



ANNUAL  
REPORT فلسطين

2020  
YWCA  
Palestine

*Flexibility and Innovation to Thrive*



# FOREWORD

## A NEW BREATH OF FRESH AIR

By **Haifa Baramki**  
*President of the YWCA of Palestine*

The year 2020 has been a good and crucial year for our YWCA Palestine in spite of the challenging circumstances brought by the COVID 19 Pandemic that intensified the Israeli occupation devastating consequences and the worsening of the political and economic situation, under the 50 years long continued Israeli occupation of our land. Yet we strived on and succeeded in staying afloat and not only continued the usual work, but almost doubled our commitments and services to our communities.

This year we also saw a change in the senior leadership of the organization. In April, our General Secretary Mira Rizeq, resigned her position and took a new leadership role as the President of the World YWCA Movement. At the same time we welcomed Amal Tarazi, who joined our organization in October 2019 as the National Director, and asked In April 2020, to step into this senior role.

Amal brought with her extensive experience in management, and a new way of horizontal leadership that lead to more coherence, ownership and collaborative work within the team.

On the governance level, we continued consolidating our work in examining the benefits of merging the organization's four associations under one roof. The decision to go through this exercise resulted from the strategic retreat of the top leadership of the organization in February 2019. The aim of which was to find out how sustainable the organization would be under the current difficult economic global situation. And the reduction in the opportunities of obtaining economic resources. By unifying the organization we hope to make ourselves more robust, sustainable, and efficient. We are hoping that the new structure will bring us the stability and coherence we require to serve our most vulnerable populations and empower more women and young women.

The COVID 19 pandemic gave YWCA Palestine an opportunity to prove its flexibility and innovation capacity to meet the needs of the communities it serves. With our donors and partners' support we adapted our programs to respond to the emergency situation triggered by this Pandemic. We also adjusted our working environment to be compliant with all the necessary measures to curb the effects of the pandemic and keep our teams and clients safe. Moreover we confirmed that new information and communication technologies are great allies to achieve our mission.

Finally, it is very satisfying at this point to mention that our network of donors and supporters, who trust our work and believe in our accomplishments for our communities, has been growing exponentially. It is gratifying to see a YWCA Palestine flourishing even amid challenging circumstances.



## POSITIVE LEADERSHIP IN A NEW WORLD

By **Amal Tarazi**  
*National Director, the YWCA- Palestine*

For YWCA Palestine, 2020 was a year of challenges that reinforced our commitment to the Palestinian people. We learned the value of flexibility and adaptation to respond to youth and women's immediate needs and achieve long-lasting progress towards fulfilling their rights.

Around 10,000 people took part in innovative programs that boosted women's economic empowerment; reinforced the civic engagement and the leadership of Palestinian youth; and nurtured policy changes to achieve a just peace in Palestine. Bold advocacy strategies made visible Palestinian struggles in the international sphere and consolidated the YWCA movement's solidarity.

Our organisation consolidated an enabling work environment for staff and strengthened their capacities. Close collaboration with our Board of Directors resulted in more coordinated operations and thorough strategies to rationalise expenses while ensuring relevance. Besides, we redoubled our commitment to effectiveness by upgrading our policies and procedures and developing new ones. We improved decision-making by establishing a ground-breaking monitoring, evaluation and learning system.

The COVID-19 pandemic added up hardship to the challenging conditions Palestinian people experience in their daily lives. However, we pioneered relevant and timely responses to the emergency caused by the pandemic. We were one of the first organisations to leverage the power of new information and communication technologies to enhance our program cycle, mobilise resources, and strengthen the organisation's internal functioning.

Our talented team of professionals, volunteers, and the beneficiaries we serve, in addition to our local and international partners, reached enormous accomplishments amid complex circumstances. Indeed, we daily intensify our efforts to achieve a more egalitarian, free, and dignified society.







OUR IMPACT

9,635  
people directly  
engaged in:  
Ramallah  
East Jerusalem  
Bethlehem  
Jericho  
Gaza

70,000  
women and young  
women indirectly  
reached.

1.240  
people, including 960  
women and young  
women, increased their  
income and actively  
advocated for their  
right.

12 projects in 3  
programmatic areas.

4,380  
including 2,660  
young women, strengthened their  
leadership and civic engagement.

3,900  
people including 2,685 women  
and young women, worked for a  
just peace in Palestine.

over  
100  
local partners enhanced  
their capacities and worked  
with the communities to  
build a better society.

more than  
60,000  
people affected by the COVID-19  
pandemic, including 30,000  
women and young women,  
accessed emergency relief.

over  
25  
international partners  
supported bold actions  
to achieve a free and  
democratic civil society.

1,120  
people  
volunteered  
to improve  
other  
people's life.

115  
children in  
refugee camps  
accessed healthy  
and safe learning  
environments.





# ABOUT YWCA PALESTINE

The [YWCA of Palestine](#) is a right based non-governmental association initiated in 1893 by informal groups of Christian women and was formally established in Jerusalem in 1918. We envision a free and democratic civil society where women and youth are empowered to exercise and protect their political, economic, and social rights.

YWCA Palestine is affiliated with the World YWCA, a global movement working for women, young women, and girls in over 100 countries. It holds a special consultative status at the United Nations Economic and Social Council (ECOSOC).



## OUR THEORY OF CHANGE

Palestinian women, communities, and organisations are disempowered due to their limited access to tools, resources, and spaces needed to affect change. YWCA of Palestine works to facilitate their access to such tools, resources, and spaces, thus contributing to their empowerment. Toward that end, the YWCA of Palestine first supports the partners' efforts to effectively, efficiently, and sustainably serve their constituents. Secondly, it joins forces and leads efforts with national organisations, networks, and coalitions to promote and advocate human rights on national and international platforms to build a just and sustainable peace in Palestine.



