



Health Work Committees - Palestine

Annual Report - 2014



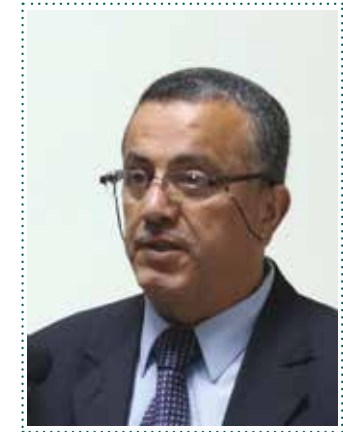
مؤسسة لجان العمل الصحي

Health Work Committees

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Chairman Speech By Farid Murra



Twenty Nine years have passed since the conception of the Health Work Committee (HWC) by a group of volunteers, who decided to embody their beliefs and commitment to resist injustice in all its forms. Despite of different challenges and hardships, HWC has continued with a spirit of patriotic duty and a sense of giving to prosper and advance.

Relying on its workers' sense of belonging, its vision, mission, values, and social and national role, and on its loyal and wise leadership, some of whom became martyrs at the peak of their contribution to the organization. At the beginning of this report, we pay tribute to them and their memory, from Dr. Ahmad Maslamani, and Dr. Kamal Zeena, to, most recently, our colleague and friend Dr. Yasser Manasrah, a current board member. We send them all our respect, appreciation, love, and fealty.

This year has been overwhelmed, on national, Arab, and global scales, with an increase in disturbance, mixing of papers, and a disfigurement and delusions of social awareness, where

hired satellite channels played a major role. Vast, deep, and historical changes are taking place, fueled by Arab history, money, and blood. However despite all the misinformation we stress that all this sabotage is headed by the United States and all those who comply with it. We stress that anyone who attempts to deviate the compass away from the liberation of Palestine and Jerusalem, is on the side of America and Israel. The regional battle rages between those who would ruin and tear it apart to ease the stealing of its resources and the control its destiny, and those who would see it free, dignified, prosperous, developed, and in service to its people. Yet all indications show that the best interest and the dignity of the people of this region will be victorious.

On a Palestinian level, main internal issues are at standstill, while painful divisions continue, decision making parties continue to place individual interests over national ones, Gaza continues to be in ruins, our people in Gaza live in deplorable conditions, and the perpetrators of these crimes are yet to be held responsible.

Arrests, Settlements, robbing of lands, the violation of the sanctity of holy sites, the consumption of Jerusalem, the destruction of homes, and the threatening of peoples' lively hoods continue at the hands of the occupation. Nevertheless, some Palestinian parties have despaired enough to bet on the Israeli elections.

The only salvation for Palestinians is national unity. Progressive powers need to take responsibility for it, and reexamine their role from that of a follower or observer, or dissenter, to an active and influential one, for now; there is a historic opportunity for those powers to maneuver towards a leading position.

Health work committee, with its humble national contributions, has focused its vision on working towards the process of liberation through its development role, relying on supplying health care services, while being committed to serving the Palestinian community, especially those without means.

Health Work committee is committed to deepening its valuable social traditions of volunteering and collaboration, and is dedicated to women's rights and to viewing her through her mind, will, role, and contribution rather than her look and physical appearance.

This year, HWC witnessed a large and continuous evolution on all fronts: On an administrative level, it has prepared and executed a new strategic plan, prepared annual reports, and evaluated its employees.

On the financial front, HWC experienced some, albeit slow, growth. However it continues to suffer from its previous debts which have become a significant and primary burden, and is reflecting negatively on almost all its achievements. It is the consensus of the board of directors that it would be difficult to solve this crisis while relying on the organization's income alone. Therefore, HWC, in cooperation with its board of directors, has put in place a practical and effective financial

plan to solve the crisis.

From a social aspect, HWC has reinforced its communal and civic role through participation in multiple activities and events and contributing in forming and shaping of coalitions. On the international and Arab front, HWC has participated in some activities, which are detailed within this annual report's pages.

In conclusion, we feel the need to show our gratitude to the workers of HWC, who have given, without hesitation, their time and efforts, and have strived to serve those among which they work. They are truly the pillars of the organization, and the fuel of its progress regardless of its stages or conditions, those employees who, to this day, grow stronger and more faithful to the values in which they believe. We must also thank and show our appreciation to the HWC's friends, donors and supporters on the national, Arab, or global level, for their support in a variety of ventures that aid HWC in continuing to be a notable pioneer in the fields of national health and development.

A word from the General Director Ms. Shatha Odeh



Hand achievements in responding to the s of'severyday work that stheir organization's , mission and goals. Before I present our 2014 annual report, I would like to express my gratitude and appreciation for all the workers in HWC, the organization is proud to have you as its main pillar and real asset.

This annual report will exhibit the achievements and challenges that the organization faced in 2014 in line with its centers, clinics and health programs activities in the Primary Health Department. The report will also showcase the activities of the Community Development Department, Media & Public Relations Department, as well as the Financial & Administrative Department.

Despite the financial crisis that the organization is still suffering from, and the tough political and economic situation caused by the Israeli Occupation, in addition to the internal division within the Palestinian Authority, and the situation in Gaza, HWC was able to achieve unique milestones by implementing initiatives that decreased the effect of this situation on the most marginalized segments of the society.

The year 2014 was marked by implementing the new strategic

plan (2014-2016), which was developed in a participatory approach based on short, median and long term results. Each department drew an action plan, reliant on monitoring indicators based on the strategic plan.

In an efforts towards achieving and promoting health rights of Palestinians ,the Primary Health Care Department continues towards enhancing its services, provided through its health facilities which include 16 clinics and centers, its health programs and the mobile clinics benefiting more than 90 thousand resident of the Palestinian territories. The Primary Health Department has distinguished work this year specially in its health programs implementation, following up and evaluation, such as the Chronic Disease Program, Women's Health Program, specially the Protection & Promotion of Reproductive Health for Women and women with Disabilities project. These programs were externally evaluated yielding honorable positive results. The program's evaluations displayed the positive impact the projects had on the organization in terms of lessons learned, recommendations and staff capacity building.

The Primary Health Department organized a National Con-

ference about Reproductive Health Rights for Women and women with disabilities. Additionally HWC held a conference entitled “Health Status of Area C Residents”. The conference witnessed a great turnout, with attendance from the civil society, the public sector, and international organizations. This was a pioneer achievement for HWC as the conference resulted in casting a spotlight on this marginalized group, and put a pressure on stakeholders to intervene in order to aid the Area C residents’ resilience. The School Health Program in Jerusalem is another pioneer program that had a great impact in 2014. The program’s activities serve a total of 62 schools in East Jerusalem.

Furthermore, the Primary Health Department focused on constant monitoring and documentation of its activities in different centers and programs, in coordination with external researchers. The data collected is used to constantly improve the centers’ practices in dealing with patients, and raising the services quality. Besides, Dunya Woman Cancer Center displayed evident development in its early-detection awareness raising campaigns. The Center was also able to create new partnerships with different local banks and corporations to promote their social responsibility in supporting the social cases fund in this field.

The Development Department has been serving the marginalized groups and building developmental models for different segments as it developed its work in the Community Based Rehabilitation program providing services for persons with disabilities in their communities, a program that has been implemented for many years in the South, meeting people with disabilities needs and defending their rights and their integration in the society. The department strengthened its partnerships and relationships with municipalities and village councils in order to take their role towards people with disabilities. Jerusalem has never been forgotten, and

it has been as always a vital part of the organization’s work. The organization continues its work in the Youth Development programs; “Tawasol” and “Kan’an” that aim to support the residents of Jerusalem and defending their social rights through several activities conducted in partnership with local and international partners, despite prosecution and harassment pursued by the occupation authorities.

The Elderly Day Club also imprinted a positive impact on society, as an attractive model for many local and international volunteers and donors. In addition to the Kindergarten and Al Waha Center for People with Mental Disabilities that was also prominent in creating a new product line for the center, adding another revenue stream for its beneficiaries, in addition to participating in a bazaar for products made by people with mental disabilities.

To enhance and strengthen the organization’s sustainability, the Department of Public Relations and Media is putting all efforts towards strengthening old relations and partnerships and developing new ones, in addition to preparing proposal for new projects. Additionally the department developed the organization’s web page and updated it in Arabic and English. The development of media performance was distinguishes in presence and diversity. In order to promote the organization’s patriotic role and civil work, the department ensured its active participation in networks and national coalitions, as it was elected as the treasurer in the steering committee of Palestine NGO Network. The Financial and Administrative Department continues its efforts in developing its information systems within the organization, and employing accuracy and transparency in its administrative and financial procedures.

HWC believes that the most important assets it owns that its presence relies on, is its staff and workers, and therefore it intensified its efforts to develop the quality of its services through building the capacity of its staff. Different workshops

and trainings were conducted targeting doctors, nurses, administrative and development programs’ staffs, both locally and through supporting participation in training abroad. Moreover, the organization re-applied the performance evaluation system for its staff which was halted for few years due to financial and administrative issues, this was an important step that contributed to the organization’s direction as a learning organization seeking continuous development and rehabilitation in order to raise its efficiency and performance quality.

In terms of governance, the organization held its annual general assembly meeting in which the chairman and board members were elected. HWC’s Board conducts periodical meetings and meets its obligation towards building the vision and governance policies within the organization.

The organization encounters challenges that are facing all civil work, such as the decreased funding opportunities specially that many donors assume that many services currently provided by the civil society, are the responsibility of the National Authority and their ministries, which is a wrong assumption as the civil work has been, historically, provided by the civil society organizations and is still plays efficient role in providing both primary and secondary health services, and in providing services to those not covered by the public sector, e.g. persons with disabilities, where the civil society contributes towards targeting 80% of the needs of this segment. Moreover, mobile clinics which are also operated by the civil society cover marginalized areas. Thus, we believe that the civil work is a partner in the provision of services and also plays an important role influencing health policies and system. On the other hand, the occupation remains a major obstacle to the achievement of better health levels of the Palestinian citizen due to its arbitrary policies towards the Palestinians and their health organizations through direct raids to health centers, and through forbidding Palestinians

from accessing health centers and hospitals. In addition, Israeli policies lead to long waiting time for permits for patients especially those residing in Gaza or those receiving care from Jerusalem hospitals.

The recent war on Gaza caused total destruction and increased the number of people who have unaddressed humanitarian needs according to the Office of Humanitarian Aid report 2014, not to mention the number of people murdered, injured, displaced and disabled in addition to whole families who were wiped out. This resulted in tremendous additional challenges for the health sector as a whole. Although the efforts to overcome these challenges have been relentless, the needs are not met yet, mainly due to local and international political agendas.

Unfortunately, the relationship between different stakeholders within the health system is at standstill and needs much development, especially between the Ministry of Health and Civil Society organizations. The Ministry of Health is urged to support civil society organization continuity and existence to better serve the interest of the Palestinian people.

I would like to conclude by repeating my deep appreciation and pride in all HWC staff; your loyalty and dedication are inspiring. I also would like to thank our local and International partners, who are always by our side, supporting us to achieve our vision and mission. We hereby promise you and all the society that we will continue our persistence towards achieving the best results for our community and to be loyal to our people and to HWC’s founders. Last but certainly not least, I give a special thanks to the friends of HWC who stood by us through thick and thin; I hope that together we can overcome the financial crisis that HWC has been experiencing due to the global economic recession that hit some supporting countries and due to the growing demand of funds due to the unfortunate increase in disasters in our region.



Primary Health Care Department



The Primary Health Care (PHC) department is considered one of the largest units in the organization, and is considered one of its main pillars. The PHC department strives to provide quality and comprehensive services in an attempt to respond to the ever growing health needs of our Palestinian society, especially the poor and marginalized wherever they are, through its medical centers, mobile clinics, and its specialized health programs. Such commitment stems from the organization's vision, mission, and philosophy, and from the desire to achieve the general strategic goals that revolve around easing the burdens of Palestinians who are suffering from the ravages of occupation and its racist policies.

Like other departments in the organization, the PHC department is faced with the terrible challenge to depart from the suffocating financial crisis affecting the organization; therefore the department participated in the strategic planning for 2014-2016 in all its stages, which included a general plan

for the department along with specific plans for each clinic, medical center and specialized program, all with the goal of revamping the organization and continuing to provide quality service to citizens through its work force, who are spread across clinics and centers in 16 isolated and marginalized locations across the West Bank.

The primary health care department supervises all work of clinics, programs, and medical centers, along with projects specific to clinics and programs, especially mobile clinics, women's health programs, school health programs, chronic diseases programs, and well baby program. The department also supervises quality assurance committees which include a drug committee, laboratory committee, nursing committee, health education and promotion committee, environmental committee, and doctors' committee.

It is estimated that 123 employees work in the PHC department, which accounts for 55% of the organization's work force.

Geographical Distribution of Clinics and Centers:

Health Centers:



2. Medical Compound
3. Awarta Health Center
4. Battir Health Center
5. Salem Health Center
6. Qalqilya Health Center
7. Dunya women Cancer Center
8. Al-Mazra'a Al-Sharqiyeh Health Center
9. Kufur Nai'ma Health Center
10. Beit Sahour Medical Center
11. Halhoul Medical Center
12. Sair Health Center
13. Hebron Emergency Center
14. Al-Bathan Health Center

1. **Qalqilya Governorate:** Qalqilya Health Center
2. **Nablus Governorate:** The medical compound in Nablus's old city, Salem Health Center, Awarta Health Center Al Bathan Center
3. **Tubas Governorate:** Al-Shifa Health Center, and mobile clinic in the Northern Jordan Valley
4. **Ramallah & Al Bireh Governorate:** Al-Mazraa Al-Sharqiya Center, Kafr Ni'ma Center, along with Mobile Clinics in Rantees, Ras Karkar, and Al-Lubban Al-Gharbi, as well as the Dunya Woman Cancer Center.
5. **Hebron Governorate:** Hebron Emergency Center, Halhoul Health Center, Sair Clinic and the mobile clinic in the south.
6. **Bethlehem Governorate:** Beit Sahour Health Center

The PHC department's clinics and centers offer general medicine and emergency services, along with women's health, laboratory services, and imaging services in six medical centers in addition to specialties. The Beit Sahour and Qalqilya centers offer Day Care surgeries.

PHC Department Continuous Education and Training:

Inspired by the organization's philosophy and vision that aims to provide the best quality health care services through its health centers and clinics, the PHC department continuously strives to elevate the skills, abilities, and knowledge of its staff, as they are most essential to the organization's quality and continuity, through workshops and training sessions that are focused on the needs of the organization. More than 63 employees from all PHC departments' locations participated in many conferences, seminars, and workshops, including:

Conferences:

Violence and Mock trials conference, Strategies for Natural Breastfeeding and its Alternative conference, Unsafe abortion Conference, Breast Cancer and Telemedicine conference, Health Reality in Jerusalem conference, A conference to declare the launching of the National Conference for the Thalassemia Society, a conference on what is called "Honor" Killing, a conference entitled: "Towards Adapting Educational Institution and Colleges for special needs", The Primary Health Care in Palestine conference, the German Arab Medical conference, the Osteoporosis conference, the conference regarding Sick Prisoners in Israel, the Diabetes conference/Jericho, and a conference on A Critical Review of the UN Resolution 1325 .

Workshops and Seminars:

The psychological support for Children and teenagers and their families, a scientific day entitled "New in Diabetes", Violence Against Women, Colposcopy workshop, a seminar on Quality Control Programs, a workshop on Alimony Fund, Personal Status Law and the Penal Code, Combating Smoking, Intervention Packages for Chronic Diseases and Diabetes, Health and Maternal Rights, Gender Based Violence, a course with the Al-Haq organization on Documentation of Violations, Safe Abortion, Micro-Nutrients, a workshop about the satisfaction of the benefactors from women's health programs, a workshop to discuss the results of a study: "the effects of the climate on agriculture", a workshop to discuss a preliminary draft for a study: "the priorities of teaching nursing courses at universities", a workshop to discuss the shortage of medication for Thalassemia, cancer, and other chronic diseases, a workshop on the effect of economic empowerment on women and their political participation, a proposed system for reporting: accountability systems in medical errors and the mechanisms for compensation, area C, Risk and intervention

analysis workshop, and a workshop regarding health policies in Palestine.

