

# SAFEGUARDING CHILDREN'S RIGHTS IN EAST JERUSALEM

## Child Protection Working Group, Sub-Cluster, West Bank



# MAPPING OF ORGANIZATIONS PROVIDING PROTECTION SERVICES TO VULNERABLE CHILDREN, (ESPECIALLY THOSE IN CONFLICT WITH THE LAW, IN EAST JERUSALEM)

February 2018



**SAFEGUARDING CHILDREN'S RIGHTS IN EAST JERUSALEM**  
**Child Protection Working Group, Sub-Cluster, West Bank**

**MAPPING OF ORGANIZATIONS PROVIDING  
PROTECTION SERVICES TO VULNERABLE CHILDREN,  
(ESPECIALLY THOSE IN CONFLICT WITH THE LAW, IN  
EAST JERUSALEM)**

February 2018

# Contents

List of Acronyms	3
Acknowledgements	3
Executive Summary	4
Introduction	5
Mapping Process and Methodology	6
Findings	8
Overall finding	35
Challenges	36
Recommendations	39
Potential partnership synergies in programmatic interventions by geographical location	42
ANNEXES	45

# List of Acronyms

<b>CBO</b>	Community-Based Organisations
<b>Israeli NGO</b>	Israeli Non-Governmental Organisation
<b>PNGO</b>	Palestinian Non-Governmental Organisation
<b>NGO</b>	Non-Governmental Organisation
<b>OPT</b>	Occupied Palestinian Territory
<b>MHPSS</b>	Mental Health and Psycho-Social Support
<b>CSO</b>	Civil Society Organisation
<b>UNICEF</b>	United Nations Children’s Fund
<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine Refugees
<b>TWG</b>	Technical Working Group
<b>EU</b>	European Union
<b>MoSD</b>	Ministry of Social Development
<b>SDC</b>	Swiss Agency for Development and Cooperation

# ACKNOWLEDGEMENTS

The Child Protection Working Group CPWG would like to thank the following people and organizations for their invaluable assistance and support at different stages of this collaborative effort:

- The members of the project's Technical Working Group (TWG)
  - Members of the Sub-cluster Child Protection Working Group who provided their input.
  - SDC for their financial and technical support to the CPWG for initiating, leading and completing this report.
  - Javier Salmeron, independent consultant, who assisted to conceptualize the study design, as well as analysing the data and drafting of the report
  - The organisations which responded and participated in the mapping request.
- 

## EXECUTIVE SUMMARY

A mapping of organisations providing protection services for vulnerable children in East Jerusalem took place as part of an effort to offer appropriate services to children in East Jerusalem. UNICEF conducted a rapid appraisal of children in conflict with the law in 2016. The appraisal took place in five areas of East Jerusalem identified as highly vulnerable, namely the old City, Silwan, Issawiya, Jabal al Mukabber and Shu'fat Refugee Camp. The appraisal aimed to better understanding the different vulnerabilities experienced by boys and girls in conflict with the law for security reasons, their existing coping mechanisms and service delivery gaps. This led to the identification of priorities and the development of a five-year action plan following a consultative process, which took place in 2016 and early 2017.

The main priorities identified in the rapid appraisal included the need for improved coordination, access to protection and prevention services for children at risk, and to impact mitigation service including legal assistance and psychosocial support

to children already in contact with security forces and/or who are detained.

Building on the evidence generated from the rapid appraisal the mapping was commissioned to understand which organizations were active in meeting the protection needs of children so as to identify service delivery gaps and guide planned interventions through an effective coordination mechanism. Mapping focused on organisations providing education, MHPSS and legal services to children and families. More specifically, the objectives of the mapping were:

1. To identify CSO, CBOs and NGO partners which provide services to vulnerable children by geographical location, and distribution of services in East Jerusalem
2. To undertake an analysis on the scale and scope of the services provided to vulnerable children in East Jerusalem, organisation composition of staffing and contact details, distribution of organisations that provide and receive

external training, have ability to carry out scientific research and provide prevention and response services, impact mitigation for directly affected children by category of services, and advocacy.

3. Identification of challenges and obstacles facing the organisation (CSO, CBO and NGO partners)
4. Identification of potential partnership synergies in programmatic interventions and by geographical location.

Overall, 49 organizations took part in the mapping, including 25 local associations, 17 NGOs, 4 CBOs, 2 international organizations and one UN agency. The study results show that 38 per cent of participant organizations deliver MHPSS services, 27 per cent deliver legal services and 35 per cent deliver education services. The Old City was found to have the highest number of service providers. However, there were service delivery gaps in Jabal al Mukabber, Essawiya and Shufat Refugee Camp. The participant organizations estimated that there are almost 3,000 people working in the provision of protection services, out of which 75 per cent are volunteers and 25 per cent staff members consisting mainly teachers and social workers. The participating CSOs further estimated the beneficiaries reached through their services are around 100,000, 75 per cent of whom are children and 25 per cent adults. Results also indicated that 39 per cent of the beneficiaries are between 13-18 years-old, 34 per cent are between 6-12 years and that the proportion of 0-5 years-old receiving services is negligible. This confirms earlier findings of the 2016 assessment in terms of lack of available services for this age group. The survey highlighted that overall, 57 per cent of beneficiaries are female, including women and girls, and 43 per cent are males, including men and boys, although the most vulnerable category identified were boys.

The main challenges highlighted confirmed earlier findings of the 2016 assessment and included: weak child safeguarding approach; lack of clear and standardized referral mechanisms and case managements system; over-reliance on volunteers resulting in continuity and capacity challenges; donor driven short term programming and projects; competition over shrinking donor resources; lack of meaningful evidence-based studies and research to inform programming; geographical coverage gap and fragmented approach/lack of strategy. The survey also provided an overview of the different capacities of the organizations mapped.

Finally, the survey identified possible areas of interventions, including the need to develop a strategic framework for a three-year intervention; further assessment of legal aid needs; prioritization of location with the highest service provision gaps; capacity-building of staff and volunteers; supporting intervention based on existing partnerships or centers, and strengthening of coordination and information mechanisms to ensure effective monitoring and responses.

# INTRODUCTION

Palestinian children living in occupied East Jerusalem are growing up in extremely difficult political and socio economic conditions. The politically-related violence and clashes due to ISF presence, Israeli settlers and their security guards topped with the restricted services in East Jerusalem impact especially Palestinian children. They increasingly come into conflict with Israeli law, often resulting in arrest and detention with sometimes traumatic consequences.

In 2016, given UNICEF's child rights mandate a rapid appraisal of children in conflict with the law with the support from the SDC was commissioned in five areas of East Jerusalem identified as highly vulnerable (i.e. old City, Silwan, Issawiya, Jabal al Mukabber and Shu'fat Refugee Camp). The assessment, which aimed at better understanding the different vulnerabilities experienced by boys and girls in conflict with the law for security reasons and the existing coping mechanisms and gap in responses, led to the identification of priorities and the development of a roadmap following a consultative process in 2016 and early 2017.

The main priorities revolved around the need to strengthen coordination, legal assistance and appropriate responses for children in contact with security forces and/or detained, including educational and psychosocial support. Since not all organizations active in those neighborhoods had been able to participate in the consultative process and in order to better understand which organizations were active in meeting the protection needs of children, it was decided to conduct a thorough mapping in order to address this gap and to be able to prioritize planned interventions as well as ensure the development of an effective coordination mechanism. As a result, the Child Protection

Working Group<sup>1</sup> undertook a mapping of organizations providing education, MHPSS and legal services to children and families in the five priority identified areas. More specifically, the objective of the assessment was:

- To identify CSO, CBOs and NGO partners which provide services to vulnerable children by geographical location, and distribution of services in East Jerusalem
- To undertake an analysis on the scale and scope of the services provided to vulnerable children in East Jerusalem, organisation composition of staffing and contact details, distribution of organisations that provide and receive external training, have ability to carry out scientific research and provide prevention and response services, impact mitigation for directly affected children by category of services, and advocacy.
- Identification of challenges and obstacles facing the organisation (CSO, CBO and NGO partners)
- Identification of potential partnership synergies in programmatic interventions and by geographical location.

The Mapping took place between the months of June and September 2017. The initial time frame for the mapping was 3 months, with an estimated time frame of 3 weeks for the primary data collection. However, the deadline was extended several times to accommodate additional requests from the TWG and enable additional inputs from CSOs

---

<sup>1</sup> The CPWG is chaired by UNICEF under the UN humanitarian Protection cluster.



# MAPPING PROCESS AND METHODOLOGY

The methodology used for the mapping was a combination of desk review with field work in East Jerusalem. The mapping process included the development of data collection tools, data collection field work, analysis and write-up of a report.

The mapping process included three phases:

- A. Preparatory phase, which included desk review, interviews with key informants, the development and validation of the data collection tools, analysis plan and tools and the schedule for the implementation of field work.
- B. Data collection phase, which included the field work for the collection of the primary data using the validated tools.
- C. Analysis phase - this included the data analysis and write up of the report.

During the preparatory phase, the following criteria were taken into consideration in developing a comprehensive list of civil society organisations:

- The organisation should have staff or/ and an office in East Jerusalem
- The organisation should be officially registered with the PA or Israel as NGOs.
- The organisation should have implemented service provision programs in EJ in the last eighteen months.

In order to draft a preliminary list of organisations, the consultant relied on the following: cluster-related memberships lists, PNGO registered members, MoSD CP Network registered members, EU East Jerusalem CSO Mapping, current partners of UNICEF and TWG members

and other sources. By end of July 2017, a survey questionnaire was validated by the TWG and piloted with a group of organisations in order to test the guidelines, the comprehensiveness of the form and the usefulness of the web-based tool questionnaire together with the field work methodology. Adjustments were made based on the feedback received and a final validation took place before rolling out the survey. In addition, the questionnaire was translated to Arabic to ease the understanding of the questions. A timeframe of two weeks was allocated for organisations to fill in the questionnaire. An initial contact was made by email with 100 participating CSOs to request their support to complete the questionnaire. In the following weeks, the consultant met with 30 organisations, and supported 20 of them in filling in the questionnaire in face-to-face interviews. For other participants, follow-up phone calls were made to encourage participation. Additional participating organisations were added to the list during the third and fourth week of the data collection phase, and an extension of the deadline was agreed in order to have a representative sample.

## LIMITATIONS AND CHALLENGES

During the implementation of the survey the following constraints were encountered:

- **Ramadan/Eid:** During the first week of the assignment and the first trip to Jerusalem, the availability of the mapping participants was significantly

---

<sup>2</sup> The CPWG is chaired by UNICEF under the UN humanitarian Protection cluster.

more limited than anticipated due to Ramadan and the Eid holidays.

- **Political and security situation in East Jerusalem -Al Aqsa demonstrations:**

During two weeks, access issues around Al Aqsa compound and related demonstration and clashes were getting the attention and time of most of Jerusalemites, and therefore impacted on the availability of contacted organisations representatives to arrange meetings, discuss, or allocate working time to the mapping exercise.

- **Distrust:** Owing to the sensitivity around the public sharing of any kind of information regarding the work of CSOs active in East Jerusalem, CSO cooperation involving provision of information for the sake of the mapping took more time than usual and required more efforts to explain the purpose of the mapping.
- **Survey fatigue:** There is a clear fatigue among management and staff working for CSOs about sharing information repeatedly with partners and donors which created some resistance. In addition, it is a task that is understood as one on top of current workload which does not help raising the awareness on the importance of such exercises. As anticipated, CSOs' commitment and engagement fluctuated, and most of the time of the consultant field work was invested in following-up, encouraging CSOs to participate and providing support to complete the survey.
- **Complexity of the survey:** The fact that this involved having a multi-sector survey with high number of variables increased the length and complexity of the questionnaire and the ulterior analysis of the data. Yet the functionalities of the web-based tool helped to minimize the impact.
- **Tool-specific challenges:** The feedback provided seems to indicate that the web-based tool used following

the testing phase was more user-friendly than the word documents and excel sheets normally used for the same purposes. The web-based tool proved easy to self-complete the questionnaire without support from the consultant. Feedback also showed that the logic of the questionnaire was in line with previous mapping exercises conducted by the CPWG (3Ws, 4Ws). Additional feedback provided during the field work phase was that the translation to Arabic helped to better understand and mitigate the impact of the technical language that was used for some of the questions. Moreover, the close questions with multiple options regarding the service categories, locations, and type of staff positions helped to unify the answers based on internationally recognized terminology and standards and avoided inconsistencies regarding the information provided.