# PROGRESS IN 2020: WE IMPROVED THE LIVES OF YOUTH AND WOMEN

This year, YWCA Palestine worked under the challenging circumstances imposed by the COVID-19 pandemic. These constraints took us to reflect on our approaches and methodologies and to adapt them to a new scenario. Online training, digital forums, and virtual dialogues were powerful means to approach our beneficiaries and strengthen their capacities. Likewise, when we were able to undertake on-site activities, we went for it.

Moreover, we strategically adapted our programs to respond to the sanitary, social, and economic emergencies caused by the pandemic. Young people and women we serve were vital in this response: with strengthened capacities and leadership, they worked together to implement community activities. As a result, we met the needs of thousands of young people and women deeply affected by the pandemic consequences.





# WE FOSTERED WOMEN’S ECONOMIC EMPOWERMENT AND CIVIC PARTICIPATION

Palestinian women have the power to achieve their economic independence, participate in their communities, and boost social transformation. We empower them with skills and knowledge to facilitate their employability and income generation. We increase their awareness of their rights, accompany them to advocate, and collectively promote gender-sensitive economic policies.

## HIGHLIGHTS

### Improving women-led businesses and increasing their incomes

In 2020, YWCA Palestine continued to support 100 women in the Bethlehem and Hebron areas to improve their business performance and increase their income. We enhanced their capacities and provided them with equipment, which allowed them to boost their product quality and the overall production and sales process. Likewise, they benefited from continuous support from young business coaches—who have been previously trained by YWCA Palestine to provide technical assistance and coach the targeted women-led businesses.

We used online tools to strengthen women’s capacities, and it was such a success that we reached young women in Gaza, which is an unprecedented achievement for YWCA in Palestine. Additionally, we successfully transitioned to promoting e-jobs and e-business by relying on online training and coaching.

What is more, young women confirmed that economic empowerment leads to increased participation in the public sphere. Those women also joined an advocacy campaign to raise their voices and discuss their demands with [authorities](#).

### A dream that came true

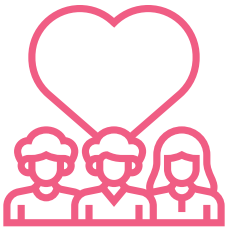
YWCA Palestine is proud of the Young Business Coaches and of all young women who, through their participation in the women’s economic empowerment program, have improved their business performance and increased their income and that of their peers. We have witnessed the story of many inspiring young women, including Dalia Ramadan, a 24-year-old woman living in Bethlehem, who, with the training provided by YWCA Palestine, co-founded her own company, [Myriam Services](#). What began as entrepreneurship training that provided women with marketing strategies to offer and sell their products through social networks, with the COVID-19 outbreak, grew into a small distribution company in the West Bank. Myriam Services, which works on 10 to 15 small projects every month, is part of Dalia’s life project, just as many other enterprises enrich its founders’ life project.

Beyond that, Dalia is a proud Young Business Coach. She supports the cooperatives in the region and works with small women-led businesses helping them with accounting, management, and marketing strategies.

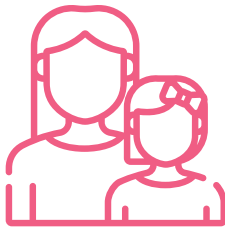


### Her dream for the near future:

*“My store! I envision it as a place to distribute the community’s products. And, hopefully, in three or five years, I want to develop a showroom with homemade products, such as our traditional embroidery, created by talented women in our community”.*



1,240  
PEOPLE  
ENGAGED



960  
INCLUDING WOMEN  
AND YOUNG WOMEN

### Fostering financial resilience and civic participation of young women

As a response to the increasing unemployment of 160 young women in the **Governorate of Hebron**, and in partnership with municipalities and community councils, we fostered their financial resilience and civic participation. Young women strengthened their capacities in critical issues, including good governance and business management. They ensured democratic decision-making, ownership, and sustainability by creating and sustaining steering committees with key stakeholders’ participation.

As the COVID-19 pandemic brought a humanitarian emergency that compelled everybody to act, these cohesive groups of women paused their initial objective. They undertook urgent actions to meet the needs and rights of the most vulnerable [population](#) in their communities.





## Empowering young women through vocational training centres

In **Ramallah and Jerusalem**, our vocational training centres have reinforced their long-standing commitment to youth's economic empowerment. Over 825 young people, including 573 young women, obtained market-driven diplomas and short courses. Furthermore, they strengthened their capacities on critical issues for civic participation, such as gender equality and women's rights.

How did we achieve this? The COVID-19 pandemic taught us the value of e-learning. We introduced new digital tools into the educational process within vocational training centres to ensure the enrolled students' continuation during 2020. Additionally, our alliances with the private and non-governmental sectors allowed us to link our students with companies and organisations seeking Internship and employment opportunities.

As some of the trainees were deeply affected by the deterioration of the economic situation due to the pandemic, YWCA Palestine took the lead in supporting them financially as part of its social responsibility efforts. We offered them scholarships and short courses—instead of our traditional 9-month diplomas—to ensure access to education at minimal fees.

**Empowerment through Internship Opportunities:** This program qualifies young women and men to develop their professional experience and refine their skills to improve their economic resilience.

*What university students need the most is work experience, which I aimed to acquire through the internship program. Such a program offers youth economic empowerment, especially considering the bad economic situation, the increase in the unemployment rate, and the lack of opportunities for young people. The internship has also allowed me to enhance my capacities as a young woman through engaging in the different youth projects implemented by the YWCA of Palestine.*

*Dalia Abdallah*



## Enhancing women's economic autonomy through self-sustainable women-led business

In **Jericho**, YWCA Palestine builds upon the [food production unit's](#) successful experience, an income generation initiative that has managed to be self-sustainable for over 20 years. In 2020, it ensured decent employment and a caring work environment for women and men, despite a decrease in sales due to the economic hardship caused by the COVID-19 pandemic.