The PHC department participates in many committees and national coalitions such as the Social Determinants, the Anti-smoking Committee, the Natural Breastfeeding Committee, the National Committee for Health Education and Promotion, the Chronic Diseases Committee, the NGOs forum to Combat Violence against Women, the Coalition to Protect Safe Abortions, the Jusoor network, the Ru'a Women Network, and the WHO led health group.

Developmental committees for health services' quality:

Multiple committees work within the framework of the PHC Department with the purpose of elevating the quality of the provided health services, including:

The Laboratory Committee:

This committee monitors and evaluates the performance of all the medical laboratories in the organization; it relies in its work on both external and internal supervision. This committee aims to improve technical abilities through continued education and training, along with the unification of used methods through a unified guide book for the organization's laboratories. This committee will be reactivated.

The Nursing Committee:

This committee works on the application of protocols and the abiding by the nursing procedures manual, while taking into consideration modern advances in the field of nursing. It also aims to educate and train the workforce in all nursing fields.

The Medication Committee:

This committee aims to develop mechanisms to provide medication and other required materials to all of the organi-

zation's centers and the clinics in adequate quantities, timely fashion, and in a way that preserves them, while applying the medication consumption policies.

Doctors Committee:

This committee aims to develop the professional performance in all the organization's clinics.

The environmental committee:

This committee aims to monitor the process of disposing of medical waste and the sanitation of health facilities.

Health Education and Promotion Committee:

This committee is considered one of the main pillars of the organization's work in the health and development sector, it is concerned with the study of health educational and support materials as well as working on the production of new educational materials that complement the needs of the health and development sector.

General Health Indicators

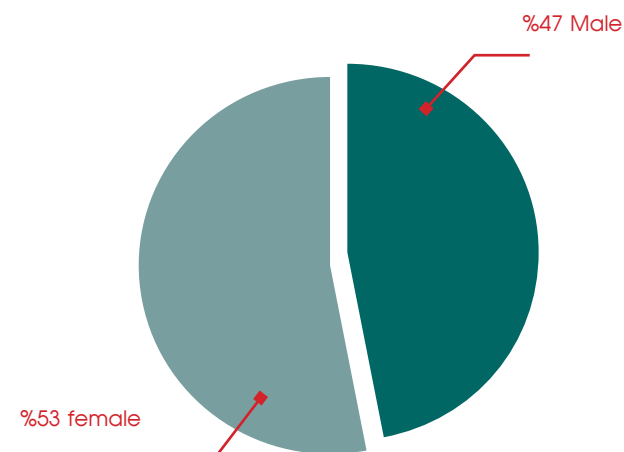
The following table shows the health indicators in 11 health centers and clinics.

Health Indicators	Number
Total Number of Patients	85629
Number of visits	162561
Total Activities	120293
Number of visits to specialty clinics	67148
Number of surgeries	700
Number of Lab Services	61646
Radiology Services	22756

Distribution of Patients by Health Insurance:

Without Health insurance	75912	89%
With Health Insurance	9717	11%

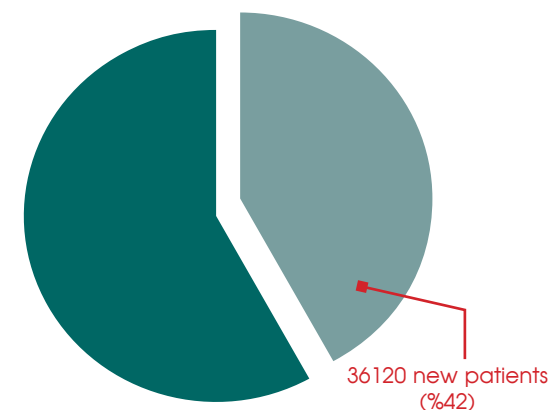
Patient's Distribution by Gender



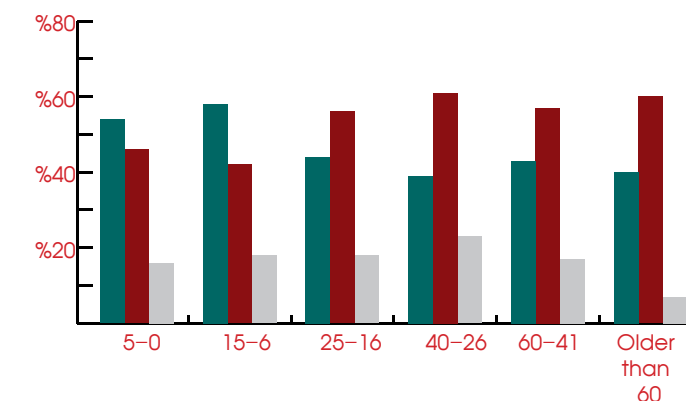
Number of Health Care Dept. Patients 2013/2014

2013	85882
2014	85629

Percentage of new patients:



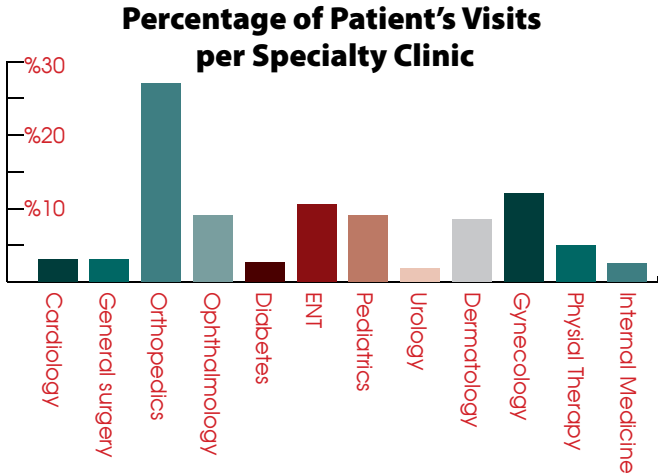
Patient Gender Distribution by age group



Percentage of Social Cases:

Total number of Patients	Number of Social Cases	Percentage of Social Cases
85629	4842	6%

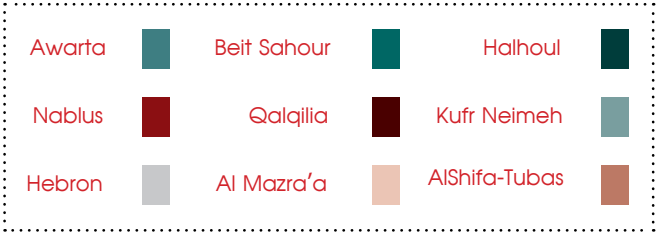
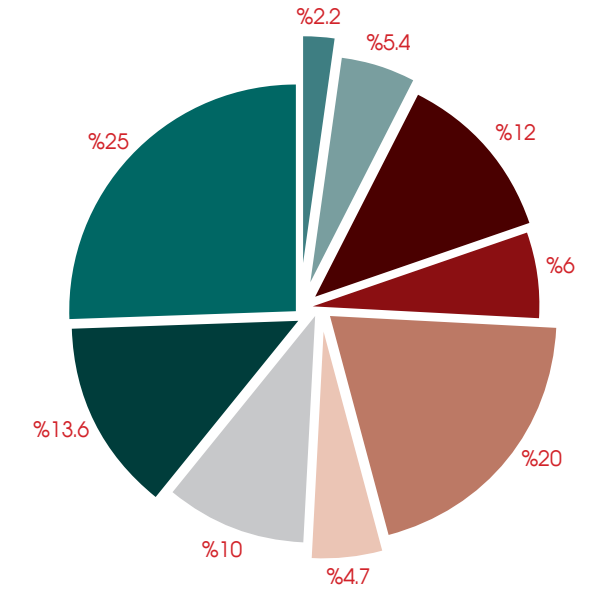




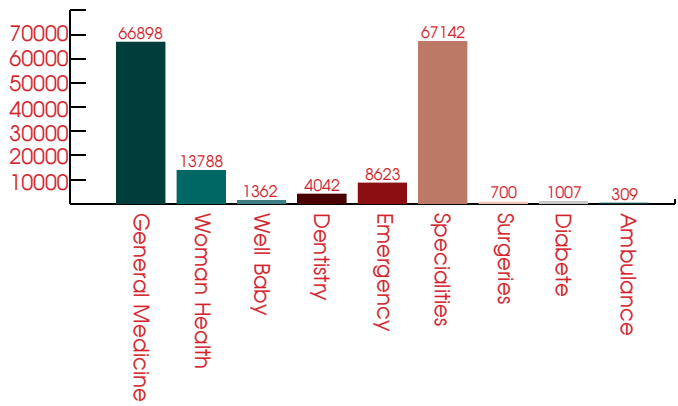
Specialized Clinics:

Specialized Medical services are provided in most of the organization's centers and clinics where there are over 30 specialties employing 101 specialists, who usually practice their specialties in Beit Sahour medical Center, Qalqilya Health Center, Al-Shifa' Center in Tubas, Halhoul Health Center, Hebron Emergency Center, and Al-Mazra'a Al-Sharqiya Health Center. Over 36,000 beneficiaries have benefited from these services, with the total number of visits reaching over 67148 visits, most of which were to the Orthopedic clinic, ENT clinic, Pediatrics clinic, Gynecology , Ophthalmology, Dermatology, and Diabetes clinic.

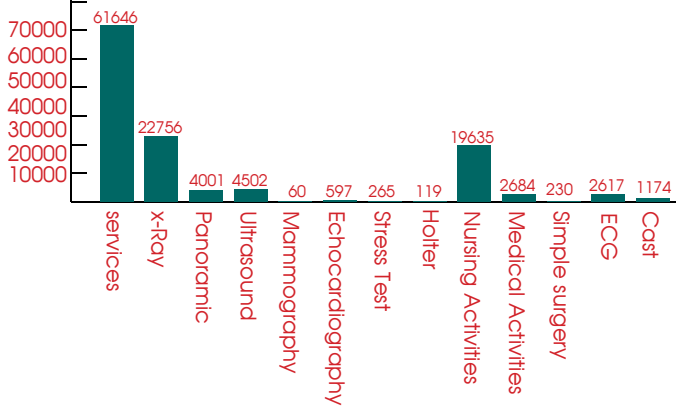
Percentage of Visits to Specialized Clinics per Health Center



The following figure shows the number of repeat visits by clinic, which has reached 462561 visits to all the centers and clinics.



The following figure shows the number of medical activities per specialty clinic which have reached 120,293 activities.





Health Programs



Mobile Clinic Program:

In accordance with its mission to serve isolated, marginalized, and poor groups, Health Work Committees provides health services including general and emergency medicine, women’s health, Well baby, and laboratory services, in addition to health education and promotion , and drugs prescription freely and regularly through mobile clinics that serve seven locations(7) in the Northern Jordan Valley , nine locations (9) in the southern areas and three locations in the central area of the West Bank (Ras Al-Kurkur, Al-Lubban, and Rantis). The mobile clinics employ 38 employees from different fields: general medicine, women’s Health doctors, Health educators, lab technician and nurses.

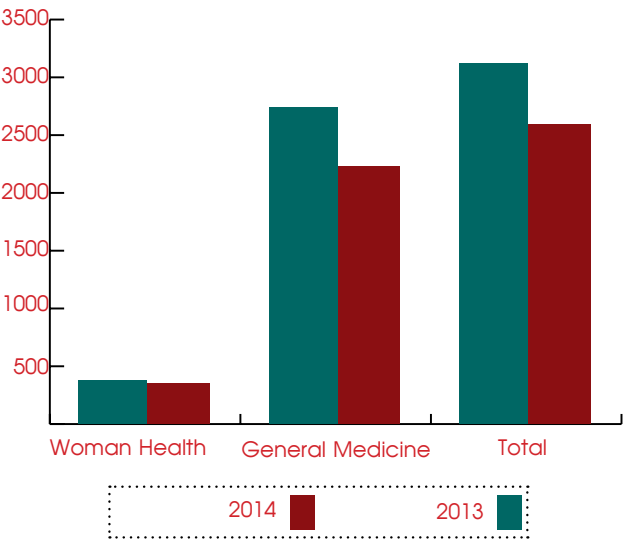
In 2014, the mobile clinics served more than 26,000 citizens, 44% of which were males and 56% of were females. The residents of these marginalized areas lack access to basic necessities of life, health, education, housing and employment, as well as security , in addition to difficulty of access to various

services due to restrictions imposed by the occupation army and settlers. The mobile clinic’s teams also face difficulties in reaching these areas due to military checkpoints, closures, and off roads.

It is worth mentioning that this program was completed in March of 2014 and has been extended from the donor (Care International) until the beginning of 2015 where the program will stop.

The following table shows a comparison between 2013 and 2014 total number of patients provided services by the mobile clinics.

It is clear that there is a significant general decrease, comparing to 2013, possibly due to the decrease of number of locations where the program serves, as well as the closures and lack of access to these areas, in addition to the fact that the program was on hold for three months in 2014.



Women's Health Program

The women's health program works in accordance to its vision which is based on the idea that every Palestinian woman has the right to enjoy the highest degree of health care throughout her life stages from childhood to old age. Therefore, the program build its operational plans in accordance to HWC strategic goals, that is responding to the ever growing health and development needs of the Palestinian community and strengthening the social and health rights of the Palestinian society, and to achieve comprehensive quality in all its working sectors. In order to achieve this vision and those goals, the program's work revolves around providing special health services to women, and increasing communities' awareness regarding sexual and reproductive health, specifically targeting males in workshops and awareness seminars. The program also strives to conduct studies and researches in order to present adequate interventions to develop the programs services. The program also focuses on building the capacities of its staff and building its own capabilities in sexual and reproductive health. Based on the women's health program conviction that sexual and reproductive rights include protecting women from violence, it worked on supporting women who suffer from abuse. The program's believes that true change to the organization and the staff cannot be accomplished by the program alone; therefore, it



has participated in many coalitions and forums that specialize in women's issues. The Women's health program provides its services in 11 centers and 30 mobile clinics locations in the northern, central, and southern areas of the West Bank.

Woman Health Program's achievements in 2014:

Provided service: 18434 total services were provided through the program including 7438 pregnancy services (40% of all provided services). The number of services provided for high risk pregnancy cases was 1539 services (21% of all pregnancy services), 4302 Gynecological services were provided (23%), 2782 family planning services (15%), 362 prenatal services, 189 colposcopies, and 321 referrals for mammograms.

Health education: Males and females of all age groups and all locations were targeted for health education, as well as middle and high school students were also targeted along with the participants in different youth clubs. The program has also raised awareness for women in coordination with grass root women's and social organizations. In 2014, the number of targeted beneficiaries reached by health education activities was over 12,000 persons. The health education subjects were chosen based on a needs assessment conducted by the program. Evaluations were carried out in order to measure



the degree in which such awareness sessions were beneficial, in order to develop the tools and methods to attain the best results. The issues that were chosen for raising awareness were chosen to be suitable for the targeted age group. Issues chosen for teenage students relate to the physical and psychological changes that occur at that stage, in order to protect them from certain diseases and unhealthy habits such as smoking or drugs, and in order to equip them with skills that relate to communication, leadership, team work, and decision making. Issues being raised at reproductive age, are those that relate to the changes that occur during pregnancy, how expecting mothers should take care of themselves, the importance of post natal visits, the different ways for family planning, women's rights, the laws that relate to women's rights, the penal code law, the personal status law, and the laws pertaining to protecting families from abuse. Other issues include the importance of early breast cancer detection, cervical cancer, gender based violence, its types, and how to limit it, in addition to natural breast feeding and its importance. Women who are either going through or have gone through menopause are often approached to be examined for breast cancer, cervical cancer, and osteoporosis.

Publications and brochures: during this year, many bro-



chures were issued dealing with sexual and reproductive health (SRH), disabilities, and protection from violence including:

- A brochure that deals with Violence against women entitled " Lets Break the Silence"
- A brochure entitled " Sexual and Reproductive Health and Disability"
- A brochure entitled " Disability and Violence"
- A brochure regarding the importance of including males in reproductive and sexual health issues entitled " The Inclusion of Males in SRH".

During 2014 women health program publications included:

- A study conducted regarding beneficiaries' satisfaction from HWC's women's health program services.
- A booklet that documented the experience of women who are targeted by the program was also created, along with a documentary.
- Television spots were produced for breast cancer early detection , and the importance of male participation in sexual and reproductive health,



- A poster was also made that dealt with male participation in reproductive health.

