

NDC E-NEWS

ISSUE #11 - 2013

www.ndc.ps www.masader.ps www.humanrights.ps info@ndc.ps

مركز تطوير المؤسسات الأهلية الفلسطينية
NGO Development Center



Women's Committee in Beit Skarya meets with representative from the Palestinian Counseling Center, which is beginning a Psychosocial intervention.

IMPROVING LIVELIHOODS

Funding from the Agence Française de Développement (AFD) in coordination with the Palestinian Authority through the former Ministry of State for Wall and Settlement Affairs has enabled the NGO Development Center (NDC), in partnership with local organizations to address some of the needs of Beit Skarya.

In the 2nd phase of the project Palestinian Counseling Center will implement psychosocial programs, to help the residents deal with the stress they face because of the occupation.

FEATURES!

- ✦ *PNGO IV mission report.*
- ✦ *HRGG in its Final Year*
- ✦ *A Recap of the HRGG Capacity Building Program*
- ✦ *PNGO IV Additional Financing is Coming!*

PNGO IV IN ITS FINAL YEAR!

The Fourth Palestinian NGO Project (PNGOIV) provided vulnerable Palestinian citizens with quality social services from 2011 to 2013. Throughout PNGOIV NDC channeled funding from AFD and the World Bank to 28 NGOs across the West Bank, Gaza and East Jerusalem amounting to a total of US\$5,462, 905. Three types of grants were given: Empowerment Grants to 23 NGOs, totaling US\$3,017,877; Mentoring Grants to 4 NGOs which then supported 30 smaller community based organizations (CBOs) for a total of US\$1,786,752; and Innovation Grants for 3 NGOs totaling US\$ 135,480. Additionally, grants were given to NGOs working on a pilot project in Beit Skarya village in Area C; four NGOs received a total of \$432,796 to combine their efforts to meet the needs of the residents in Beit Skarya.



All the Mentoring and Empowerment Grant projects are now closed, with remarkable success. An independent beneficiary impact assessment (BIA) of the PNGO IV program shows that the NGOs funded through PNGOIV were able to deliver quality social services. Some achievements that were noted in the BIA include:

- Promoting volunteerism by youth participating in social activities
- Empowering women through education
- Mental and social support for youth
- Reaching marginalized areas, including Area C, the seam zone, the Jordan Valley, and the Gaza Strip
- Improving economic conditions by supporting sustainable income through the distribution of assets

The BIA showed that the partnership with NDC was very beneficial to the NGOs receiving these grants. Alongside the grants, NDC project officers provided capacity building activities to the NGOs in the areas of financial management, procurement, planning, monitoring and evaluation. The majority of NGOs indicated that the NDC had strong to very strong impact on improving the technical skills of staff members which in turn ensured that they provided better services to their beneficiaries. In fact, the beneficiary impact assessment showed that about 91% of surveyed beneficiaries believed the quality of service under PNGOIV projects is better than similar services provided by other organizations.

Al-Sadeel Society for Palliative Care is a recipient of a PNGOIV Innovation grant. The **mission** of Al-Sadeel Society is to alleviate the pain and suffering of terminally ill cancer patients by providing professional nursing and palliative care along with care to the families by means of medical, social, emotional and psychological approaches. Al-Sadeel Society for Palliative Care dedicates its efforts to education and training programs in palliative care issues, and providing home-based palliative care services to cancer patients and their families.

Iman was diagnosed with cancer of the lymph nodes when she was just 27 years old. Here is an excerpt from a letter from Iman describing her journey through illness with the help of Al-Sadeel Palliative Care for Cancer Patients:

"When the tests confirmed that I had cancer of the lymph nodes, the doctor said I needed to start chemo therapy immediately. I was shocked and frightened. Shocked because you think that cancer only affects old people and I was young. At first I tried to be strong and optimistic. But it seemed like my family and everyone I knew was looking at me with pity and saying "Iman will die; God is calling her; she's just counting the days." And I got so scared, I couldn't work anymore and I couldn't even go to the treatments I was so scared and depressed.

My sister, who is a social worker, finally called Al-Sadeel. A palliative care specialist from Al-Sadeel came to my house and met with me. She said: "I am Salam, and I know what you are going through. I have cancer like you and I have been living with it for eight years. And I am married and have kids, and they are growing! At first it is difficult but people have to overcome this disease! And we will be with you every step of the way."

