effectiveness.

During 2016, the YMCA provided 315 vocational services to support its participants. Through the Vocational Rehabilitation Department, 199 participants from all over the West Bank and East Jerusalem received vocational assessment. Of those, 135 were reached through the mobile unit. Following the assessment and setting of clear vocational goals, participants were assisted to join training centers to develop their capacities and be prepared to resume their professional lives. The YMCA was able to facilitate vocational training for 95 participants from the West Bank and East Jerusalem districts in the subjects of secretarial work, computer technology, maintenance of mobile devices, hairdressing, autotronics, gypsum décor, plumbing, air-conditioning systems, accounting, tiling, car mechanics, fashion design, graphic design, sewing, cooking, home electrical systems, large vehicles driving, painting, car computer systems, carpentry, interior design, photography etc. 16 self-employment projects were supported to enhance the economic conditions and enable the participants to become self-dependent. These projects included establishing different kinds of income generating projects like groceries, shops for selling home ware, accessories, clothes, livestock, producing candles, etc. 69% of those projects were established by empowered females. In addition, the YMCA facilitated the employment of 5 PWDs in the private sector to enhance their economic independence.

During the reporting period, vocational rehabilitation support was as follows:

Vocational rehabilitation	Number of services
Vocational assessment	199
Self-employment projects	16
Facilitation of employment of PWDs	5
Vocational training	95
<b>Total</b>	<b>315</b>



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*The change we make in the lives of our beneficiaries is manifested in the expressions of parents who highly value the positive change resulting from our intervention with their children. Such was expressed by the father of our 18 years old participant, O.Y. who was shot in the eye and consequently lost his eye. The father said: “I was very concerned about the future of my child. I felt helpless after he was shot in the eye. We had to seek medication. Yet, his psychological condition deteriorated and he refused to accept his disability. This was manifested in his conduct at home especially that the situation was further worsened by the fact that he was a teenager. We approached different institutions and then were referred to the YMCA Rehabilitation Program. He is psychologically stable now especially that the intervention included his integration in a vocational training course in food industries. He now works in the different restaurants and hotels in the city. He is really happy now for this achievement. He was pulled out.”*

### Academic Rehabilitation

In chronic emergency and conflicted countries like Palestine, many children are excluded from leading a normal academic life. Both traumatized and disabled children are hindered from attending school mainly due to restricted access and mobility, lack of security, and social stigma. In many cases the economic situation of the family affects the decision of the children to continue their school education especially for children with disabilities who live in remote areas and require expensive daily transportation. The YMCA’s main concern during working with children is not only limited to enhancing their psychological health but also to enable those marginalized children to resume their academic lives and get back to school.

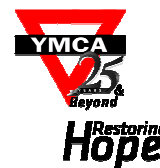
During the reporting period, 206 academic rehabilitation services were rendered to support participants as follows:

Academic rehabilitation	Number of services
Remedial Education	187
Transportation (back & forth)	19
<b>Total</b>	<b>206</b>

In 2016, 9 Friendship Committees were formed within schools to advocate for the rights of PWDs. The Committees helped in raising awareness among school communities on issues related to disability as well as creating an accepting and incubating environment for students with disabilities.

*Two sons of the R. family from Hebron, aged 5 and 10, born with physical disabilities were prevented from dropping out of school by covering their transportation costs following the huge work done at the community level to facilitate their reintegration. Their mother said: “I am a mother of six, all of whom are physically disabled. We suffer marginalization and discrimination by our extended family. My children attend a school for students with special needs and we need to secure transportation. However, due to the debts burdening us, and failure to secure transportation fees, our children were dropped out as a pressure technique by the school administration to make us fulfill our financial*

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*obligations. They have spent more than a month without school. I was seeking help but all went in vain, until we were offered help through the Rehabilitation Program. Therefore, my children are back to school and our financial issues with the school were settled. In short, if they were not reintegrated back into school, my children would have been exploited in child labor in quarries.”*

### Accessibility

In general, PWDs are often isolated and excluded, cut off from health, education and social services, and with limited opportunities to participate in family and community life. This frequently impacts their future employment opportunities and participation in public life. Following the holistic approach adopted by the YMCA towards rehabilitation, in parallel to receiving psychological support to enable PWDs accept their disability and cope with it, the YMCA addresses accessibility and mobility issues based on its belief in the right of PWDs to enjoy mobility and reach out to available services. When PWDs are given opportunities to flourish as any other person, they have the potential to lead fulfilling lives and to contribute to the social, cultural and economic vitality of their communities.



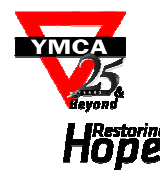
During the reporting period, the YMCA was able to implement 34 adaptations in residential units distributed in all districts of the West Bank through building ramps, installing handrails, and adapting bathrooms. The impact of adapting these units is seen in enhancing PWDs self-dependence, increasing their self-esteem and eventually enabling them to live in dignity.

Through the interventions conducted in schools, and believing in the rights of PWDs to access educational facilities, the YMCA implemented two adaptations inside an elementary school in Tulkarem district which hosts 450 students of whom three currently live with disabilities. In addition, another adaptation was done in a kindergarten in Bethlehem district that is attended by 100 Children of whom one has a physical disability. Interventions in schools usually include: adaptations to facilitate the mobility and accessibility of PWDs resulting in enhancing their self-dependence, enabling them to build social networks with their peers, and increasing their self-esteem; and sensitizing and raising awareness of the school community on the rights of persons with disability in order to help them better support their peers who live with disability, and change the stigma and preconceived ideas about disability. Eventually all of these efforts contribute to encouraging school attendance among children with disabilities.

During the reporting period, the following was achieved:

<b>Adaptations</b>	<b>Number of services</b>
Houses	34
Schools	2
Kindergarten	1
<b>Total</b>	<b>37</b>

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W.H. is a 24 years old lady from Atteel in Tulkarem, who lives with hemiplegia. Due to her disability, she suffered from negative feelings of frustration, inferiority, anxiety and ambiguity, especially relating to her future. She was supported on different levels starting with restoring her psychological wellbeing, and then working with her through vocational rehabilitation. W.H. started her own business (a grocery) to promote her independence and productivity which resulted in decreasing feelings of fear and ambiguity towards the future. To facilitate her movement independently without seeking the help of others, rails were added to the house entrance. W.H. told us: “The house adaptation helped me move independently and safely, especially that I have my own project that I have to personally run, which means a daily movement between the house and the grocery.”

### Medical urgent assistive aids

In order to minimize the obstacles to living in the community and accessing available services, the YMCA has been focusing on changing the physical conditions of PWDs as a basic element to introduce further rehabilitation and reintegration schemes. For any PWD, having a medical assistive aid promotes greater independence as one would be able to perform tasks that he/she was formerly unable to accomplish. In many PWDs cases, having an assistive aid meant the difference between enjoying their rights and being deprived of them.