Papers: during the year, three HWC documents were reviewed with the purpose of investigation the degree to which the organization is gender sensitive. These documents were modified to be more gender sensitive. These documents include women’s health protocol, HWC operational system, and a paper was prepared to include gender issues in all of the organization’s plans and programs.

Training: Training sessions were held on regular basis. During this year, three training courses were held including:

- A training course on Gender Based Violence (GBV) targeted 25 staff members including doctors, nurses, and health educators in the general medicine clinics and the women’s health program, ..
- A Training course targeted women groups in Ramallah and Nablus, and benefited 24 members of those groups, and discussed sexual and reproductive health rights issues.
- A training course targeted members of those same women groups along with the staff from the women’s health program, focused on the skills to train trainers, and had 25 participants.

Participation in workshops and courses: During this year, the staff participated in a number of courses and external activities that were organized by other organizations, where 15 members of the women groups that are involved with the program, participated in conferences and courses organized by external organizations, such as participating in a conference regarding honor killings, a conferences regarding the penal code, a mock trial held to discuss the article related to “honor” killings in the currently used Penal Code, and a conference about abortion from a social and legal aspect. A

group of the program staff participated in the safe abortion course, an intervention for abused women course, and many other days and workshops relating to reproductive and sexual health issues.

Males involvement in sexual and reproductivehealth issues: Work in this field is being carried out due to the program’s belief that developing the health and development status of women cannot be attained without the engagement of males in reproductive health issues, and raising their awareness on such issues. Therefore, males were targeted in health education, where numbers of educational courses were held, along with awareness sessions for high school students, college students, and male members of youth clubs. A special educational day dealing with the importance males’ involvement was held, where the experiences of different of organizations that work with reproductive health issues were presented. These organizations include Palestinian Medical Relief Society, the Family Planning Society, the UNRWA, and the Palestinian Ministry of Health. On that day, the issues that were brought to light were the most prominent achievements, challenges, and recommendations for an effectively higher level of activation and involvement for men, young and old, in sexual and reproductive health issues. The work in this field included creating a poster that encourage males’ and females’ participation in reproductive health issues, along with the production of a pamphlet that discussed the same desired participation.

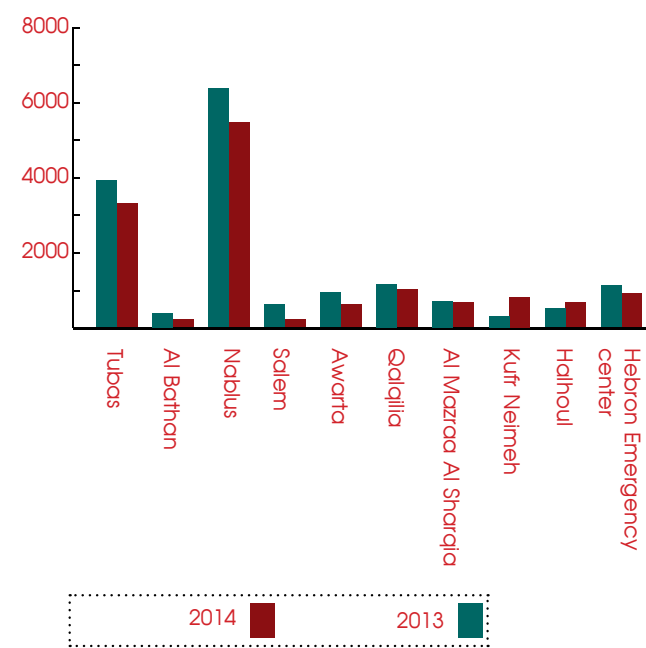
Intervention with women suffering from violence: within the framework of this field, the staff was trained to intervene with women who are exposed to violence, documenting of such cases, and referring it to specialized organizations when needed. In 2014, the staff intervenes in 50 where women suffer from gender based violence.

Within this work, and based on the program’s intervention

with women who approached the clinics, it can be said that women, generally, refuse to be transferred to specialized organizations, due to considerations relating to social stigma, traditions, or for fear of being exposed as abused women.

Coalitions and Forums: the women’s health program is active in coalitions and forums that work within the field of women’s issues, the most important of which include: The NGOs forum to Combat Violence against Women, the Safe Abortion Alliance, Maternal Mortality Committee, the Sexual and Reproductive Health Committee, the Natural Breast-feeding Committee, and the National AIDS Committee. The program is committed to participating in the annual meetings and in the activities held by these coalitions

A comparison of the number of cases in the women’s health program per Health Center 2013-2014



The Well Baby Program:



This program is implemented in four locations where counseling, awareness, and health promotion service are provided to achieve the mental, social, psychological, and physical development desired for Palestinian children. The program target children from 0-5 years of age providing services through the following health centers: Nablus Health Center, Awarta Center, Al-Mazra’a Al-Sharqiya Center, and Kafr Ni’ma Center. The program offers primary health care services for children including: health screening, growth follow up, and acute diseases treatment, along with the health education, counseling, and health promotion for parents. These services are offered to children up to five years of age on a one day per week basis, to the program services were provided to 1362 children (53% female and 47% male), 112 new children join the program and 76 left the program . The well baby program visits accounted for 1% of total number of visits to the health centers.

Program activities:

Complete Blood Count (CBC): 650 children were examined, out of which 198 showed signs of anemia (30%), with females being higher than males. The percentage of medium anemia was 3%, while simple anemia was 97%.

Growth Evaluation: 850 children were evaluated, of which 125 children suffered from being underweight. And 56 were overweight. The head circumference (HC) for 657 children were measured and showed that 15 children had lower HCs than normal, and 3 had higher HCs than normal.

Early Detection of birth defects: Three children were diagnosed as having birth defects, one of whom had Joint dislocation, and two in their foot. These children were referred for further examination and treatment.

Acute diseases: 56 cases were detected, 49% of which were in males and 51% were in females. Of these cases, 39 were respiratory cases and 11 were cases of diarrhea.

Chronic Diseases /Diabetic Care Program:



Diabetes remains, like other chronic diseases, a serious burden and a real problem on a national and international scale. Based on a number of studies, the spread of diabetes in Palestine is at 12%. Based on the increase of the incidence of this disease, Health work committees has strived to provide its services through this program that deals with the health needs of those affected by Diabetes.

The program operates in 5 medical centers: Al-Shifaa' Center (Tubas), Awarta Clinic, Nablus Health Center, Al-Bathan Center,

and Salem Medical Center. The program offers its services to diabetic patients through conducting lab tests and follow up treatment according to the Diabetes guidelines and protocols followed by HWC. The medical staff also conducts educational workshops and counseling , awareness lectures for beneficiaries in addition to referral of to specialized doctor for follow up and treatment if needed.

Program Activities:

During this year, the number of visits to the program was 1133 which accounted for 0.7% of the total number of visits to all the centers. Most of the visits were at Nablus Health Center (Medical Compound) were the number of visits reached 566 visit making up 50% of total visits to the program. The lowest ratio was at Al Bathan Center were visits accounted for only 9%. The number of patients benefited from the program services were 1309 of which 45 were new patients.

12 cases had Type I diabetes (4 males and 8 females), and 1266 Type II diabetes (317 males and 949 females).

The number of follow up visits was 341, and two cases were referred to a diabetes specialist, 89 to an ophthalmologist, 11 to Urologist, 1 to a neurologist, 1 to the hospital, and 7 to a nutritionist. High blood pressure diseases were found in 720 cases (140 males and 580 females). 18 lectures were given for 92 participants and 62 meetings were held for 759 cases, and 12 home visits were made.

An evaluation of the chronic diseases and diabetes program:

The program's effect on the beneficiaries and the medical staff was evaluated by an external evaluator that based the evaluation on collecting information from the beneficiaries and the medical staff using tools such as individual and group interviews and focus groups. Several aspects were taken while

using the earlier tools most importantly that the program is considered to be a priority on the national level especially after the significant increase in the ratio of chronic diseases especially diabetes, blood pressure diseases, and blood vessels diseases. The evaluation pointed out the existence of a high efficiency in the performance of doctors, nurses, and health educators in this program which reflected positively on the satisfaction of the beneficiaries. Efficiency wise; the study shows that all the activities of the program were implemented according to the designed plan in a professional manner. Quantitative and qualitative indicators were put to use in order to study the effects of the program on the health status of the patients which had a positive reflection on all aspects considered by the beneficiaries especially the health and family aspects. The study also highlighted the importance of attention to diabetes; by targeting patients with the proper treatment, education, and increasing awareness using all means of communication by the medical staff. The study also showed the effects of communication on the individual and on society as a whole which creates a harmonious system shared by all the players of the medical field including doctors, nurses, health educators, and patients on top of all.

It is clearly obvious that the texture of the society helped in increasing the level of awareness and interpreting it into actions to some level by the diabetic patients who keep up with their health status through HWC clinics.

One of the important outcomes of the study was the critical status of women suffering from diabetes as they carry dual burden; their existing health status and dealing with their illness, and the social determinants that has negative effects on their health. This showed that a substantial amount of concern and focus should be directed towards women.

The study also recommended continuity in the implementation of the program on all of the patients of diabetes especially

women in a deeply focused manner and considering the use of similar programs to deal with other chronic diseases such as heart and blood vessel diseases.

To successfully confirm the results of this study, and to increase our knowledge, more research in this field should be carried out using indicators to test and quantify the effects of the program on patients, their illness, and their life styles.

School Health Program

This program provides services in occupied Jerusalem, covering 63 out of 155 schools (40% of schools). Services include: health screening, health promotion and education, vaccination and dental health, in addition to improving school environments through beautifying school gardens. The program's total number of beneficiaries has reached more than 21 thousand students, both males and females.

The school's health team comprises of 11 employees, who adopt the HWC philosophy aiming at the development of its cadres. To achieve this, the program's team members have taken part in several training courses intended for improving employees' efficiency.

Program activities include:

Early Detection of diseases: Medical examination and screening has been carried out in 40 schools targeting 1st grade students, an approximate of 1362 beneficiaries, (660 male and 705 female). Around 142 cases of short sighted vision were detected, 10 strabismus cases (cross-eyed), 3 cases of heart diseases of male students, 3 cases of hernia in male students, 2 undescended testicles and finally 35 obesity cases including 18 male and 17 female. All detected cases were thoroughly followed up after confirming the diagnosis and treatment, and were registered at the students' medical files.



Dental Exam: 5122 students (53% female and 47% male) from 1st, 4th, 7th and 10th grade were examined to decrease the percentage of tooth decay amongst students. Around 331 students from 1st grade (5.4%) received fissure sealing. Through the dental checkup, only 673 students (12%) did not suffer from any dental problems, 20% of students of 1st, 4th and 10th grades need of dental braces and retainers, and 7.4% of students suffer from tooth decay and need fillings.

Vaccination: Vaccination services has covered 58 schools students from 1st-9th grade, 2854 students out of 2884 received vaccinations, 99% of the total students. The number of schools targeted for the measles vaccination of both sexes from 1st-5th grade is 49. Measles vaccination covered a total of 6960 students out of 7089, or 98%.



Vision Test and Eye Examination: Vision test was conducted to examine a total of 3967 students from 1st, 5th and 8th grade, (1850 male and 2117 female). The tests detected 483 cases of near sighted (243 female and 240 male), 20 strabismus cases, 367 students or 88% had a confirmed diagnosis, and the number of students who wore eyeglasses was 207.

Health Promotion and Education: A total of 536 health education sessions were conducted benefited 3914 male students and 9877 female students. Furthermore, 59 health days were organized in different schools commemorating The International Day for People with Disabilities, The International day for Hand Washing, International day for Diabetes and the Palestinian Child Day. Participants have reached 8528 amongst which 187 are parents\guardians.

Fifty one training courses on health were offered to students (topics included nutrition, first aid, teens' health and safety on the road, in addition to field visits and tours, all of which fall under the program's annual plan. Four additional courses were conducted within the program, three of which addressed first aid and one addressed life skills benefiting 120 women. 29 lectures were also conducted benefiting 821 guardians\parents. Additionally, the program worked with the school's faculty and conducted 11 lectures involving 152 teachers.

Health Committees: as part of the schools' health committees activities, the program implemented 729 radio morning programs to discuss various topics such as personal hygiene, AIDS, soda, dental health, World Cleanliness Day and finally nutritious benefits of fruits and vegetables. Also, 540 wall magazines were created addressing several health and behavioral issues.



First-Aid Services:

The number of cases provided with first aid services at clinics was 1575 students and 336 faculty members.



Printables and Publications:

The program produced a bulletin on nutrition in adolescence, a magazine titled "My Green Clean School", a manual of life skills, students' agenda and a manual on first aid. T-Shirts and caps were printed within the program as well for the students' health committees in 24 schools and for the schools' environmental committees in 30 schools. The program continued to network and cooperate with all the concerned parties including the Directorate of Education in Jerusalem, Jerusalem Health Directorate and the local society and organizations.



Health Centers



Qalqilya Health Center:

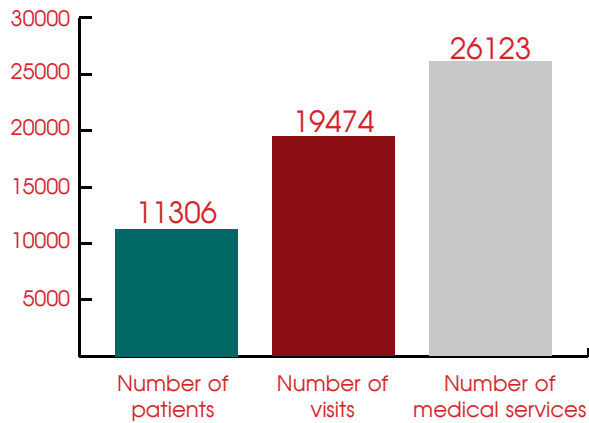


One of the Organization’s largest centers, Qalqilya health center was established in 1990 while its new building was launched in early 2004. The center operates from 8am to 11pm all days of the week by a staff comprised of 22 female and male employees. The center offers general medical services, emergency, women’s health, and specialized clinics in 12 specialties, day surgeries, a laboratory, radiology, medical imaging and an ambulance.

Activities of the Center:

The center offered 21 educational courses, two sessions per week, to school students and women groups on topics that include violence and sexual and reproductive health. Beneficiaries of such courses amounted to 363 individuals. The Center is active in holding different educational activities, particularly on days where specialized clinics are present at the center. Finally, 147 home visits to patients were conducted.

Selected indicators:



Networks of the Center:

The center is characterized by its deep relations with the local community and organizations; an example is the strong ties with Cairo Amman Bank, and its positive relations with the different insurance companies. The Center is part of the health and emergency committee of the governorate, in addition to the fact that the director of the center is a member of the UNRWA hospital reconstruction and development committee.

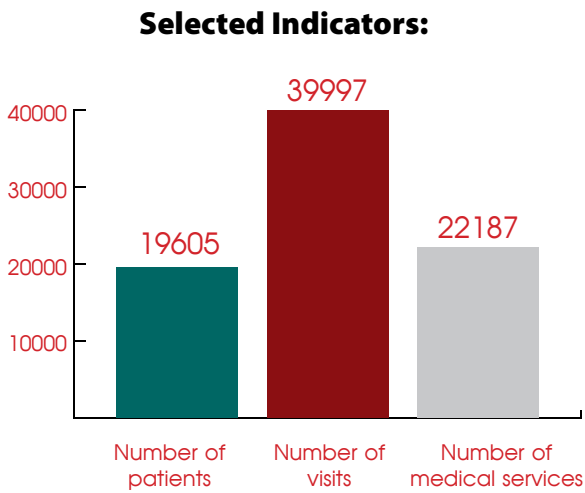
Beit Sahour Health Center:



In 1988, this center was founded and continued to prosper into what it is today. It grew to become one of the largest health facilities of HWC and in Beit Sahour as it is now consists of specialized sections and operating rooms equipped with the latest equipments. Staff consists of 26 full-time employees and 10 part-time employees.

Services provided at the center include general medicine, emergency, dental services, specialized services in 12 specialties, day care surgery, laboratory, radiology, medical imaging and a ambulance services. The center operates all days of the week from 8am to 10pm.