The people from Al-Sadeel looked at my test results and explained to me that the cancer was in the very early stages and that there was a high possibility that I could recover with the right treatment. Then they explained the side effects of chemo therapy, including nausea, vomiting



and insomnia and told me how I could deal with these through exercise and proper nutrition.

The team at Al-Sadeel provided me and my family with social and psychological support. We learned that contrary to what most people say, cancer is not always a killer—that I could be cured and I could return to my normal life. The Al-Sadeel team accompanied me to both chemo and radiation sessions, they talked to me on the phone for support, and I participated in the activities they offered such as psychotherapy, yoga sessions, health education sessions, and recreational days.

After my treatment, I decided to write this letter of support for Al-Sadeel because they played such a huge role in all aspects of mental, physical and social support for me and my family so that I could overcome cancer."

Sincerely,

Iman

The Strategic Framework for the Palestinian NGO Sector 2013-2017 was launched on May 21, 2013, by the Palestinian NGO Development Center (NDC), in cooperation with the four umbrella NGO Networks: the Palestinian NGO Network, the National Institute of Palestinian NGOs, the Palestinian General Union for Charitable Societies, and the General Palestinian Union for NGOs – Gaza, in a conference held simultaneously at the Red Crescent Society Hall in Al-Bireh City, and at Roots Hall in Gaza.

The strategic framework aims to give Palestinian NGOs strategic direction in order to deal with the major issues that the Palestinian society is likely face in the in the next five years. The strategy aligns with the Palestinian national development agenda, priorities, and plans to address these issues.

Director of NDC, Mr. Ghassan Kasabreh stressed that “the strategic framework is not a strategic plan implemented by one organization. Also, it is not a strategic plan for NDC. In fact, it is a strategic framework owned by the Palestinian NGO sector, which will be implemented in a collective and complimentary manner with the government and other sectors in order to achieve the common goals of the Palestinian people. It is an unprecedented attempt in terms of its comprehensiveness and its proposed cooperation mechanisms. It reflects the maturity of Palestinian NGOs and their serious desire to work together.”

According to a member of the Steering committee for the NGO Strategic Framework, Mr. Nasfat Al-Khofash, from the National Institute of Palestinian NGOs, “the importance of this plan lies in the fact that it is the result of consensus among four networks, which represent the vast majority of Palestinian NGOs, in addition to academics, local and international experts. It comes during international, regional, and local circumstances which impose tremendous challenges on the Palestinian NGO sector and society—this comes in the absence of a political horizon and unprecedented Israeli escalation of settlements and expansion activities, as well as the funding crisis which faces the NGO sector and Palestinian society in general.”



5 Objectives of the 5 Year Palestinian NGO Strategic Framework

1. The first objective is to ensure more effective engagement of NGOs in the process of national liberation and democratization based on international recognized legal framework.
2. Streamlined and effective relationships between the NGO sector and the Palestinian development partners.
3. Improved access to quality services that are responsive to the needs of the community provided by government and the NGOs.
4. To have more effective, accountable, and transparent NGOs.
5. Secured and adequate financial resources for NGOs.

The Sector Development Team is excited to be rolling out and further developing the Palestinian NGO Code of Conduct Compliance System! The NGO Code of Conduct Compliance System is voluntary and aims to ensure that NGOs are fulfilling their commitments to the Code's principles based on transparency, accountability and good governance. It is hoped that adherence to the Code of Conduct will help to improve public trust in the NGOs, as well as enhance credibility and legitimacy with stakeholders, while protecting the political space for NGOs to operate, and creating space to share good practices and experience.

NDC has been instrumental in bringing about the Palestinian NGO Code of Conduct. Through the facilitation of NDC, the four NGO Umbrella Networks, representing about 1145 NGOs throughout West Bank and Gaza **reached consensus** on principles for ethical conduct among Palestinian NGOs. The Code of Conduct Coalition actively engaged over 200 NGOs in reaching consensus. This consensus building in itself is sign of coordination and cooperation among the NGOs. Two major complaints among donor agencies is that Palestinian NGOs have shown weak internal governance, and require support for more transparent and accountable management, budgeting, and reporting in their overall operations; and that there is lack of coordination among NGOs resulting in gaps in service and duplication of services. The Code of Conduct directly addresses these concerns, and the Code of Conduct Compliance System gives donors a credible organization for standardizing and measuring NGOs' level of internal governance, transparency, accountability and so forth.