Our experience in accompanying women-led businesses to become self-sustainable led us to widen our scope of work. This year, we strengthened our support to 23 low-income entrepreneurs in the food production sector, particularly women and people with disabilities. Specifically, we worked with 13 cooperatives and charitable societies in **Jericho and the Jordan Valley Governorate**.

They strengthened their capacities in e-marketing and developed business plans. Moreover, entrepreneurs obtained a diploma in managing small and medium-sized enterprises from the Birzeit University Continuing Education Center. They accessed seed capital to improve their products' quality and physical space for commercialising their commodities. Furthermore, in line with YWCA Palestine methodologies, they obtained continuous coaching and awareness-raising sessions on economic rights and gender equality.



## Ensuring children's care and women incomes

In the YWCA Kindergartens of the [Aqbet Jaber Refugee Camp](#) and the **Jazalone Refugee Camp**, 115 children enjoyed a healthy and safe learning environment. This year, a speech specialist supported children with speech needs. Online tools helped ensure the continuity of the education process when it was impossible to undertake face-to-face activities.

In a country where women are expected to assume caregiving tasks and double workloads are imposed on them, having their children in the YWCA Kindergartens allowed them to concentrate on accessing the labour market, thus generating income.





# WE INCREASED THE LEARNING OPPORTUNITIES AND THE CIVIC ENGAGEMENT OF THE YOUTH

Palestinian youth, especially young women, have the power and the energy to change their society for the better. We offer them safe spaces to grow, learn, and engage in an environment free of violence. We raise awareness of their rights and strengthen their capacity to advocate.

## HIGHLIGHTS

### Fostering a society free from gender-based violence and fuelled with youth participation

In **Tulkarem, Jenin, Bethlehem, Jericho**, and the **Jordan Valley**, YWCA Palestine empowered 1,750 youth, including 1,080 women, to combat gender-based violence and be integrated into decision-making bodies that impact the realisation of a just peace. They strengthened their advocacy skills, social transformation, and gender equality and implemented awareness and advocacy campaigns in their communities.

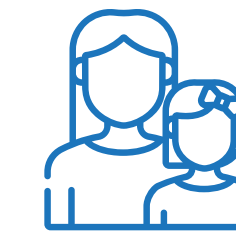
### Better horizons for youth empowerment

YWCA Palestine continued empowering 150 young people, including 100 women, to engage in Palestinian society's local decision-making levels. 'Al-Ofoq (Horizon)' is a youth group consisting of members from all over the **West Bank**. Through a participatory and collaborative process initiated in previous years, they finalised a [Youth Strategic Document on youth rights and UNSCR 2250](#). It is a comprehensive document with accurate alternatives to empower young people in the Palestinian context. This useful document is a national reference for youth participation in Palestine, and it is vital for advocating purposes. The 'Horizon' group made its achievements visible through a social media campaign.

These talented and motivated young leaders also strengthened their capacities to serve others and guided seven community initiatives in **Tulkarem, Jenin, and Jericho**. These actions helped their peers raise their voice for their rights. Additionally, they ensured communities met their most urgent needs in the context of the COVID-19 pandemic.



**4,380**  
PEOPLE  
ENGAGED



**2,660**  
INCLUDING WOMEN  
AND YOUNG WOMEN

### Reaching Gaza with Safe Spaces for youth

YWCA Palestine provided an enabling environment for 150 youth, including 90 young women, all over the **West Bank and Gaza**. We supported them in building their personal development and taking an active role in community development. By creating online groups and using the Safe Spaces methodology, we strengthened their capacities to find alternatives to violence. We provided them with life and professional competencies and offered them training on psychosocial counselling.





Experiencing democracy in schools through active citizenship

YWCA Palestine consolidated processes initiated in previous years. In Tulkarem, Tubas, Jericho, Jordan Valley, Ramallah, Bethlehem, Hebron, and Jenine, we supported 2,477 school students, including 1,490 young women. Today, they are active citizens and leaders in their communities, contribute to a just peace in Palestine and build a better future for all. We worked jointly with 17 community-based organisations, the Ministry of Education, the United Nations Relief and Works Agency for Palestine Refugees (UNRWA) and reached 70 schools.

There, young people experienced a crucial transformation: they became active citizens (S2C), and they changed their perceptions of gender roles. We used art, recreational activities, and training to raise awareness on citizenship, rights, Palestinian history, gender, democratic and electoral processes, community transformation, and non-violence.

They celebrated democracy by holding elections to create Student Parliaments at the national level outside schools. This way, students experienced active citizenship and good governance. Similarly, they strengthened their capacities to work with their communities, and they undertook 25 community initiatives to respond to the emergency caused by the COVID-19 pandemic.

Working towards the same goal

Inviting the youngest students to discuss gender relations, citizenship, non-violence, democratic and electoral processes, and community transformation has motivated them to become active agents of social change in their immediate environment. YWCA Palestine has identified the Student Parliament elections as one of the scenarios in which young women can practice their leadership skills and their sense of democratic thought and citizenship among students. Masa, a 16-year-old adolescent girl, has cultivated her leadership skills for years as a volunteer in the Kafr Al-Labad Youth Club. With YWCA Palestine’s support and its specialised training on democratic processes, she decided to join the student parliament world to understand the importance of establishing effective channels between decision-makers and the community and promoting meaningful youth participation. We are delighted to see that she was elected as a member of the Student Parliament and became the Kafr Al-Labad Youth Club president as a shadowing position. Furthermore, we are confident that she has become a role model for her peers and that from any platform, she will continue to learn and promote the civic engagement of young people.

Her dream for the near future:

“I want to work against violence and bullying in schools to change their outlook on those issues. If YWCA Palestine has changed my perspectives, I am sure the same will happen for the community in the future”.

