

PROGRAMME UPDATE



International Federation of Red Cross and Red Crescent Societies
Fédération Internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

PALESTINE RED CRESCENT SOCIETY

17 December 2004

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In Brief

Appeal No. 01.86/2004

Appeal target: CHF 8,271,469 (USD 6,212,144 or EUR 5,324,410)

Programme Update no. 2

Period covered: 1st May to 30th November, 2004

Appeal coverage: 52.2%

Outstanding needs: CHF 3,955,975 (USD3.4m or EUR2.57m) [<click here for live update of contributions>](#)

Programme Update no.1 [<click here>](#)

Programme summary:

In the Palestinian Autonomous and Occupied Territories, the Palestine Red Crescent Society (PRCS) carried out its operations in very difficult circumstances targeting selected vulnerable groups. Several community based projects focused on empowering and promoting the capacities of vulnerable groups such as women, children, disabled people, chronically ill and isolated communities. The psychosocial support program (PSP) maintained regular technical supervision of psychosocial workers and implemented the children affected by armed conflict (CABAC) pilot project. However, funding prevented full implementation of PSP. Disaster preparedness and response continued to be a priority. The first Emergency Response Unit drill was successfully conducted. The development of an early warning system is in process and a mini vulnerability capacity assessment (VCA) was designed. There has been a direct impact on PRCS in terms of capacity building (equipment and human resource development).

As for the youth and volunteers program, it remains the most important means for disseminating humanitarian values. Organizational development focused on branch and human resource development. Preparations for the PRCS general assembly are now tentatively targeting early April '05. In Lebanon, the PRCS branch continues to contribute to the improvement of the health of the Palestinian refugees with emphasis on hospital care; its strategy for 2005 will undergo a final review in December '04.

Coordination of cooperation projects significantly improved as a result of regular Movement and sectoral meetings. Priorities for project development (bilateral and multi-lateral) are being guided by the PRCS strategic directions and the appeal, thus contributing to meeting the objectives of this appeal.

Due to the death of Yasser Arafat, President PA, and his brother, Dr. Fathi Arafat, late Honorary President of PRCS (see also text further below), several activities and events planned for November/December had to be rescheduled until 2005.

This appeal is being used to capture all priorities and to introduce an element of coordination. The delegation did not anticipate full coverage. And response to the appeal does not reflect full reality as some partners embarked on bilateral implementation and did not yet submit their contracts (pledge management notes, PMNs).

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Operational developments

The humanitarian situation and program implementation in the Palestinian Autonomous and Occupied Territories (Palestinian AT/OT) is being affected by several events and circumstances. The most significant are the following:

- The disengagement plan, endorsed by the Israeli government in October 2004, is creating an unpredictable situation.
- The Palestinian President Yasser Arafat passed away on November 11th, 2004. There was a smooth and peaceful transition of authority. The loss of leadership is creating a tense situation and consequences are unpredictable both in the Palestinian AT/OT and Diaspora. Direct elections are being planned to take place in January 9th, 2005.
- Dr. Fathi Arafat, the founder of PRCS and former president and the honorary president also passed away.
- Restrictions imposed by occupying forces on the freedom of movement of Palestinians continue to affect the daily life of the population. According to OCHA, poverty has increased from 21% to 47%, unemployment is 34% of total population and food decreased in quantity and quality.
- Regular incursions of the occupying forces into Palestinian towns, villages and refugee camps accompanied by killings and destruction of properties.
- Continued house demolitions, which are of three different kinds: 1) what the occupying forces call 'clearing operations' (60%), 2) demolitions because of claims by Israel that houses are 'built without permit' (25%), and 3) punishment of families and neighbours of Palestinians suspected of involvement in carrying out attacks against Israelis (15%). According to OCHA, there are over 24,000 homeless in Gaza Strip as a result of home demolitions.
- The 'Separation Wall' also called 'The Barrier', which is being constructed in the West Bank, is closing more areas, creating more hardships, fragmentation and isolation of communities, preventing agricultural and educational activities, and leading to further economic decline. It is not known where, when and how the building of the wall proceeds, so the humanitarian needs for the Palestinian population are difficult to predict.

While in Lebanon, the Palestinian refugees continue to survive in very difficult circumstances as long as they are prevented from integrating socially and denied the right of returning to their homeland.

Health and care

Goal: A concept of a shared responsibility for health care and health related issues between the PRCS, local authorities and community members substantially contributed to the improvement of general health and psychological well being of the most vulnerable.

Objective 1: Primary Health Care programme (PHC): Affordable and quality Primary Health Care services are regularly delivered to an increased number of beneficiaries.

Expected Result 1: Selected vulnerable groups in 26 locations in Palestinian AT/OT have been benefiting from the primary health care projects to include women and child health, home care, community-based health education, curative care and diagnostic services

Progress/Achievements (multilateral donors are Norwegian RC and Swedish RC)

- The Community Based Health project has been carried out since 2000. A new phase of bilateral cooperation with the German Red Cross started in August 2004. The project encourages community participation and involvement in identifying and meeting health needs. Community committees in 25 locations were established for this purpose. During this reporting period (May-November 2004), the membership of seven committees was reviewed. A total of 178 meetings for community committees were held directed at discussing summer camps, the PRCS Blood Bank services, community based first aid training, environmental issues and duties of the mobile health teams. The project activities included 578 health education sessions in which 15,542 persons participated. The most frequently addressed health topics are nutrition, dental care and needs of disabled

children. School health activities involved a total of 7,532 children. Other activities for special groups included open days for children and families, theatre show for disabled children and exchange visits between different targeted groups.