The center is characterized by its positive relations with the local community and its organizations, in addition to its international, Arab and foreign relations.



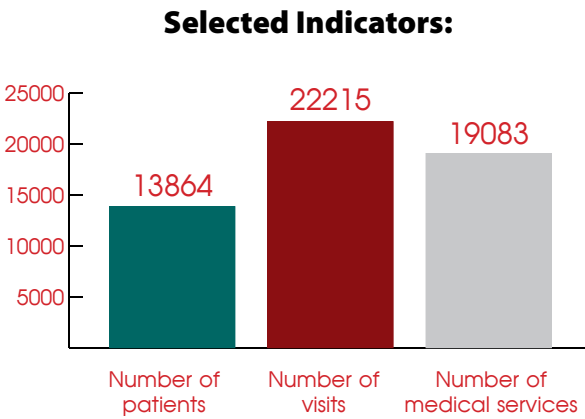
Halhoul Health Center:



Founded in 1998, the new building of three floors was erected in 2005. The center was equipped in compliance with the needs of the residents. It offers a wide range of services including general medicine, emergency, women’s health, specialized services of 13 specialties, laboratory, radiology, medical imaging, in addition to rehabilitation unit services. The center operates all days of the week from 8am to 10pm in order to serve Halhoul city and its neighboring towns.

The staff at the center conducted 22 home visits within the Women’s Health Program, and has carried out 3 health education activities in different topics such as reproductive health, chronic diseases, nutrition, child’s health, and prevention of diseases. These activities took place in the neighboring towns\ villages whereby beneficiaries amounted to more than 98 citizens. Furthermore, the staff at the center has engaged in several training courses conducted by the Organization. The Center is characterized by its positive relations with the

local community and its organizations, particularly Halhoul Municipality, neighboring municipalities and North Halhoul Health Directorate.



Hebron Emergency Center:

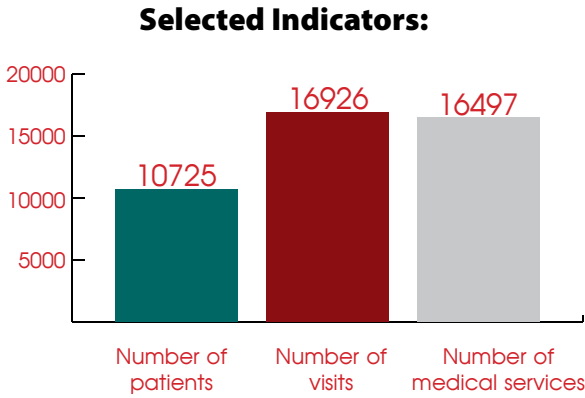


The old city of Hebron is the most suffering city in the West Bank due to the crimes of settlers, arrogance of the Israeli occupation, the large number of military checkpoints, and the recurrent closures. Based on its philosophy, that aims at the provision of health and developmental services for the marginalized to enhance their steadfastness, Health Work Committees (HWC) sought to establish Hebron Emergency Center in 2002 which has become the only health facility in H2 area to offer general medicine, emergency, women’s health, and specialized services in 11 specialties, laboratory and radiology. The center operates from 8am to 11pm.

The working staff at the center carried out educational activities at different locations in the old city revolving around health topics such as; smoking, drugs, teenage health, and healthy Nutrition, etc... The number of beneficiaries reached more than 56 citizens. Additionally, the staff also conducted four home visits for several patients who suffer from chronic diseases. In addition, a volunteering medical day has been

organized in the old city and as a result more than 169 children have been medically examined.

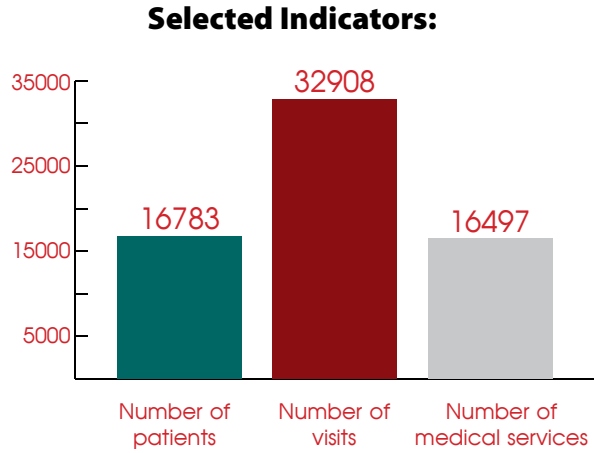
This center is distinguished from others by its good relationships with the Committee for Reconstruction of the Old City, The Municipality of Hebron and the local society.



Al Shifaa Medical Center/Tubas:



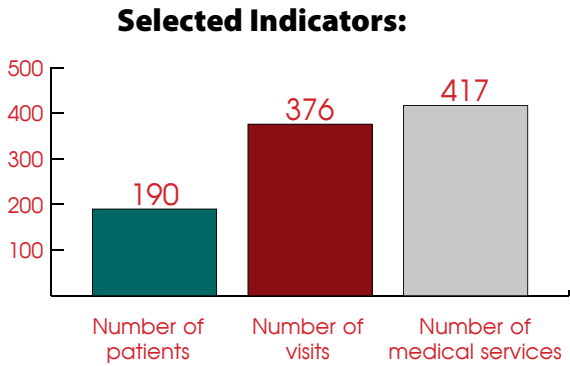
The center has been established in 1996. It provides different services of general medicine, emergency, women’s health, well baby , dentistry, 13 specialized clinics, laboratory, radiology and medical imaging. The center staff includes 13 full time employee and 4 part time



Al Bathan Medical Center:



The center has been established in 1989 and it provides services for general medicine, women’s health, and Diabetes care. Four employees work at the center in addition to some doctors that are on contracts. The center works on Mondays and Tuesdays every week from 8 am until 2 pm.



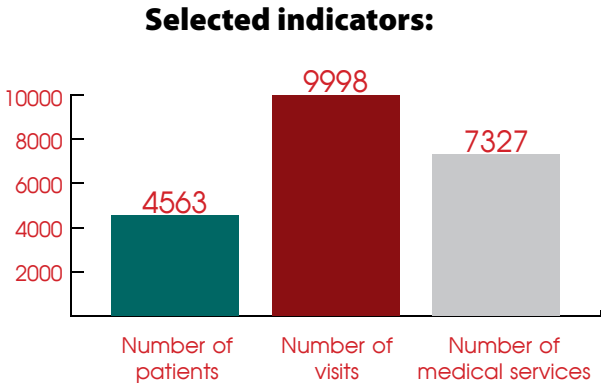
The Medical Compound/Nablus Center:



This center has been established in 1989 in the old city of Nablus to serve the needs of poor and marginalized communities. The center provides services for general medicine, emergency, women’s health, dentistry, Diabetic Care, and well baby. The center also provides specialized services that include 6 specialties and a laboratory. Fourteen employees work at the center. The center becomes more active during the medical days and when health education sessions are conducted, especially those related to chronic diseases such as Diabetes. The center opens from 8 am until 2 pm from Saturday until Thursday.

The working staff implemented 74 educational activities that revolved around different topics such as Diabetes, Sexual and Reproductive health, vascular diseases and prevention, healthy nutrition, etc... The number of people that benefited from these activities was 1489. Three voluntary medical days

were conducted providing services in Sexual and Reproductive Health, and chronic diseases, 96 beneficiaries were reached. In addition, 21 health education sessions were organized for the families where 713 citizens benefited from these sessions.



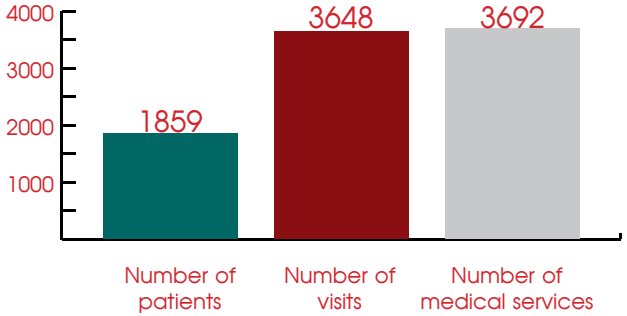
Awarta Medical Center:



This center was first established in 1994 as a clinic for different programs and later it was developed where it moved to its new location in 2001. The center offers many health programs' services such as; Women's health, Well baby, Diabetic Care, in addition it provides dental care clinic services, and laboratory services. The center's staff carries out many home visits and health education lectures. The center is open on Saturdays, Wednesdays and Thursdays from 8 am until 8 pm.

The center's staff implemented 27 educational activities that discussed many topics and issues around the nutrition of pregnant women, and babies and sexual and reproductive health. 270 women benefited from these activities.

Selected Indicators:

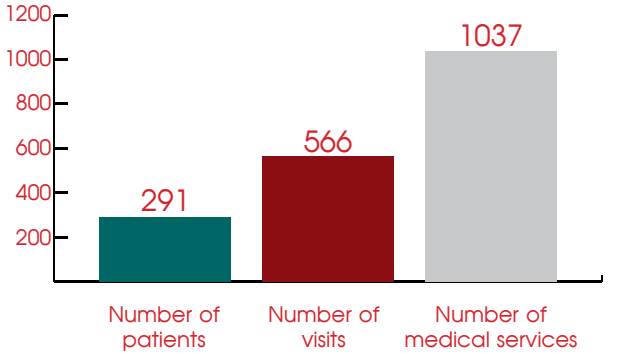


Salem Medical Center:



The center was established in 1988, with the beginning of the First Intifada, to meet the medical needs of the families in the region. The center consists of two floors that are owned by HWC. It provides services for general medicine, emergency, women's health, a laboratory and Diabetic care. Five employees work at the center. The center is open on Sundays and Thursdays from 8 am until 2 pm.

Selected Indicators:



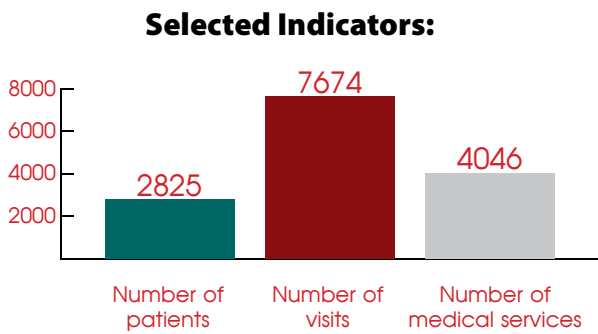
Al-Mazr'a Al-Sharqiya Center:



The center was established in 1989. The current center was completed in 2008 and has been working since 2009 in partnership with the Palestinian Ministry of Health.

It is considered being the only center in the region that offers a variety of services to the people such as general medicine, emergency services, programs services for women’s health and well baby ,in addition to five specialized clinic services, laboratory and X-ray. The center’s staff actively works on its voluntary medical days and does home visits for its patients. Moreover, the staff provides health educational lectures to the community. The center is open from Saturday until Thursday from 8 am until 8 pm. The working team consists of seven employees that have full-time jobs and one part-time employee.

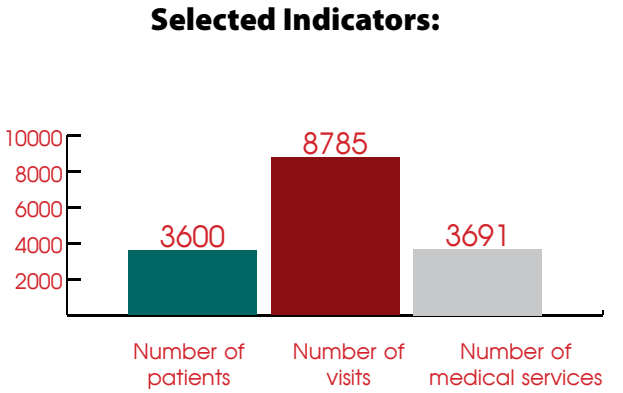
In 2014, 26 educational activities were carried out in the center that addressed issues related to health and development for both genders benefited over 1223 people. Additionally the staff made 79 home visits to the homes of patients.



Kufr Ni'ma Health Center:



Since the center’s establishment in 1989 it has been providing many services in partnership with the Palestinian Ministry of Health (MOH). At the end of 2013, the new building was completed and currently stands as the only center providing health services in the area of Kufr Ni’mā. The services provided by the center include: General medicine and emergency care, women’s health, dentistry, laboratory, pediatric care, and other specialty services. The center has 11 full-time and 7 part-time employees and is open from Saturday to Thursday for both morning and night shifts. The center’s staff has been actively involved in the Women’s Health program, through which it has carried out 28 educational events benefitting 507 people as well as through 46 home visits .



Dunya Women's Cancer Center:



Breast cancer is considered one of the most prevalent types of cancers among women worldwide. It also accounts for the highest number of fatalities among women between all types of cancers, primarily due to late diagnosis. In Palestine (West Bank), 400 women were diagnosed with breast cancer in the year 2013. What calls for concern in this regard is that breast cancer has started emerging among young women, as 59 women younger than 40 years of age have been diagnosed with the disease in the same year. Hence, it is imperative to raise awareness on the issue among all ages as well as to encourage women to conduct diagnostic tests. This is especially important considering that nine out of ten cases are cured in case of early detection.

"Dunya" Women's Cancer Center is one of Health Work Committees' centers and is considered the first in Palestine specializing in providing services for the early detection of breast

and gynecological cancer. Dunya is a non for profit center established in 2011 and works for the development and strengthening of relations at the local and international levels through fostering positive societal attitudes and encouraging people to get involved in the center's activities. The center offers services for the early detection of breast and gynecological cancer. These services are provided at a high level and in accordance with international standards and protocols, made possible by Dunya devoted team of highly qualified personnel. HWC aspires that Dunya evolves as a national diagnostic center and enjoys a wide range of relationships at the regional and international levels. The center currently opens five days a week, Sunday through Thursday from 8:00 AM to 4:00 PM. The center has 14 employees, both male and female, 5 of whom work on a full-time basis, 7 as part-time, 1 surgical and oncologist consultant, and one accountant.

Services:

Dunya Center provides high quality diagnostic services for women cancer among which are the following:

- Clinical examination
- Mammography
- Breast Ultrasound
- Lab Testing
- Oncology consult
- Histology Testing
- Gynecological examination
- Papsmear
- Complementary services such as physical therapy and psychological support, however to a limited extent.

Dunya center also provides other unique diagnostic services in Palestine, for the early stage detection of tumors with the purpose of achieving high recovery rates. Some of these services are as follows:

- Biopsy guided by Ultrasound
- Colposcopy and biopsy of the cervix.
- -Breast markers
- -Wire localization to assist surgeons to localize the tumor before surgery.

During this year, the center provided services to 1960 women, of which 1058 were new visitors, a 12% increase from 2013. Consequently, over 600 women have been diagnosed with benign tumors that need continuous follow-up according to international protocols. Additionally, 23 women were diagnosed with breast cancer, 30% were diagnosed in the

early stages. This indicates that the interventions carried out by the center through its awareness raising campaigns, promotional activities and the accuracy in diagnosis have contributed to the development of a good reputation and trust among women and has encouraged women to resort to the center. Furthermore, 19 wire localizations were placed for breast cancer patients. This process consists of placing a wire in the tumor for cases that have small or deep tumors to assist the surgeon in reaching the tumor with high accuracy. Stemming from the organization's belief in "health as a right for all", and Dunya's aims to improve the quality of life for Palestinian women, around 300 women have benefited from the Social Cases Fund where they got discounted fees or full exemption according to HWC procedures.

Development and Strengthening the Center's Relations at the Local and International Level:

The year 2014 was distinguished in HWC's extensive networking efforts, both locally and internationally. The center participated in many medical related activities and has deployed the received funding to cover social cases and to participate in awareness raising campaigns. It is worth noting that the media had a crucial role in raising awareness about the importance of early detection.



Internationally: The center has received many delegations, both institutions and individual, from countries such as Spain, Germany, the United Kingdom and the United States. The center also received members from the Ramallah Foundation, who became acquainted with the work of the center and expressed willingness to cooperate and support it technically and/or financially.