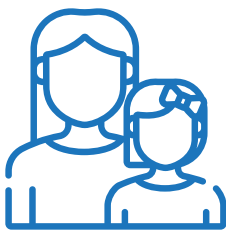


WE BOOSTED BOLD INITIATIVES TOWARDS A PEACEFUL AND SECURE PALESTINE [\(video link\)](#)

Women and young people in Palestine have enough strength and tenacity to contribute to a society where everyone’s rights count. We promote their human rights to building a just and sustainable peace in Palestine, and we foster their participation in decision-making. We also influence policy change, based on international conventions, and the United Nations Security Council Resolution (UNSCR) 1325, on women, peace and security; and the UNSCR 2250 on youth, peace and security.



3,900  
PEOPLE  
ENGAGED



2,685  
INCLUDING WOMEN  
AND YOUNG WOMEN



## HIGHLIGHTS

### Being agents of change to achieve social inclusion

In **Deir Abu Mash'al village, Kobar village, Bani Zeid el Sharqiyeh**, and the **Jalazone refugee camp**, YWCA Palestine empowered 137 young people, including 96 women, to be agents of change in Palestinian society and engage in achieving social inclusion.

YWCA-Palestine mobilised eighteen local institutions and organisations to strengthen young people's capacities to defend their rights and implement advocacy strategies. They discussed central themes of the human rights agenda, including CEDAW and the UNSCR 1325. Consequently, they created youth forums which are platforms they use to defend and demand their rights actively.

As the national emergency caused by the coronavirus pandemic required immediate actions, these forums were the means for young people to support their communities to meet their immediate needs and rights.



### Promoting the United Nations Security Council Resolution 2250: a robust path to achieve a just peace

YWCA Palestine continued building the leadership of young people to advocate for justice and peace. They prepared [a training manual on the United Nations Security Council Resolution 2250](#) on youth, peace, and security. Using a participatory approach and [virtual dialogues](#), they drafted, validated, and launched a reference document. It presents practical resources that support trainers, youth groups, and civil society organisations to implement interactive training sessions on the five pillars of the resolution: participation, protection, prevention, partnerships and disengagement, and reintegration. This tool is being used to foster young people's positive contribution to conflict resolution and peace.

### Advocating for the Family Protection Bill: a must for Palestinian women

YWCA Palestine promotes the protection of women from gender-based violence. We continue to advocate for the adoption of the Family Protection Bill. This year, through Al Muntada, our strategic partner, we have advanced consistent advocacy strategies at all levels, including virtual dialogues, position papers, community awareness sessions, bilateral meetings with authorities, public demonstrations, and collection of signatures.

This struggle for women's rights has received attacks from the opposition. However, we used different strategies to counteract them, including conveying transparent information and using the power of social media to communicate our message.



### Family protection is a path, not a decision

YWCA Palestine proudly sees how, during 2020, young women have taken the lead in raising community awareness towards the importance of the Family Protection Bill to eliminate gender-based violence against women and girls, despite the resistance that has arisen in some sectors. During the [16 Days of Activism against Gender-Based Violence](#), Haneen, Faten and Dalia—young women volunteers from the movement—organised different community raising awareness activities (youth-led initiatives). Among those activities, they implemented a Public Opinion Poll, asking people on the streets about their reflections regarding the Family Protection Bill in Palestine. Alarmed by the results but committed to the cause, they shared the findings through what became a viral film widely disseminated on social media. Theatre performance and pamphlets in Hebron's streets were also part of their innovative strategy to make visible the different forms of violence against women in Palestine. Their commitment inspires us. We loved that they participated in The Bike Ride Initiative; they rode their bikes with the slogans 'Family Protection is a Path, Not a Decision' and 'Bike with us to End Violence against Women and Girls'.

### Their plans for the future:

*"We will continue to raise awareness in marginalised areas through workshops, pamphlets, theatre, and more activities. These efforts encourage curiosity, provoke questions on the importance of the law, and demand its prompt adoption".*





# INTERNATIONAL ADVOCACY AND REPRESENTATION: TOGETHER WE ARE STRONGER

Advocacy at the international level is a unique opportunity for YWCA Palestine to make Palestinian people's challenges and struggles, particularly women and youth, more visible to the international community. It is also an extraordinary chance to exchange experiences and best practices.

## HIGHLIGHTS

### Positioning Palestine in the international agenda

In 2020, we took part in global forums, including the Global Women's Forum for Peace and Humanitarian Action, held in Vienna. YWCA Palestine joined other 80 organisations from 17 countries to launch the [Vienna Declaration 2020](#), a document with concrete recommendations for better implementation ahead of the 20th Anniversary of UNSCR 1325 and beyond.

We actively participated in online international forums and conferences, including the YWCA Global Week and Women Peacebuilders and First Responders Define Priorities for Gender-Responsive Peacebuilding & COVID-19 Recovery in 2020 and Beyond. We took advantage of these opportunities to present a thorough analysis of gender-based violence in Palestine and the impact of COVID-19 in this phenomenon.