- Providing **disaggregated data of beneficiaries per gender and age groups** also seemed to be a common challenge for most of the organisations. The well-established NGOs have databases systems that can easily provide figures, nevertheless the breakdown per gender and age groups, mainly for children below 18 years old, are not always easy to provide and require additional and time consuming calculations. Most of the CBOs do not have databases and register the beneficiaries in many different ways. It was therefore not always possible to obtain disaggregated data for age groups for children. Despite these challenges related to staff and beneficiaries, the information provided was sufficient to draw estimations and identify gaps and trends for analysis.

# FINDINGS

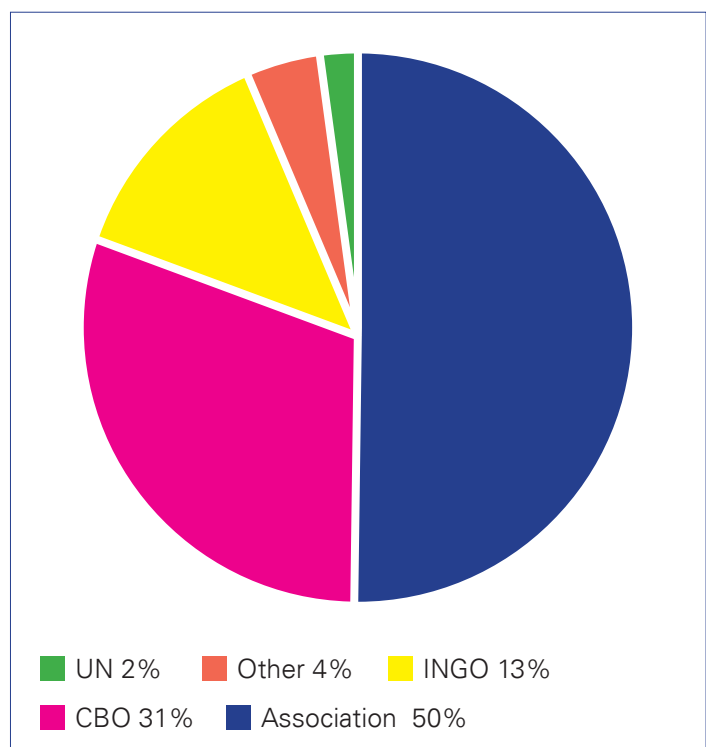
The report is divided in six main parts:

- 1. Overview of participating organizations:** This section provides an overview of the type of and number of organizations per geographical location, types of services, common interventions and services provided for children and parents. It also highlights category and type of staff. Finally, it also highlights total numbers, age groups, and gender of beneficiaries.
- 2. MHPSS services for children and parents:** This section highlights the type of the MHPSS services provided and the organizations' capacities to provide MHPSS services. It also provides an overview of MHPSS interventions for children as well as parents per geographic location, including details on the MHPSS-related training and research provided by organizations, MHPSS staff, their capacities and beneficiaries per gender.
- 3. Legal services provided for both children and parents:** legal services" is used to describe any type of intervention or activity that aims at protecting or promoting the rights of children. This section highlights the organizations' capacities to provide legal services, the services provided for children and parents as well as the geographic coverage of legal services; the type of legal trainings for staff, the staff categories.
- 4. Education Services for children and parents:** This section highlights organizations' capacities to provide education services, education services for children and parents per location, education trainings and researches and staff capacity.
- 5. Coordination and partnerships:** This section highlights the existing network/coalition/coordination mechanism membership and partnerships at the local level.
- 6. Conclusions and recommendations:** This last part provides some suggestions for a way forward.

## OVERVIEW OF PARTICIPATING ORGANIZATIONS

This mapping included 49 civil society organisations that deliver MHPSS, education and legal services for children and parents in East Jerusalem. It is a mix of well-established and relatively new organisations and includes organisations with different backgrounds, expertise, sensitivities and mandates.

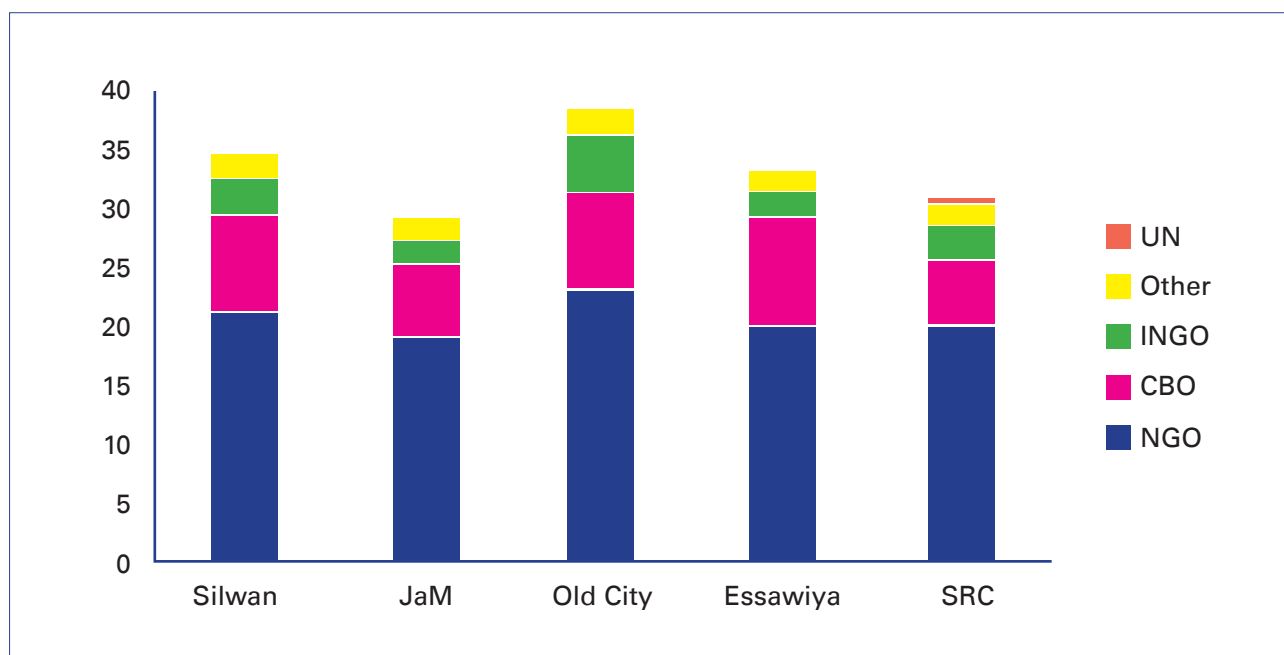
Figure 1: Type of CSOs



Twenty-five (25) of the forty-nine (49) CSOs that participated in the survey are local associations, twenty-one (21) Palestinian and four (4) Israeli, fifteen (15) are community-based organizations, and the remaining percentage include International NGOs, UN Agencies, coalitions and committees. Seventeen (17) NGOs, four (4) CBOs, two INGOs and two coalitions have interventions in the five geographical locations targeted by this survey. This group is a combination of CSOs providing legal services and well-established Palestinian and Israeli NGOs providing MHPSS and education-related services.<sup>3</sup> The other half of the 49 organizations has interventions in some of the communities<sup>4</sup>.

Among the participating organizations, Results indicate that there are thirty-eight (38) CSOs working in the Old City of Jerusalem, thirty-four (34) in Silwan, thirty-three (33) in Issawiyeh, twenty-nine (29) in Jabal al Mukaber and thirty-two (32) in Shu'fat Refugee Camp.

Figure 2: Type and numbers of CSOs per geographical location



In terms of internal structure of the participating CSOs, 90% of them declared having a Board of Trustees, 95% indicated having a Strategic Plan, and 80% indicated having a Code of Conduct in line with national standards. Results indicate that 73% of the CSOs are registered with the Palestinian Authority and 60% with the Israeli Authorities. This means that 20 out of the 49 CSOs have double registration and that they are mostly Palestinian NGOs and CBOs.

Below is the list of the organisations and their activity focus. The directorate with the contact details of contributing organisations can be found in Annex A.

<sup>3</sup> A consortium of NGOs are currently meeting to develop legal standards for lawyers providing legal representation for children in East Jerusalem

<sup>4</sup> 73% of the CSOs are registered with the Palestinian authority and 60% are registered with the Israeli authorities. 20 CSOs have double registration with both Palestinian and Israeli authorities.

Table 1: List of CSOs and Provision of Services by category

NAME OF THE CSO	MHPSS	LEGAL	EDUCATION
Addameer Prisoner Support and Human Rights Association		Yes	
African Community Society	Yes		Yes
Al Quds University Community Development Center	Yes	Yes	Yes
Al Thoure Women Center	Yes	Yes	Yes
Al-Bustan Association Silwan	Yes		Yes
Al-Maqdese for Society Development		Yes	
Al-Meethaq		Yes	
Alquds Community Action Center	Yes	Yes	
Al-Razi Cultural And Social Association (Al-Razi)			Yes
B'Tselem - The Israeli Information Center for Human Rights in the Occupied Territories		Yes	
Burj Laq Laq Social center Society	Yes		Yes
Center for Advancement of Peace Initiatives		Yes	
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Yes		Yes
Committee of families of prisoners in Jerusalem		Yes	
COOPI - Cooperazione Internazionale			Yes
Defense for Children International - Palestine		Yes	
East Jerusalem YMCA - Rehabilitation Program	Yes		Yes
Issawiyeh Women's Center	Yes		Yes
HaMoked: Center for the Defence of the Individual		Yes	
Issawiyh Development Association	Yes	Yes	Yes
Jabal Al Mukkaber Club	Yes	Yes	
Jerusalem Clubs Federation	Yes		Yes
Jerusalem Community Advocacy Network	Yes	Yes	
Jerusalem Legal Aid and Human Rights Center		Yes	

Madaa Creative Center / Wadi Hilweh Information Center	Yes	Yes	Yes
Medicos del Mundo Espana / Doctors of the World Spain	Yes		
Nuran Charitable Association	Yes		
Old City Youth Association	Yes		Yes
One hand Association			Yes
Palestinian Child Center	Yes		Yes
Palestinian Vision Organisation			Yes
Right To Play	Yes	Yes	Yes
Saraya Center for Community Services	Yes		Yes
Sawa - All the Women Together, Today and Tomorrow	Yes	Yes	Yes
Shafaq Jerusalem Arts Network			Yes
Shu'fat Refugee camp Women's center	Yes	Yes	Yes
Society of St. Yves		Yes	
Spafford Children's Center	Yes		Yes
Teacher Creativity Center	Yes		Yes
Terre des Hommes Italy	Yes		Yes
Treatment and Rehabilitation Center for Victims of Torture	Yes		
The Arab Counselling Center For Education	Yes		Yes
The Public Committee Against Torture in Israel		Yes	
The United Nations Relief and Works Agency for Palestine Refugees in the Near East	Yes		Yes
War Child Holland	Yes		
Women Centre for Legal Aid and Counseling			
Young Women's Christian Association of Jerusalem			Yes
Youth Development Department - Arab Study Society	Yes		
Women's Studies Center	Yes		

## SUMMARY TABLE OF SERVICES PROVIDED BY AREA

Number of CBOs/NGOs providing services to children in the five target areas of East Jerusalem

No.	Location	Total # of Serviders	Education		Legal;		MHPSS	
			# of Service Providers	Child BNFs	# of Service Providers	Child BNFs	# of Service Providers	Child BNFs
1	Old City	58	19	17,468	18	2,825	21	55,283
2	Silwan	52	16		17		19	
3	Essawiya	45	14		17		14	
4	Jabal Al Mukabber	42	12		17		13	
5	Shufat Refugee Camp	43	13		16		14	

## SERVICE PROVISION

Results showed that 38% of the surveyed CSOs deliver MHPSS services, 27% deliver legal services and 35% deliver education services.