Therefore the YMCA succeeded in providing 79 medical assistive aids to its participants who live with disability by either subsidizing physiotherapy or occupational therapy or offering technical assistive aids (like wheelchairs, crutches, artificial limbs, etc.). Some participants needed more than one aid.

During the reporting period, the following was achieved:

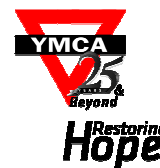
Medical urgent assistive aids	Number of services
Technical aids	45
Physiotherapy	29
Transportation to receive medical aid	3
Medicine	2
<b>Total</b>	<b>79</b>

In addition to the above mentioned services, the YMCA was able to facilitate community involvement through the generous contribution of the Palestine Telecommunications Co. in Tulkarem which provided 11 electronic wheelchairs to PWDs.

M.R., a 15 years old girl from Tulkarem diagnosed with hemiplegia, and upon receiving a wheelchair and other aids, said: “I can sense stability now. I think hopefully about my future. I feel much relieved at school and I have lots of friends. I communicate and interact with them and also participate in social events with no sense of shyness.”



# The East Jerusalem YMCA Rehabilitation Program



## Objective 3

To upgrade the skills of the Palestinian social workers and counsellors

The YMCA's Training Unit has been dedicating huge efforts to build the capacities of professionals working in the spheres of mental health, psychosocial support, and rehabilitation in the governmental and the non-governmental organizations as well as the organizations of the local community.

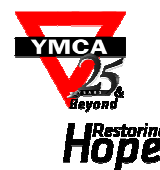


### At the external level

The following trainings were provided to other NGOs and GOs:

Training subject	Participants	Number	Duration
Psychological First Aid - PFA	Psychosocial Emergency teams in East Jerusalem (members & volunteers)	23	3 days, 19 <sup>th</sup> – 21 <sup>st</sup> March
Rights of PWDs, advocacy, negotiations, and leadership	Young leader groups of PWDs in Ramallah	13	4 days, 22 <sup>nd</sup> – 25 <sup>th</sup> March
Disability Law	Women with disabilities in Hebron	12	1 day, 26 <sup>th</sup> March
Advocacy	Women with disabilities in Hebron	15	1 day, 28 <sup>th</sup> March
Psychological First Aid - PFA	Counselors in Jenin	31	2 days, 28 <sup>th</sup> – 29 <sup>th</sup> March
Advocacy and negotiation skills	Women with disabilities in Bethlehem	11	2 days, 30 <sup>th</sup> – 31 <sup>st</sup> March
Psychological First Aid – PFA	Volunteers within the Psychosocial Emergency Teams in Ramallah	22	2 days, 30 <sup>th</sup> – 31 <sup>st</sup> March
Palestinian Disability Law & Advocacy	Women with disabilities in Jenin	13	4 days, 30 <sup>th</sup> – 31 <sup>st</sup> March, 7 <sup>th</sup> & 9 <sup>th</sup> April
Negotiations, conflict resolution, and leadership	PWDs in Hebron	16	2 days, 4 <sup>th</sup> & 11 <sup>th</sup> April
Psychological First Aid – PFA	Volunteers and Social Work students in Hebron	26	2 days, 6 <sup>th</sup> – 7 <sup>th</sup> April
Crisis Intervention	CBO's in Tulkarem (members & volunteers)	17	2 days, 6 <sup>th</sup> – 7 <sup>th</sup> April
Psychological First Aid – PFA	Counselors in Bethlehem	13	2 days, 6 <sup>th</sup> – 7 <sup>th</sup> April

## The East Jerusalem YMCA Rehabilitation Program

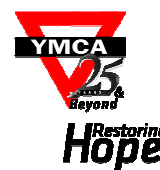


Psychological First Aid – PFA	Social Work students in Nablus	40	2 days, 18 <sup>th</sup> – 19 <sup>th</sup> April
Crisis Intervention	Volunteers in Tulkarem	17	1 day, 11 <sup>th</sup> April
Palestinian Disability Law & Advocacy	PWDs in Nablus	10	4 days, 16 <sup>th</sup> & 20 <sup>th</sup> & 24 <sup>th</sup> & 28 <sup>th</sup> April
Rights of PWDs	Women with disabilities in Bethlehem	15	1 day, 5 <sup>th</sup> May
Rights of PWDs, advocacy, negotiations, and leadership	Women with disabilities in Tulkarem	12	4 days, 5 <sup>th</sup> & 9 <sup>th</sup> – 11 <sup>th</sup> May
Psychological First Aid – PFA	Psychosocial Emergency teams in East Jerusalem	31	2 days, 4 <sup>th</sup> – 5 <sup>th</sup> June
Planning and designing of advocacy campaigns	Youth Leadership groups of PWDs from all West Bank districts	23	1 day, 13 <sup>th</sup> July
Crisis Intervention	Counselors from Hebron	24	2 days, 25 <sup>th</sup> & 27 <sup>th</sup> August
Crisis Intervention	Teachers from Hebron	37	4 days, 25 <sup>th</sup> & 27 <sup>th</sup> August 3 <sup>rd</sup> & 10 <sup>th</sup> September
How to act in times of danger	School teachers from the southern area of West Bank	63	6 days, 8 <sup>th</sup> & 9 <sup>th</sup> & 18 <sup>th</sup> & 19 <sup>th</sup> October 22 <sup>nd</sup> & 24 <sup>th</sup> November
How to act in times of danger	School counselors from the southern area of West Bank	43	4 days, 26 <sup>th</sup> & 27 <sup>th</sup> October 1 <sup>st</sup> & 3 <sup>rd</sup> November
	<b>Total</b>	<b>527</b>	

### At the internal level

Training subject	Participants	Number	Duration
Skills in advocacy – Inclusive development and mainstreaming of Disability	Counselors	10	3 days, 13 <sup>th</sup> & 14 <sup>th</sup> & 15 <sup>th</sup> December
EMDR technique (upgrading)	Counselors and Supervisors	13	3 days, 29 <sup>th</sup> & 30 <sup>th</sup> November, 1 <sup>st</sup> December
Advocacy for Persons with Disability – Approaches and techniques	Counselors	14	2 days, 20 <sup>th</sup> & 21 <sup>st</sup> July
Trauma Release Exercises - TRE (Organized by Beit Ashams)	Counselors	4	6 days, 15 <sup>th</sup> & 16 <sup>th</sup> & 17 <sup>th</sup> & 28 <sup>th</sup> & 29 <sup>th</sup> & 30 <sup>th</sup>

## The East Jerusalem YMCA Rehabilitation Program



Evaluation (Organized by BfdW)	Administrative Staff	2	September 26 <sup>th</sup> & 27 <sup>th</sup> September
	<b>Total</b>	<b>43</b>	

### University students

The following internships were completed:

Training subject	Participants	Number	Duration
Enhancing the capacities of students in the sphere of their specialization, in addition to acquiring technical and therapeutic skills and enhancing their experience with professional counseling and intervention mechanisms at the individual and group levels.	Local universities – students of social work and/or psychology	25	4 months
	<b>Total</b>	<b>25</b>	

### At the international level

The following training was provided to YMCA staff:

Training subject	Organized by	Participants	Number	Duration
“Refugees with Disabilities in the Arab World”, building the capacity of organizations working with PWDs & designing and managing emergency and response programs	The Arab Regional Office of Disabled People's International (DPI)	Rehabilitation Program (administrative staff)	1	5 days, 23 <sup>rd</sup> – 27 <sup>th</sup> May, 2016
		<b>Total</b>	<b>1</b>	

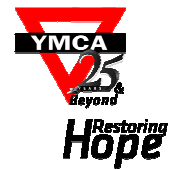
The following training was provided by YMCA staff:

Training subject	Organized by	Participants	Duration
Community Based Psychosocial Support	Lutheran World Federation – Kurdistan, Iraq	18	3 days, 17 <sup>th</sup> -19 <sup>th</sup> April, 2016
		<b>Total 18</b>	

### Research

The YMCA's Research and Training Unit produced a research document entitled “Needs Assessment of Persons with disabilities, ages 18-25 years old, in the West Bank”. The research aimed at comparing the needs of young PWDs with the services already made available for them. The research

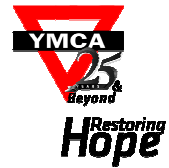
## **The East Jerusalem YMCA Rehabilitation Program**



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revealed a huge gap between both ends and these findings will be used as an advocacy tool as well as a cornerstone for designing future interventions for PWDs that aim at attaining their human rights and accessing the services that cater for their needs.

# The East Jerusalem YMCA Rehabilitation Program



## Objective 4

To promote community responsibility towards persons with disability and traumatized through networking within the rehabilitation and disability organizations

Our projects and programs are tailored towards contributing to the development of a sustainable culture of advocacy in favor of our targeted groups in terms of empowerment of community members and establishment of strong community relations for an enhanced participation in the integration process.

### **Networking with local organizations, centres, committees, clubs, etc.**

During the reporting period, 209 coordination meetings were held with the different organizations working in the spheres of psychosocial, rehabilitation, mental health, emergency interventions, and vocational rehabilitation on the local level that aimed at networking and coordinating efforts to implement activities, youth initiatives, field visits, referral of participants to specialized services, and planning for joint interventions. The main aim of the meetings was to put pressure on those organizations to affect change in their approaches, strategies and programs to be sensitive to the rights of PWDs and survivors of political violence.

The reporting period included several meetings to coordinate and assign duties among capable organizations to respond to emergency incidents especially in areas near settlements, while emphasizing the important role of Child Protection Networks. A series of meetings were held to assess the needs of the families and children of Khirbet Tana and Beit Furik, with different stakeholders including Save the Children International and the Child Protection Network, resulting in designing an intervention plan.

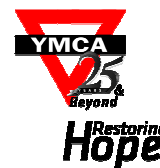
A series of meetings were also held among stakeholders working on disability to follow-up on referral of PWDs to the relevant organizations and the different services provided for them including psychosocial support, adaptations, vocational rehabilitation, etc. The meetings included representatives of the General Union for Disability, the Independent Commission for Human Rights, the different organizations working on disability, child protection and psychosocial support, in addition to other organizations like the chambers of commerce, municipalities, governorate offices, and coordination committees.

The meetings resulted in setting up of referral systems among partner organizations to serve both PWDs and survivors of political violence, in addition to planning and implementing a number of advocacy activities within local communities and youth initiatives prepared by volunteers who receive training in crisis intervention. Two main outputs were highlighted during the reporting period; first, an agreement among governorate offices and municipalities in different districts that the Public Relations department in each of them would provide halls for implementing the activities of the team and that they would do a media coverage of these activities. Second, representatives of governmental

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## The East Jerusalem YMCA Rehabilitation Program



and public sectors showed enhanced cooperation with the team and commitment to facilitate its work. Of those organizations were: the chambers of commerce and industry to lobby for the employment of PWDs and increase their salaries, the directorates of health to provide medicine and refer PWDs to suitable medical treatment, the Ministry of Labor to train the targeted groups in vocational streams in addition to creating a national movement of around ten organizations that aims at enhancing the legislation of increasing the employment of PWDs in suitable jobs, and the municipal councils to supervise the adaptations implemented in the homes of PWDs.

### Awareness raising activities

During the reporting period, 81 workshops, lectures and meetings were held to affect societal understanding and attitude towards persons with disability. The aim was to trigger the society's responsibility towards persons with disability in general and females with disabilities in specific, in addition to raising the communities' awareness on child protection during incidents of emergency. The themes of the awareness workshops were chosen carefully after assessing the targeted groups' needs. It is important to note that through the conducted activities, a huge lack of general awareness was observed at the level of local families and PWDs themselves about Disability law. It is after reaching out to them, that they demanded that the General Union for Disability should take charge to teach PWDs on their rights as stipulated by the law.

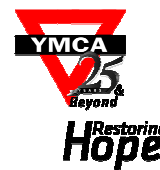


A special workshop was conducted with the representatives of different media agencies about their role in calling for the rights of PWDs and the importance of their participation in the district committees that follow-up disability issues. An agreement was reached that the YMCA with its partners and the participating media agencies would elaborate on a media plan to approach disability and spread awareness.

A series of workshops were conducted with youth leader groups of females with disabilities which aimed at raising their awareness on disability and rights of PWDs, communication methods, enhancing social protection of PWDs, and policies related to PWDs rights.

A series of workshops were conducted with the local communities to raise their awareness on the rights of children especially those detained, the impact of detention, the recent dramatic increase in detention of children, modalities for documenting detention incidents, and setting up an advocacy plan for child detention in partnership with international and human rights agencies. As a result of one of the workshops conducted in Hebron, a petition was submitted to the United Nations Office of the

## The East Jerusalem YMCA Rehabilitation Program



High Commissioner for Human Rights to call for protection of children especially against detention and political violence.

The main highlight of the reporting period was the contribution to reviewing and commenting on the governmental reports for setting the agreements on Child Rights, Women, and Persons with Disabilities.

In general the workshops, meetings and lectures resulted in informing local communities about existing services and service providers in the spheres of psychosocial rehabilitation and relevant fields in addition to introducing them to the basic human rights of our targeted groups and how they can contribute to a positive change in their lives.