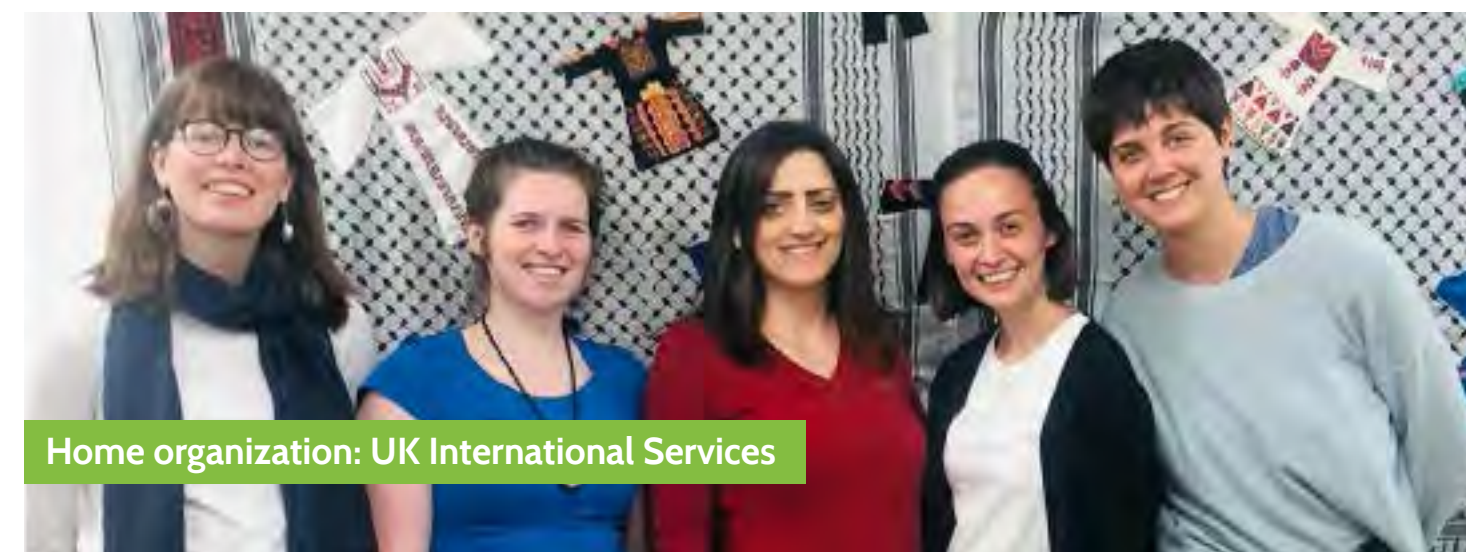


### Leveraging emblematic days to advocate for Palestinian women and youth

We issued critical statements to commemorate emblematic days, including International Day of Solidarity with the Palestinian People, the Palestinian Nakba (catastrophe), the Youth Day and the International Women's Day. Likewise, deeply concerned about the unique ways that the Coronavirus's global crisis has impacted Palestinian people, we have also issued a public statement on this matter. On the other hand, as we recognise the value of advocating as a global movement, we launched some of these statements in partnership with World YWCA and the Joint Advocacy Initiative (JAI). Hence, we presented some of them in multilateral scenarios, including the General Assembly of the United Nations.

### International volunteers: how to make a difference by championing social change

YWCA-Palestine supports young international volunteers who come to learn and be agents of change. By integrating them in our daily activities, we promote cultural exchange, create awareness of the Palestinian context and build solidarity between youth. This year, we hosted four international volunteers. They came back to their homes and, from there, they continue advocating and supporting their peers in Palestine.



Home organization: UK International Services

### Working on daily inspiration is the key

YWCA is convinced that the exchange of experiences and knowledge is essential to strengthen the movement, bring onboard new perspectives, and achieve effective and innovative interventions that respond to young women's interests and needs in Palestine. Therefore, 2020 was no exception, and YWCA Palestine received four international volunteers, among them Emilie Tant. With her knowledge in Gender, International Relations, and Social Justice and building on her experience as an activist within the Latin-American feminist movement, Emilie contributed to developing and implementing workshops on gender, advocacy and human rights, including activities and games for youth. Exciting discussions about sex education, youth unemployment, and equal pay emerged frequently and nurtured from all young women's diverse experiences. Even now that Emilie is back in her country, exchanges with her peers are still frequent.

### Emilie Tant, 27

*"I'm lucky to still be in touch with YWCA Palestine and support them with my professional skills as a Communication Officer. I always wanted an avenue to contribute to something in Palestine, and this **European Solidarity Programme (ESC)** opened up an opportunity to be part of the Palestinians' cause", Emily says.*

### The Joint Advocacy Initiative (JAI)

Palestinian students increased their advocacy capacities, they [shared experiences](#) with delegations of young people who came from abroad, and they led relevant advocacy activities, such as the Olive Tree campaign. Olive trees symbolise peace and hope. However, Israeli settlers and military forces have uprooted, burned, and destroyed thousands of them. We opted for peaceful resistance by [replanting](#) them, sharing the stories of Palestinian farmers separated from their land, documenting human rights violations, and making them visible to the world.



JAI website: [www.jai-pal.org](http://www.jai-pal.org)



# EMERGING TRENDS AND BEST PRACTICES: THE WORLD IS CHANGING, AND SO IS YWCA PALESTINE

## COVID-19 RESPONSE: FLEXIBILITY TO REACH THE MORE VULNERABLE

In March 2020, the Palestinian Authority declared a national emergency due to the COVID-19 pandemic, and Palestinians faced months of lockdowns. Consequently, they experienced enormous and unexpected challenges in their health, livelihood, and well-being, which deteriorated under the Israeli occupation's already devastating consequences. Employability and income generation were jeopardised, and the poverty rate increased. Progress on women's and youth rights was threatened, and there was an unprecedented rise in domestic violence, particularly against women and children.

### Adapting to respond to an unprecedented emergency

YWCA Palestine has successfully adapted its work to respond to the emergency caused by COVID-19 and create a caring community for its target beneficiaries to enhance their resilience. Timely decisions, flexibility to adapt our programmes to the needs of the population we serve, dialogue and coordination with donors and partners, and a suitable digital transformation process have been key factors to ensure relevant and sustainable responses.

We developed a conceptual approach to adjust programmatic activities in response to the COVID-19 pandemic. We timely developed risk-mitigation plans and conducted rapid assessments of our partners. We promptly communicated with our donors to accommodate programmes and budget to respond to the crisis. As a result, we have adapted US\$90,000 of the programmatic budget to implement over 50 activities to respond to communities' immediate needs. What is more, we mobilised additional funds to advance humanitarian aid in the Jazalone refugee camp.