- The Safe Motherhood project is a bilateral cooperation project with the French Red Cross which will be terminated by December 2004. Implementation continued in nine locations. During this reporting period, a total of 2055 meetings of safe motherhood groups took place. More than 6,186 activities were planned and carried out with the participation of approximately 17,615 persons. The safe motherhood activities tackled issues related to reproductive health, vaccinations, care of newborns, violence, home accidents and first aid, pregnancy, post natal care, abortion and miscarriage, sexually transmitted infections and psychosocial aspects. The safe motherhood project also aimed at establishing a referral system between PRCS PHC centres and three PRCS hospitals. Two types of workshops took place: workshops at the PHC centre level and one workshop for all centres and the three hospitals. One administrator, one midwife and one physician from each hospital participated in the workshop. The workshops addressed emergency situations related to mother and child that need referral and transfer from PHC centres to hospitals. Additionally a referral form was designed and discussed in the workshop.

Future plans include evaluation of the safe motherhood groups, review of their membership and merging the safe motherhood concept with the community-based health.

- The Home Based Care project is a bilateral cooperation project with the Spanish Red Cross. It is being implemented in 21 locations. During this reporting period, 7,918 home visits were carried out for 5,381 patients of whom 16% were diabetic, 15% were hypertensive, 6% were CVA cases, 5% were heart cases, and 10% were postnatal/maternal care.
- Curative and diagnostic services: During this reporting period, there were 55,351 medical interventions and 41,238 laboratory tests in 26 PHC locations. While there were 1,191 X-Ray investigations (3 locations only). Around 54% of beneficiaries were below 6 years of age and 20% above 60 years.
- An HIV/AIDS awareness campaign was launched in November-December, whereby posters were printed in Arabic and English as well as a brochure to be used in PHC centres, community activities and health education campaigns targeting university students and volunteers. A total of 850 students were reached personally and participated in a questionnaire concerning HIV/AIDS. Results from a sample of 300 students show that the students had very little knowledge about the disease.

Several other activities were delayed due to the death of PRCS honorary president Dr. Fathi Arafat.

Expected Result 2: The capacity of the Primary Health Care (PHC) programme has been developed to cover additional target groups which have been identified through the PRCS Rapid Damage Assessment surveillance system

Progress/Achievements

- Securing primary health care services to isolated rural communities in Hebron area and to residents of Der Abu Mishaal village in Ramallah area continued. This project is being implemented with bilateral cooperation with the Finnish RC and funded by ECHO.
 1. Targetted communities in 15 clustered villages benefited from 11,786 medical interventions provided through three mobile health teams. Thirty eight percent of beneficiaries were below 6 years and 17% were above 55. The number of beneficiaries steadily increased from 1,800 persons/month to more than 3,000.
 2. In Der Abu Mishaal village, the project provided for extension of opening hours of the PHC centre. Accordingly, PHC services were made accessible to an increasing number of beneficiaries. During this reporting period, residents of the village and those of neighbouring villages benefited from 4,225 medical interventions, 346 dental interventions, and 68 health education activities. Der Abu Mishaal village is remotely located to the north west of Ramallah city very close to the Separation Wall and Halamish settlement.
- The Medical Hotline project continues to be implemented in nine districts in cooperation with the French Red Cross. The project was adjusted to include mobile health care in Qalqilia and Jenin districts. A total of 46,377 medical interventions were made, of which 95% included provision of medicines. A total of 464 persons were referred to hospitals and 1,855 benefited from home visiting.

- Free medical days targeted communities in the south, north and east of the West Bank. A total of 10,673 persons benefited from 93 medical days. The free medical days activities aim at securing primary health care to communities who are isolated due to movement restrictions.

Expected Result 3: PRCS health centres in Lebanon have accommodated a wide range of community-based health activities thus addressing the priority public health issues

Progress/Achievements (a multi-lateral donor for PHC services in Lebanon is the Swedish RC)

The community based health pilot project (supported by the Netherlands RC) was terminated in October. The PRCS/L management committee decided during March-April meetings to put more emphasis on hospital services and to reduce engagement in community based activities. During this reporting period:

- Weekly health talks and school health activities continued in the two pilot sites, as well as monthly environmental health activities.
- There were 16 community based first aid courses implemented with 400 participants.
- Several sports activities for children were carried out successfully. Examples are: marathons for youth and children, and organizing boxing and football tournaments.
- The project coordinator participated in the first and second CBFA regional network meetings in Amman (June) and Tunis (December).
- A social worker (assigned by the project) became a member of the regional HIV/AIDS network and participated in one network meeting in Beirut.
- In August, two youth camps for 200 children were implemented.
- Participation in two exhibitions to promote PRCS mission and activities in September and October.
- Health education publications: three publications were printed and disseminated on mother and child care, disabilities and first aid manual.

Impact:

- The safe motherhood project is in the process of carrying out a post project survey which revealed the satisfaction of targeted communities from the project activities and highlighted the innovative approaches of the project in holding summer camps for mothers and pre-schoolers and addressing the needs of families through the project publications (stories for children, health education and visibility materials).
- Home based care reduces the burden of disease on destitute families. The project aims at teaching patients and families self care and at reducing the number of repeated hospitalizations for the chronically ill, thus reducing the cost of health care. Usually, the community health teams target the whole family, thus benefits are not limited to the patient. Health messages are communicated as needed to the entire family as seen appropriate.
- The mobile health teams and the medical hotline volunteers meet the needs of selected target communities who are most affected by the current situation, particularly limited accessibility to health care services.
- The community based health pilot project in the refugee camps in Lebanon was very successful in addressing health issues in an economical way, promoting community participation and coordination with active NGOs.

Constraints:

- Seasonal decrease in the number of community activities during the month of holy Ramadan and olive picking season.
- Mobility restrictions and the general political situation continued to hinder implementation of the primary health care program. For example: difficult and time consuming transport.
- The activities of the mobile health teams continue to be hindered by military road obstructions and checkpoints.
- Disturbances in the availability of medicines due to restricted mobility and closures.
- To further improve quality of services, protocols for certain chronic diseases need to be reviewed and accordingly develop the patient records.

Objective 2: Psychological Support programme: Psychological support services and outreach activities are reaching a maximum of beneficiaries through the existing network of six Psychosocial Family Centres (PFC), in the West Bank and Gaza Strip, and newly established services in the PRCS branch in Lebanon.