Figure 3: type of services

It is important to take into consideration that almost half of the 49 CSOs focus on providing just one type of protection services. This applies mostly to NGOs providing legal services such as legal assistance, monitoring and documentation of arrest and detention of children, child rights and other rights awareness, advocacy and other legal services. The 37% that provides two types of services refers mostly to those providing MHPSS and education-related services and this is due to the complementarity between MHPSS and education awareness raising interventions (see figure 4). A small group of seven CSOs is actively providing all services types included in this survey. However, in these cases, legal services are provided on a small scale.

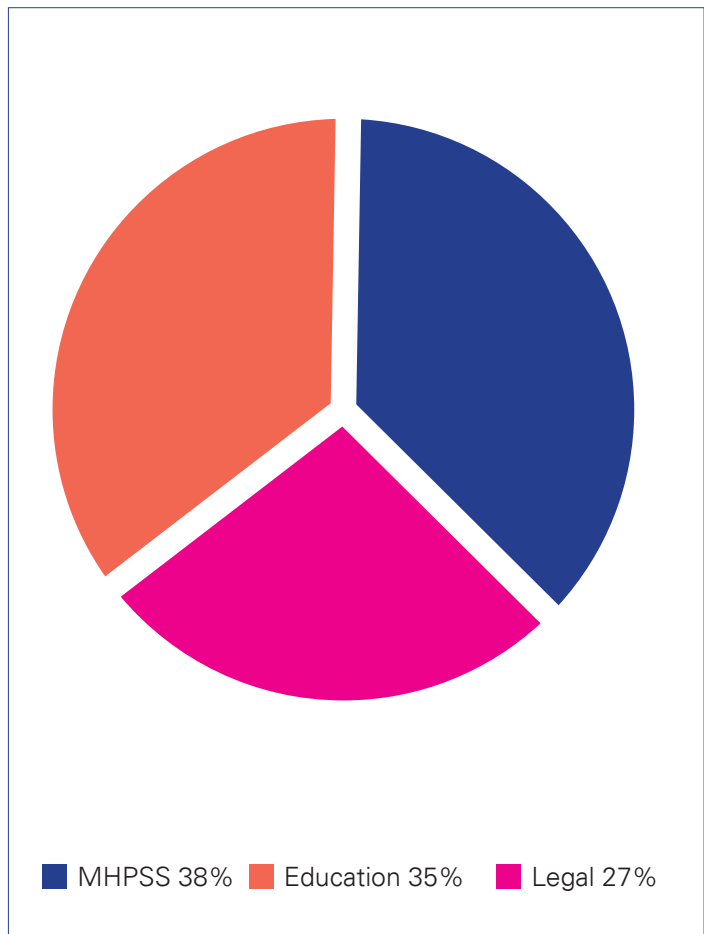


Figure 4: Service delivery by CSOs

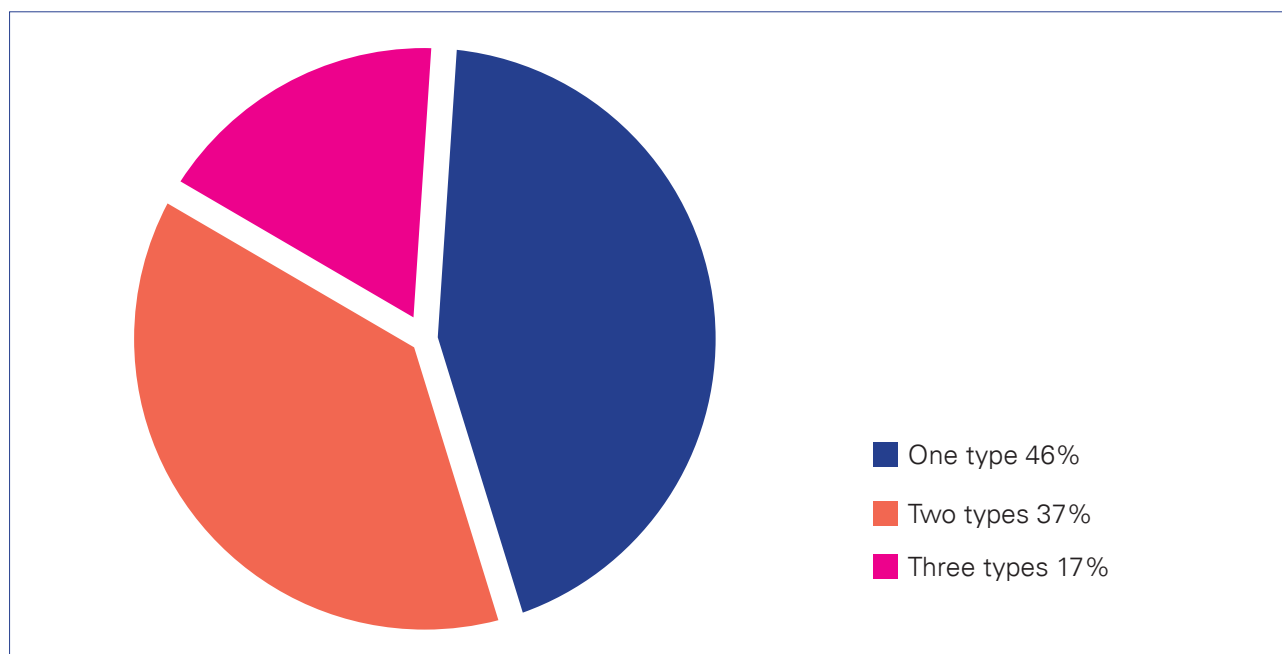
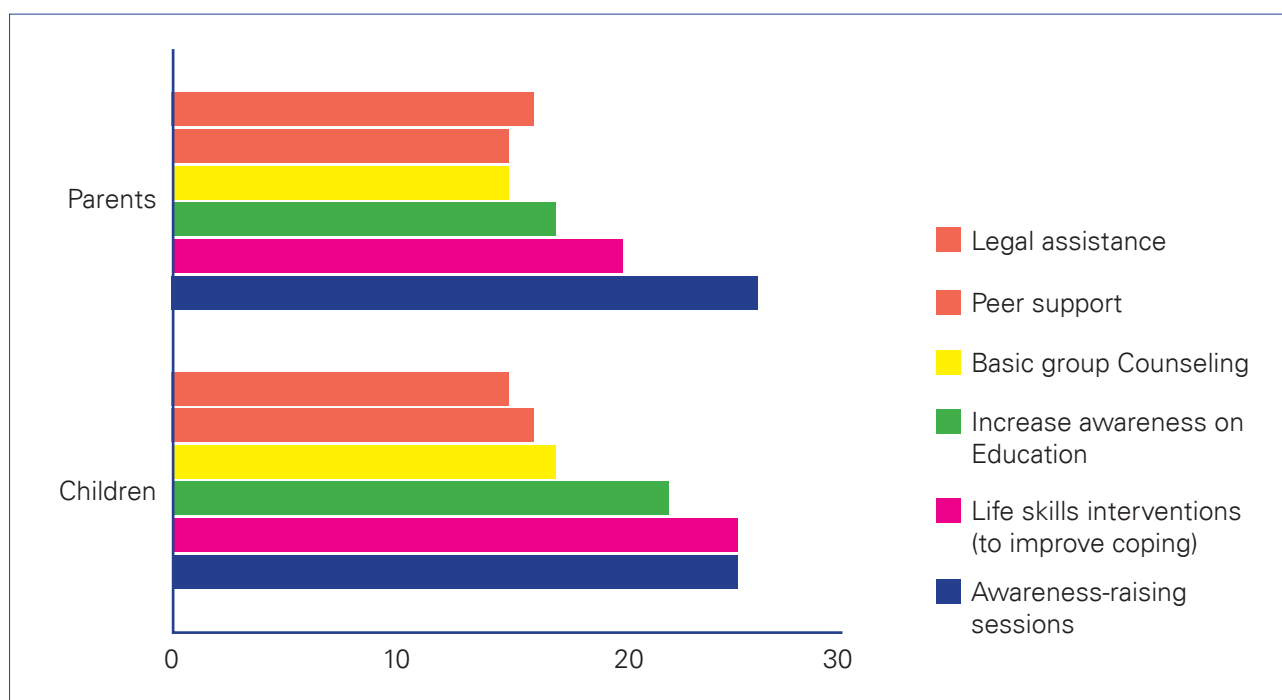


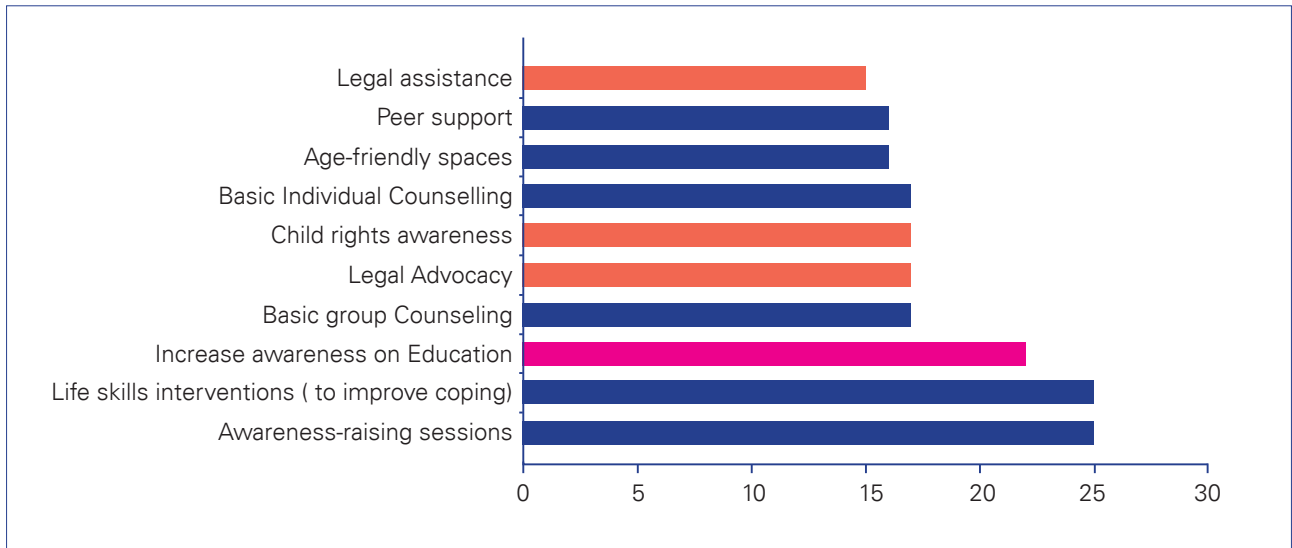
Figure 5: Top 6 common interventions for children and parents



Results show that among the 34 different service categories proposed in this survey, the top six common interventions for children and parents are MHPSS and education awareness sessions, life-skills interventions, basic group counseling, MHPSS peer support and legal assistance. Four out of six common interventions are MHPSS-related interventions, one legal and one education (see figure 5). This explains how protection services in East Jerusalem are provided by the different stakeholders in an effort to respond to the needs identified during the past years. It also shows how the allocation of funding from donors has prioritized these child protection interventions.



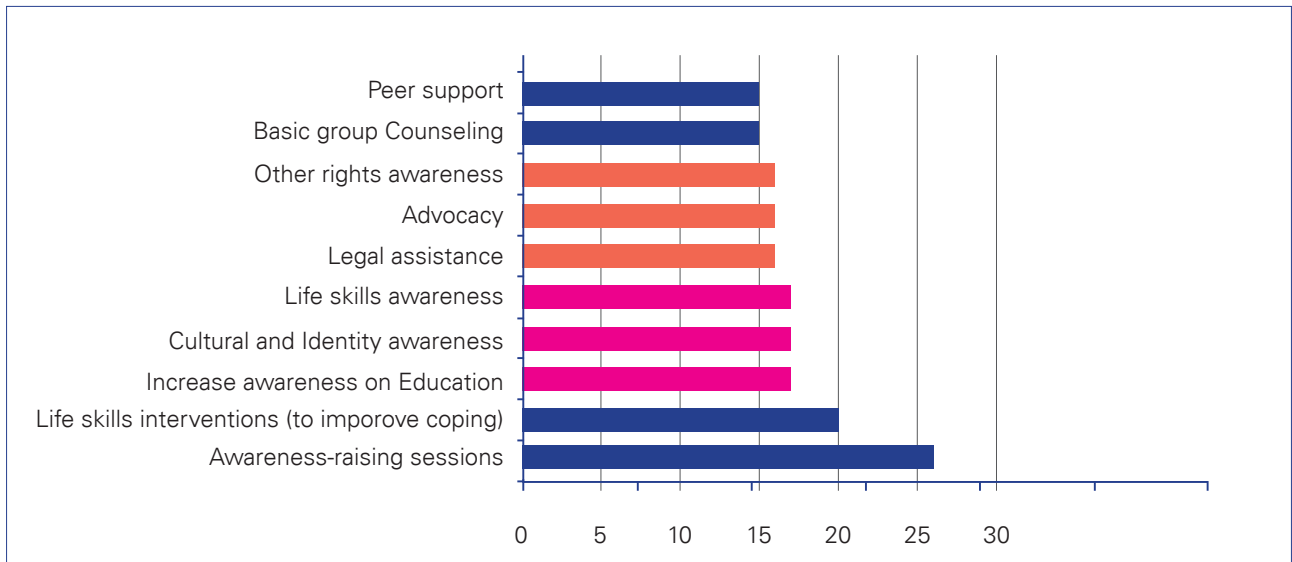
Figure 6: Top 10 interventions for children



If we disaggregate the data of the 34 consolidated categories proposed in this survey for children and parents (see figure 6), results show that among the top ten categories for children, the interventions mostly consist of MHPSS (in green) and legal (in blue ).