Locally, the center has developed distinct relationships with a number of local banks, companies and universities that have showed willingness to provide financial and technical support to the center especially dedicated for social cases as well as public awareness campaigns on breast cancer early detection. These efforts have yielded positive responses and support from the Bank of Palestine, the National Beverage Company, the Chamber of Commerce and Industry (Ramallah & Al Bireh Gov.), Ramallah and Al-Bireh Governorate, Ramallah Municipality, and Nissa FM Radio. The center has also aimed at strengthening its relationship with the Palestinian Ministry of Health. On many occasions, the ministry has been urged to purchase the center's services as well as accept it within the Palestinian health insurance system. Through meetings with the ministry, including with the Minister directly, it was pledged that our requests be met, however this has not been implemented yet.



Out of our conviction in the importance of volunteer work and gaining support for the center at all levels, efforts have been made to establish a committee of friends and supporters to the center. The aim behind the committee is to work towards further financial and logistical support for the center by networking for it and expanding its circle of relations.

Cooperation with Local Universities

This period was marked by the center's cooperation with universities through which the center has become a reference to several universities and colleges in Palestine. Among those are the Al-Quds University, Birzeit University, Al-Tireh University College, and Ibn Sina Nursing and Midwifery College. It is worth mentioning that five graduation seminars held by students from different universities and colleges have addressed the work of Dunya Center including topics such as physical therapy, Mammography, and more.

International Women's Day Activity: Every year the center holds an event on the occasion of International Women's day as well as the center's opening anniversary. On this occasion, we ensure the participation of women diagnosed with breast cancer, the center's staff, and that of women's health staff at Health Work Committees. This year's ceremony was held at Maha Nassar Center in the village of Jifna and included a number of performances as well as the giving away of gifts, flowers and a lunch meal for the attendees.

During 2014, the center launched a number of awareness raising campaigns and media campaigns to promote for the early detection of breast cancer. Over 60 educational workshops were held at HWC centers and sites, and benefited about 1200 women. This was conducted in collaboration with the organization's Women Health Program, different women organizations, and some schools and universities. During these workshops, women who are identified to have a high risk of breast cancer were referred to Dunya Center.

The center's activity excelled notably during the "October Awareness Campaign" which was manifested by the participation of a large number of governmental and non-governmental organizations and other establishments. Among the participants were Ramallah and Al-Bireh Governorate, Ramallah Municipality, Bank of Palestine, Ajyal Radio Network, the National Beverage Company, Nisaa FM Radio, Palestine Public Broadcasting Corporation, and several schools and universities. These partnerships played an important role in addressing the different social cases as well as the delivery of awareness messages to women across the country especially through interviews and promotional items broadcasted by radios and television stations. Furthermore, students from seven Ramallah and Al-Bireh schools participated in the campaign by distributing pink ribbons and brochures about the campaign, which contributed to spreading the word and raising awareness among most segments of society. The campaign also incorporated many activities such as workshops, seminars, training courses targeting women. These events that covered most Palestinian governorates and were held in the centers and clinics of Health Work Committees, at civil society organizations, and other private institutions. The media campaign also included radio and television spots, posters and large billboards in the streets.

Dunya Center in the Media

The center had a strong presence in different media outlets at both the local and regional levels. This presence intensified during the "Campaign for the Early Detection of Breast Cancer". The center also benefited from social media in the promotion for its services and activities. Furthermore, members of the center were hosted by many radio and television shows. Footages from the center were also featured in reports by Al-Falastinah and Maan TV channels. Additionally, the work of the center was covered in many news reports and articles published in local newspapers such as Al-Hadath Newspaper.



Human resource development at the center in accordance to international standards to ensure competency and professionalism:

The center takes great pride in ensuring the professional and personal development of its working staff, which is accomplished through their enrollment in developmental workshops and courses. The center has also encourages its staff to participate in the different conferences whether internal within the organization or those held by other organizations. In this regard, our staff is dedicated to adhering to international protocols when dealing with the women who resort to the center as well as those diagnosed with breast cancer. Moreover, the center is committed to holding regular internal meetings with the oversight of the organization's administration. This is to ensure progress in the center's work as well as the development of its administrative and managerial systems in fulfillment of the center's purpose and vision.

The center's staff has participated in a conference in Spain about breast cancer as well as one in Palestine addressing the issue safe abortions. The crew has also participated in a conference in Jordan on "Telemedicine". Finally, one of our female doctors has participated in a one-year training course on "Pap Smear" test and has successfully passed her exams in the United Kingdom.

Projects and Remarkable Highlights

Comprehensive Health & Medical services for Palestinian Families Beneficiaries of “Deep”

Based on the partnership between HWC and UNDP, HWC is currently executing the “Comprehensive Health & Medical services for Palestinian Families beneficiaries of “Deep”” project, funded by Qatar Charity. The project aims at improving the health status and decreasing the families’ financial burden in health related issues. The organization’s assigned staff on 5/10/2013 to conduct health need assessment, and evaluating the health condition of 200 families (91 pre-selected families by Qatar Charity, and 109 emergency cases).

The project staff included a doctor, nurse, social worker, coordinator, and accountant. The HWC Rehabilitation Unit aided the project on many occasions, as their team includes a rehabilitation doctor, a occupational therapist, physical therapist, speech therapist. Specialized doctors from HWC often aided the project as well.

The program conducted social & health needs assessment for all, including numerous home visits. 750 family members received clinical tests and basic lab tests, chronic diseases patients went through additional needed laboratory tests, and imaging tests.

After the issuance of test results, the patients were provided with medical attention for 15 months, with priority given to chronic disease patients and medications that are unavailable in the Palestinian Ministry of Health

Chronic Diseases and Diabetes Care Program:

The chronic diseases and diabetes care program is funded by Barcelona Municipality in partnership with Sodepau Organization. It is executed in Nablus Health Center, Al Shifa’ (Tubas),

Awarta, Salem, and Al Bathan health centers. The program was concluded in October 2014, and an external evaluation was conducted to assess its impact of the program on the health of both the beneficiaries and the health staff.

Mobile Clinics Program:



The mobile clinics program was funded by Care International, and it was operational in 16 marginalized locations: 7 Area “C” locations in the Northern Jordan Valley, and 9 locations in the South. The project was due to conclude on March 31, 2014 but extended to May 31st, 2014. It commenced its activities again through another extension from September 2014 until February 2015. HWC is diligent to sustain its services in numerous locations in these marginalized areas.

Acsur Women’s Health Program

Part of the woman Health Program was funded by Acsur, a Spanish organization. The project aims at improving access of women to sexual and reproductive health services in Qalqilia and Tubas, in addition to increasing awareness of Gender equality and woman health issues in the community. The project will conclude its activities in March 2015.

“Increased Access to Reproductive Health Services and Protection for Women and Women with Disability” project.

Funded by the Belgian government in partnership with Oxfam, the program operated in eight locations in the South area of the West bank. The project concluded at the end of 2014. It aimed at increasing marginalized communities capabilities in dealing with emergency situation, and protection on issues of reproductive health, Gender Based Violence, and serving women with disability to access reproductive health services. The project provided 1900 women with sexual and reproductive health services. Awareness raising workshops were conducted on issues of Right to Health, Gender Based Violence, Worker Women Rights, and Reproductive Health Rights for women with disability. Protection committees were formed in the eight locations where the project operated, in addition to providing assistive devices to women with disability.

School Health Program in East Jerusalem

Funded by the Basque government in cooperation with the Spanish organization Paz con Dignidad, this project strengthens School Health services in occupied Jerusalem. The project ended in September 2014. It was extended for 2 years at the end of 2014 with new activities.





Community Development Department



Community Development Department

The community development department has continued its work through its programs and developmental centers for the year 2014 with a focus on achieving progress in its operative mechanisms according to its strategic plan 2014-2016. This has been accomplished through forming community advocacy groups through all of its programs and projects, and strengthening its partnerships with civil organizations particularly municipalities and village councils by signing cooperation contracts and memorandums of understanding with them. This is in addition to strengthening its relationship with support and voluntary groups. Jointly, the organization has carried out a series of special trainings, open discussions and various workshops. These efforts are based on its belief that involving all sectors of the society and organizations is critical in all its stages of development, starting from planning, implementation, assessment, to evaluation and monitoring. This ensures the continuity of the organization's efforts through the development department and maintains the sustainable provision of activities and services that enhance societal awareness and improve living and health conditions. Also, it contributes to the development of generations capable of participating in decision-making especially in regards to decisions affecting their living conditions and psychosocial well-being.

During this year, the department's efforts have been focusing on strengthening community awareness among all segments of the community, about legal and developmental issues. This aspect has been enhanced through different trainings, campaigns and meetings specifically with people with disabilities and marginalized groups including women and children, without confining the organization's efforts to the provision of services and activities. This indicates that the work is entitled to address the rights, services, and daily needs. People's

rights ensure for them the fulfillment of their needs and social responsibilities. This work approach had positive effects evident in the joint efforts of the civil based organizations and individuals in support for the different issues that have been tackled through the development department including the community based rehabilitation in the south of the West Bank, the elderly and children in Bait Sahour and the youth in the occupied city of Jerusalem. The work in Jerusalem has been manifested through working with youth groups by forming active youth network in Jerusalem, which is in contact with other local and international networks.

In the aftermath of the hostile war on the Gaza Strip, the department of community development has continued its participation in public events and solidarity meetings that condemn the Israeli military attacks. This contributed in widening the local and international support as well as exerted pressure on all organizations especially the international ones to make an effort to stop the war. Some of the developmental centers have participated in donation campaigns, which have been organized by institutions and public figures for the advocacy of our people affected by the war on Gaza Strip.

The department has been determined to actively participate in all the national events such as the demonstrations that have been organized in solidarity with the Palestinian prisoners, "Raising the Palestinian Flag" campaign through all of its centers and programs in line with the department's



general framework. This is in addition to its participation in national and organizational events that have been organized in commemoration of the 1948 Palestinian exodus “Nakba”. Besides, it has been addressing people’s concerns in all the national and international conferences and forums that the department’s members have participated in the Occupied Palestine and Syrian Golan Heights Advocacy Initiative and the Jerusalemites Collation for Defending Jerusalem.

The accomplishments of the development department for the year 2014 were in accordance with HWC’s mission and strategic plans, and the needs of targeted population in all of its locations. These accomplishments are the following:

- The continuous development of advocacy models for supporting the needs and rights of people with disabilities in line with the current international laws and conventions pertinent to people with disabilities.
- The continuous work of actively leading youth model in Palestine and particularly in Jerusalem.
- The continuous work of the Shepherd’s Field Kindergarten and Nursery model by applying advanced and updated methodologies.
- Working towards building new women development models to address the needs of women especially those residing in Palestinian marginalized areas.

Based on this, we can describe the work progress of all the department’s centers and programs for the year 2014 as following:

Community-Based Rehabilitation Program (CBR)

The rehabilitation program is considered part of the work approach of the different health and development departments of Health Work Committees. The program oversees the implementation of the organization’s missions and strategic

plans along with the activities, which are based on these strategies. For many years, the program has adopted the organization’s mission and approach in its work with people with disabilities in the local communities of the program’s areas of intervention. .

Based on the program’s general framework, it has been focusing its activities towards working directly with people with disabilities and their rights to be integrated in the society and their right for living in dignity, education, work and active social participation in accordance with their abilities. Moreover, the program’s aims have been centered towards training people with disabilities and their families in their localities in addition to facilitate the adaptation of their surrounding environment in order to provide them with the chance to be integrated and benefited from the local resources and increase the capacity of the families who have been working on the rehabilitation and integration of people with disabilities.

The program has been promoting and implementing the decentralization models through the municipalities’ active participation in disability and community service advocacy towards people with disabilities and supporting the active role of the municipalities in the sector.

The department has been implementing the national re-



habilitation approach at all levels in addition to facilitating the coordination and referring system between the different levels including the local, regional and national levels. This has been accomplished by the rehabilitation services provided through the rehabilitation unit.

The program aims at continuing the development of services catered towards the local community and people with disabilities and the development of the capacity of their staff working in different sectors in an attempt to improve the quality of the community and rehabilitation services in congruence with the values of the national community and rehabilitation services in order for the program to become competent in the field.

The work of the CBR program of the south has been through:

1. The Rehabilitation Unit

This unit offers rehabilitation services to people with disabilities in coordination with the CBR program through home and field visits in the program’s areas of intervention (Beit Ummar, Sa’ir, Halhul, Beit Kahil, Beit Ula, Tarqumiya, Idhna, and Deir Sammit). In addition to that the unit provides physical therapy, occupational therapy, speech therapy and psychotherapy services for the beneficiaries referred from different organizations and governmental and private clinics. The rehabilitation



unit has been providing awareness and training services for people with disabilities and their families. By doing that it has been contributing to the improvement of their well-being, motor abilities and being autonomous. Moreover, the unit has been playing a major role in the evaluation and provision of assistive devices and implementing the necessary adaptation measures according to needs through coordinating with the CBR program and the services that have been provided through the center.

2. Community Rehabilitation Program

The program has been providing services and activities in 8 locations of the rural region of Hebron governorate, which are: (Sa’ir, Halhul, Beit Ummar, Beit Kahil, Beit Ula, Tarqumiya, Idhna and Deir Sammit) where 8 supervisors (rehabilitation workers), who have been overseeing the program’s work in the mentioned locations to achieve the program’s goals related to people with disabilities, their families and the local community. They have been accomplishing that in coordination with the municipalities.

The program aims at integrating people with disabilities in their societies and enabling them to become autonomous through working directly with them and their families in the field. In addition to working towards increasing the community awareness to positively change their attitudes towards disability and people with disabilities. The most important activities that have been organized by the rehabilitation workers in the field are; home visits, training families of people with disability and ensure their needs are met, providing assistive devices, case referral, early detection of disabilities, and home adaptation in a way that facilitates the movement of people with their disabilities. This is in addition to coordinating and cooperating with the local and national organizations in order to ensure the comprehensive and variability of the services that have been provided.

Furthermore, the program supports and facilitates the unit’s field work as the services that have been provided by the unit are considered to be complementary to the felid work.

Accomplishments of the CBR Program for the Year 2014

The outcomes of the program’s external evaluation have reflected the achievements of the program and its importance in relation to its targeted groups and based on national and international conventions for the rights of people with disabilities. In addition to forming support groups in the 8 program’s locations of interventions, which aim at making commitment towards community voluntary work and taking social responsibility towards people with disability and supporting them to gain their rights and attain social equity. These support groups include people with disabilities and volunteers from the local communities who have the ability and the ambition for voluntary work and advocacy towards people with disabilities. All of these support groups have addressed all of the issues and followed upon it with the municipalities in addition to its active role during major events such as the International Day of Persons with Disabilities.

The most important achievements and indicators of the program for the year 2014 are as following:

Statistics:

- * Number of active files: 170 files (91 males’ files, 79 females’ files).
- * Number of follow-up files: 322 files (174 males’ files, 196 females’ files).

Referral Cases:

- * Number of referral cases: 1,718 cases that have benefited 714 persons.
- * Number of referral cases for medical and rehabilitation services: 1,718 cases.

Rehabilitation Unit’s Number of Sessions	
Occupational Therapy	200
Counseling & Psychiatric	60
Speech Therapy	230
Physiotherapy	555
Total: 1,045 sessions, which benefited 243 (149 male & 94 female) people with disability	

Assistive Devices

- * Number of assistive devices, which was offered: 618 assistive devices as contribution for the community including 353 assistive devices through program funding and 265 through community contribution.
- * Number of people who received assistive devices: 509 persons.

Community Activities:

- * Approximately 262 activities were organized including winter camps, open days and disability early detection activities. This is in addition to theater performances and activities of mobilization and advocacy for the right of people with disability. These activities have benefited 7,385 people including 4,458 females and 2,927 males.
- * Approximately 2500 home visits were conducted including follow-up visits and service provision visits for people with disability and their families. This is in addition to 80 visits from the rehabilitation unit for evaluating the home visits program in order to monitor the progress of the disability. There were 1,514 persons who have benefited from these visits (760 males and 754 females).

Elderly Day Care Center
(Elderly Club/ Beit Sahour)



The Elderly Club of Beit Sahour is leading organization in Palestine, which has been providing services and organizing special events. In appreciation for its efforts and dedication for the provision of health, social and psychological services including primary healthcare services throughout the years, the Elderly Club has been sponsored by Health Work Committees in support of Palestinian marginalized group. The services that have been provided include 147 cholesterol, diabetes, ear and osteoporosis medical examinations, which have benefited 114 elderly. Also, 9 awareness lectures on physical activity, blood pressure, diabetes, osteoporosis, aging and among others were organized. This has contributed to the increase in the health knowledge and awareness among the elderly and their families and improve their daily habits for a better healthy life.