Expected Result 1: Community in-house and outreach psychological and psychosocial services have been available and accessible to the six targeted communities through a network of six PFCs;

Progress/Achievements: Not achieved due to lack of funding.

Psychosocial support activities are being implemented through projects such as the 'Children Affected by Armed Conflict project, CABAC' in eight schools in Tubas district and eight schools in Qalqilya district in cooperation with the Danish RC (bilateral cooperation), and psychological support to children of detainees through workshops coordinated with branches.

Expected Result 2: A professional development programme for PRCS mental health staff has been designed with the aim of improving professional skills and therefore the quality of services provided to the target population.

Progress/Achievements (a multi-lateral donor is the Swedish RC)

- Technical supervision meetings continued to be held monthly aiming at sharing experiences and filtering of successes and failures. (See update 1 for more details on purpose and nature of those meetings).
- No funds are yet available for formal PSP training. However, there were discussions with a potential donor to support human resource development of psychosocial staff at three levels:
 - Internal training, which requires the presence of an external expert with PRCS for a period of time.
 - Abroad short term training, including participation of staff in regional and international workshops and seminars.
 - Abroad long term training, which will aim at upgrading the qualifications of some PSP staff members to post graduate diploma, masters' degrees and Ph.D.

Expected Result 3: Coordination and cooperation between PRCS Mental Health Department and other providers of psychological/ psychosocial service has improved.

Progress/Achievements

- Externally, coordination with other providers continued as described in update 1- both at the national level and at the district/local level.
- Within PRCS facilities, there has been more interdepartmental work on psychosocial support activities. The psychosocial concepts are being integrated in PRCS training activities and primary health care services. For example, the PHC and the PSP programs with the support of the Medicines du Monde will start the implementation of a mobile health clinic in Salfet, Nablus and Tubas districts by December 2004. This clinic will include both medical and psychosocial components.

Expected Result 4: The assessment of the psychological and psychosocial needs of the Palestinian refugee population in Lebanon has resulted in the extension of the programme to PRCS branch in Lebanon;

Progress/Achievements: Assessment was accomplished in January 2004. See program update 1 for details.

Impact:

- The PSP program successfully integrated its concepts with other health services and trainings.
- It is expected that the PSP activities will promote the awareness of the public to psychosocial support services.

Constraints:

- Constraints related to mobility restriction.
- Limited professional capacity of the psychosocial workers.
- Limited funding for PSP.

Objective 3: Community Based Special Education project: The well being of disabled people, their families and the communities are improved through a provision of opportunities for occupational therapy, empowerment and integration.

Expected Result 1: Community based special education project has been expanded to cover all areas of the Palestinian AT/OT and integrated as a core component of the activities carried out in the special education centres

Progress/Achievements

The community based special education (CBSE) project is a multi-lateral cooperation project supported by the Norwegian RC since 1999. The project activities gradually expanded to all Palestinian AT/OT districts and more disabled children were added to the list of beneficiaries each month. There was also involvement and training of rehabilitation workers employed by other providers in order to guarantee the full expansion of the project activities and to facilitate identification and integration of an increasing number of disabled children in the education program.

During this reporting period, the PRCS rehabilitation workers carried out 2,011 home visits during which they trained mothers and their disabled children on self care activities and basic skills. More than 70 new cases were added to the list of beneficiaries.

The project activities were coordinated with municipalities and village councils, rehabilitation institutions, schools, ministry of social affairs, local committees in the refugee camps and other NGOs.

Expected Result 2: Professional skills of Community Based Rehabilitation workers have been strengthened enabling them to provide appropriate and timely support;

Progress/Achievements: Achieved January to May 2004 - see update one.

Expected Result 3: Parents/caregivers of severely disabled children have acquainted knowledge and basic skills enabling them to better care for their children with special needs;

Progress/Achievements

- An increasing number of activities were taught to disabled children and family members during home visits as well as in the rehabilitation centres. Activities aim at facilitating better care of children with special needs. Examples are: self care, motion, social interaction and language related activities. (A special book was published in 2003 for illustrating the different activities).
- Home visits were carried out by social workers in two districts (Qalqilia and Tulkarem). The aim of these visits were to identify psychosocial problems, difficulties and needs facing the parents of the disabled, as well as providing instructions on how to handle the disabled socially and psychologically. Also, parents were encouraged to increase their interest and involvement in the CBSE project. Forty families benefited from 68 home visits.
- A total of 1,534 children participated in integration activities such as summer camps in which disabled children participated in activities side by side to normal children of same age.
- Early diagnosis of disabilities: campaigns were carried out in six districts during which 68 children with disabilities were identified and referred accordingly.
- In two districts (Qalqilia and Tubas), recreational activities were implemented for the disabled and their families. A total of 60 families participated in this activity.
- A total of 269 mothers of disabled children participated in 21 gatherings in nine locations. The purpose of those gatherings is to discuss behavioural and psychological problems of the severely disabled children. Mothers recommended continuing with those gatherings in order to promote awareness on the mentioned issues.
- The project supplied the 'Total Communication' centre in Nablus with two computers in order to promote some computer skills among hearing-impaired children.
- All PRCS rehabilitation centres were supplied with educational toys.

Expected Result 4: Community awareness on the challenges of disabled people has increased and positive attitude has been gradually built up;

Progress/Achievements

- A series of TV talk shows was implemented with a local TV station in Hebron district. Ten series were planned for 2004; eight were implemented by end of November. The talk shows aimed at promoting public awareness to rehabilitation issues, such as: medical conditions leading to disabilities, cerebral palsy, epilepsy, and physiotherapy.
- One awareness campaign was carried out in a school in Tulkarem district. Four teachers and 56 students participated. The campaign aimed at changing attitudes towards the disabled child by promoting the awareness of pupils to the issue of disability and accepting the disabled as a productive member of the society. Several similar awareness campaigns are planned to take place in 6 districts in December.
- On December 4th, an article was published in 3 local newspapers on the occasion of celebrating the International Day of the Disabled.
- A poster was designed and printing is in process. The poster exemplifies some abilities of the disabled people. It will be disseminated in schools and rehabilitation centres at the national level.
- A pre-test on attitudes towards the disabled was executed to measure the attitudes of family members of the beneficiaries. A post-test is due in January 2005.