### Activities with educational institutions

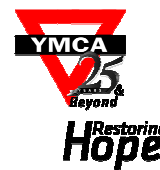
During the reporting period, 23 activities were organized with either schools or universities within the different districts of the West Bank. Those activities aimed at raising awareness on the rights of persons with disabilities, their needs and the challenges they face in their lives. Educating the targeted groups on their responsibility in protecting children and the importance of their supportive role to persons with disability and the appropriate communication to be used with them were the main concerns highlighted in those activities. In addition 9 Friendship Committees were established inside schools. It is worth mentioning that one of the distinguished activities was asking students to do role playing of PWDs and investigating their emotions when they cannot reach a certain place and their feelings of tiredness and shyness, and being different from others.



During those activities, the YMCA teams were able to assess the level of integration of PWDs within the educational organizations and implement activities that support their integration and participation with their peers through extra-curricular activities. Students were taught to direct their feelings of anger and frustration to more positive schemes and therefore minimizing violence within the school structure. Ventilation exercises were part of those activities especially in schools that are located in highly conflicted areas, as many were implemented during the celebrations of the Palestinian Child Day. In many educational institutions, support groups were formed to lobby for the rights of their peers who live with disabilities. In one of the local universities a session with the students of



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Social Science and Social Work was conducted to discuss Disability at the community and organizational levels.

### Recreational / ventilation activities

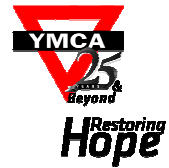
The reporting period witnessed the organization of 129 recreational / ventilation activities in all West Bank districts including East Jerusalem, which targeted marginalized groups of survivors of political violence, PWDs, children especially ex-detainees, and their caregivers. These activities were implemented in schools, in community clusters that suffer from Israeli military attacks, at Bedouin clusters, etc. in coordination with and participation of different stakeholders including the Directorate of Education, the Directorate of Social Development, World Vision, Defence for Children International, UNRWA, the Palestinian Medical Relief Society, the Red Crescent, and many others. The activities included fun activities, artistic activities especially drawing, group activities, and physical activities like swimming.

Special activities were implemented for mothers and children during the celebrations of Mothers' Day and the International Women's Day. Moreover, other activities were implemented in Bethlehem during the Palestinian Child Day in partnership with the Directorate for Social Affairs, and SOS Children's Village. Those activities targeted the children of Jemima Foundation (houses children with intellectual and physical disabilities), SOS Children's Village (houses children who can no longer live with their families), and Bethlehem Children's Crèche (houses orphaned and abandoned children).

The main highlight of this period was the organization of structured ventilation programs targeting the teachers and counselors of the Directorate of Education in the Old City of Hebron. 147 staff participated in the ventilation programs while 167 received training in managing stress and crisis intervention. These programs aim at building the capacities of the participants in dealing with their stress and in emergency incidents that they face almost daily.



# The East Jerusalem YMCA Rehabilitation Program



## Youth initiatives

Following the trainings organized for volunteers from the local communities, a set of 9 youth initiatives were implemented in their own communities. Those initiatives also included ventilation exercises.

- Drawing murals on children rights and importance of living in a safe place at Al A'rqa Boys' School – Jenin that lays adjacent to the Segregation Wall and which has also lost two of its students during military attacks.
- Provision of a small sound system to facilitate the implementation of ventilation activities, and educational games that aim at developing the students' physical and mental abilities, to schools in Silwan – East Jerusalem.
- Rehabilitation and cleaning of the sports playground in the village of Faro'on – Tulkarem which is threatened by demolition. Trees were also planted all around the playground and banners calling for the rights of children to play in a safe place were erected. A set of sports' tools were also bought and given to the municipal council to encourage children and youth to use the playground.
- In the village of Bili'in, Abu Lemon Park was renovated to host the local children and enable them to play safely. Renovation works included fixing existing toys, planting trees, cleaning surfaces, painting the sides, etc.
- In the village of Al-Khader, in Bethlehem, the YMCA staff and volunteers in partnership with students of Al-Khdeira School renovated an agricultural land that belongs to the schools of the village, where each child was allowed to plant herbs and flowers that would hold his/her name.
- In East Jerusalem, a campaign for drawing murals in threatened schools was launched entitled 'my school is the most beautiful', where children would reflect their feelings towards having their schools demolished through those murals.
- In Salfit and Nablus, an initiative entitled 'think of others, I have the right to live safely and freely' was implemented where volunteers and children cleaned and planted the garden of the old ruin there (al Khirbeh). Counselors from UNRWA participated in this initiative.
- In the schools of Kufr Lakef and Fara'ta, highly conflicted areas that lay adjacent to the Segregation Wall in Nablus, initiatives to raise the awareness of the teachers on children rights were implemented and they were taught skills to deal with children with disability.
- In E'zbet Shufa – Tubas, an initiative entitled 'the right to live safely and freely' was implemented through drawing murals at the school to send messages on children rights. School staff and local institutions participated in this initiative as well.





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### Celebratory and public events

During the reporting period, 24 celebratory events were implemented in marginalized areas in the West Bank and East Jerusalem with the participation of child participants, their families, and partner organizations. The activities aimed at enhancing the local communities' resiliency, giving them space to release their fears and worries, and emphasizing the right of the Palestinian children to protection, freedom and dignity as stipulated in the

international conventions. Of those activities, it is worth mentioning the ones implemented in solidarity with the communities of Shufa and Fara'ta villages within Tulkarem and Qalqiliya Districts, Khirbet Ghuwein al Fauqa in Hebron, Duma and Qalandia Al-Balad villages in Ramallah, and Al-Walajeh and Hussan villages in Bethlehem District. All those spaces suffer from restrictions on access and mobility as they lay adjacent to settlements and gates of the Segregation Wall.

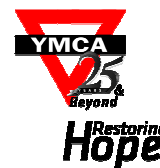
Groups of children have participated as well in the Palestinian Child Day celebrations in April 2016 as part of the activities organized by the Child Protection Network and its members. These activities included marches headed towards the offices of the ICRC and other international organizations and submitting petitions calling for Palestinian children's rights in living safely and be protected from the Israeli continuous attacks against them, and attaining their rights to education, health, protection and living in dignity. In Jericho, a set of recreational and ventilation exercises were implemented with the assistance of volunteers from the different partner organizations who also made sure to distribute awareness raising publications. Similar publications were also distributed in Beit Sahour, in stores and schools and to passing cars on the main roads.

In Nablus, a marathon was organized in coordination with the district coordination committee that joined PWDs with persons without disabilities. The activities included special ventilation exercises with the mothers of PWDs. Another marathon was organized in Bethlehem for children and youth with disabilities of ages 7-14. The marathon included a festival, theatrical performances and ventilation





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exercises. A big event celebrating students with disabilities who passed the General Secondary Examinations was arranged in Hebron in partnership with the district coordination office during which a documentary about PWDs rights was showed. And finally a demonstration was organized in Nablus to demand for the adaptation of public buildings, civil society and governmental premises. A number of petitions were submitted to the United Nations demanding them to support PWDs rights in accessing services and attaining their rights, while they also submitted petitions to the local government demanding it to implement the Disability Law.