The compliance system for the Code of Conduct starts with the voluntary self-rating of NGOs/CBOs using a revised version of the Code Organizational Capacity Assessment Tool (OCAT), renamed as the Code Compliance Rating Tool (CCRT). Voluntary NGO self-assessment is critical for NGOs to understand the Code of Conduct standards, and helps them understand the benefits that their organizations can derive from adhering to these Code standards.

Calendar
التقويم السنوي 2013

مركز تطوير المؤسسات الأهلية الفلسطينية
NGO Development Center

مركز تطوير المؤسسات الأهلية الفلسطينية
NGO Development Center



Head Office: P.O. Box 2173 Ramallah, Palestine Telephone: +970 2 2347771 Fax: +970 2 2347776
Gaza Office: P.O. Box 5016, Palestine Telephone: +970 8 282 8999 Fax: +970 8 284 9921
Email: info@ndc.ps

www.ndc.ps
www.humanrights.ps
www.masader.ps

Image developed and used as part of a campaign for the NGO Code of Conduct

As autonomous entities, NGOs may or may not decide to have their self-assessment validated. Should they decide to be validated and accredited, they may obtain the services of peer reviewers.

Code of Compliance Coaching Technical Assistance (CTA) is available to NGOs once they are accredited and rated, if the NGO wishes to improve its accreditation status. The objective of CTA is to assist the NGO/CBO in overcoming its code compliance weaknesses that were observed during validation and accreditation. This should help the NGO improve its performance and get a higher Code Compliance rating when its rating expires.

Recently, 25 NGOs participated in a pilot rating process. They completed their own self assessments which were validated by consulting experts in NGO management. The NGOs that have a strong enough rating will receive certificates and will become part of the team of peer reviewers that will help to validate NGOs in the future. The NGO Code of Conduct is on its way to becoming a self-regulating mechanism for NGO's standards of behavior.

Enabling Youth to Be Agents of Change - The Women's Center of Shu'fat Refugee Camp

The Shu'fat Refugee Camp is technically within the municipal boundary of Jerusalem, but it is cut off from Jerusalem by the Wall; as a result, the municipality does not provide any services within the camp. The Camp is very poor, extremely over-crowded, has limited services, suffers from drug problems, as well as other social problems, including domestic violence, violence against children and sexual violence. The Women's Center of Shu'fat Refugee Camp is trying to address these issues through several different projects.

Through the HRGG Secretariat the Women's Center received a grant to implement a project aimed at improving the lives of youth in the camp through a rights based approach. The Project goal is to enable teenagers to express themselves and to stand up for their rights in a constructive way. This is combined with workshops on education and health. The youth are encouraged to take better care of themselves by looking at issues from a health perspective including, for instance, how to eat healthier food at home and at school. In addition, the teens discuss the importance of education and educational best practices as they plan for a better future. The Women's Center also provides educational support for children and teenagers who need it.

The project brings boys and girls to carry out activities together and discuss matters in order to create a safe space for boys and girls to mix. This is important because there is generally limited space for boys and girls to interact and so they feel awkward around each other and do not know how to behave.

One of the main activities of the project is providing the teenagers of both sexes with debating skills. Rather than arguing angrily about issues, they sit together in the same group and discuss matters in a calm manner, with well thought out arguments as they learn how to express themselves clearly.

Then decision makers in the Shu'fat Refugee Camp were invited to debate with the youth. The teenagers (young boys and girls) articulated their ideas about what they would like to change in

their community, and, as a result, some changes have started to take place. For example, with increased awareness on the importance of hygiene, the youth asked for more rubbish bins to be placed around the camp. This has partially been achieved but more efforts are underway in order to make the camp more clean and improve the general atmosphere.

Another improvement as a result of the youth expressing their ideas, is that the school canteen is now offering healthier food options; an agreement was reached with school management to ensure that freshly-made healthy food is provided. A number of women from the camp were asked to provide home-cooked food, which not only ensures there are healthier options for the students, but also creates an opportunity for the women to make an income.