Expected Result 5: Education, social skills and integration of the hearing-impaired individuals have been improved by the fact of using assistive listening devices

Progress/Achievements

Through a bilateral cooperation with Assembly of Cooperation for Peace (PAZ - a Spanish NGO), assistive hearing devices were purchased and 227 hearing-impaired children in Gaza and West Bank were supplied with hearing devices.

Impact:

- The expansion of the CBSE project continues to enforce the leadership role of PRCS in this field at a national level.
- The community based activities are expected to slowly impact the attitudes towards the disabled children. Integration of the disabled into their communities should consequently result.

- It is noticed that relationships between the disabled children and their family members are being strengthened as a result of project activities.
- Impact on the disabled children is evident through the skills and activities they have been acquiring throughout the project phases, which is leading to improved self care.

Constraints:

- Some activities are hindered or delayed due to mobility restrictions.
- The lack of community awareness, knowledge and understanding of local communities to the abilities of the disabled children sometimes hinders implementation of certain activities.

Objective 4: Support for PRCS Hospitals in Lebanon: PRCS branch in Lebanon continues to provide health care services to the Palestinian refugee population.

Expected Result 1: Palestinian refugees and other destitute people in need of health care have been treated in the PRCS health institutions in Lebanon and received free/subsidized medicines and medical supplies;

Progress/Achievements

Subsidized/free medicines were made available to refugee patients hospitalized at PRCS hospital network as a result of the bilateral cooperation project with the Netherlands RC and funded by ECHO.

Expected Result 2: PRCS/L health staff in the hospitals and health clinics has upgraded professional skills and standards through appropriate training;

Progress/Achievements (supported also multi-laterally by the Norwegian RC)

- Construction of the two additional floors at Hamshari hospital was completed. One floor is now being used for specialty surgery and the second as a dormitory for visiting physicians. To become fully operational, furniture and equipment are still needed.
- A case-mix information system at the PRCS hospital network in Lebanon was developed. This project is funded by the Italian Cooperation aiming at promoting quality of health care provided to Palestinian refugees.
- There was training of a group of technicians to perform basic maintenance of equipment.
- North American Arab Medical Association and John Hopkins Hospital granted 10 computers, two for each PRCS hospital.
- Several training activities were implemented under the Quality Improvement project in cooperation with John Hopkins University. Some activities were:
 - Three physicians and four nurses participated in a two week course 'quality assurance methods in developing countries' at John Hopkins University, USA.
 - There were monthly exchange seminars since July. Two participants from each hospital participated each month. Seminar topics were identified according to the continuing education needs in the hospitals, examples are: emergency medicine, nursing education, and use of antibiotics.
 - One week internet search workshop for 17 health professionals.
 - A two-day leadership workshop was conducted aiming at improving management.
 - Medical equipment shall be provided to the five hospitals according to needs.

Impact:

- Quality improvement in all PRCS hospitals is expected to build up as a result of several projects targeting quality of health care. Quality control methods will be applied to the medical services on all levels, and quality indicators are being developed

Constraints:

- Work is affected by the political unrest and instability thus affecting financial sustainability of services.
- Most Quality Improvement trainings were held in English, which was a barrier for PRCS/L staff members.
- Resistance to change among some hospital managers hinders quality improvement.
- Limited computer skills of the hospital staff and few available computers are barriers in the application of internet medical search and reporting on quality improvement.

Disaster Management (DM)

(Supported multi-laterally by the British RC, Norwegian RC, Swedish RC and DFID as well as by Netherlands RC and ICRC)

Goal: The efficiency and effectiveness of the response to community needs in times before, during and after disasters and/or conflicts were maximized by working with and through the communities and stakeholders.

Objective: Effective operational linkages between DM (which includes response and preparedness) and other programmes are established thus contributing to improved PRCS disaster management capacities and to the adjustments of its organisational structures.

Expected Result 1: One Advance Medical Post for the West Bank has been purchased and deployed wherever needed;

Progress/Achievements: Not yet achieved due to lack of funding.

Expected Result 2: The PRCS has acquired one Hospital Emergency Response Unit /ERU/ and established a proper management and professional structure for its deployment;

Progress/Achievements

With the support of the ICRC, the Federation, the Norwegian RC and the Spanish RC, PRCS conducted its first ERU drill in Jericho from November 23rd to 30th:

- Over 85 health professionals, technicians, engineers and other volunteers contributed to setting up the field hospital and its support services.
- The exercise experienced rain, mud, dust storm and cold nights.
- A mass casualty simulation drill was conducted in which the hospital teams worked to evacuate and care for tens of simulated injuries.
- There were lectures and group work on topics, such as emergency health, human resource management, field logistics and security.
- The drill resulted in identification of key priority needs (missing equipment and training) and gaps in the setup.
- PRCS will continue to work with the Norwegian RC and the Federation to further upgrade the skills of personnel.
- Next ERU deployment is planned to take place in 2005

**See PRCS special report on ERU drill, available upon request at the Disaster Management and Coordination Unit/PRCS.*

The early warning system is under development with the continuous support of DFID, which had provided for training of staff and volunteers and purchase of missing equipment.

Expected Result 3: VCA studies focusing on newly emerging humanitarian needs have been carried out in the selected areas of the Palestinian AT/OT;

Progress/Achievements

A mini VCA study is being planned in cooperation with the Federation and the British RC. It aims at investigating vulnerabilities resulting from the construction of the Separation Wall. During this reporting period:

- A steering committee, a task force and work groups were assigned.
- A qualified project coordinator was assigned.
- A questionnaire was drafted.
- Coordinated with the regional disaster preparedness delegate regarding support needed for the review of the questionnaire and training of work groups.