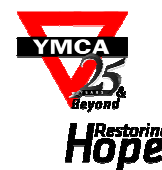
### Meetings with decision-makers

Several meetings with key governmental agencies were held during the reporting period, of which the following were the most important:

- Meeting with the Ministry of Labor to investigate opportunities for designing a joint program to address the vocational rehabilitation of PWDs and in partnership with an international organization.
- Meetings with the managers of the District Coordination Offices – DCOs in the different districts to coordinate exchange of information on detained children and referral of ex-detainee children to receive adequate support.
- Meetings with the Commission for Detainees and Ex-detainees Affairs (CoDEDA) to coordinate efforts in addressing child detention, as well as meetings with the Palestinian Prisoners' Club to coordinate efforts on exchanging data on child detainees. The meetings resulted in better coordinated efforts in supporting the targeted groups and most importantly signing of two agreements; with CoDEDA on March 1<sup>st</sup> 2016, as well as with the Prisoners' Club, on September 6<sup>th</sup> 2016.
- Meetings of the Child Detention Working Group, which is led by the YMCA and its member being: Save the Children- oPt Country Office, Commission for the Affairs of Detainees and Ex-detainees - CoDEDA, Defence for Children International – Palestine Section, UNICEF, the Ministry of Labor, the Ministry of Education and Higher Education, and the Ministry of Social Affairs.
- Ten meetings with representatives of the different governmental agencies in the different districts were held to join and coordinate efforts in addressing issues of PWDs, confirming their rights, evaluating current services available, activating the Higher Council for PWDs Affairs, increasing the employment of PWDs, enhancing their access to education, and adapting public transportation means to be used by PWDs. Important stakeholders



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joined those meetings like the Minister of Social Development, the Minister of Education, and the Palestinian President. It is important to note that throughout the year, the YMCA focused its efforts to support the Palestinian General Union of PWDs as well as encouraging the different organizations to support PWDs and their rights. The YMCA was keen to encourage the participation of the Union’s members in the design and implementation of its advocacy activities.

### Media activities

During the reporting period, a program was prepared with the radio station in Tubas to cover the work of the psychosocial emergency team in the same area, the emergency interventions and response mechanisms, and the provision of psychosocial support to the local communities. A counselor and children participants as well joined this program. In addition, three radio stations in the West Bank participated in an advocacy campaign on disability that highlighted the need for conducting adaptations to homes and buildings, the right to decent work, and the right to reach services. Substantial work was also done to contribute to the design of series of television episodes with Ma’an News Agency’s ‘Momken’ Show. The episodes discussed Labor Law and employing PWDs in the private sector and their rights. The YMCA team in Tulkarem and Qalqiliya participated in the making of a documentary show on the adaptation of schools and public buildings. In general the radio and TV programs included the input from several stakeholders like the Ministries of Labor and Social Development, the General Union for PWDs, etc.

### Advocacy and awareness activities in numbers

The following table provides a quick insight on groups targeted by the aforementioned advocacy and awareness activities implemented during the reporting period:

Target Groups	Females	Males	Total
Persons with disability	696	852	1548
Ex-detainees	0	473	473
Children and families	7344	6003	13347
Staff of educational institutions	693	664	1357
Staff of local institutions	404	548	952
Staff of international institutions	48	58	106
Students of schools and universities	1674	2618	4292
<b>Total</b>	<b>10859</b>	<b>11216</b>	<b>22075</b>

## Indicators

In order to monitor and evaluate the impact of the conducted interventions, the East Jerusalem YMCA – Rehabilitation Program has developed a set of monitoring scales that are based on international scientific psychosocial scales which were adapted to suite the Palestinian context. Through those scales the Supervision staff can measure the indicators which translate the impact of the support provided to participants. As previously mentioned in the report, the scales used underwent a complete review towards the end of 2015, and new scales were adopted to measure the impact of the work. Some of the main new scales used are listed below and are followed by the results of the indicators achieved during the reporting period.

### **Brief COPE**

The brief cope is an abbreviated version of the COPE Inventory, and consists of 14 subscales containing two items each. It investigates a variety of different coping methods such as meditating or praying, receiving emotional support, substance abuse, self blame, self criticism, planning, acceptance, and positive reframing.

Source: Carver, C. S. (1997), *International Journal of Behavioral Medicine*, 4, 92-100.

### **World Health Organization Disability Assessment Schedule 2.0**

The adult self-administered version of the World Health Organization Disability Assessment Schedule 2.0 (WHODAS 2.0) is a 36-item self-administered measure that assesses disability in adults (18 years and older). It assesses disability across six domains, including understanding and communicating, getting around, self-care, getting along with people, life activities (i.e., household, work, and/or school activities), and participation in society.

Source: *Measuring health and disability: manual for WHO Disability Assessment Schedule (WHODAS 2.0)*, World Health Organization, 2010, Geneva.

### **Clinician-Administered PTSD Scale for DSM-5 (CAPS-5)**

The CAPS is the gold standard in PTSD assessment. It is a 30-item clinician-administered questionnaire, corresponding to the DSM-5 diagnosis for PTSD and relies on a structured interview for assessing posttraumatic stress disorder (PTSD) diagnostic status and symptom severity.

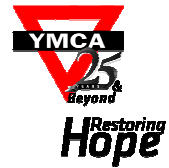
Source: *National Center for Posttraumatic Stress Disorder*, 2015

### **Hopkins Symptom Checklist-25 (HSCL-25)**

The HSCL-25 is a symptom inventory which measures symptoms of anxiety and depression. It consists of 25 items: Part I of the HSCL-25 has 10 items for anxiety symptoms; Part II has 15 items for depression symptoms.

Source: Hesbacher PT, Rickels K, Morris RJ, et al. *Psychiatric illness in family practice. Journal of Clinical Psychiatry*. 1980; 41:6-10

# The East Jerusalem YMCA Rehabilitation Program



## Objective 1

92.9% of persons with disability and traumatized who received psychosocial support and counselling services have an increased ability to cope with their disability and have developed a more positive perspective towards their situation, and are more reintegrated into the Palestinian community.

89.7% of family members of participants are more aware of the needs of their affected children and know how to deal with them and the community at large have a more positive attitude towards persons with disability.

## Objective 2

92% of persons with disability (participants of the Program) have better access to their residences, schools, and public buildings, as well as to job market.

91.1% of the project participants are more able to participate in the economic life and more economically independent.

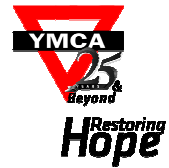
## Objective 3

94.4% of the trained social workers and counsellors who received training have an increased capacity particularly in the sphere of counselling and rehabilitation and use advanced constructive counselling methodologies and approaches with their participants.