For parents (see figure 7), there are interventions in three sectors: four MHPSS (in green), three education-related (in orange) and three Legal (in blue). It is important to note that the first top three are the same for both groups, children and parents, and that two of them are awareness-raising interventions on MHPSS and on education.

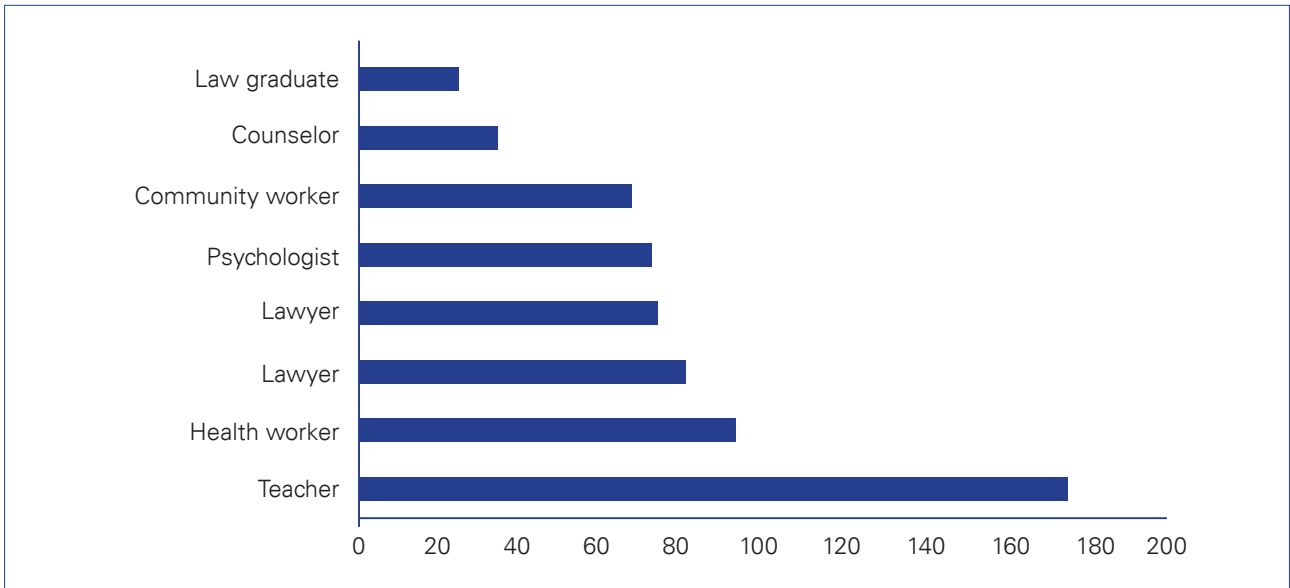
Figure 7: Top 10 interventions for parents



## STAFF AND CAPACITY

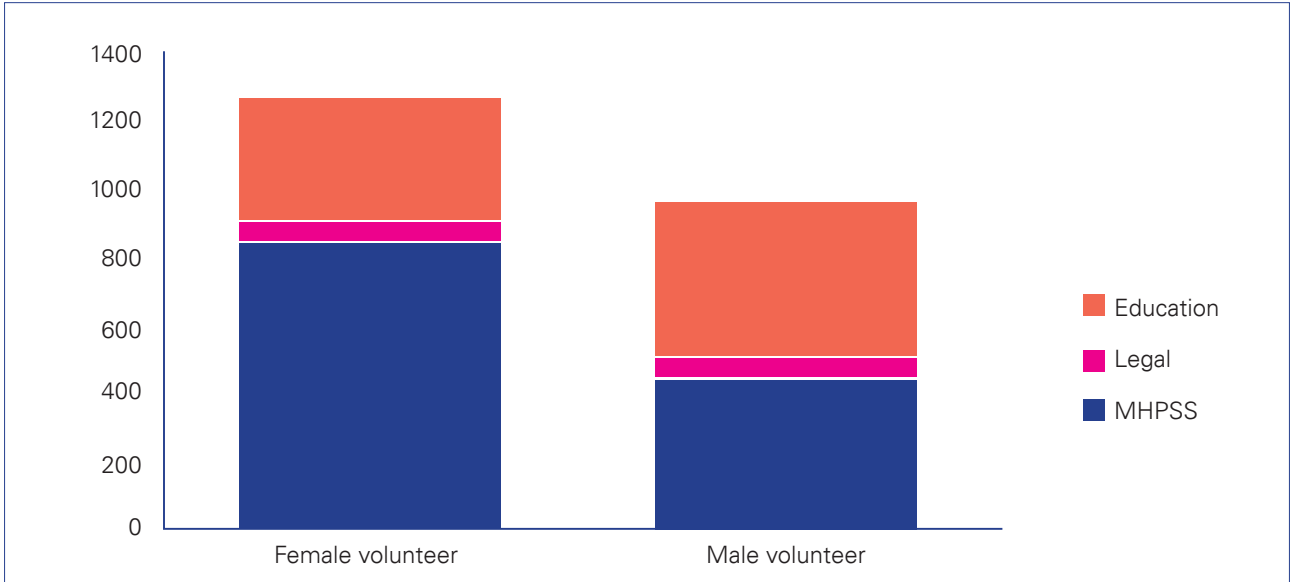
Participating CSOs estimated that there are almost 3,000 people working in the provision of protection services, including both staff and volunteers. Moreover, results show that of the total staff , 75% are volunteers and 25% are staff. In terms of staff categories, the most represented are teachers, followed by social workers.

Figure 8: Staff categories



Results show that more than 50% of volunteers are working in MHPSS-related interventions (see figure 9) and 57% of them are female. Numbers of MHPSS female volunteers (856) double the numbers of MHPSS male volunteers (456).

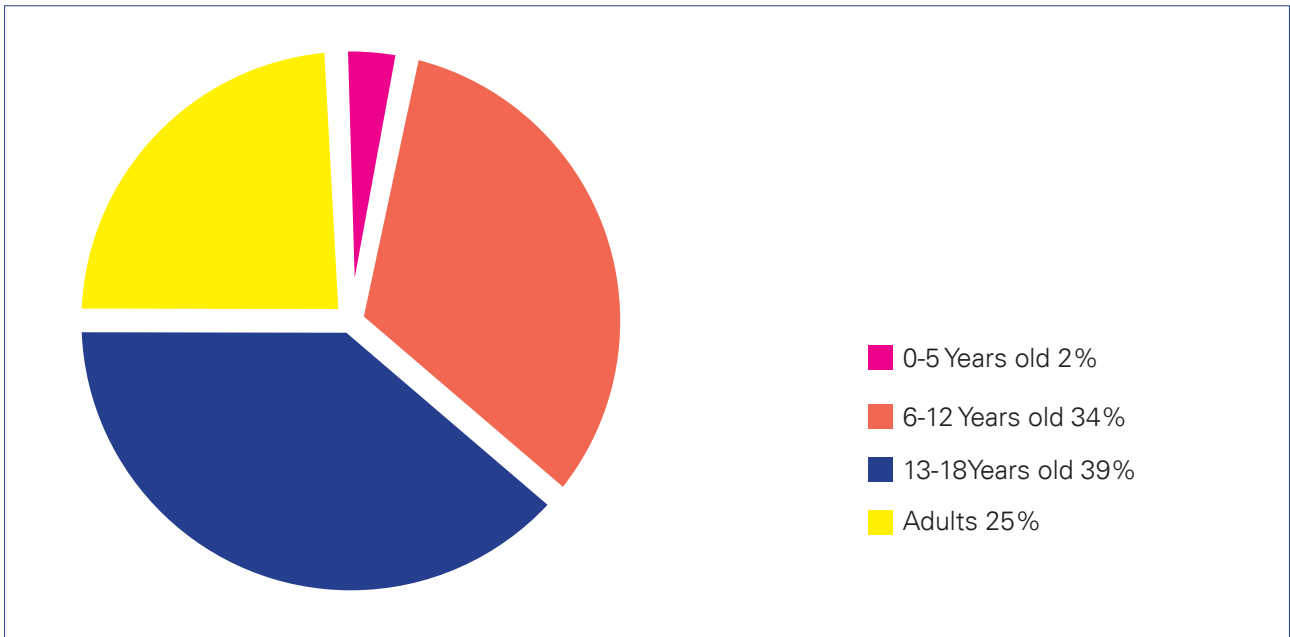
Figure 9: Volunteers per gender and sector



## BENEFICIARIES

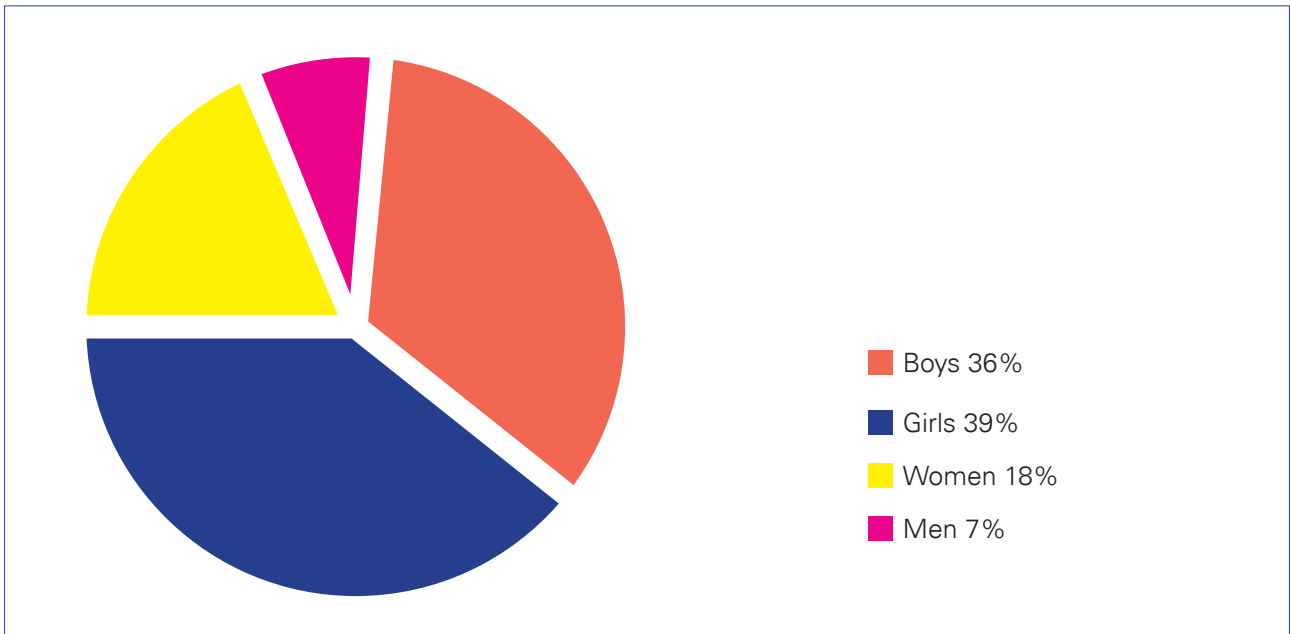
The participating CSOs estimated the beneficiaries reached through their services in East Jerusalem to be around 100,000 beneficiaries. 75% are children (73,000) and 25% are adults (24,000). Results show that 39 % are beneficiaries from the age group 13-18 years old, and that the proportion of 0-5 years old group is negligible. The data collected through this survey is not sufficient to know why the age group 0-5 years is not targeted by the CSOs that participated in this survey. Additional data should be collected on this issue.