The Elderly Club has been caring about the psychological well-being of its members through organizing several recreational activities including trips, cultural events, and movies display. The Elderly Club has organized athletic days, two cultural dramas and three parties in cooperation with the local community in commemoration for Mother’s Day, International Day of Older Persons and Christmas Day. Also, the club has displayed films on osteoporosis and benefits

of physical activity for the elderly. This is in addition to organizing several trips. Many of the organized activities have been covered by the media at the national level. Moreover, the director of the club has made appearance at Al-Mahd and Dar al-Kalima TVs through which she talked about issues pertained to the life of the elderly.

The Elderly Club has been in active quest for improving its activities and services that have been provided for the elderly in cooperation with national and international organizations. The club has organized several activities with municipalities and charity organizations such Alihsan Charity Association, Antonian Charitable Society Organization, Give Palestine Association and among other associations, which are friends of the organization abroad. These organizations have provided the financial and moral support for the club such as the Lutheran World Federation, World Vision and others. This is in addition to the support, which the club receive from members of the local community that have been contributing to the sustainability of the club. The local contribution in support for the club has amounted to 115,360 NIS as direct momentary donation and 2,330 NIS for organizing the event in commemoration of the International Day of Older Persons and in kind contributions with estimated cost of 101,497 NIS. This is in addition to miscellaneous donations and lottery amounted for 17,000 USD. Also, there has been a contribution of 177,000



USD and 10,000 NIS from international organizations and 15,000 USD as individual contributions for the club. In line with that 270 volunteers from around the world has joined the club to provide service from the elderly.

Moreover, several official and civil organizations have shown interest on this leading model and they have been updated on the center’s work progress. This interest extends to the visit of Mr. Jibreen Al Bakri, the Governor of Bethlehem, for the center. During his visit, Al Bakri has indicated the importance of the goals and mission of the center and the cooperation and coordination between the governorate and the club for the purpose of protecting it and improving all the activities that have been provided for the elderly.

The club has active role in community activities. It has organized more than 24 local activities and family visits for the members of the club, to greet and assess their health situation particularly those who cannot attend the club . In addition, elderly folklore choir has been organized to present the club and its local members to the local community. On the other hand, members of local organizations and communities have made 29 visits for the club to get to know its divisions and draw from its leading experience in Palestine.

The year 2014 was eventful both at the local and international levels, which impacted the life and work of all in Palestine and the rest of the world. The Israeli attack on Gaza had sever effect on all segments of the Palestinian society, including the elderly. The elderly have participated in all the popular demonstrations in solidarity with Gaza, and they have provided momentary and moral support. This is in attempt to lease the burden on people as a result of the aftermath of the war in Gaza. The club aims through the organization of advocacy and support groups at reinforcing the rights of the elderly within the Palestinian society and the legal status of the Palestinian elderly.

The elderly club’s 2014 most significant achievements were as follows:

Indicator	Number
Beneficiaries	131 persons (103 females and 28 males)
Delegations Visits	29 visits
Partner Organizations	5 organizations
Medical Examinations	25 examinations
Activities for the Elderly (Filed Trips)	5 trips
Lectures	8 lectures
Volunteers	270 volunteers
Activities with Civil Society	10 activities
Health Visits & Funerals	18 visits
Projects Awarded for the Center	3 projects

Shepherd’s Field Kindergarten and Nursery/Beit Sahour

The Shepherd’s Field Kindergarten and Nursery has continued its efforts towards sustaining modern educational environment to ensure the academic, psychological and social development of the children and establishing ties with their external environment. Children care requires extensive devotion, efforts and hard working in addition to high responsibility and working under physical and psychological



pressure. Despite the demanding task, it didn’t discourage the staff of the nursery from working hard towards nursing and educating the children within friendly and comprehensible environment. These are the guiding principles for the Kindergarten’s efforts to position itself as a second home for fulfilling children’s different needs as they have been interacting with physical environment and personnel. Thus, international indicators of children’s programs have been addressed continuously. Every year, additional cultural and educational activities are added to develop the children’s ability to discover, think, connect and reason . The programs that have been adopted are:

- Scientific Research Program.
- Scientific Experiments Program
- Enlightenment Reading Program
- Friends of the Environment Program
- The Thursday Theater
- In addition, the nursery has been providing the following daily services:
- Provision of health insurance for children during their presence in the nursery.
- Provision of nutrition meals, in cooperation with the parents, to ensure healthy nutrition for the children.

- Submission of daily and monthly reports in addition to assessment of the children certificates at the end of the year to parents. This is in addition to psycho motor development models for the children of the nursery.
- Celebrations in participation with the civil society and parent council.
- Health, psychological educational workshops are conducted for staff and parents, in partnership with child care institutions.
- Recreation and educational trips and games for children.
- Parents are incorporated in most of the educational and recreation activities, which reflects positively on the children’s psychological state.

The nursery is actively trying to strengthen its relationship with civil society institutions and individuals in Beit Sahour through the patents council. The nursery has established advocacy and support groups by selecting influential figures interested in children’s issues and rights. The nursery aims at sustaining the development of the performance and expanding the institutional and public grassroots of the work of the nursery through establishing the advocacy and support groups.

The most important indicators of the nursery for the year 2014 are the following:

Indicator	Number
Members of the nursery	children 90 --- 76 (43 males, 33 females)
Workshops & Trainings for Caregivers	workshops & 3 trainings

Community Activities for Children	activities 6
Community Activities for Parents	activities 60
Parents Participating in the Activities	parents 400
Partner Organizations	organizations 4
Stories Read to Children	stories 730
Stories & Books Lent to Children	stories and 1,298 books
Educational Newsletters Distributed to Parents	educational 20 newsletters
Children with Special Needs	children 4
Home Visits to Parents and Students	visit 1
Trips	trips 6

Oasis Center/ Beit Sahour:

The Oasis Center, which is one of the development centers of HWC, was established in 1998. The center aims at integrating persons with mild and moderate disabilities in society through training them on vocational skills congruent to their abilities. This is because the center aims at increasing their self-confidence and independence. The center has contributed to the changing on the negative attitudes towards this segment of the society. In addition to increasing the awareness of members of the society about their abilities by promoting them as active and productive segment of the society if it has been provided with the suitable opportunity. This has been accomplished through organizing awareness activities in cooperation with the different local organizations including schools and universities.

The center has increased the active relationships between members of the center and their families through organizing periodical meetings with the member's parents and awareness raising workshops for them. This is to enhance the connection between the center and the member's families and increasing their awareness on how to interact with people with disabilities.

The center was able to increase the number of its members from 16 to 19, who are with mild and moderate disabilities through its successful relationship with institutions working with people with disabilities.

At the professional level, one of the most significant activities of the center is organizing quality activities included the integration of people with disabilities in the society through establishing professional relationships with the local organizations of interest including Children's Village in Bethlehem, Saint Joseph School and the Catholic School.

Additionally, a new product line of fabric art was developed in cooperation with Sunbula organization in Jerusalem. Through this production line, the center has participated in the annual Sunbula Bazar. The demand for product of the Oasis was of significant this year compared with 2013 as the products displayed matched market demand at the time.



It is worth noting that Beit Sahour municipality bought a value of NIS 15,000 products from the center, including 100 greeting cards which were distributed to official institutions and councils in celebration of the new year, and 550 decorated ceramic plates distributed during celebration for the elderly in Beit Sahour. These accomplishments are as a result of efforts that have been made to market for the products through the organization of integration activities and galleries, which the center has participated at.

In 2014, the Oasis center actively participated in the network of institutions representing people with disabilities in Bethlehem. The center has participated in all of the network's activities and annual meetings. The center has strengthened its relationship with local organizations and connection through its membership in the network resulting in the provision of different services professionally with focus on the rights of people with disabilities

The most important indicators of the center for the year 2014 are the following:

Indicator	Number
Direct Beneficiaries	beneficiaries (18-45 19 (years old
Male Beneficiaries	beneficiaries 11
Female Beneficiaries	beneficiaries 8
Workshops for the Staff	Conference that has) 1 been organized by Al-Quds Open University / (Ramallah
Production Lines	production lines 7 Candle, Sand, Ceramic, Carpets, Paper Baskets, Painting

Local Delegations Visits	delegations 9
Foreign Delegations Visits	delegations, including 2 the British General Council
Partner Organizations	organizations 9
Exhibitions	exhibitions 3
Field Trips	trips 2
Trips Participants	participants and their 19 parents
Foreign Volunteers	volunteers 2

Jadal Center for Culture and Development/Beit Sahour

The volunteer youth groups of Jadal center has been active during the year in which the groups have been formed and representative members have been elected to present the groups at HWC and other local organizations of Beit Sahour. The center has organized several meetings and trainings for the youth groups on time management, promotion of teamwork and volunteerism, and social determinants of health. This



is in addition to organizing seminars on the Palestinian cause and the latest updates related to it and displaying a series of documentaries about the 1948 Palestinian catastrophe. The center's youth volunteers have participated at volunteering activities including drawing on the walls of Beit Sahour city in addition to participating at the Youth Communication Network's conference titled "The Palestinian Identity and the Role of Youth in Change". Also, the youth volunteers have organized successfully the "Palestinian Badil" exhibition, which was held on 20-21/08/2014 in front of the "Popular Market" of Beit Sahour. The exhibition was attended by people and local organizations of Beit Sahour.

During the last war on Gaza, the center has helped the campaign of "Hayat" convoy by organizing the donations, which were collected, for people of Gaza Strip. In addition to holding exchange youth meetings in order to strengthen its relations, youth coalition and exchange of experiences.

Nidal Center for Culture and Development / Old City of Jerusalem

During the year 2014, the development programs and projects of Jerusalem (Youth Program, Women and Child Program, Alternative Tourism Program, Kanan Project) has continued through the cooperative work between the different staff of the program and organization's administration. This is because Jerusalem city has been exposed to escalating threats from the Israeli occupation. These threats have led to major psy-



chological, standard of living and health problems among the Palestinians. In turn, the social movement has increased its endeavor to confront the challenges that they have been facing. This is despite the siege that has been imposed upon the city and its residents by the occupation and the restraining of the work of the social movement by the occupation invoked by many false excuses, which is considered against all international conventions on human rights. Several youth activities have been terminated. Also, it has targeted several youth and social leaders on human rights through exclusion and deportation. This has affected Daoud Ghoul, the director of the development projects and programs in Jerusalem of HWC. The Israeli occupation has issued order entails his deportation from Jerusalem and the West Bank for six months. Because of that HWC along with other social and human rights organizations have condemned the order against Daoud Ghoul and other Jerusalemites and it has considered it part of the systematic Israeli measures that aim at the displacement of the people and the judaization of the city.

During the year, the activities of the Youth Communication Network has continued. The organization through its development programs and projects in Jerusalem, has worked towards maintaining the communication and the active work of the network through the different workshops, trainings, the organization of a series of visits and filed tours inside and outside Jerusalem through alternative tourism that has been supervised by HWC. Moreover, organizational and administrative structure have been formed for the Youth Communication Network aiming at the planning and implementation youth activities and campaigns that address



the challenges that has been faced by the holy city. In line with that, the network has organized several campaigns including the campaign for boycotting Israeli products. Also, some of the network's members have participated at International conferences including Human Rights Conference of Morocco. The network relies mainly on the volunteers for implementing the activities. In addition to that the network has been promoting volunteer and team work. This is in addition to promoting communication between Palestinian youth in all its locations through organizing joint activities, field trips and tours. Also, the network has been promoting the national identity among the Palestinian youth, who have been participating in the activities that have been organized by the network's groups.

The organization has organized several summer and winter camps in which 150 youth have participated at. The camps have involved a number of entertaining activities, awareness discussions on youth leadership and other issues related to the Palestinian context.

Kanan project, which is the project that have been encompassing 6 Palestinian local organizations. These organizations have been working collectively in order to promote the socio-political participation of the Palestinian population in Jerusalem. The organizations have been working in different fields in order to complement each other in their attempt to reach its objectives including defending the right of the Palestinian in Jerusalem through implementing the project activities. The project has been funded by pazcondignidad in partnership with Mandubat, Union of Palestinian Woman Committee, Health Work Committees, Bisan Center for Devel-



opment, Defense for Children International – Palestine, Land Research Center and Alternative Information Center. Several televised episodes have been broadcasted through Palestine TV. The episodes have addressed the role and importance of Kanan project for maintaining the Palestinian social fabric and their presence in the holy city.

Also, a series of activities have been implemented such as "Dabka", drama, art performance through the Youth Communication Network. This has been accomplished through the network's visit to local organizations and events inside and outside Jerusalem. Additionally, all the development projects and programs have ensured their participation in all the collations and developing institutional relations in Jerusalem such as The Civic Coalition for Palestinian Rights in Jerusalem and the Alternative Information Center. The total number of meetings and activities has been around 20 meetings in addition to the organization of workshops on the education status in Jerusalem.

The number of tours that have been organized through the alternative tourism tour in Jerusalem during the year 2014 was 88 tours in which 1,269 persons have participated at including 931 from local organizations. The participants were from different age groups including children and elderly, while most of them were from school students and others were from college students, There were 338 foreigners including Martin Karplus, who is the winner of the Nobel Prize in Chemistry for the year 2013, international character artist and musicians . Some of these tours have been organized in coordination with partner organizations. The tour usually last between 3 to 5 hours or more depends on the need of the participants. The tour include general information about the different life aspects of people in Jerusalem with focus on the current situation of the city primarily in the Old city of Jerusalem and its surrounding areas.



Public Relations Department



Public Relations Department



The public relations department has 5 employees; 3 full-time, a part-time media relations employee, and a web master employee, in addition to a volunteer representative for European relations. The department is under the direct supervision of the General Director. All fundraising related work is assigned to the department, from project planning, exploring new financing prospects, and promotion of the organization. Focusing on local and international coalitions, the organization's publicity and media coverage utilizes various channels, including newsletters and social media (e.g. Facebook).

The department, as well as the organization, faces challenges typically associated with funding, including lack of opportunities, the type of funding, the situation in the region that reduced the funding for Palestine, in addition to the increase in requirements and competition between institutions, and the global economic crisis. Additionally, bureaucratic procedures and donor requirements for follow-up reports limits time usually allocated for seeking new opportunities.

Based on the strategic planning adopted by the organization for the years 2014-2016, with result-based planning model, the public relations and media department has developed long term, median and short term goals, and planned the actions and projects required to achieve them.

The department's activities were as follows:

Relations, Coalitions, Networks and National Committees

In order to promote, disseminate and strengthen health rights in accordance with national and international coalitions, HWC held a conference on the right to health for the citizens in Area "C" in January of 2014, in the presence of international and national institutions operating in the field of health and Human Rights focusing on the Right to Health of the populations in Area "C". The conference received several documents addressed the population's situation and their rights that were violated by the Israeli occupation; the conference was also accompanied by a broad media campaign, and most importantly a movie that captures the violations against the population in these areas, from different walks of life. The conference distributed recommendations to both Arab and international coalitions, which were presented and discussed with the Ministry of Health, to an audience that included Palestinian and international institutions led by the World Health Organization, in addition to the International People Health Movement.

In search for local coalitions to join and accommodate within the organization HWC reached out to the "Women Social Forum" to join and participate in its constitutive meeting and discusses its vision, HWC also joined the Palestinian Civil Media Forum for Protection of Human Rights (especially freedom of expression) as the representative of civil organization and PNGO forum. The organization participated with a paper, at the first Conference to launch the Forum, on civil society's vision towards the promotion of civil liberties and freedom of expression, HWC also participated in the development of the vision and bylaws of the forum, as well as the strategic and operational plan, and attending its constitutive meetings.

In regards to the Palestinian Social Forum Coalition (works in progress): HWC participated in the creation of the concepts and ideas behind the Palestinian Social Forum, where a small committee was elected to pursue Palestinian participation and to coordinate the efforts of the Palestinian delegation at the Social Forum to be held in Tunisia in March 2015.