## Objective 4

72.5% of the organizations with whom the East Jerusalem YMCA – Rehabilitation Program coordinated efforts have an increased responsibility towards persons with disability, traumatized, and have become more involved in coordinating efforts for the sake of these groups.

# The East Jerusalem YMCA Rehabilitation Program



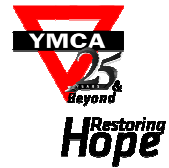
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## Difficulties and challenges

The YMCA staff continues to suffer from the unstable political situation in Palestine, and the daily threats that face its teams while working in the field to support its target groups. The YMCA teams are continuously challenged to access certain areas due to road blocks, checkpoints, military operation areas, lack of proper transportation due to absence of paved roads, and more importantly by the fearful atmosphere created by the occupation, where killing and attacking civilians became a well spreading daily practice by the military wherever our counselors and social workers reach. This is especially hard while working in East Jerusalem and the old core of Hebron (H2 area). So many children are being detained, so many residential units receive home demolition threats, increased killing on the streets conducted by the Israeli military.... a lot of work needs to be done at a time when it is not even safe for the counselors to access certain areas.

In addition, one of the main challenges facing the YMCA teams currently is mobilizing limited human and financial resources to support the growing number of survivors of political violence. As previously noted in the report, the number of emergency interventions is very high, and the numbers of participants reached from this target group has been by far higher than before. The YMCA continues to play a vital role in supporting the local communities and will constantly look for partners to accompany its journey.

## The East Jerusalem YMCA Rehabilitation Program



### Making a difference to live 'a better life'

Hajjah, is a Palestinian village in the northern West Bank, located eighteen kilometres west of Nablus in the Qalqiliya Governorate. The governorate lost all of its plain agricultural lands in 1949 Armistice Agreements, then it lost its mountainous lands in 1967 war on which Israeli Colonies were built, and lastly during Al-Aqsa Intifada in 2000 when Israel started building the Segregation Wall which separated the Governorate from the rest of the Palestinian lands in different social and economic ways.

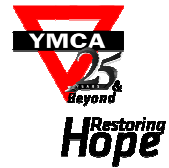
In Hajjah lives D.A. a fifteen-year old girl, the oldest of her three siblings with her mother, a housewife, and her father, a labourer. D.A. was born with mobility impairment (partial hemiplegia and osteoporosis) which resulted in experiencing multiple negative emotions, like shyness, inferiority, sadness and depression in addition to her negative perceptions regarding her ability to lead a successful life and plan for the future. It was hard for her to deal with life with all of these psychological, social, academic, and health challenges and obstacles. She was constantly nervous and willingly socially isolated, which in turn affected her relations with others, being her peers at school and family alike. During the initial visits to D.A., she told her counsellor, *"I do not feel that I am like other girls and this makes me sad, depressed and I choose to stay at home. I hate myself and hate school as well. I cannot communicate with my family. I became more nervous and I cannot control this. I even do not wish to pursue my education because I cannot communicate with my peers at school. Moreover, I do not participate in any event and have no clear vision about my future. I feel that people, including my own family, avoid me as a result of my constant nervousness."*

Her family expressed their concern regarding the psychological wellbeing of their daughter and her future at all levels especially in light of their failure in communicating or dealing with her. *"We have no clue on how to deal with her. We are concerned and sad especially in light of the absence of any clear vision about her future. She cannot even attend school and we feel helpless. Our relation with her is constantly deteriorating and we need help. We have no money to meet her needs; she needs a wheelchair, medications and surgeries which we cannot afford. We are very sad and depressed."*

Following the YMCA's holistic approach in providing psychosocial rehabilitation to its targeted groups, the field team of Qalqiliya set up an intervention plan for D.A. where they made sure to work with her on the psychosocial level through counselling sessions, academic rehabilitation, and medical assistive aid through a wheelchair and crutches, and adapting the house through adding a ramp to the entrance, in parallel to working with her family through counselling support, and with the school community through sensitization sessions with the students which resulted in forming a friendship committee for students with disabilities, as well as the adaptation works through installing a ramp and adapting a toilet to make the school environment suitable and accepting for persons with disability.

The huge efforts made to enhance D.A.'s world, resulted in positive impact on her life. She was finally able to accept her disability and cope with it, her self-esteem increased, and she became more willing





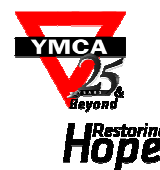
## The East Jerusalem YMCA Rehabilitation Program

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to lead a hopeful life taking into account her talents and capacities. At the level of school, the intervention prevented her from dropping-out. She became more interactive with her peers and teachers, participating in many school activities, and she became more capable of addressing her issues on her own. D.A.'s family seeing the change in their daughter's life, were happy with the new person she became and were also relieved after learning all the communication and support skills which the counsellors taught them to use when dealing with her. They no longer feared their daughter's future, as by now they knew she would be able to take care of herself while receiving all the encouragement and support from them.

*“Now I have learned how to deal with my emotions and thoughts. I became much calmer and can address my own issues. I have friends and acquaintances. I socialize with others and participate in the different events. I have learned how to communicate well with people. My self-esteem increased and I am not shy anymore. I know how to defend myself and I have acquired leadership skills. Moreover, I discovered that I have some talents like painting and arts in general. Furthermore, my relation with my family is much better now and I love my life. My relations with my colleagues and teachers at school also improved. I am independent and do not seek others' help. I have a clear vision about my future and a set of goals to realize. Most importantly, I have learned that life goes on no matter what challenges we may encounter. I know now that one must confront all obstacles in order to succeed.”*

# The East Jerusalem YMCA Rehabilitation Program



## Distinguished Projects

### I. Psychosocial Support for Conflict and Societal Violence Affected Children: Child Protection in Emergency

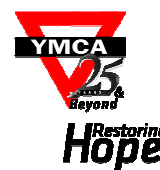
The YMCA is implementing this project in partnership with Save the Children International. It plays an important role in responding to the psychosocial emergency needs of children and their caregivers resulting from incidents of political violence all over the West Bank within the first 48 hours of occurrence, through the efforts of eleven psychosocial emergency teams - PSET in mainly providing the Psychosocial First Aid (PFA) and counseling sessions. The teams are located in all of the West Bank governorates; Jenin, Tulkarem, Qalqiliya, Nablus, Salfit, Ramallah, Jerusalem, Bethlehem, Hebron, Tubas and Jericho. The project mainly focuses on: providing counselling sessions to children; providing parents and caregivers with skills and knowledge to support their children’s resilience to cope with difficult events; improving the skills and knowledge of psychosocial professionals, volunteers and CBO partners to better support children and caregivers’ resilience and coping mechanisms; and increasing coordination among key psychosocial actors in the area providing similar emergency services.