NDC Signs Grant Agreements with HRGG Partners

On May 20, 2013 NDC signed Grant Implementation Agreements with 27 NGOs working in human rights and good governance throughout the occupied Palestinian territories for a total of USD\$2.9 million. The Core Funding grants support the organizational capacity of human rights NGOs. The overall development objective of the donor support for the HRGG Secretariat is to contribute to the promotion of, and respect for, human rights and good governance in the oPt.



In 2012 the HRGG Secretariat undertook an expansive capacity building program with its partner NGOs, focusing on the areas of organizational good governance, advocacy skills (essential for human rights organizations) and new media. The most successful aspect of the program was the in-house-coaching, which brought a team of experts directly into the offices of the NGOs. The expert consultants worked side-by-side with the staff of the NGO, first assessing the needs specific to each organization and then developing an action plan to address the most pressing needs. A total of 48 NGOs from the West Bank, East Jerusalem, the Gaza Strip and Israeli operating in oPt were given the opportunity to engage in the capacity building programs in the areas of financial management, good governance, strategic planning, advocacy, media, networking, reporting and fundraising.

The HRGG capacity building program was unique in its scope and variety of activities designed to address the diverse capacity building needs of the partner NGOs. The combination of providing grants and building the organizational capacities enabled the HRGG partner NGOs to deliver what they are expected to deliver.

In an independent evaluation of the HRGG capacity building program, there was consensus among the sampled NGOs that the program enabled them either to do what are already doing, but better, or to learn how to apply new technologies and technical interventions relevant to their programs. The capacity building program, as expressed by the NGOs, was very helpful for them to achieve their organizational goals.

Success Story—HRGG Capacity Building Program

Executive director of the Women's Affairs Technical Committee, Mrs. Hussein, knew that since its inception WATC had undergone many changes, from being solely a coordinating body for NGOs working with women to providing direct services to women—and those changes had resulted in a lack of clarity in WATC's identity and its role as a coordinating body. The HRGG capacity building program offered WATC a real opportunity to create a new strategic plan that better reflected the evolving identity and goals of their organization. The participatory approach advocated by NDC contributed to the revitalization of the team spirit as they engaged in envisioning the future of their organization. Due to the participatory approach, according to Mrs. Hussein, "the process was as empowering as the product."

WATC management and staff went through a learning process to produce the strategic plan that is truly their own. As she described it, "NDC's persistence to deliver the capacity building via a participatory approach promoted its integrity and commitment to the values and principles of empowerment." The participation of the staff was "an actual investment in WATC human resources" said Mrs. Hussein. By the end of the capacity building intervention, not only did WATC have a strategic plan suited to their organization, they had also learned a variety of skills, including: how to develop and monitor good performance indicators; which capacities the staff need to complete the strategic planning independently; they learned that they needed more constructive and open dialogue amongst the staff in order to better achieve their goals. WATC successfully produced its own strategic plan with unprecedented levels of self-motivations and pride—"that was the NDC-HRGG capacity building touch," Mrs. Hussein said.

The Fourth Palestinian NGO Project (PNGOIV) is set to continue with Additional Financing (PNGOIV-AF) from the World Bank from 2013-2016 with funding of US\$5 million. The Additional Financing will continue to disburse grants to Palestinian NGOs in order to provide social services to those who are poor, vulnerable or marginalized and to strengthen the institutional capacity of these NGOs.

Throughout the next three years the PNGOIV-AF project aims to improve targeting of poor and disadvantaged communities in unserved and under-served areas where the PA has difficulty operating, such as Area C, communities close to settlements and in the seam zone, as well as East Jerusalem and Gaza.



The AF will try a new approach that is aimed at enhancing the impact of activities under the project by encouraging multi-stakeholder collaboration between NGOs with the PA, LGUs, citizens, and academic institutions. To do this, NDC is encouraging NGOs work together to submit coordinated proposals that will combine the skills and efforts of the partnering NGOs to address a variety of needs of the targeted beneficiaries. It is hoped that this approach will strengthen the overall development of the beneficiary communities.

NDC will continue to work on enhancing good governance within the NGO sector. Therefore, NDC project officers will continue to provide on-the-job coaching to NGOs to assist in areas of financial management, procurement, planning, and monitoring and evaluation, as well as improving the participation of beneficiaries in the development of projects.