Figure 10: Percentage of beneficiaries per age group



In terms of disaggregation by gender, results indicate that 57% of beneficiaries are female, including women and girls, and 43% are males, including men and boys.

Figure 11: Percentages of beneficiaries by gender



## MHPSS SERVICES FOR CHILDREN AND PARENTS

In line with the recommendations of the IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings, the term mental health and psychosocial support services is used to describe any type of local or outside support that aims to protect or promote psychosocial well-

being and/or prevent or treat mental disorder. For the purpose of this mapping, the categories, interventions, and subsequent questions of the questionnaire of the MHPSS sector were defined in line with the IASC Manual and activity codes for the 4Ws in MHPSS. These were also informed by the experience of UNICEF and the MHPSS WG in collecting such information.

## SUMMARY OF NGO/ CBO CAPACITIES TO PROVIDE MHPSS SERVICES

Results of this survey show that thirty-one (31) CSOs are providing MHPSS services in East Jerusalem. Based on the answers provided in the questionnaire, the CSOs with the greatest scale and reach in terms of the number of beneficiaries, the different types of services provided and geographic coverage are:

- Treatment and Rehabilitation Center for Victims of Torture
- War Child Holland
- The Arab Counselling Center for Education
- Spafford Children's Center
- Sawa - All the Women Together
- Today and Tomorrow
- Saraya Center for Community Services.

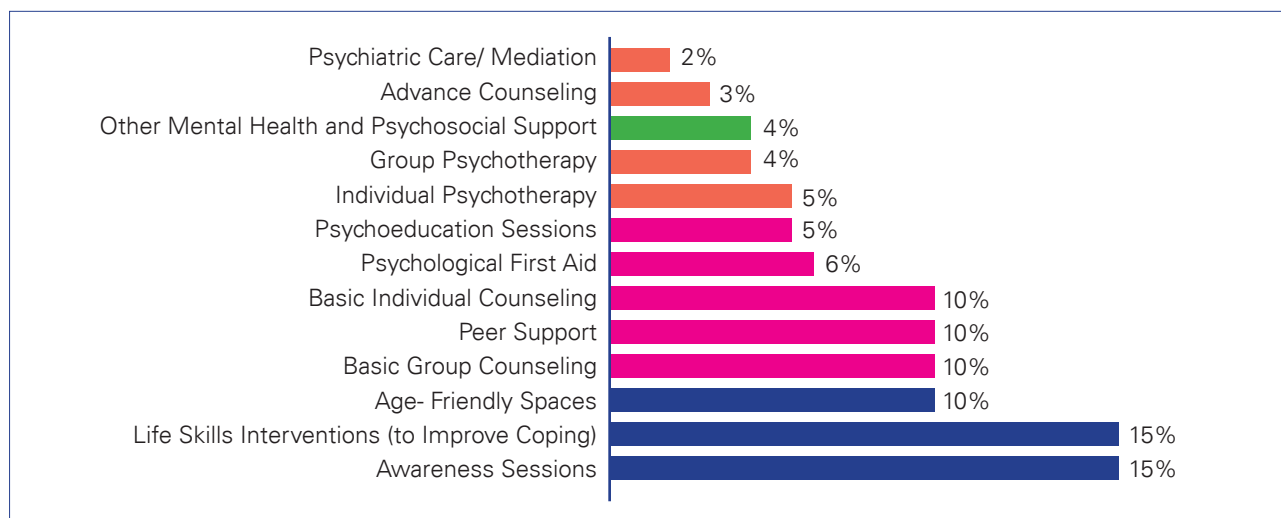
For additional details of their capacity, geographical coverage and beneficiaries reached, see Annex D.

## OVERVIEW OF MHPSS INTERVENTIONS

Taking into consideration the internationally recognized MHPSS pyramid levels under IASC standards, results from CSOs that provide MHPSS services for children displayed that 40% are level 2 community-focused interventions, 41% are level 3 psychosocial support-focused interventions, 14% are level 4 clinical services and 4% are other type of interventions.

The chart below shows the disaggregation of activities for children per level (Level 2 in blue, Level 3 in purple, Level 4 in green and "other" in orange). Out of the 13 MHPSS categories codified in this survey, the top three MHPSS interventions for children in East Jerusalem neighborhoods are: i) awareness raising sessions on children and families in need of MHPSS and available services, ii) life-skills interventions to improve coping mechanisms, and iii) provision of age-friendly spaces. The three of them are considered Level 2 community-focused interventions. The lower concentration of activities corresponds with Level 4 specialized interventions as individual and group psychotherapy and advance counseling. These results match with the MHPSS pyramid diagram.

Figure 12: MHPSS services for children in East Jerusalem



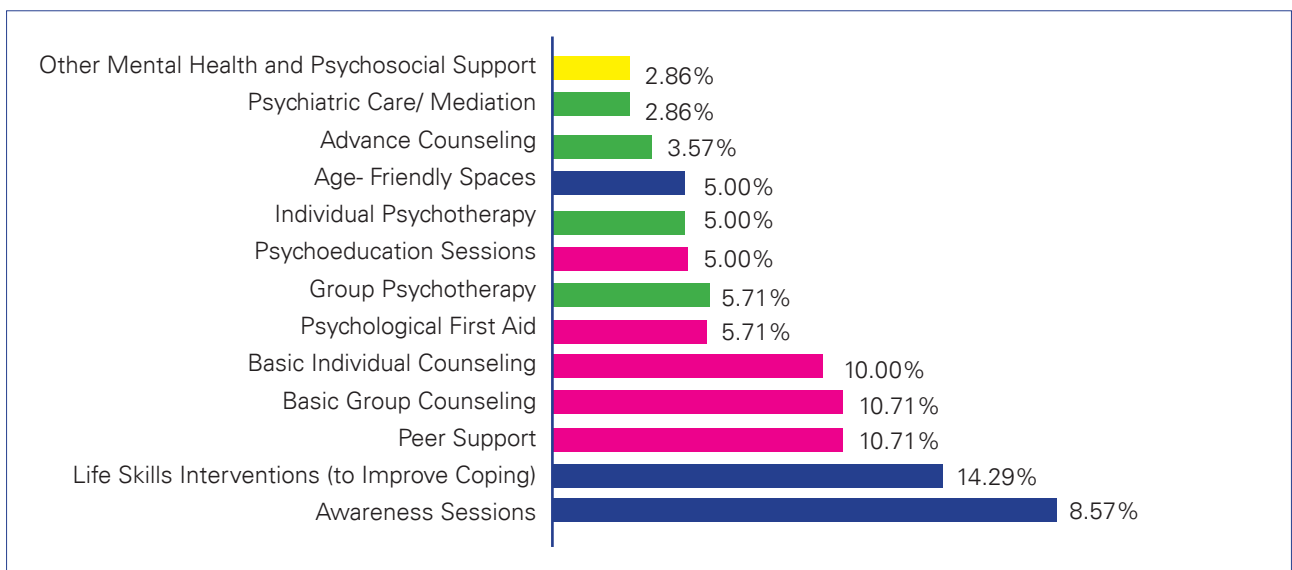
<sup>5</sup> IASC Reference Group for Mental Health and Psychosocial Support in Emergency Settings (2012). Who is Where, When, doing What (4Ws) in Mental Health and Psychosocial Support: Manual with Activity Codes (field test-version). Geneva.

<sup>6</sup> Inter-Agency Standing Committee (IASC) (2007). IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings, Geneva.

In terms of MHPSS services for parents, results indicate that 37% are Level 2 community-focused interventions, 43% are Level 3 psychosocial support-focused interventions, 17% are level 4 clinical services, and 3% are other type of interventions.

The chart below shows the disaggregation of activities for parents per level (Level 2 in blue, Level 3 in purple, Level 4 in green and "other" in orange). Out of the thirteen categories, the top three activities for parents include i) awareness raising sessions on children and families in need of MHPSS and available services, ii) life skills interventions to improve coping mechanisms, and iii) basic group counseling and peer support. It is a combination of Level 2 community-focused interventions and Level 3 psychosocial support-focused interventions. Also for parents, the lower concentration of activities corresponds to Level 4 specialized interventions, including individual psychotherapy and advance counseling. In this case, it is important to note that a Level 4 intervention such as group psychotherapy is more relevant for parents than other Level 2 or 3 interventions such as age-friendly spaces for women.

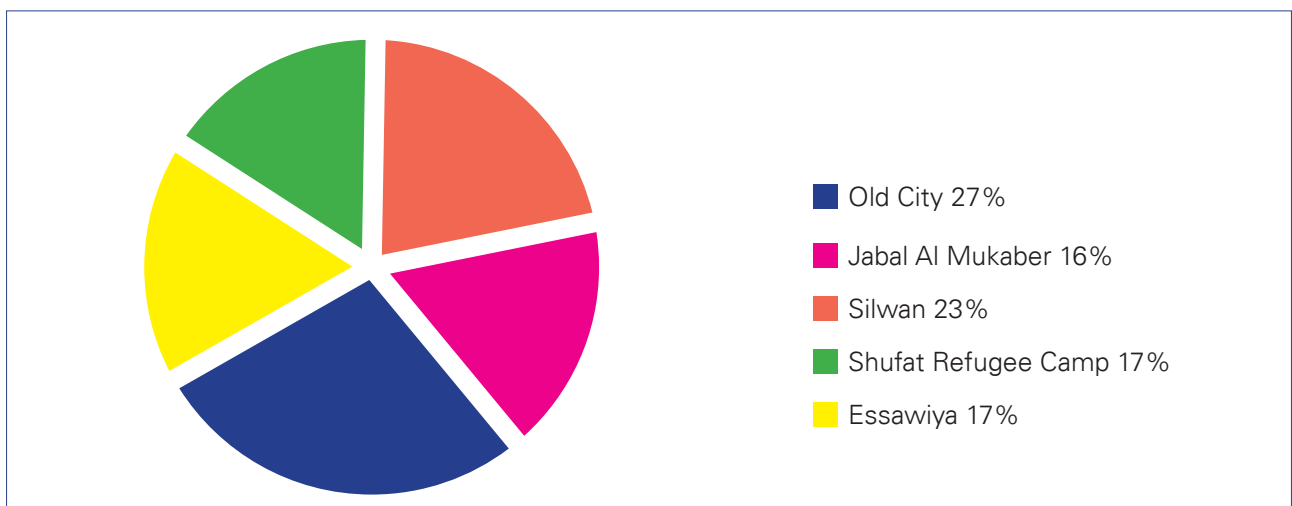
Figure 13: MHPSS services for parents in East Jerusalem



## GEOGRAPHICAL COVERAGE

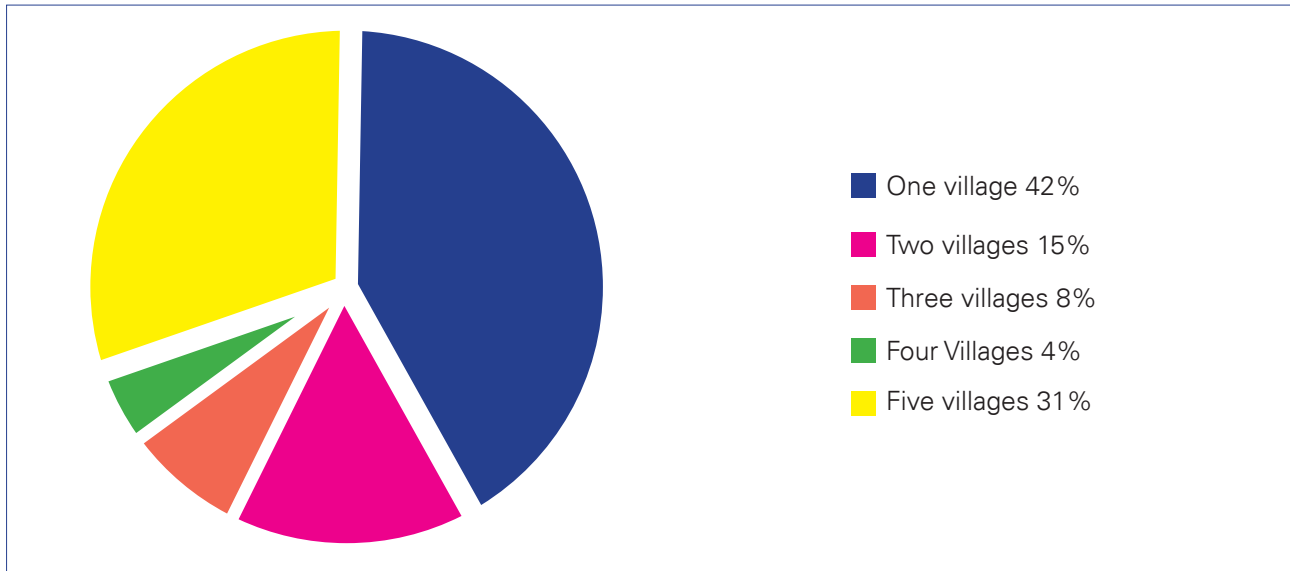
In terms of geographical coverage, 50% of the mapped interventions are implemented in the Old City and Silwan, while 17% are equally implemented in Issawiyeh, Jabal al Mukkaber and Shu’fat Refugee Camp.