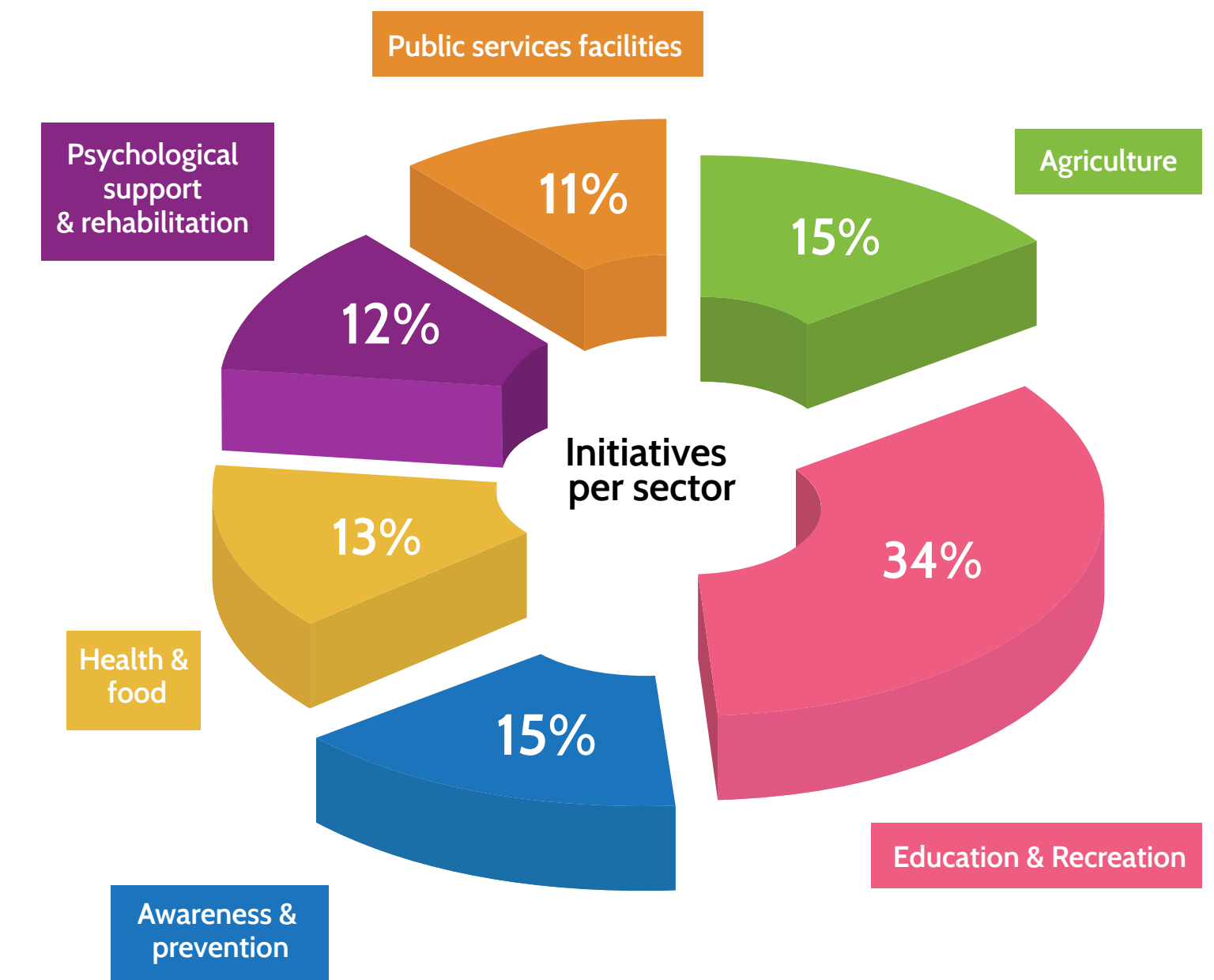
### Reaching the most vulnerable population with relevant actions

We worked jointly with local partners and beneficiaries, and we reached over 60,000 people, including 30,000 women. We implemented educational and recreational activities with children and youth to ensure physical and mental well-being; undertook awareness and prevention actions on COVID-19; supported agriculture activities and small vocational businesses for women to ensure livelihoods and economic empowerment; delivered health supplies, food items, and health services; provided psychological support and rehabilitation to people with disabilities; and restored public facilities, such as clinics. Besides, we strengthened the capacities of our local partners to keep providing humanitarian assistance at the community level.

**\$90,000**  
to support the most  
vulnerable communities.

**60,000**  
people engaged, including  
30,000 women.

**53**  
initiatives  
at the  
community  
level.





## WE ARE READY FOR THE FUTURE: ORGANISATIONAL RENEWAL TO STRENGTHEN OUR COMMITMENTS

The capacity of Palestinian young women and girls to transform power structures, create justice and advocate for gender equality inspires us. We aim to strengthen our organisation to keep supporting them to achieve peaceful transformations. That is why we work for a more sustainable and efficient YWCA Palestine.

At the organisational level, we implemented best work practices to consolidate cohesion among our employees and a collaborative work environment. Moreover, we strengthened our team with seven interns and over ten youth mobilisers. Thus we increased our connectivity to the people we serve in these communities and increased our impact in the field.

Likewise, we enhanced internal policies and developed new ones, including a safeguarding policy and a code of conduct. Convinced about the need to ensure transparency and effectiveness, we strengthened our procedures, particularly procurement and payment. Moreover, we implemented a plan to rationalise spending and operational expenses, including merging offices and relying on an external supply of services. As we passionately believe in the imperative of accountability, we implemented ground-breaking monitoring, evaluation, and learning system.

We are ready for the future, and because of that, we increased the use of communication technologies and virtuality. We strengthened our presence in virtual settings, social media, and networks, including [Facebook](#). And people showed their interest in our work, which was evident as we experienced an unprecedented number of followers. We increased [audio-visual material production](#) to make our progress visible and advocate for women's and youth rights. Besides, we launched our [new website](#) with crucial information about us.