Palestinian Youth Social Forum (works in progress): the idea of this forum initiated to activate the role of the Palestinian youth in social mobilization, locally and on a global scale, specifically in the World Social Forum, where efforts are united in international arenas. It is the organization's initiative to invite institutions concerned with youth issues and priorities for action in the 2015 Social Forum in Tunisia. The Forum is still under construction and health work committees has a vital role in its development.

• HWC's in National Coalitions

HWC is an active member in several coalitions and networks including:

Palestinian NGO Network: since the beginning of 2014, HWC's membership continued in the network, and in the elections held in September 2014, HWC was elected as a treasurer in the Coordinating Committee. The general director, administrative and financial director represent HWC



within the network and it is engaged in 3 sectorial committees: the Health Committee, Al-Quds Committee, and the Committee of Networks and Forums. Since its membership in the network, HWC continues attending all the meetings of the Coordination Committee, the sectorial committees and participates in developing its vision and plans. In addition to participating in network activities such as peer training on the code of conduct for the internal audit community organizations, meetings with ACA and discussions about financial liabilities, the representation of HWC in three sectorial committees. HWC has been active in all meetings and activities undertaken by these committees.

Occupied Palestine and Syrian Golan Heights Advocacy Initiative (OPGAI)

HWC joined this coalition and is represented by the director of community development department who participated in the Initiative meetings and events. One of the highlights of its activities is the production of a movie about the negotiations, and the publication of a book entitled 'Earth' where HWC participated in the publication of an article on 'Earth and Health. Additionally, HWC participated in training on social networking tools held by the initiative, as well as in workshops on the Palestinian cause, and the current challenges and realities.

With the start of the Gaza war, the organization participated in the protests launched by the initiative and signed the objection statements against the Secretary General's position to the United Nations and the statement of the 66th anniversary of the Palestinian Nakba. After the middle of the year, the initiative faced funding shortages, as well as the resignation of one of its members representing Defense for Children International.

NGO Forum to Combat Violence against Women.

HWC is represented in the Forum through the Women's Health Program director, as a member of the executive committee. The Forum is active in combating violence and specifically what is called "Honor Killing". HWC participated in all of the Forum events and activities, including International Women's Day; for instance, where it organized and coordinated a mock trial on a femicide case conducted in Al-Najah University, and further participated in a conference on femicide and the Penal Code.

HWC also participated in:

- Meetings of the Commission on Fair Gender Legislation sponsored by the Ministry of Justice, and was involved in three meetings during the first six months of this year.
- Meeting with the Mayor of Ramallah, to arrange for a tent, to protest the killings of women within this year. The activity has not been implemented due to administrative prisoners on hunger strike, thus it was difficult to implement the activity because of the general circumstances.
- Meeting with the Mayor of Ramallah and Al-Bireh and delegates from the West Bank, in order to debate the topic of femicide. There were 30 attendees, along with the participation of representatives from the governorates of Jericho, Nablus, Bethlehem and Jerusalem, and focused on the recommendation to pressure the adoption of the Penal Code.
- Millennial activity: through coordination between the NGO Forum and the Ministry of Women's Affairs communication center. HWC joined in the millennia's diverse activities which were extended to various governorates that focused on combating femicide and approving the Palestinian Penal Code.

- Issuing statements condemning femicide: four statements were issued condemning femicide in Palestinian society, and data was distributed on informational sites as well as posted on the Forum's social media (the Facebook page).
- Meetings with the PLO: held four meetings with the PLO to debate cases of femicide in Palestinian society and the growing number of cases in the year 2014 and the organization's role in combating this phenomenon.
- The petition to condemn femicide was signed by political parties and legal persons, 2000 signatures were collected in 2014.

The Civic Coalition in Jerusalem: HWC is represented in this coalition as a member of the coordinating committee, and it was registered at the Palestinian Ministry of Interior. HWC participates in its meetings and activities, such as attending workshops on structural schemes of the city of Jerusalem. With the conclusion of the constituent period, election was held and HWC was elected as a vice president and became engaged in the coalition's events coordinating and supervising activities.

Palestinian Educational Coalition: The Palestinian Educational Coalition's activities are concentrated in the global campaign for education, which is held in April of each year under different annual slogans. In 2014 the campaign was held under the title (the Right to Education of Persons with Disabilities), several activities have been implemented, including a campaign to promote the right to education for persons with disabilities in schools, which were implemented in Jerusalem through the school health program.

HWC participated in the central march to promote the educational right of persons with disabilities, in addition to submitting a paper on policy and legislation relating to the adaptation of educational facilities. HWC had an active role in

the formulation of the strategic plan of the Education Coalition for 3 years, and was represented by the HWC president. In addition to the discussion of the draft of the coalition bylaws (which is still work in progress), the organization participated in a workshop, via video conference, on the challenges of the educational process in the Gaza Strip. HWC continued to attend all meetings of the Educational Coalition through its representatives.

Jerusalemite Women Assembly: a coalition of Jerusalemite women’s organizations created to coordinate work in Jerusalem, . It hosts regular bimonthly meetings; however during the aggression on Gaza, it held weekly meetings. Many of the organization’s activities were implemented through these meetings, most notably:

- Organizing a protest in front of EU headquarters in Sheikh Jarrah and presenting a statement of rejection and condemnation of the Gaza aggression.
- Organizing a protest in front of the Red Cross headquarters, and meeting with their representatives in regards to the protection of the wounded and transportation of critical cases to hospitals in Jerusalem under the care of the Red Cross.
- Selling coupons specific to Gaza, and thus raised 12,000 shekels in which the funds were distributed to hospitals for the benefit of the Gaza population.
- Organizing a workshop with the BDS campaign to promote the concept within the Jerusalem District.
- Preparation and distribution of the statement in English and Arabic on violations affecting women during Gaza aggression as well as women in Jerusalem

HWC is also active in national coalitions and committees specializing in health which are reflected in the report of the primary health care:

Health Cluster led by the World Health Organization and the Ministry of Health, joined by national health institutions and international donors, HWC is consistent in attending the Cluster’s meetings that takes place via video conferencing with Gaza Health Cluster, addressing health issues, sufficiency of medications, and coordinating services for the area C between organizations and emergency health issues. During the war on Gaza, meetings were held almost every week and its efforts were focused on evaluating health conditions, and coordinating the efforts of voluntary contributions and provision of medicine, medical supplies and medical delegations from abroad and from the West Bank to Gaza. This year, for the first time, HWC participated in the ‘project approval committee’ for health cluster, in addition to the Maternal Mortality Committee, Reproductive Health Committee, the Coalition for Safe Abortion and others (for more information see the Primary Health Department report).

• **Volunteering:**

By the end of 2014, volunteering policy and volunteer’s guide were completed by an external expert, under the guidance of the organization in accordance with the term of reference document prepared by HWC. The Volunteering documents are currently under review and awaiting approval, the documents will be printed in 2015, and become part of the HWC Profile documents providing information about volunteering, in addition to building a volunteering strategy, and a profile for each volunteer.

With regard to attracting volunteers, HWC has worked on:

Basic Database of Volunteers: in coordination with the HR department and the Information Systems Department, computer software was set up to monitor the number of volunteers. It has been shown that during 2014 HWC had 716 volunteers: (432 female and 285 male), and the majority are

youth. The database still needs to be developed to provide more information about duration of service, a date of enlistment, in accordance to the volunteering policy.

Number of Volunteers	Male	Female	Local	International
717	432	285	467 The majority from youth outreach programs in Jerusalem	255 The majority in senior homes, OASIS center, public administration and youth outreach programs in Jerusalem

• **Partnerships with Local Institutions (universities, media, companies, banks, etc.):**

In order to strengthening the organization’s community participation and partnerships, and fostering understanding amongst sectors of the community, HWC continued opening communication channels with media organizations, companies and banks (private sector) in addition to universities and academic institutes. HWC achieved partnership with the Ma’an Media Institute and some electronic networks which work on news coverage, and Palestine TV.

The department also identified and produced an updated list of potential partners to arranged for meetings with companies and institutions

Furthermore, the department continued working on sustaining and enhancing existing relationships with companies, banks and universities, and presenting new projects such as the BOP (Bank of Palestine), National Beverage Company, Ajyal broadcasting network, and the Ramallah and Al-Bireh Governorate. The Ramallah Municipality approved projects submitted to them.

During the past year, HWC worked on sustaining its relationship with the Women’s Studies Institute at Birzeit University, and the Institute of Public and Community Health (Birzeit

University), in which a joint project was presented to the British Development Agency with the Women’s Studies Institute and the Family Planning Association (in July, 2014).

The Institute of Community and Public Health at Bir Zeit University assessed HWC’s home visitation activities within the Women’s Health program, and provided the appropriate reporting and adequate training for nurses and health workers. Additionally, the Institute conducted a need assessment in some selected health and developmental and programs from the perspective of service providers. It also implemented a session to track the results “Outcome Mapping” to the “increased access to health care and the protection of the marginalized” project staff in the West Bank.

Additionally, a contract was signed with a researcher from the Public Health Institute to conduct a study on the satisfaction of beneficiaries from the Women’s Health Program’s services, and completed the study by the end of 2014, with another researcher at the same institute to carry out a study on “the impact of diabetes on beneficiaries” applied in clinics in the North (expected completion of the study in early 2015).

• **Arab/Regional Relations:**

HWC aimed to expand its regional and Arab network by joining other Arab networks and organizations, and thus

became a member in the “Mashreq Maghreb Social Forum” where it participates in its initial meeting in Tunisia. HWC’s role was emphasized its presence in Arabic coalitions including:

Roa’a Network: This Arab network consist of 13 countries, in which Jordan coordinates through the Jordanian Women’s Union, HWC actively attends and participates in all its events and now act as the National Coordinator in Palestine. HWC was the representative as part of Arab women’s delegation that participates in the International Women’s Conference in March, 2014 in New York and presented a paper on the status of Arab women within the millennium development goals, specifically relating to international cooperation and partnership for development, HWC attended its meetings and provided interventions and debate.

• **International Relations:**

HWC seeks to expand its international relationships and took several steps to recruit volunteers from the United Nations partners in international institutions to recruit their volunteers, including Belgium’s Third World Health Aid, in addition to the People’s Health Movement. HWC coordinated to participate and be a member in the World Youth Forum.

The People’s Health Movement(PHM): the movement is generally inactive and suffers from a lack of resources and funding, which was reflected on the general activities in Arab region, knowing that Palestine is the coordinator for the region through the Arab Medical Relief Association. Furthermore, HWC held a conference on the Right to Health for citizens in areas “C”; the Arab region Coordinator presented a speech at the conference introducing the network. HWC has been active in publishing and distributing its activities and various statements relating to the conference’s recommendations, prisoners and other issues to the PHM, which were placed on both its Arabic and English web pages.

The World Social Forum : HWC participated in the International Committee’s of the Forum, and continued to follow-up on the meetings and preparations for the 2015 forum in Tunisia.

• **Fundraising for the Organization :**

Many plans were presented in order to improve the financial situation of the organization through developing new business relationships, and strengthening existing ones within the organization’s terms and methodologies that reject any conditional funding or anything that opposes its vision. In this context, the organization study potential partners, and prepared a list of needs and prepared project proposals. As a result, a creative fund-raising event was planned, for the benefit of Dunya Woman Cancer Center and anticipated by the end of 2014, however with work pressure for the October breast cancer campaign the event has been postponed until March 2015, coinciding with the International Women’s Day. Work process is underway by the volunteers , friends of Dunya center and the public relations staff in the organization.

HWC aimed to improve its financial situation, including establishing a relationship with Kuwait, through some Palestinian representatives, with the goal of promoting the organization and forming a support group .A relationship was also established with a Palestinian institution in Dubai benefiting the OASIS Centre for Mental Disability.

Internationally: Searching for new donors and support in accordance with the vision of the organization, by opening



dialogue and establishing relations with new international organizations in Austria, Sweden, Turkey, and Russia, where the majority of projects were presented and some will be presented in 2015.

Follow-up was conducted with the Swedish Organization for Individual Relief that will fund part of the Women’s Health Project in 2015; a meeting was also set up with the Austrian Embassy with the promise for a small investment for larger project to be introduced in 2015. The organization presented the Russian Government with a project proposal to complete the third floor of Dr. Ahmad Al-Maslamani’s hospital.

A project proposal was presented for the European Union, in partnership with a Spanish organization as well as other Palestinian organizations, including Bisan & Palestinian Women’s Committees.

Throughout the year, 35 projects were presented to international donors (some new), with the projects either approved, or awaiting approval.

Following up Ongoing Projects:

The public relations department continued to follow the requirements for ongoing projects, from writing reports and field visits, that reached up to 5 projects, including Oxfam, M3M (Belgium), UN office, Sodapau ,chronic diseases and Basque government school health program . More than 13 meetings and 4 field visits were held, in addition to preparing 9 reports.

• **Receiving Visiting Delegations:**

In 2014, the organization received number of international and local delegations representing institutions, States and individuals. Halhoul Health Centre received the Spanish General Council and a delegation from the Spanish cooperation in addition to a delegation from the Spanish organization

Movement for Peace(MPDL) where HWC work was presented by the General Director, particularly, the community-based rehabilitation program in the South and the rehabilitation unit that is supported by the Spanish organization MPDL. The Spanish Council introduced its government’s support for the Palestinian people, and expressed appreciation for the organization’s efforts and its staff’s hard work in the rehabilitation program.

During 2014, six delegations visited HWC’s health and the development centers, introducing them to the organization and its activities. These delegates represented a number of agencies: Basque Government, German Embassy, Italian Embassy, a delegation from Germany via the Friends of Beit Sahour, and also a group of physicians from Doctors against Nuclear War and the International Organization for People with Disabilities, in addition to representatives of religious institutions, such as the visit by Archbishop Atallah Hanna, Sebastia’s Orthodox Archbishop, to the Dunya center. Additionally to visits from local delegations includes the Governor of Bethlehem’s visit to the Elderly Club.

• **Tours:**

HWC organized regional and international visits and tours in order to expand its relations with new friends and to strengthen previous relationships, such as a trip to Spain to communicate with partners and funders, follow-up with existing projects as well as developing new projects that serve the foundation’s vision, in addition to providing lectures about the Palestinian situation and health issues in the region. The organization seeks to continue with overseas tours to other countries starting in 2015.

Management and training:

The department held periodic meetings at administrative

and individual levels with the projects, and media Units. The staff participated in attending the organization's activities, including the Labor Day celebration, and conferences where it provided the conference presentation, in addition to participating in the strategic planning workshops for the organization. The director participated in a workshop with Birzeit University on social audit. Every media supervisor participated on the web page on training in social media, in addition to workshops on the management of EU projects, and a course on Outcome Mapping with the Institute of Public and Community Health at Birzeit University. The organization helped a public relations employee to attend a Master's program in public health at Birzeit University. The Media Officer also participated in an International Conference of Solidarity with Palestine in Beirut.

Media Unit:

Modern and traditional media:

Given the importance of media in promoting the organization and transmitting its voice to the local and international audience, and its powerful effects in reflecting the attitudes and views toward various issues at all levels, HWC constantly seeks to keep up with new and innovative media channels. The organization focused on media in both digital and traditional forms. HWC activated the social networking sites and email, as well as a YouTube channel where 7 videos were published about the organization and its activities. 4 posters were designed and posted on Facebook. Published material on the web page was promoted on the social media, such as the Facebook page, both in Arabic or English via electronic links to 63 News in Arabic language and 10 in English). An account was created for administrators on the Facebook pages for Health Work committees' centers.

Dunya Woman Cancer Center was especially active in digital

media, and thus 6 publications were designed and published on the organization's Facebook and website, as well as publication of 2 press releases in Arabic and English, also posted on Dunya Center's website. A couple of posters were also designed for the Center, and published on its Facebook page. The number of Arabic news articles published on the center's page totaled 9 posts, whereas the number of English news articles published totals to 6 posts. 25 posts (Arabic/English) were published on Dunya Center's Facebook page.

In regards to the organization tenders, throughout the past year, only one bid was placed on the web page and Facebook, and several advertisements were placed for job vacancies; this still needs to be developed and improved by adding a unique link for jobs and tenders in 2015.

Feedback and observations were taken through Facebook; the organization decided to temporarily disable the feedback page on the website, as the page was being developed during the year and is still under maintenance. However, the feedback will be activated once the website is ready.