Figure 14: MHPSS Geographical Coverage of Services



In terms of the geographical coverage capacity of the CSOs, results showed that 40% of the CSOs are active in just one village/neighborhood where they are usually located. Results showed also that 30% of the CSOs are active in all the targeted communities, and that those are mostly specialized PNGOs or INGOs with more organisational capacity (see Annex D for details per neighborhood).

Figure 15: Capacity of CSOs by geographical coverage of MHPSS services



## MHPSS TRAINING AND RESEARCH

Eighteen (18) out of the 49 participating CSOs declared providing MHPSS-related- trainings. The top five topics for MHPSS capacity-building trainings are: life skills, peer to peer methodologies, sport methodologies, PFA and stress management.

Eight out of 49 participating CSOs conduct MHPSS research activities. The top three topics of those researches are drugs and children and youth, PSS impact on children, and MHPSS needs assessments. Examples of these research studies include:

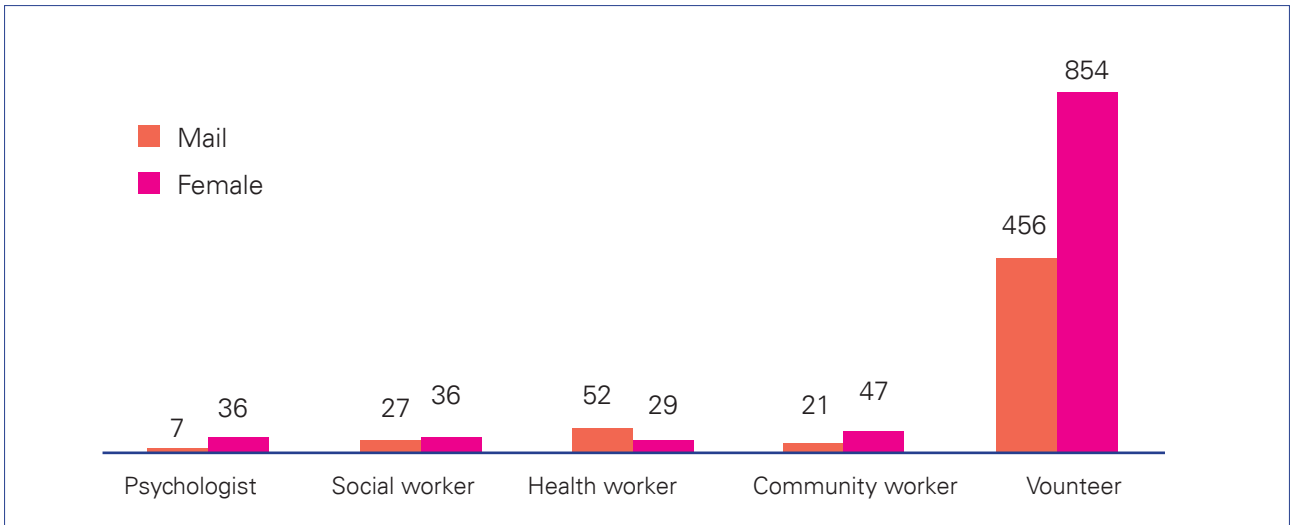
- YMCA, Experimental Study entitled "Traumatic experiences of Palestinian children who survived arrest and the effectiveness of their treatment through the methodology of Eye Movement Desensitization and Reprocessing (EMDR)"; ages between 12-18 years in the West Bank
- Right To Play, Assessment on women and children aging 10-14 years old participation in play and sports activities
- Al Quds CDC, Needs assessment on Jerusalem children and women needs through focus groups with children and women and youth
- Burj Al Laq Laq, Studies on drugs and youth<sup>7</sup>

## MHPSS STAFF

It is difficult to have an accurate picture of the actual capacity of CSOs working in East Jerusalem. Figures provided by participating CSOs highlight that volunteers compose the largest group with 84% of the total capacity (including staff and volunteers), and more than 1,000 are involved in MHPSS activities. The professional capacity of the volunteers range from recent graduates to university students and young people trained in several PSS or sports-related methodologies. The other 16% of professional staff are psychologists, social workers, community workers, and health workers.

<sup>7</sup> <http://www.burjalluquq.org/home/studie/>

Figure 16: Staff capacity for MHPSS Services



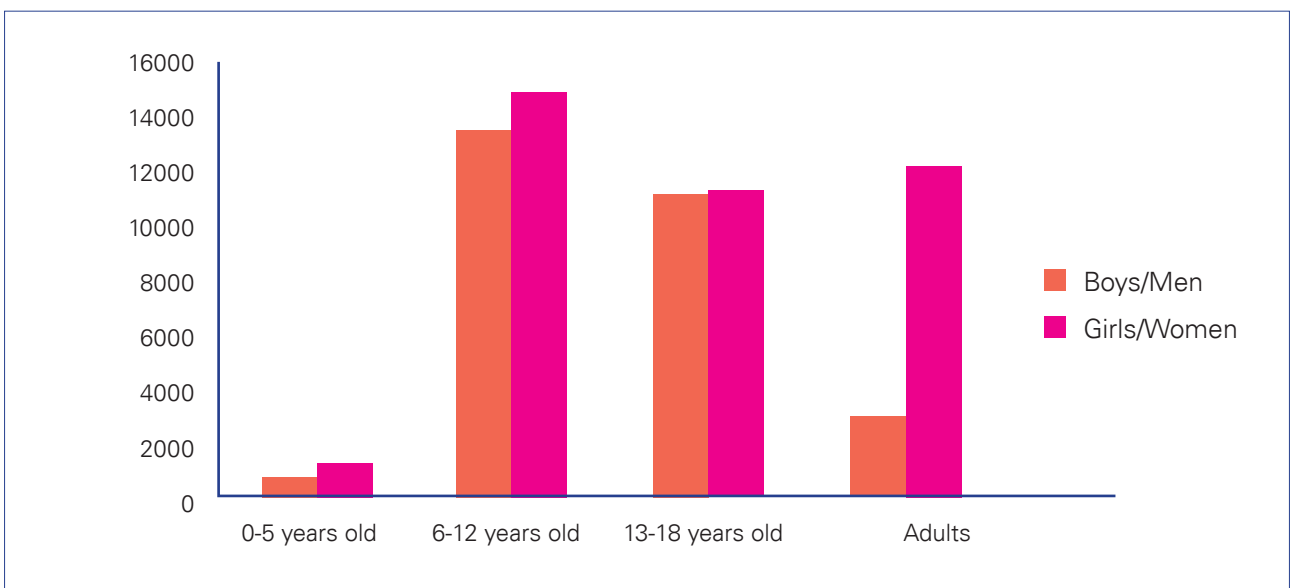
Results show that 64% are female staff and volunteers, and 36% male professionals and volunteers. The disaggregation of staff categories per gender displays a particular balance among staff categories with a prevailing majority for women among psychologists, community and social workers. Among volunteers, it is important to note that 2/3 of them are women.

In the East Jerusalem context, it is of extreme importance to support staff working on MHPSS interventions. Nevertheless, results showed that just 60% of the surveyed CSOs that deliver MHPSS services support their staff with PSS or stress management activities.

## BENEFICIARIES

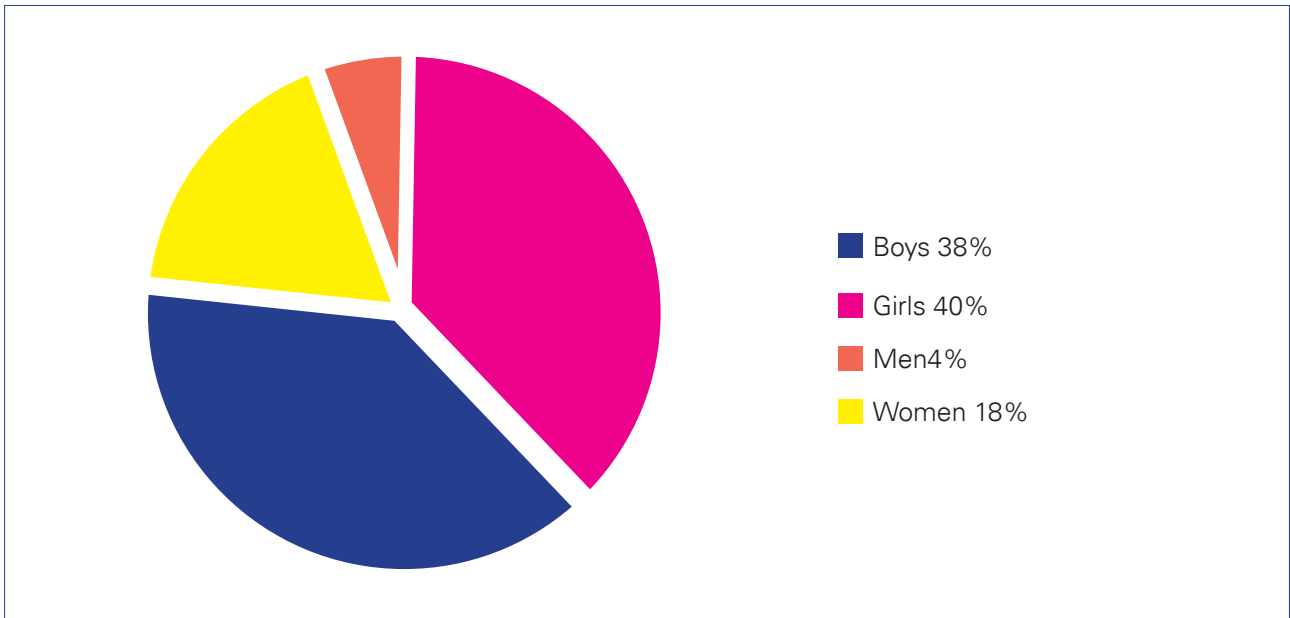
As in the case of CSO staff, it is very difficult to obtain disaggregated data for beneficiaries. The figures and percentages below should be considered estimates based on the results of the survey. The results of the survey give a total figure of approximately 67,000 beneficiaries of MHPSS interventions. The disaggregation of this data per ages and gender is pictured in the chart below.

Figure 17: Beneficiaries of MHPSS services



Children represent around 80% of the beneficiaries, 52,000 children and 15,000 adults. And of those, more than 50% are children from the age group of 6-12 years old. Moreover, women and girls represent almost 60% of the total number of beneficiaries, 27,000 girls and 12,000 women (see figure 14).