Impact:

- The ERU hospital, advance medical posts and VCA are part of the PRCS disaster preparedness for both earthquakes and conflicts. Preparedness activities are leading to promoted awareness of health professionals, volunteers, PRCS staff members and the public.
- The ERU drill added to the capacity of PRCS in disaster preparedness. Participants worked in a dedicated manner and received workshops in a positive spirit, and expressed willingness to contribute at a regional level.

Constraints:

- Few women participated in the ERU drill. Future plans include recruiting more women volunteers and staff members to participate in the next drill.
- Need to maximize coordination with the Ministry of Health and private sector regarding more involvement in the ERU setup and recruitment of their health professionals.
- Delay in the implementation of the VCA due to delayed support from the Federation's regional office.

Humanitarian Values

(In the Palestinian AT/OT, the program is being supported multi-laterally by the Norwegian RC, Danish RC and DFID, while in PRCS/L the program is being supported by the Norwegian RC)

Goal: To serve communities according to the Movement's principles of humanity, impartiality, neutrality, independence, voluntary service, unity and universality by supporting and developing the voluntary spirit within the Palestinian community in the Palestinian AT/OT and Diaspora.

Objective: Technical skills of volunteers and their knowledge about RC/RC Movement principles and PRCS goals have increased thus promoting human resources potentials in the communities.

Expected Result 1: Numbers of motivated and trained volunteers who are integrated into the PRCS system have increased;

Progress/Achievements

- There are 5,820 volunteers registered at the Youth and Volunteers department of which 1,940 (33%) are active. A volunteers' database is under development and is still in the pilot phase. Upgrading of the software is needed.
- There are 52 volunteers' committees in Gaza and West Bank responsible for planning and implementing youth and volunteers activities at the local level. Twelve committees were established in 2004.
- There is coordination between the Youth and Volunteers program in the Palestinian AT/OT and that in PRCS Syria and Lebanon branches.
- In the Palestinian AT/OT, more than 120 training courses for volunteers were organized during this reporting period. More than 4,500 volunteers participated. Training topics included: PRCS basic training for volunteers, first aid, disaster preparedness and response, International Humanitarian Law, dissemination, explosive remnants of war, and training of trainers.
- Summer camps: 51 summer camps were implemented in June and July. Six camps integrated disabled children with their abled peers. The camps had hosted a total of 6,391 participants. A total of 985 volunteers were mobilized to supervise the camps. Summer camps are an annual activity aiming at recruitment of volunteers and dissemination besides recreation, health and sporting events.

In Lebanon, the promotion of humanitarian values continued to be through using the CBFA training as an entry point. Main outputs were:

- The youth and volunteers department implemented 25 CBFA courses from February to October for 450 trainees, and another 15 courses were planned for November and December.
- Fifty facilitators and volunteers contributed to the summer camps which were carried out by the community based health project in August.
- A facilitators' leadership workshop took place in November for 15 participants, aiming at promoting the capacity of facilitators and volunteers

Expected Result 2: Awareness campaigns on HIV/AIDS and STD prevention and promotion of tolerance and acceptance in particular and humanitarian values in general, have been designed to target Palestinian men and women between 15-30 years of age;

Progress/Achievements:

In the Palestinian AT/OT: Not implemented due to lack of funding.

In Lebanon: PRCS/L participated in a training of trainers' workshop on guidance and counselling on 'HIV/AIDS and STI prevention and promotion of tolerance' in March. And, an awareness campaign is planned to take place in December.

Expected Result 3: A special project combining promotion of humanitarian values with cultural values of the Palestinian people targeting younger generations has been successfully received by the audience;

Progress/Achievements: Not implemented due to lack of funding

Impact:

Humanitarian values activities aim at changing attitudes and values. Volunteers are considered the means. Therefore, upgrading the knowledge of volunteers is expected to lead in the long term to change in attitudes that will impact the community.

Constraints:

- Closures and mobility restrictions hindered the on time implementation of activities.

- Internally, better management, monitoring and coordination of activities are needed in order to obtain the desired results.
- Limited capacities, facilities, materials and financial means.

Organizational Development

(The OD activities are being supported multi-laterally by the Norwegian RC, DFID, British RC, Swedish RC and the Federation.)

Goal: Improved organizational capacities of the PRCS have a direct positive impact on the quality and the quantity of the services it provides to the most vulnerable.

Objective: PRCS organisational systems are increasingly efficient and effective and able to contribute proportionally to the well being of the most vulnerable in the Palestinian AT/OT and Diaspora.

Expected Result 1: Leadership of PRCS at the governance and executive levels, including branches has been strengthened;

Progress/Achievements

- Executive board meetings were held regularly every two months, four meetings during this reporting period.
- Membership of the executive board was reviewed. As a result two additional members joined the board.
- Branch elections took place in all branches except four: Hebron, Jenin, Arrabeh and Qabatia.
- Two workshops were held for the newly elected branch administrative boards of the West Bank to orient them to the PRCS strategy, policies, programs and structure.
- A General Assembly is planned now to convene in April 05.
- Two executive board members participated in a regional leadership meeting held in Tunis in October 2004.

Expected Result 2: Strategic directions have been updated and approved;

Progress/Achievements: Not yet achieved.

Expected Result 3: A comprehensive development plan incorporating the PRCS mission, objectives, programmes, projects and related funding has been developed and activities have been planned accordingly;

Progress/Achievements:

In the Palestinian AT/OT: Not yet achieved.

In PRCS/L: an outline of a strategic plan for the branch was prepared and work on a comprehensive development plan is underway. The full achievement of this activity was delayed due to involvement of key staff members in administrative reforms.