### A holistic change came into YWCA Palestine in 2020

2020 accelerated our organisation's internal unification and introduced a digital transformation process. In 2018, YWCA Palestine began the journey to centralise our efforts, improve our sustainability, and strengthen professionalism, which has led to new internal tools and the adoption of new working methods. However, in early 2020, COVID-19 forced us into a brand-new digital transformation process, which we had to implement in all our projects. Consequently, our programmes on Economic Justice, Youth Leadership and Civic Engagement, and Just Peace introduced a blended approach, which allowed us to continue empowering women and young people in our territory. This combined approach required the progressive adaptation of both partners and beneficiaries to the use of virtual platforms, the implementation of virtual training with youth groups and the support of local youth representatives in the field.

What initially represented an enormous challenge for the team has equipped us with an automated HR system, more efficient and secure communication channels, results-based management, and digital skills and systematic procedures to deal with uncertain future scenarios. And what could we say about the launch of our brand-new website? We are excited! Overall, this challenging year provided us with unique opportunities to improve as a team and as an organisation, invited us to embrace change, and fuelled our willingness to continue contributing to empowering young women, strengthening their leadership skills, and mobilising their collective power for action.

## STAY CONNECTED!

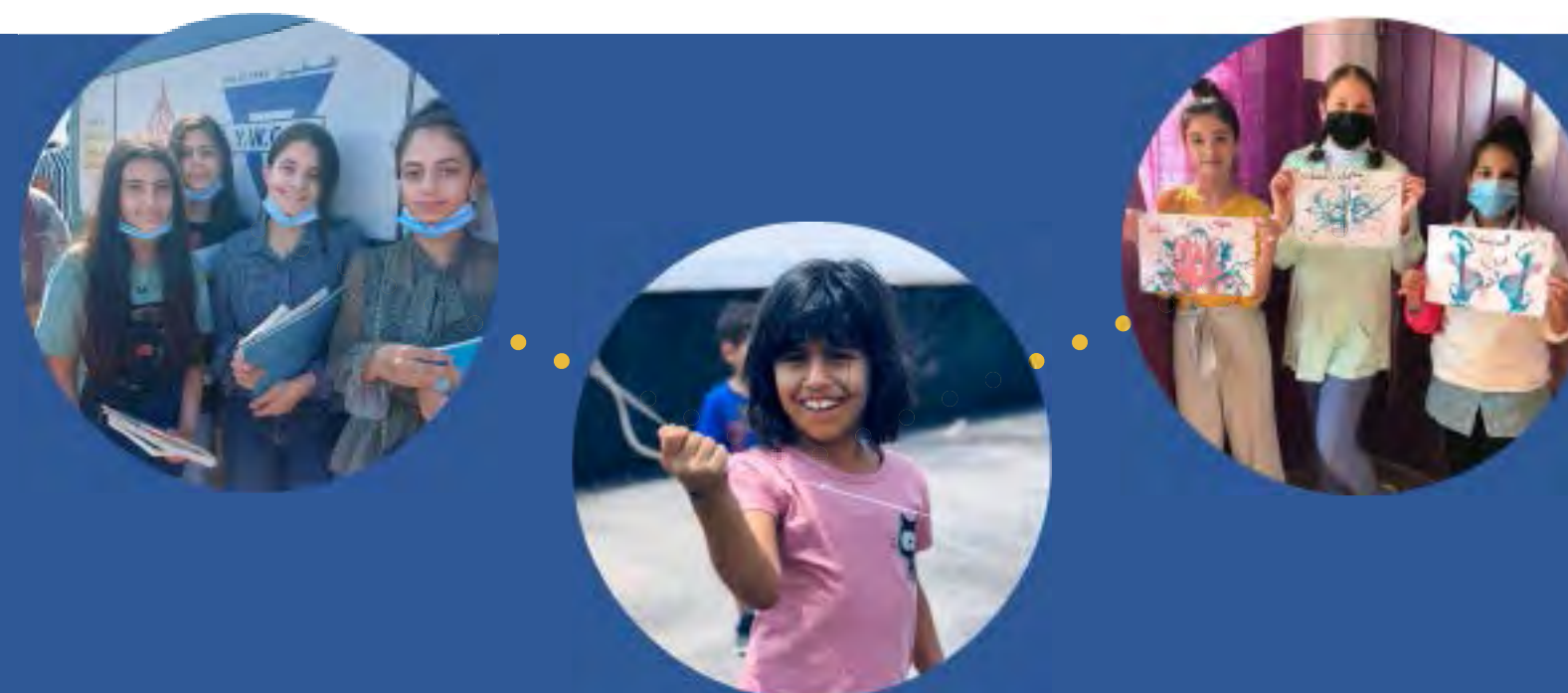
CLICK HERE TO VISIT OUR WEBSITE:



HAVE A LOOK AT OUR SOCIAL NETWORKS:



CHECK OUR PUBLICATIONS HERE:





## THE YWCA PALESTINE: WE ENVISION FOR THE UPCOMING YEARS

In a year marked by the COVID-19 pandemic, YWCA Palestine adapted its approaches and actions to thrive in a complex environment. The best practices we developed and the lessons we learned have shed some light on how we want to move forward. Our strategic 2021–2025 programme will reflect the following strategies:

- **Bolster the digital transformation process** to expand our actions and amplify our scope.
- **Enhance strategic partnerships with local and grassroots organisations.** We will consolidate long-term alliances, develop partner’s capacities, and support them to implement actions in the field.
- **Focus on programme-led management.** We will consolidate the integration of our three thematic areas and enhance gender mainstreaming.
- **Expand to other geographical areas, such as Gaza.** We will leverage the power of technology and the digital transformation process we have initiated.
- **Strengthen the internal work environment and organisational development.** We will continue to bolster cohesion among our team and to strengthen administrative procedures and policies.