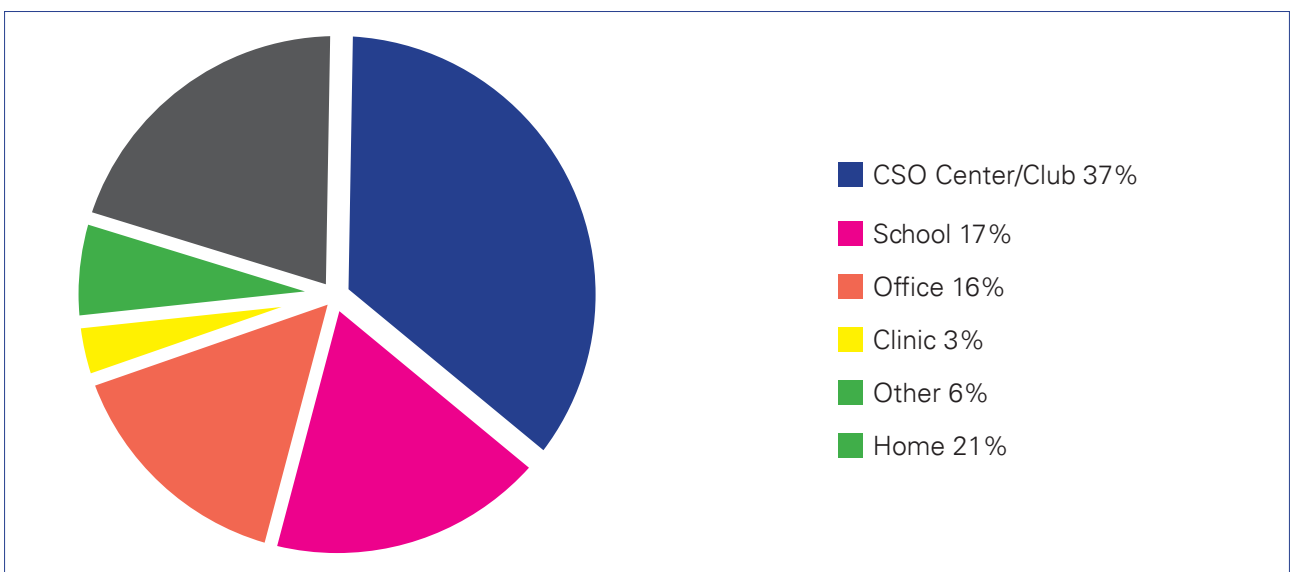
Figure 18: Beneficiaries of MHPSS services by gender



## LOCATION OF MHPSS SERVICES

The results of the survey indicated that more than 50% of the MHPSS interventions are implemented in the CSO center, clubs and in the schools. In addition, 20% of the MHPSS interventions are conducted at home and are mostly identified as those related to individual counseling as well as support to children under home arrest. Other MHPSS services are provided at clinics or offices (see figure 15).

Figure 19: Places where MHPSS services are delivered



Results show that 95% of the MHPSS are delivered to beneficiaries free of charge.



## LEGAL SERVICES FOR CHILDREN AND PARENTS

As stated in the CPMS<sup>8</sup>, *children are rights-holders. Child protection workers and other humanitarians must ensure that wherever possible, interventions support children in claiming their own rights, and support others such as parents and caregivers in claiming children's rights on their behalf.* Based on this approach, the term "legal services" is used to describe any type of intervention or activity that aims at protecting or promoting the rights of children.

The categories, interventions, and the subsequent questions of the questionnaire of this sector were defined based on the interventions and experiences of the CPWG members that conduct legal-related interventions, and on the experiences of existing actors providing services to Palestinian children in contact with the law.

### SUMMARY OF NGO/ CBO CAPACITIES TO PROVIDE LEGAL SERVICES

Results of this survey show that 22 CSOs are providing legal services in East Jerusalem. Based on the answers provided in the questionnaire, the CSOs with the greatest scale and reach in terms of the high number of beneficiaries, geographic coverage and the variety of services are:

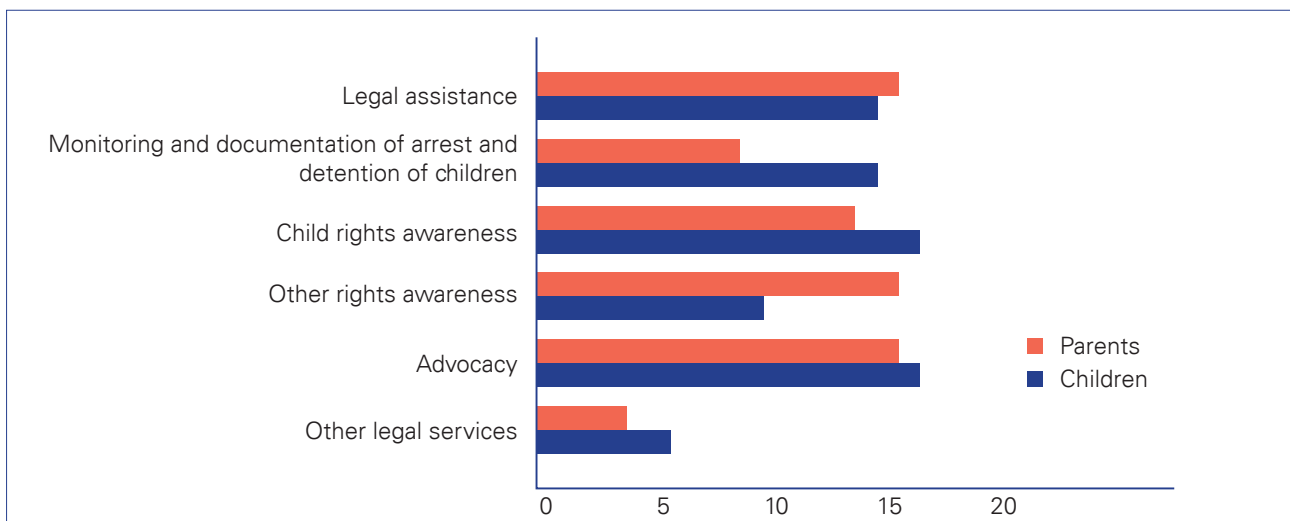
- Addameer Prisoner Support and Human Rights Association
- Al-Maqdese for Society Development
- Al-Meethaq
- Committee of families of prisoners in Jerusalem
- HaMoked- Center for the Defence of the Individual
- Jerusalem Community Advocacy Network
- Jerusalem Legal Aid and Human Rights Center
- Madaa Creative Center / Wadi Hilweh Information Center

For additional details of their capacity, geographical coverage and beneficiaries reached, see Annex E.

Twenty-two (22) out of the 49 participating CSOs provide legal services in East Jerusalem. In order to capture the diverse legal-related interventions, the legal activities were compiled into: five categories: Legal assistance, monitoring and documentation, child rights awareness, other rights awareness and advocacy, and other legal services.

Rights awareness activities were highlighted by surveyed CSOs as the most popular intervention with children and parents. It includes awareness about children's rights, residency rights, property rights, women's rights and other International Human Rights Law including the UN Convention on the Rights on the Child, and the Convention on the Elimination of Discrimination against Children (see figure 6).

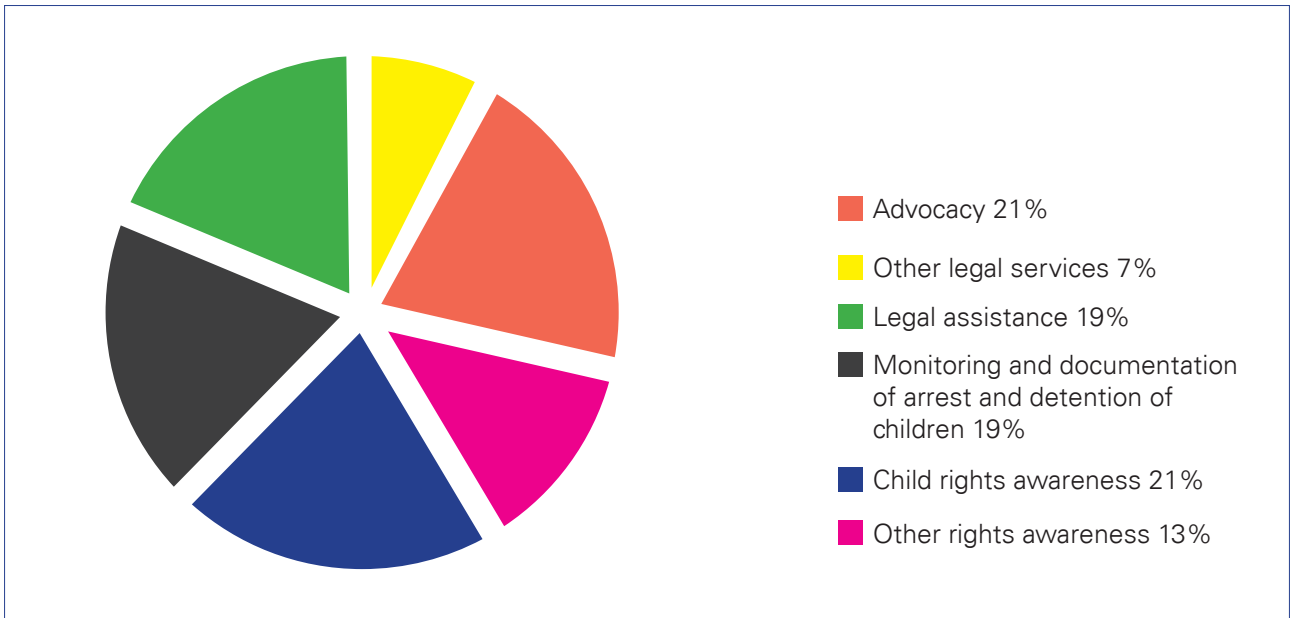
Figure 20: Legal services for children and parents



<sup>8</sup> Minimum standards for child protection in humanitarian action. Child Protection Working Group (CPWG) (2012).

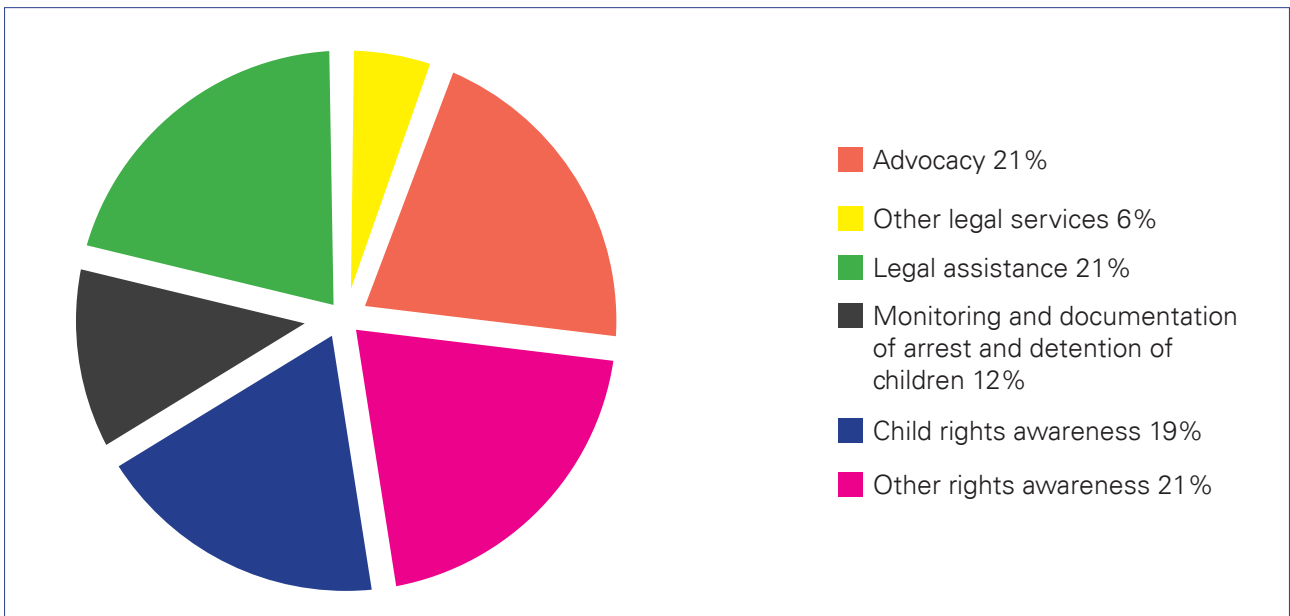
Results showed that 21% of CSOs conduct activities to raise awareness on child rights. Moreover, 20% monitor and document arrest and detention of children and provide legal assistance for children in contact with the law, as well as advocacy activities.