Expected Result 4: Improved systems for the management of human, financial and material resources are in place;

Progress/Achievements

- The management team which was formed in September 2003 has been meeting weekly to discuss operations, management issues, programs and policies. Membership of the team includes department heads, the president and the OD coordinator. The impact of those frequent discussions is leading to improved interdepartmental communications and cooperation and increased participation in decision making.
- The OD/finance delegate continues to extend her support to the finance department in developing financial systems. Accordingly, computers and new software have been installed.
- The development of job descriptions and department structures is in process.
- A monitoring system assessment workshop was held in September aiming at assessing related development needs and problems. It was concluded that an external expert is needed in this field.
- A strategy orientation workshop (on PRCS programs and strategy) for 35 staff members in managerial positions at Headquarters and branches was held in October. It dealt with integration approaches, integrity, OD and capacity building.
- A 3-days management workshop was held for 25 administrators and logisticians.
- The construction of the Jericho community centre is in process with the support of the Norwegian RC.
- Two staff members participated in the regional Project Planning Process 'PPP' in Amman from November 21st-24th. It is expected that this will result in improved capacity in planning and managing projects.
- The OD coordinator participated in the OD workshop that was held in Spain in June and organized by the Federation.
- The development of the Human Resource Database software was initiated.

▪ The PRCS youth department head participated in a BTC workshop in Norway, October 2004. In PRCS/L, administrative reforms took place in August and impact of these reforms is not known yet. Additionally the WHO medicine list was adopted by the central scientific committee.

Expected Result 5: Coordination between branches and departments has increased resulting in branch development;

Progress/Achievements

- There is increasing participation of branch representatives in trainings organized by the departments at headquarters and in projects activities.
- Specialized branch committees were established to coordinate activities/projects with the different departments, e.g. health, rehabilitation, public relations, information and emergency services. This kind of matrix organization is expected to crystallize during the coming months.
- The head of finance department accompanied the OD/finance delegate in a visit to PRCS/L branch in order to coordinate the development of financial system.

Expected Result 6: Dependency on external funding has been minimised through an active local fundraising combined with sound financial management.

Progress/Achievements: Not achieved due to the continuous economic decline.

Expected Result 7: Improved cooperation and coordination with international, public and private organizations has led to better coordinated services, shared resources and diversified sources of funding

Progress/Achievements

In the Palestinian AT/OT and in addition to the monthly Movement cooperation meetings, sector meetings between the Movement members and department heads had started. (For more see coordination and cooperation section of this report).

In PRCS/L, a coordination group was formed in March representing main partners of the national society. Two coordination meetings were held since then.

Impact:

- Increasing participation of executive board members and branch representatives in different meetings, workshops and trainings will eventually lead to a unified vision and improved communications.
- It is expected that management trainings will lead to efficient utilization of resources and improved systems.
- The coordination group in PRCS/L is newly established and it is too early to judge its effectiveness.

Constraints:

Limited funding and capacity to carry out scheduled activities.

Coordination, Cooperation, and Strategic Partnerships

(The Palestine RCS Federation Representation is being supported multi-laterally by the Icelandic RC)

The second half of the year was for large parts first overshadowed by a renewed escalation of violence, particularly in Gaza but also in the West Bank, and later by the passing away of the President of the Palestinian Authority (PA), Yasser Arafat (November 11th, 2004), soon followed by his brother, Dr. Fahti Arafat (December 1st, 2004), the founder of PRCS (1968), former President (since 1978), and lately PRCS Honorary President (since 2000).

Due to the events, starting with the evacuation of President Arafat during Ramadan and the Eid holidays, PRCS plans for parts of November and all of December 2004 were cancelled and postponed until 2005. During the mourning periods and into the month of December a lull in the confrontation was observed while efforts for a successful transition were initiated. Besides continuing lower level violence and the day to day problems as they occur under occupation, PRCS continues to face as main challenges:

- The absence of humanitarian space (aggravated by increased humanitarian needs and demands for increased services); the key problems are movement restrictions, accessibility and security representing serious breaches or neglect of international humanitarian law (IHL).
- The equilibrium of emergency and emergency response, which prevents or hinders the implementation of rehabilitation and development.
- The prevention of holding a general assembly, building institutional legitimization and promoting organizational integration.

- There is a potential for power struggles and an increase of fundamentalist influence in the Palestinian AT/OT. However, most observers seem to share the view that there is no imminent risk and all initiatives taken for a successful transition of power and preparations for elections on the January 9th, 2005 have been to date peaceful.
- The change in political leadership of the PA and patronship of PRCS, could also pose a challenge given the special relationship that existed between the two leaders in the past (legislative support and funding).
- In the event of successful elections, the humanitarian sector may face a possible sudden shift in donor priorities from the humanitarian to the public sector and support towards the PA. Consideration is given to best options to position and profile PRCS better and increasingly for more mid and long-term funding under rehabilitation and developmental approaches.
- The Federation is currently accredited through ICRC with the Government of Israel as an International Organisation. Moves towards disengagement plans, initially in Gaza, and preparations for elections on January 9th 2005 are under way. Plans are being considered to accredit the Federation directly with the PA under a separate Status Agreement.
- The Seville Agreement applies and works with ICRC as lead agency and under a flexible approach, in full recognition of the Federation's mandate, roles and responsibilities towards PRCS.

Goal: To contribute to the achievements in the implementation of a PRCS long-term strategy in the context of the Federation's *Strategy 2010*.

Work on an up-date of the PRCS Strategic Directions, a draft PRCS Strategy, the Donor Guide continues and discussions on a PRCS/emblem law as well as a possibility for a Federation Status Agreement started.

Under its statutory obligations as well as in preparation for the PRCS General Assembly elections were held in the branches. However, due to the circumstances the GA had to be postponed again to be now tentatively held early April 2005.

Objective 1: PRCS and Federation have a joint ownership of the current appeal and they promote it jointly.

The planning and drafting process for the 2005 Annual Appeal was again completed under a participatory approach, jointly between PRCS and the Federation Delegation. The same applies to Programme Updates. All documents, including the 2004 Appeal, are now translated into Arabic and posted on the PRCS web-site. This process starts showing impact on planning and drafting capacities. However, the planned PPP and budget management courses were also first delayed and then postponed until 2005 yet are urgently needed to boost capacity further in project/programme and budget monitoring.