The organization controls two websites – one in Arabic and another in English. During 2014, the website was redesigned by InterTech Co. under the supervision of the Web Manager and the organization's administration. The website was officially launched in April 2014.

The Media Unit uploaded updated information on the centers in both Arabic and English, including PDF files (annual reports and strategic plan publications, studies). Apart from providing the page with 84 news reports, local media reported on the organization and its activities, in addition to the creation of photo album archive, as well as links to partner institutions and updated information.

Some of the unique media techniques that HWC adopted included publishing a monthly electronic newsletter which

highlights all of the institution's activities, which is completely produced in-house by the Media Department and then distributed electronically to employees, friends and other organizations. The newsletter met with praise through email responses and feedbacks. In total, 12 electronic bulletins were distributed for the year 2014 (once a month).

With respect to traditional local and regional media, including the three major newspapers, news agencies, radio and television stations; the organization's news and activities were covered in various forms and outlets, and in different media types from news segments, long and short reports, photography, reportages, and press releases of activities, in addition to radio and television interviews with the organization's employees. Attention was also paid to the social aspect in media coverage, in which the organization's active participation in the civil society was presented in the media.

A new method of communication was introduced to invite media to cover and report on the main activities and conferences of the organization, which is through short text messages that reach the journalists directly on their mobile phones, under a contract with the Palmedia Company which distributes these messages.

The media department's role was to edit and proofread the 2013 yearbook, which has also been translated into English.

A billboard space of 150 meters was reserved at the entrances to cities in a campaign for the Right to Health, in Area "C" which coincides with the conference on the topic, in addition to the billboard dedicated to the Dunya Center campaign promoting early detection of breast cancer, funded the by Bank of Palestine in the West Bank and Gaza Strip.

In terms of visual production on television, a TV episode was produced about the Right to Health (filmed in Masafer

Yatta, where the organization implement a mobile clinic) and aired on Ma'an TV.

A film about the Right to Health in Area "C" was also produced and broadcasted at the conference; the film was translated into English and Spanish, and distributed to interested international institutions. In 2014, 6 episodes were produced as part of the Kanaan project, to be broadcasted in early 2015. Another film was produced to support reproductive and sexual rights of women with disabilities, and protect them from violence; the film has been introduced at the conference held in Bethlehem in December 2014.

The women's health program produced a short documentary film about the experience of women's groups, in addition to the radio broadcasts about breast cancer and Dunya Center's services which aired on a voluntary basis by Nisaa' FM.

In an effort to develop relationships with new media to add to the organization's media list, the PNN news network, radio Raya FM and its website, new radio Ajyal, and other electronic news sources such as Zitouna, were added. New satellite stations that were added to the list of satellite channels covering news on the organization include Palestine Today.

Other media additions include the organization's contracts with radio and TV (Sawt Filasteen) through the Chairman of the Board Mr. Riad Hassan, to build transmission and follow-up on the organization's activities. HWC also contracted with Ajyal radio and PALMedia Company to distribute text message invitations to journalists to cover the organization's events and activities.

The table below shows the presence of HWC in the local and Arabic media in 2014 in comparison to 2013:

Type of Media	2014	2013
News including news with photos	76	63
Press release	15	17
Press invitation	7 Visual and written press responded to many activities of the organization and the presence of satellite channels at the Right to Health conference, visit the Spanish Council, and the conference for the promotion of reproductive and sexual rights of women with disabilities and others including the Ma'an channel, Filesteen, Jerusalem, Filesteen live, Al Manar.	
Reportage	of which 3 with photographs 6	5 without images
Long report	24	19
Amal magazine	1	1
TV and radio	46	56
Televised reports	6 reports on the mobile clinic and broadcast on satellite TV Fields, Jerusalem, Al-Manar, Filesteen, Ma'an	2 TV reports
television and radio Spot (women's health program)	5 TV, 42 radio	7
Documentary films	Film for women's health program on women's groups. A film about Area "C". A film about the project for the promotion and protection of reproductive and sexual rights of women with disabilities.	0
Billboard	150 m on " Rights to health in Area "C"	0
TV flashes	4 programs for women's health, 2 for Dunya Center	1 Dunya Center
Radio Spots	3 for Dunya Center	2 Dunya Center
Hosting satellite TV	13	9
TV episodes	6 in collaboration with Canaan project And TV episode from Yatta travellers on services in Area "C"	0



Administrative and Financial Department





The Financial and Administrative department is a crucial pillar in the organization. This department's efforts and activities intersect with the various departments of HWC. This department consists of fifteen employees, with two vacancies in the human resources unit.

- During 2014, income generation activities were developed in the clinics and health centers, which increase the income generated through different services.
- The organization's financial standing is still in a critical shape and facing numerous challenges, despite the administrative efforts to combat these challenges, such as improvement of efforts in the Public Relations department, fundraising, and partnering with additional donors.
- Despite the financial difficulties that HWC is facing, the financial indicators of the organization are showing slow yet noticeable improvements. The organization paid a percentage of the salaries every month; clinics (especially larger ones) are showing higher coverage rates, while other centers are showing steady performance.

- By the end of 2014, HWC staff consisted of 225 employees, 61% are females. Thirty six (36) of these employees are contracted on a project-basis, and 38 are part-timers.
- In addition to operational staff members, more than 100 specialized doctors from different specialties are contracted with HWC. Most of these doctors work in the larger centers, such as Beit Sahour, Halhoul, Qalqilya and Tubas.
- Further development is needed in the administrative affairs, human resources, and procurement departments.

Income Analysis:

The analysis of HWC's income details between 01/01/2014 until 31/12/2014 in comparison to 2014's income shows that:

- There is an 8% increase in the revenue of General Health and Emergency clinics compared to 2013.
- There is an 18% increase in the revenue of specialty clinics, with revenue of NIS 2,879,708 in 2014.
- Revenue from imaging services increased by 9%.
- Income from dental clinics increased by 35%. The biggest income generating center was in Al Mazra'a al Sharqia, comprising 40% of the center's total income. In addition, dental clinics were launched in Beit Sahour Health Center and Tubas (Al Shifa Center).
- Laboratory services witnessed a 14% increase in income compared to 2013, bringing in a total of NIS 2,201,879.
- Income from surgeries increased by 42%, with the total income amounting to NIS 937,185.
- Income generated through medication sales increased by 27%.

- Overall, the income generating activities witnessed an increase of 15%, in contrast with last year's performance which had a 6% decrease than 2012.
- Donations increased by 24%, amounting to a total of NIS 9,832,894 in 2014, compared with NIS 7,954,372 in 2013.
- The total income from different revenue streams in the institution increased by 15% from 2014. The total income of HWC in 2014 was NIS 22,438,669, an increase of NIS 2,845,869 than the year before.
- An analysis of the health centers income shows that larger health centers (Beit Sahour, Halhoul, Qalqilia and Tubas) have all witnessed an increase compared to 2013, except Tubas which was the only large center that witnessed a decrease of 3% in income. Overall, the large centers witnessed a 19% increase in income, a value of NIS 1,334,976. The coverage and running costs of the centers, however, increased to 102%, compared to 92% in 2013.

Analysis of Expenses:

- The expenses of the health center constituted 56.7% of the total HWC expenses in 2014, an increase of 4% compared to 2013.
- General and administrative expenses constituted 7% of the total expenditures, an increase of 5% from last year.
- The total expenses of HWC increased by 10% compared to 2013, due to that projects expenditure increased by 59%, a value of NIS 1,911,229.
- The largest expense was on payroll and related expenses (salaries, wages, transportation, and vacations), constituting 38% of the total expenditure, and a decrease of 3% from last year. The percentage spent on payroll is considered very reasonable, as HWC is primarily a service

provider and relies mainly on man power in providing its services.

Financial Analysis:

- Current assets increased a value of NIS 256,693 compared to last year, growing from NIS 5,801,505 to NIS 6,058,198, mainly due to the increase in notes receivables and donors receivables.
- The value of operating liabilities increased a value of NIS 633,006 from 2013, mainly due to payroll and related expenses, and staff remuneration.
- Operating liabilities include NIS 4,275,944 liabilities owed to staff (payroll), which is the main factor behind the increase of operating liabilities this reported year compared to 2013. Remuneration based liabilities amounted NIS 6,115,604.
- This year, the Health Centers covered 88% of their direct expenses, compared with 79% in 2013. This includes all the health centers, clinics, and mobile clinics. Looking closer, the four large centers cover 102% of their expenses compared to 2013. The highest expense coverage was Halhoul at 118%, followed by Qalqilia health center (115%). Beit Sahour had the lowest coverage, with 90%, an annual deficit of 400,000.

Liquidity and Quick Ratio Analysis:

Liquidity ratio = operating assets / operating liabilities

= 6,058,198 / 12,614,965

= 0.48:1

(31/12/2014)

Quick ratio = operating assets – (inventory + prepaid expenses) / operating liabilities

=6,058,198 – 1,483,112+ 12,000) /12,614,965)

= 4,563,086 / 12,614,965

= 0.36:1

Ratio Analysis	31/12/2014
Liquidity Ratio	1 : 0.48
Quick Ratio	1 : 0.36

The liquidity and quick ratios

The liquidity ratio shows that HWC has the ability to pay 0.48 of its short term liabilities. When taking the inventory out and calculating the Quick ratio, the ability to pay is calculated to be at 0.36 NIS to every NIS 1.00 owed. This is an alarmingly low ratio, and raises concern in terms of cash flow liquidity. The ratio did not change since last year, but 4-year analysis shows the ratio continuously declining, displaying HWC’s weak ability in paying its short to intermediate term liabilities.

Central Warehouse and procurement:

- Procurement and warehouse activities increased in 2014, detailed as follows:

- Procurement in 2014 valued at NIS 3,968,232 compared to NIS 3,558,962 in 2013, due to an increase in projects’ procurement, specifically within the Oxfam project.
- The transferred procurements were 58, and the ones executed were 45.
- An increase in assets purchasing was about NIS 625,063 due to projects-related procurement.
- In 2014, many liabilities were paid to service providers, especially liabilities incurred in previous years, which resolved a lot of tension with service providers.

Accounting software:

- In 2014, the centralized registration system of patients was reactivated, and all the HWC clinics were linked to the main service after all the data was synced there. Therefore, 2015 will be the first year where managers in different HWC centers and programs will rely on the centralized system.
- The information system management provided all the different departments with relevant information and data, and all the personal were effectively involved in the strategic planning process. In addition, statistical reports were developed that aid the monitoring and evaluation process, as well as supporting HWC’s strategic goals. In addition, a monitoring report for the doctor cycle and activating supporting services in the centers.



- The fixed asset software was activated, and all fixed assets were inventoried using the new system, after being inserted into the database last year. Currently, these assets are being reviewed and audited to enter their values and integrate them with Bisan Accounting system, but needs further work to be fully applicable. The Management of Information Systems and Warehouse are working on it together.
- The computerized procurement system is yet to be activated. Work began at implementing it at the end of 2014, with cooperation between the company providing the system, the procurement department, and the MIS department. In the beginning of 2015, the system will

be tried out through a procurement process, to test its effectiveness and its smoothness in terms of creating our own reporting system.

- The Human Affairs software system was activated and applied in all HWC centers, and was linked to the payroll system of the institution. The 2015 payroll will be counted by this system’s applications.
- A backup system was designed and programmed, keeping registration data intact and archived, in case of any glitches. This led to the fact that we did not lose any information in 2014 although some technical problems did occur in the centers and server computers.

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, 2014, 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, 2014 and of its financial performance and its cash flows for the year then ended, in conformity with International Financial Reporting Standards.

Current liabilities amounted to NIS 12,842,413 while current assets amounted to NIS 6,106,157 as of December 31, 2014.

Talal Abu-Ghazaleh & Co.

License No. 251/1997

James Milhem
Certified Accountant License # (100/98)
Ramallah, on March 24, 2015

**Health Work Committees****Ramallah – Palestine****Statement of Financial Position as of December 31, 2014 Exhibit "A"**

Assets	Note	2014	2013
Current assets		NIS	NIS
Cash and cash equivalents	(3)	1,845,118	2,452,761
Patients' receivables	(2c)	1,493,272	1,278,582
Donors' (pledges) receivables	(4)	964,054	145,552
Inventory	(5)	1,556,659	1,607,605
Other receivables	(6)	247,054	243,569
Total current assets		6,106,157	5,728,069
Property, plant and equipment			
At cost	(2e, 7)	43,385,659	42,828,474
Accumulated depreciation		(19,351,368)	(17,851,808)
Net book value		24,034,291	24,976,666
Total assets		30,140,448	30,704,735
Liabilities and Net assets			
Current Liabilities			
Accounts payables – (medical services suppliers)		1,823,550	1,805,929
Other accounts payables	(8)	9,572,943	9,784,972
Donations received in advance	(9)	871,867	1,123,392
Deferred revenues	(10)	574,053	489,903
Total current liabilities		12,842,413	13,204,196
Provision for End of service indemnity	(2g, 11)	5,620,945	5,229,683
Total liabilities		18,463,358	18,433,879
Net assets			
Net assets – Exhibit "B"		8,079,359	8,673,125
Re- evaluation of fixed assets reserve		3,597,731	3,597,731
Total liabilities and net assets		30,140,448	30,704,735

"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, 2014 *Exhibit "B"*

		2014		2013	
		Unrestricted	Temporary restricted	Total	Total
	Note	NIS	NIS	NIS	NIS
Revenues					
Operating revenues	(12)	12,020,217	--	12,020,217	10,507,462
Grants revenues	(13)	--	5,596,625	5,596,625	5,013,025
Donations revenues	(14)	4,390,104	--	4,390,104	3,190,699
In-kind Donation	(15)	809,308	--	809,308	829,568
Other revenues	(16)	128,210	--	128,210	555,105
Amounts released from temporary restricted revenues to unrestricted		5,211,639	(5,211,639)	--	--
Total revenues		22,559,478	384,986	22,944,464	20,095,859
Expenses					
Operating expenses	(17)	(15,017,362)	--	(15,017,362)	(15,275,211)
Projects expenses	(18)	(5,243,285)	--	(5,243,285)	(3,762,596)
General & Adm. expenses	(19)	(1,757,963)	--	(1,757,963)	(1,728,425)
Depreciation of fixed assets	(7)	(1,499,560)	--	(1,499,560)	(2,102,109)
Currency differences		(20,063)	--	(20,063)	(68,193)
Total expenses		(23,538,230)	--	(23,538,230)	(22,936,534)
Net change in net assets during the year		(978,752)	384,986	(593,766)	(2,840,675)
Net assets at beginning of the year		6,952,851	1,720,274	8,673,125	11,513,800
Net assets ending of year – Exhibit "A"		5,974,099	2,105,260	8,079,359	8,673,125

"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, 2014 *Exhibit "C"*

	Note	2014	2013
		NIS	NIS
Cash flows from Operating activities			
Change in net assets during the year – Exhibit B		(593,766)	(2,840,675)
Adjustments to reconcile changes in net assets during the year to net cash flow			
Depreciation of fixed assets	(7)	1,499,559	2,102,109
Addition on end of service indemnity during the year	(11)	1,099,679	890,341
Gain on sale of fixed assets		--	(1,720)
Changes in current assets and current liabilities			
Cash margins at banks		--	1,244,608
Patients' receivables		(214,690)	(163,134)
Donors' (pledges) receivables		(818,502)	580,972
Other receivables		(3,485)	5,279
Inventory		50,946	(278,176)
Accounts payable		17,621	280,522
Other accounts payable		(212,029)	1,407,187
Donations received in advance		(251,525)	82,651
Deferred revenues		84,150	59,038
Paid to employee from provision end of service indemnity during the year		(708,417)	(609,657)
Net cash flows provided from operating activities		(50,459)	2,759,345
Cash flows from investing activities:			
Net transaction of fixed assets		(557,184)	(696,581)
Receipts from sale of fixed assets		--	160,000
Net cash flows used in investing activities		(557,184)	(536,581)
Net (decrease) in cash and cash equivalents during the year		(607,643)	2,222,764
Cash and cash equivalent at beginning of year		2,452,761	229,997
Cash and cash equivalents at the end of the year	(2b-3)	1,845,118	2,452,761

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