Summary of achievements during the reporting period is as follows:

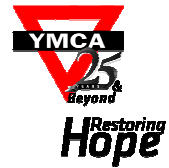
<b>Emergency visits using the inter-cluster response framework</b>			
Emergency interventions	Participants		Notes
	Children	Adults	
1556	6716	7009	The teams responded to 71.15% of the incidents within the first 48 hours, and 7.4% within the third day.
<b>Psychosocial group counseling sessions for children</b>			
Groups	Children		Notes
	Males	Females	
106	716	841	The groups received 707 counseling sessions
<b>Referral</b>			
Participants			Notes
Children	Adults		

# The East Jerusalem YMCA Rehabilitation Program



109	44		Referral is done for further services to specialized organizations or projects.		
<b>Structured psychosocial activities</b>					
Recreational Days	Children		Caregivers		Notes
	Males	Females	Males	Females	
74	4130	3514	289	580	
<b>Empowerment and capacity building</b>					
Trainings	CBO's members				Notes
	Males		Females		
7 (in 15 days)	32		124		The trainings provided the participants with new tools and techniques to be used when responding to emergency incidents when targeting children and caregivers. Each group conducted one community initiative aiming at improving children's wellbeing and advocating for children's rights.
Initiatives	Children		Caregivers		
	Males	Females	Males	Females	
8	285	179	82	105	
<b>Sensitization sessions and psychosocial support for parents and caregivers</b>					
Groups	Caregivers		Sessions	Notes	
	Males	Females			
96	52	1040	321	Participants were provided with skills and techniques for positive communication with their children and were offered support and guidance.	
<b>Raising awareness</b>					
Sessions	Caregivers				Notes
	Males		Females		
54	99		724		The sessions aimed at raising the community's awareness to support children's positive psychosocial development.
<b>Solidarity</b>					
Visits	Children		Caregivers		Notes
	Males	Females	Males	Females	
12	846	1095	140	228	
<b>Advocacy</b>					
Campaigns	Children		Caregivers		Notes
	Males	Females	Males	Females	
11	583	394	186	178	
<b>Team Coordination meetings</b>					

# The East Jerusalem YMCA Rehabilitation Program

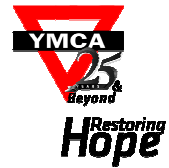


Meetings	Representatives of partner organizations and CBO's		Notes
	Males	Females	
123	126	204	Those meetings provided a platform for networking, discussion and referral of children and caregivers for in-depth intervention and counseling.
<b>Stress Management for project staff</b>			
Males	Females		Notes
25	23		This activity aims at enabling staff especially field counselors to release stress and introducing new coping mechanisms to them.

The effectiveness of the interventions was seen in the indicators which measured as follows:

- 78.8% of the targeted children reported improved resiliency and coping practices against difficulties they face;
- 96.7% of the targeted parents and caregivers expressed better informed decisions to support their children's resiliency and coping mechanisms.

## The East Jerusalem YMCA Rehabilitation Program



### 2. Rehabilitation and reintegration within their families and communities of Palestinian child ex-detainees in the West Bank and East Jerusalem

The East Jerusalem YMCA - Rehabilitation Program (EJ-YMCA-RP) is implementing the above mentioned project in partnership with Save the Children International –oPt Country Office, and Defence for Children International -Palestine Section, through Save the Children Italia, with the support of the Italian Ministry of Foreign Affairs, over the period of 2016-2018. The project builds on around 8 years experience of the EJ-YMCA-RP and its partners in providing post-trauma rehabilitation and reintegration interventions to Palestinian ex-detainee children in the West Bank districts (Hebron, Bethlehem, East Jerusalem, Ramallah, Nablus, Salfit, Jenin, Tubas, Tulkarem, Qalqilia, and Jericho). On the longer term, the project aims at enabling the Palestinian communities in the West Bank, including East Jerusalem, to strengthen their capacity to provide protection to children from the most vulnerable groups. On the shorter term, it aims at successfully reintegrating ex-detainee Palestinian children within their families and local communities.

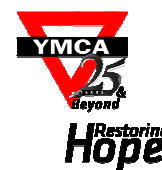


The intervention is structured on three levels: First, ex-detainee children receive psycho-social rehabilitation support through individual and group counselling sessions. Participants also receive educational and vocational rehabilitation support to help them either resume their academic lives or start their career path. In addition, participants enjoy participating in recreational activities to release their stress and exchange experiences with other children facing their same situation. Second, the families of ex-detainee and detainee children receive psycho-social rehabilitation support through individual and group counselling sessions. Families as well are involved in recreational activities. Third, on an institutional level, the project encourages the adoption of a national system of child protection that supports ex-detainee children.

The Prisoner's' Club reported that 2016 witnessed the detention of 1332 children and issuing administrative detention orders against 20 children. The children of East Jerusalem were the most targeted groups as evident in the high numbers of children being detained from this area which reached 757. The treatment of children during detention and interrogation remains a concern. Unlimited violations to children's rights are being committed by the Israeli military during arrest, detention and interrogation which include shooting live ammunition deliberately towards children, denying them food and drink during arrest and detention, using physical violence against them as well as verbal abuse, and extracting confessions under pressure and threat. Children are usually taken



## The East Jerusalem YMCA Rehabilitation Program



from their homes in the middle of the night, handcuffed and blindfolded, and interrogated without the presence of a lawyer or an accompanying adult. During 2016, it was observed that substantial arrest incidents occurred while children were coming out of schools, as well as detaining the same child several times and during close time periods aiming at creating stigma of a collaborator and at the same time resulting in drop out of school. Especially in Hebron, children suffered from brutal physical abuse that left vivid physical marks on their bodies as well as strict inspection at checkpoints on a daily basis during their school commutes mainly in the southern areas. In addition, there has been an increase in imposing administrative detention on children, a dramatic increase in detaining young females as well as in detaining young ages below than 16 years old, imposing home arrest especially in East Jerusalem, and subjecting children to “home/field interrogation” by which the child is being separated from family members to be interrogated and then either released or arrested and this has been done either inside the homes or at entry points of villages.

During the reporting period, the project targeted 377 children and 223 parents of detained or ex-detainee children. Of those 314 children and 214 parents finalized the course of the intervention during the same year. The demographic analysis of the targeted groups and the support provided to them follows.