For above mentioned reasons all activities, the World HIV/Aids Day, sectoral meetings, a PPP and BM course, a discussion on the evolution of ICRC delegated projects, a workshop on the emblem, a consultative meeting with representatives from donor governments (Appeal 2005 launch) as well as a meeting with the DHoRD from the Amman Office to discuss leadership training, OD and OD indicators, the gender network and the drafting of a MENA Strategic Framework, were postponed until earlier 2005.

Since September the Health Coordinator started his assignment and is working to boost health co-ordination and planning. The composition of the delegation is now complete and work being consolidated, job descriptions and mission instructions, performance appraisals, contract extension, etc. processed. The delegation responded to a number of questionnaires on appeal marketing, OD indicators, RRU functions, etc. At the same time cooperation with the RFU and RRU service units at the regional Delegation in Ankara is being consolidated and expanding.

The delegation's senior health/reporting/monitoring advisor, based at the Amman regional Office, was made available for a three week planning mission to Sudan in October upon request by the Sudanese RC and the Norwegian RC.

Expected Result 1: A comprehensive and consolidated fund raising strategy has been developed and a diversified donor platform (multi-lateral, bilateral, both-internal and external parties) has been successfully co-ordinated

Progress/Achievements

Bilateral cooperation continues and grows. Further analysis and details will be reported in the 2004 Annual Report including funding initiatives under the 2005 Appeal. An invitation to representatives from donor governments - as mentioned above - also in support of the 2005 Appeal had to be rescheduled for early 2005.

Discussions with PRCS continue seeking to detail funding in support of projects and programmes as well as in support of the Delegation. So far funding has been raised horizontally through cross-budgeting. In order to increase transparency plans are for increased vertical budgeting and increased vertical fundraising.

Expected Result 2: Partnerships have been further developed under PRCS donor guidance and its active management

Progress/Achievements

- ECHO partnership meetings were attended in Beirut, Lebanon (in September), and East Jerusalem (in December) and inputs into the ECHO strategic planning for 2005 formulated. Consultations on strategic issues including the new ECHO Communication Strategy continue. The report on the external evaluation of ECHO (conducted during summer), to which the delegation responded, was not yet received.

In the meantime PRCS and PRCS/L with support by the Delegation and bilateral partners are processing draft concepts for funding through ECHO, under the first funding cycle 2005 (deadline is January 15th, 2005 for concepts on planned health activities - under the new ECHO Integrated Health Strategy – January 31st). Concepts will include submissions by the Federation under the status as International Organisation.

- In parallel and in response to the devolution of EU/DG funding for mid and long-term developmental projects and programmes the delegation facilitated initial meetings between PRCS and EC technical staff in East Jerusalem.
- The Delegation attended the ESCWA Conference on ‘Sustainable Development in the Palestinian AT/OT’ in Beirut in October. It was a good forum for contacts and information exchange but offered no forward thinking into new approaches towards development under occupation and lack of humanitarian space. Also in October, following the ESCWA Conference, the PRCS/L partnership meeting took place discussing further support to PRCS/L, the secondary health sector and strategic planning. PRCS/L will review its strategy in December. In the meantime, planning and implementation of non-hospital and non youth/volunteer activities are slowed or on hold.
- Also in support of PRCS/L the Delegation liaises with OXFAM (Canada) regarding cooperation opportunities in 2005. The same applies (in close cooperation with the Federation Delegation in Lebanon) to a Norwegian group of former UNIFIL staff seeking to support humanitarian causes in southern Lebanon and Palestinian refugee camps in Lebanon.
- In November the Federation Representative participated in the second MENA Management Team meeting, in Beirut, Lebanon.
- Besides support for PRCS and PRCS/L efforts are underway to also support the Iraqi RC (IRCS) and Palestinians in Iraq through ‘rapid damage assessment’ training and medical support towards a PRCS clinic in Baghdad. The Federation HoD in Iraq visited PRCS and the Delegation in the Palestinian AT/OT for planning purposes in September. In November, a meeting between the National Societies from the Palestinian AT/OT, Iraqi RC and the Delegations of Iraq and the Palestinian AT/OT was arranged in Amman to discuss further proceedings.
- Further facilitation was extended in the context of funding opportunities for PRCS through the German RC and the German Government, continued funding through DFID and the Capacity Building Fund (proposal submitted for three year funding) as well as support by Swedish RC to PRCS in Gaza under Swedish RC emergency funding (setting up an oxygen filling station). PRCS is processing a proposal for the Empress Shoken fund.
- Moreover, at times, thousands of Palestinians were prevented from crossing the Rafah border between Egypt and Gaza unable to return home and had to camp in the desert on the Egyptian side. The PRCS in close cooperation with the Egyptian RC extended humanitarian support. Contact was established with the Federation's Regional Office in Tunis and liaison maintained with ICRC. Through the Tunis office CHF 75 000 were released from the DREF and an Information Bulletin published (4th of August '04); the DREF update report is being processed.
- The Federation Delegation, in support of PRCS and under the coordination of ICRC, facilitated numerous partner visits to the Palestinian AT/OT, including Norwegian RC, NORAD, Danish RC, Finnish RC, German RC, a Norwegian RC sponsored consultant evaluating the CBFA activities, experts attending the PRCS ERU drill and others. Norwegian RC Youth was part of the Norwegian RC Delegation visiting, developing a proposal to participate in a school-based fund raising competition (Operasjon Dagsverk).

Expected Result 3: The current Appeal has been covered by a minimum of 80 percent as a result of coordinated fund raising efforts between the PRCS and the Federation.

Progress/Achievements

The currently shown response to the 2004 Appeal does not yet reflect the real response as some bilateral responses under the appeal have not been committed through a pledge management note (PMN), ie contract. The 2004 Annual Report will analyse and report in detail.