## GAINING DONORS’ TRUST, AWAKENING THE PLEASURE OF GIVING

This year, YWCA Palestine experienced an unprecedented rise in resource mobilisation: we increased our program budget for the coming year by 30%. We also accessed 25% more grants. This achievement is a result of increased trust of our international partners in us and in being recognised as a strategic partner.

What was the key to success? We presented an increased number of quality proposals for potential donors. In this way, we strengthened our partnerships with allies that have trusted us for years. Moreover, we opened communication channels with new stakeholders, such as the Women’s Peace and Humanitarian Fund, and the Italian Agency for Development Cooperation.

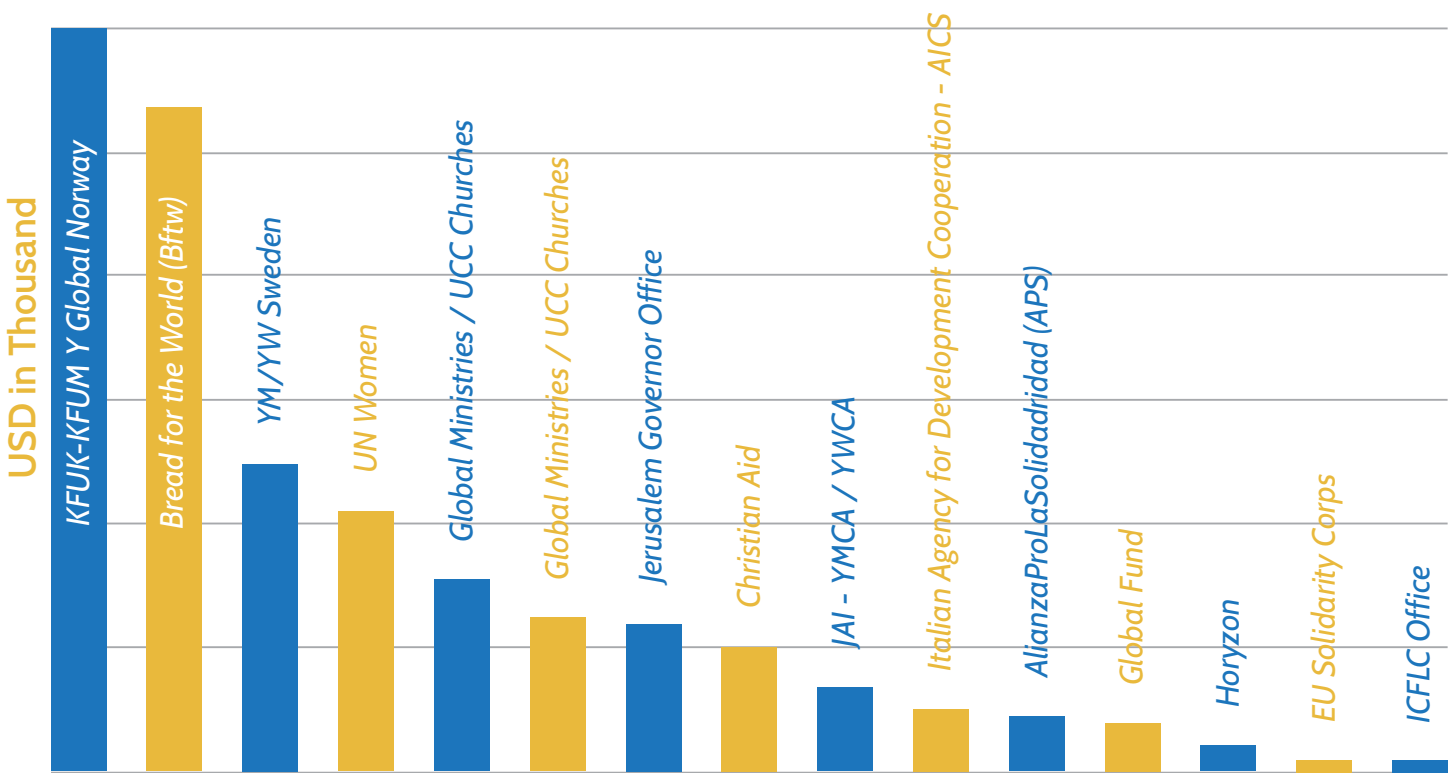
Furthermore, we pioneered new ways of mobilising resources, including crowdfunding. To connect Palestinian citizens with the generosity of people worldwide, we produced videos and appeals to donate, including a Christmas appeal. These strategies have awakened the pleasure of giving and enhance our contribution to a future of freedom and justice for all in Palestine.

## FINANCIALS

### 2020 INVESTMENTS BY THEMATIC AREA



### FUNDING SOURCES





# A BIG THANK FOR OUR TEAM, PARTNERS AND VOLUNTEERS

YWCA Palestine consists of a dynamic group of passionate professionals and volunteers who contribute innovative ideas to improve our daily work and achieve our mission. Our special thanks for their unconditional support.





# OUR INTERNATIONAL PARTNERS

We welcome onboard our new international partners and recognise the continued support of our traditional allies. We are grateful for their great collaboration, flexibility and advice in difficult times.

Brot für die Welt; Christian Aid; Genesis Fund; Global Ministries; Horyzon; Kerk in Actie; KFUK-KFUM Global; Otto per Mille; Presbyterian Church; Swedish Mission Council; UN Women; UNFPA; Women’s Peace and Humanitarian Fund; YWCA Australia; YWCA France; World YWCA; YWCA-YMCA of Sweden; Italian Agency for Development Cooperation (AICS), AVSI Foundation, UK International Services.

# OUR LOCAL PARTNERS

We honour the work of our [local partners](#) and value their efforts to ensure effectiveness and sustainability. Thank you for joining forces to improve the future of Palestinian women and young people.



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