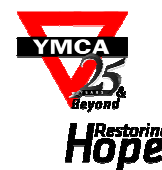
Table 1: Demographic analysis of child participants based on district, gender, age, and residence

District	Number		Age				Place of Residence			Total
	Male	Female	0-6	7-11	12-18	19-25	City	Village	Camp	
Jerusalem/Bethlehem	96	5	0	0	92	9	33	64	4	101
Ramallah	51	2	0	0	44	9	5	27	21	53
Tulkarem/Qalqiliya	24	2	0	0	13	13	1	25	0	26
Jenin/Tubas	12	2	0	0	11	3	0	14	0	14
Nablus/Salfit	44	0	0	1	37	6	4	31	9	44
Hebron	125	5	0	10	115	5	59	64	7	130
Jericho	6	0	0	0	6	0	5	0	1	6
<b>Total</b>	<b>361</b>	<b>16</b>	<b>0</b>	<b>11</b>	<b>320</b>	<b>46</b>	<b>108</b>	<b>227</b>	<b>42</b>	<b>377</b>

Table 2: Demographic analysis of family participants based on district, gender, and residence

District	Number		Place of Residence			Total
	Male	Female	City	Village	Camp	
Jerusalem/Bethlehem	6	58	1	63	0	65
Ramallah	2	35	8	15	14	37
Tulkarem/Qalqiliya	0	15	0	15	0	15
Jenin/Tubas	0	7	0	7	0	7

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Nablus/Salfit	9	12	0	21	0	21
Hebron	4	75	14	59	6	79
Jericho	0	0	0	0	0	0
<b>Total</b>	<b>21</b>	<b>202</b>	<b>23</b>	<b>180</b>	<b>20</b>	<b>223</b>

Table 3: Psychosocial sessions conducted with ex-detainee children and families of detainee and ex-detainee children based on areas of intervention

Area	Ex-detainee Children				Families of Detainee and Ex-Detainee Children			
	Individual psychosocial counselling		Group psychosocial counselling		Family intervention counselling		Group support counselling	
	participants	sessions	participants	sessions	participants	sessions	participants	sessions
Jerusalem/Bethlehem	101	896	55	41	37	151	36	24
Ramallah	53	364	28	28	17	70	21	19
Tulkarem/Qalqiliya	25	157	16	12	10	23	8	8
Jenin/Tubas	14	155	6	11	7	16	5	8
Nablus/Salfit	44	484	19	28	14	75	7	8
Hebron	77	943	68	70	33	176	48	40
Jericho	5	31	5	8	0	0	0	0
<b>Total</b>	<b>319</b>	<b>3030</b>	<b>197</b>	<b>198</b>	<b>118</b>	<b>511</b>	<b>125</b>	<b>107</b>

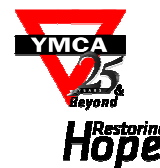
Table 4: On the level of academic and vocational rehabilitation, the reporting period witnessed providing the following services

Area	Vocational Assessment	Facilitating vocational training	Providing tools for participants	Facilitating remedial education
Jerusalem/Bethlehem	21	16	11	25
Ramallah	6	6	3	18
Tulkarem/Qalqiliya	3	2	0	5
Jenin/Tubas	7	2	0	5
Nablus/Salfit	8	2	0	12
Hebron	42	15	15	44
Jericho	0	0	0	0
<b>Total</b>	<b>87</b>	<b>43</b>	<b>29</b>	<b>109</b>

Table 5: Recreational activities organized for ex-detainee children and their families, based on areas of intervention

Area	# of children	# of family members
Jerusalem/Bethlehem	76	65
Ramallah	39	33
Tulkarem/Qalqiliya	9	9
Jenin/Tubas	9	6
Nablus/Salfit	27	32
Hebron	77	67

## The East Jerusalem YMCA Rehabilitation Program



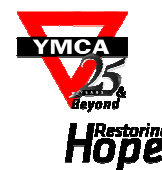
Jericho	0	0
<b>Total</b>	<b>237</b>	<b>212</b>

The YMCA succeeded in building networks for cooperation with a number of stakeholders who would facilitate its mission in supporting ex-detainee children and their families. During 2016, a number of cooperation agreements were signed between the EJ-YMCA-RP and a number of NGOs, INGOs, and GOs, which included: the Ministry of Labor; the Commission of Detainees and Ex-detainees Affairs; and the Prisoners’ Club. All of these networks were built on the earlier success of the establishment of the “Child Detention Working Group” in 2015, which has been coordinated by the EJ-YMCA-RP with its members being Save the Children International – oPt, Defence for Children International – Palestine Section, the Commission of the Detainees and Ex-Detainees Affairs, the Ministry of Labor, the Ministry of Social Affairs, the Ministry of Education and Higher Education, Médecins Du Monde – Suisse, and UNICEF, to set up cooperation channels among relevant stakeholders who provide support to detained and ex-detainee children, as well as plan on the national level to better coordinate support to those children. Based on the agreement signed between the Prisoners’ Club and the YMCA in September 2016, a regular flow of information is being shared among the two parties covering data on prisoners in all West Bank districts. Although there has been some networking with the District Coordination Offices (DCO) in all West Bank districts and there has been some initial planning to arrange together for community-based workshops, no serious action was taken by the DCO.

To measure the performance of the project at the outcomes’ level, the following indicators were achieved towards the end of 2016:

- IND 1: 91.8% of the children involved have seen a decrease in the symptoms associated to post-traumatic stress (anxiety, sadness, negative thoughts, etc.);
- IND 2: 34 participants have found a job while the total number of participants who received vocational training were 43;
- IND 3: 76.8% of the children involved are receiving more support from their families and local communities;
- 1.1 88.6% of ex-detainee children involved are making more use of positive coping mechanisms to deal with their trauma;
- 1.2 90.8% of the children attending catch-up classes have returned to school;
- 1.3 88.7% of the children involved report more knowledge and skills for inclusion in the professional world;
- 2.1 93.4% of the families involved are aware of the psychosocial needs of their children and possess the knowledge and ability to offer support;
- 2.2 23.2% of the families involved have supported other families with similar problems, sharing information and experience.

# The East Jerusalem YMCA Rehabilitation Program



## Fact Sheet: Our Work in Numbers



Direct participants receiving rehabilitation support	819
Counseling sessions	8882
Participants receiving vocational assessment	199
Participants receiving educational and career counseling	408
Participants receiving vocational training	95
Self-employment projects	16
Facilitation of employment of PWDs	5
Academic rehabilitation support	206
Adaptations of residences, schools, clinics, and public buildings for the use of persons with disability	37
Medical urgent assistive aids	79
Trainees from other organizations who received training	527
Trainees from our staff	43
University students trainees	25
International training for our staff	1
International training to others	18
Coordination meetings and field visits held on the local level	209
Awareness raising workshops / lectures / meetings, etc.	81
Activities organized with schools and universities within the different districts of the West Bank	23
Youth initiatives	9
Celebratory and public events	24
Recreational / ventilation activities	129
Targeted groups by the advocacy and awareness activities	22075
<b>Through our projects</b>	
Emergency interventions	1556
Children and adults reached through emergency interventions	13,725
Signed MoU's	2
Ex-detainee children evaluated	377
Psychosocial counseling sessions conducted for ex-detainee children	3228
Families of detainee and ex-detainee children evaluated	223
Psychosocial counseling sessions conducted for families of detainee and ex-detainee children	618