Expected Result 4: The Cooperation Agreement Strategy (CAS) and the Memorandum of Understanding between the PRCS and the Federation have been revised, up-dated and agreed upon

Progress/Achievements

Due to circumstances and convoluted processes no CAS process was followed. However, elements of CAS contents have been identified and will be incorporated into the PRCS draft Strategy and Strategic Directions. Completion and signing of an up-to-date MOU is a priority for earliest in 2005.

Objective 2: PRCS benefits increasingly from the Federation input in organizational, managerial and operational issues thus improving the quality of services rendered to the most vulnerable.

This is being achieved through the facilitation of training and sectoral and movement meetings. The input of the OD/finance delegate is in improving the financial systems and reporting. A health coordinator was appointed in September and the impact is building up.

Expected Result 1: PRCS has been applying newly produced Rules and Regulation for staff on the management of cross-sectoral issues, including branch networking;

Progress/Achievements

- The PRCS has been applying newly produced rules and regulations for staff on the management of cross-sectoral issues, including branch networking (for details, see OD section of this report).
- The Federation maintains an office within the PRCS/L premises, which is promoting cooperation among PRCS, Federation and different donors.

Expected Result 2: Technical and managerial advices and training in the four core areas have been regularly provided and followed-up with the focus on the project management cycle (planning, monitoring, reporting and finance management).

Progress/Achievements

With full employment of delegation resources, support is on the increase in Finance/OD and Health, as outlined below:

A. Training

- Two staff members from PRCS participated in a regional PPP workshop in Amman in November 2004.
- Two PRCS staff took part in Federation regional leadership course in Tunis, October 2004.
- Three PRCS youth volunteers visited Iceland RC April 2004.
- The Federation Finance/OD delegate together with the head of finance department visited PRCS/L for follow up of financial matters, spending and available funding, as well as training of finance staff.
- An ERU drill was conducted successfully. During the process, training of 80 volunteers and PRCS staff was conducted with assistance from Spanish RC, Norwegian RC, Canadian RC, Federation and Health Coordinator. (For details, see the Disaster Management section of this update).
- Training of the staff members (4 doctors, 4 nurses, 3 drivers) from the mobile clinics in Hebron Area was according to their professions.

B. Technical support

- Financially: PRCS made operational budgets, based on available funding and this allowed the financial system between PRCS and the Federation to change from reimbursing PRCS expenditure to transfer cash in advance, based on the approved budgets and financial report on a quarterly basis. To change the system, the following was so far achieved:
 - All Federation balances as per end of 2003 were sorted by donor and PMN and PRCS was reimbursed for expenditures of 2003 according to available funding. Also, PRCS was reimbursed for first half of 2004 according to their spending in the projects.
 - The Federation has received from PRCS operational budgets for all the projects for the whole year, equal to available funding, and transferred in advance cash for 3^d and 4th quarters according to cash request and budgets.

- The Federation has received financial reports for the projects as per September 30, 2004 - PRCS receive running information about PMNs, earmarking and available funds.
- Federation is donor coding transfers and this is communicated to PRCS.
- Funds with spending period up to 31/12 2004 will all be spent before the end of the year.

To continue the changes, the following shall be achieved:

- A PPP course and budget management training for the department directors and project managers.
 - Quarterly project financial report to the Federation, followed by a bank statement for the separate bank account for the Federation transfers.
 - Financial procedures review and distribution to departments.
 - Quarterly management reports to management and donors.
 - Decentralized budget system including annual plan of action and operational budgets in place for all PRCS activities and coordination meetings with all departments involved.
 - Project agreements for all RC/RC supported projects.
 - All suggestions for improvement of the internal controls from Audit 2002 implemented.
- There were regular monthly visits to PRCS/L from the Federation Representative aiming at improving coordination and follow up.
 - The health coordinator participated on regular basis in meetings with Palestinian Health Authorities, the Health Inform meetings, UNESCO, WHO etc.
 - There was a review and assessment of the principles developed by the Federation concerning Community Based First Aid training of the trainers and training of volunteers. A visiting expert from Norwegian RC conducted the assessment at PRCS in November. Similar assessment visits were also conducted in several national societies in the MENA region.
 - Activities were planned with the assistance of the delegation on the occasion of the World AIDS Day (December 1st). However, implementation was postponed due to the illness and death of the late honorary PRCS President, Dr. Fathi Arafat.
 - First issue of the monthly health report was prepared and disseminated jointly by PRCS and the delegation.
 - A health expert from the German RC visited PRCS for three weeks in November -December. The purpose of the visit was to provide technical support to the community based health project staff. This is a bilateral project funded by the EU.

C. Staff Exchange: The senior health and planning officer has been on a mission to Sudan in October, assisting the Sudanese Red Crescent Society in a project development. This was a joint cooperation between Sudanese RCS, PRCS, Norwegian RC and the Federation.

D. Future Plans:

- A PPP training course and Budget Holder course.
- Focus on quality in medical aid has been discussed. Training of health professionals, patient records and handouts with advices to patients with chronic diseases is planned to be developed.

Expected Result 3: A quality of services to an increased number of most vulnerable has been measured against both qualitative and quantitative indicators established in the plans of action.

Progress/Achievements

There are efforts to measure the quality of services against both qualitative and quantitative indicators as in the plans of actions. The mini VCA was designed and will be launched as soon as technical support from the Amman regional delegation is received. The PRCS, also, established a research and statistics unit in August, which is now in process of developing a work plan and outlining appropriate methodologies in cooperation with the IT unit. Priority is given to better manage and measure programme and budgetary performance and to develop quantitative and qualitative indicators for assessments, monitoring and evaluations. The research and statistics unit focuses currently on support towards OD and development of an 'integrated information management system', as well as an assessment of youth and volunteers activities and mobile health care project.

As a result of the OD/Finance delegate work with the finance department, narratives and financial reporting are increasingly monitored and improved.

Additionally, sectoral meetings started second half of September first round and partly second round then suspended until early 2005. With monthly sectoral meetings between departments and Federation, the goals will in the future have more convergence.