Figure 21: Legal services for children



Compared to legal services for children, legal services provided to parents confirm that awareness sessions and the monitoring and documentation of other rights, such as family reunification and residency rights, ID issues, national insurance and property rights are much more relevant for parents-oriented activities.

Figure 22: Legal services for parents



## GEOGRAPHICAL COVERAGE

The majority or 80% of the CSOs cover all the five selected villages and neighborhoods. This is due to the fact that the CSOs providing legal services accept cases from Palestinians living in all East Jerusalem. The other 20% are CBOs that target legal cases from children and families living in the communities where the CBO is based, as in the case of Issawiyeah, Jabal al Mukkabe and Shu'fat Refugee Camp.

## TRAININGS AND RESEARCH

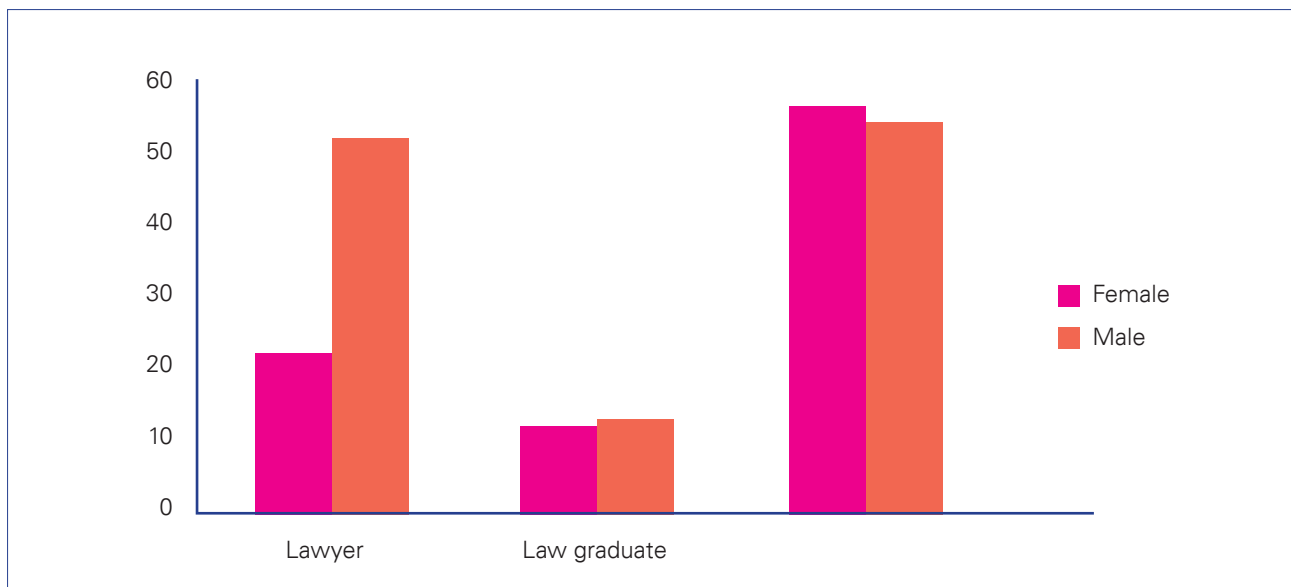
Only a small proportion of CSOs conducts trainings and research on legal issues. The most common topics for legal trainings are international law and child rights for law students and recent law graduates, lobbying and advocacy for youth, documentation and monitoring of violations of international law for professionals.

In terms of research, most of the reports, papers, and studies focus on the documentation of cases and the subsequent analysis mainly for advocacy purposes.

## LEGAL STAFF

There are mainly three categories of staff that have been identified for legal activities: lawyers, law graduates and volunteers. As in the case of MHPSS interventions, half of the CSO staff capacity is composed of volunteers. 110 out of 209 (about 53%) are volunteers.

Figure 23: Staff capacity for legal services



The results indicate an overall gender balance close to 50%-50%, but when it comes to lawyers, 70% of them are males.

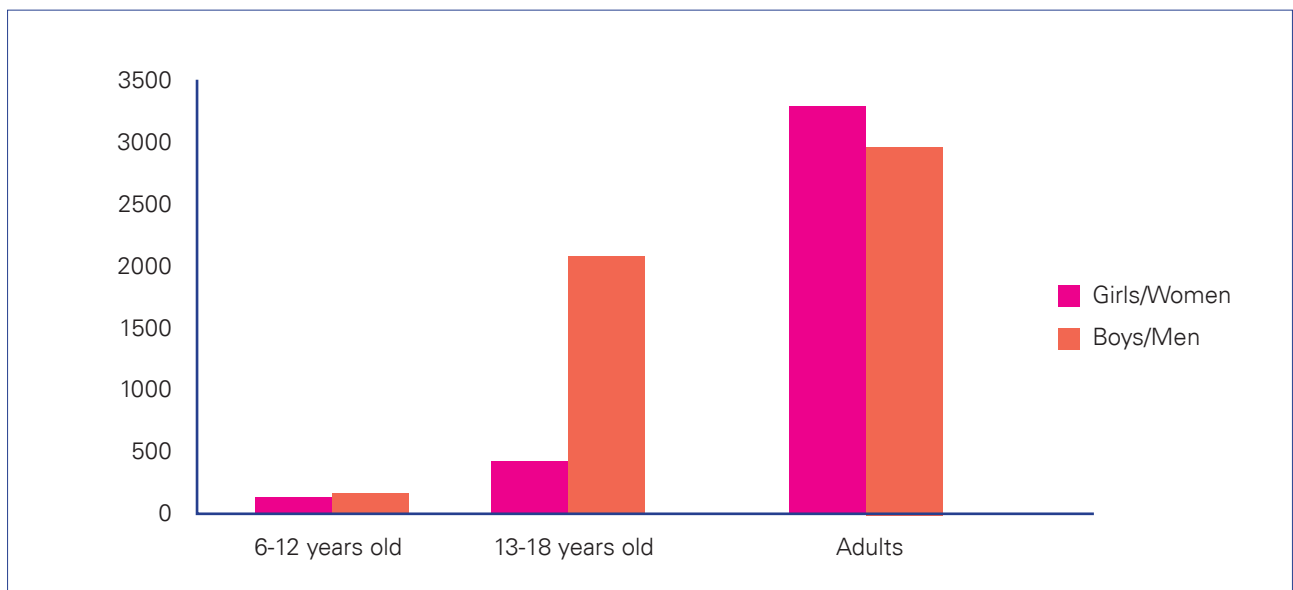
## LEGAL BENEFICIARIES

Almost 9,000 children and parents were provided with legal services in East Jerusalem in the 18 months between January 2016 and June 2017. 68% of the 9,000 beneficiaries are parents equally divided by gender. Moreover, 45% of the beneficiaries, children and parents, were reached through awareness-raising interventions on children's rights, residency rights, property rights, women's rights and other International Human Rights Law.

Results show that 28% of the total numbers of beneficiaries are children, boys and girls, from the age group of 13-18 years old. This percentage increases to 88% of the total number of children as beneficiaries, meaning 3 out of 4 children are from age group 13-18 years-old. These results match with the findings of most of the needs assessments that identify this age group as the most vulnerable group.

The results also displayed that women and girls altogether corresponds to 42% of the total number of beneficiaries, including 25% of girls. Figures are higher for boys in this category given that most of the arrested children in need of legal assistance are boys. Women and girls mainly benefited from awareness raising sessions on legal assistance.

Figure 24: Beneficiaries of legal services

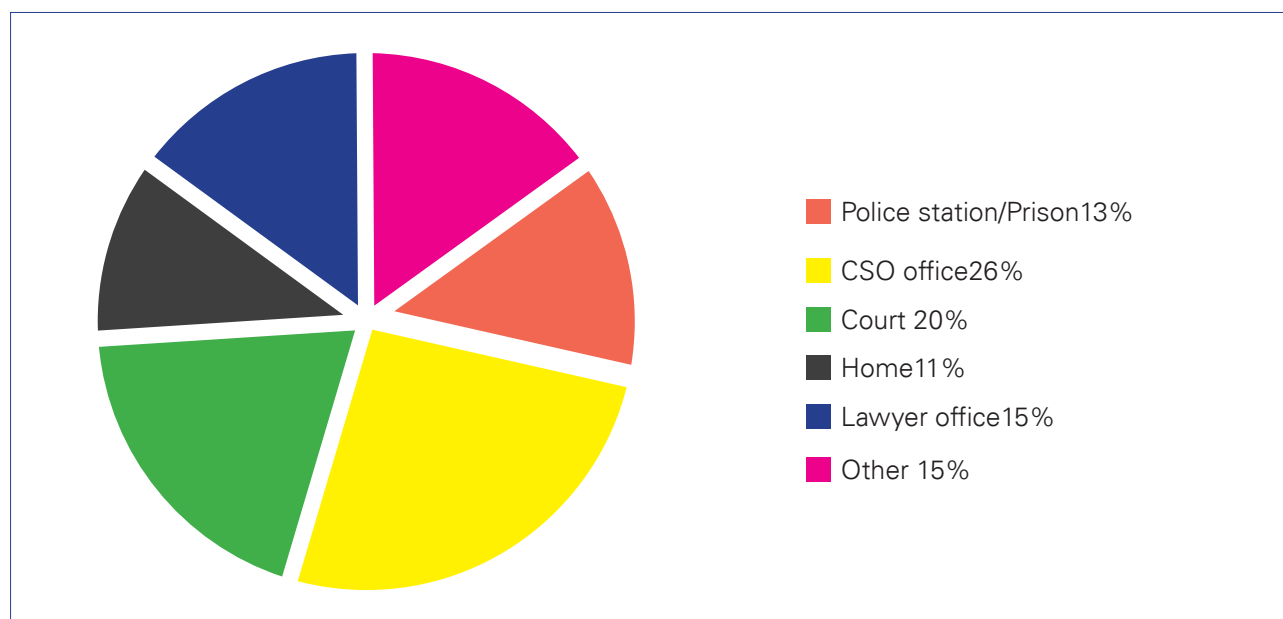


## LOCATION OF LEGAL SERVICES PROVIDED

Results from the survey demonstrate that 33% of the legal services are delivered at police stations, prison and courts, which corresponds with the direct legal assistance to children after arrest, during detention and court proceedings, as well as the monitoring and documentation of cases. The other places where legal services are delivered include CSOs offices, lawyer office, at the beneficiary's home and other location (see figure 21).

Moreover, 26% of the legal activities are conducted at the offices of the CSOs, which might correspond with the awareness raising sessions for children and parents.

Figure 25: Location of legal services



## EDUCATION SERVICES FOR CHILDREN AND PARENTS

For the purpose of this report, the term “education services” refers to interventions and activities that aim at enhancing *the quality of educational preparedness, response and recovery, increase access to safe and relevant learning opportunities and ensure accountability in providing these services*<sup>9</sup>.

The categories, interventions, and the subsequent questions of the questionnaire of the education sector were defined following the field work and resources of the Education sector Working-Group, mainly based on established international standards for education in emergencies (INEE toolkit<sup>10</sup>) and its contextualization in the Palestinian context<sup>11</sup>. In addition, the inputs and feedback from the initial interviews with key actors working on education in East Jerusalem have been considered

## SUMMARY OF NGO/ CBO CAPACITIES TO PROVIDE EDUCATION SERVICES

Results show that 28 CSOs are providing education services in East Jerusalem. Based on the answers provided in the questionnaire, the CSOs with the greatest scale and reach are:

- Al Quds University Community Development Center
- Al Thoure Women Center
- Al-Bustan Association Silwan
- Burj Laq Laq Social center Society
- Palestinian Vision Organization

<sup>9</sup> INEE, Minimum Standards for Education: Preparedness, Response, Recovery.

<sup>10</sup> INEE (2010) INEE Minimum Standards Handbook. Available at: [http://toolkit.ineesite.org/inee\\_minimum\\_standards/handbooks](http://toolkit.ineesite.org/inee_minimum_standards/handbooks)

<sup>11</sup> OPT Education Cluster and INEE (2013) Occupied Palestinian Territory Minimum Standards for Education, Contextualized from the INEE Minimum Standards for Education: Preparedness, Response, Recovery.

- Sawa - All the Women Together
- Today and Tomorrow
- Spafford Children's Center
- Terre des Hommes Italy
- Young Women's Christian Association of Jerusalem.

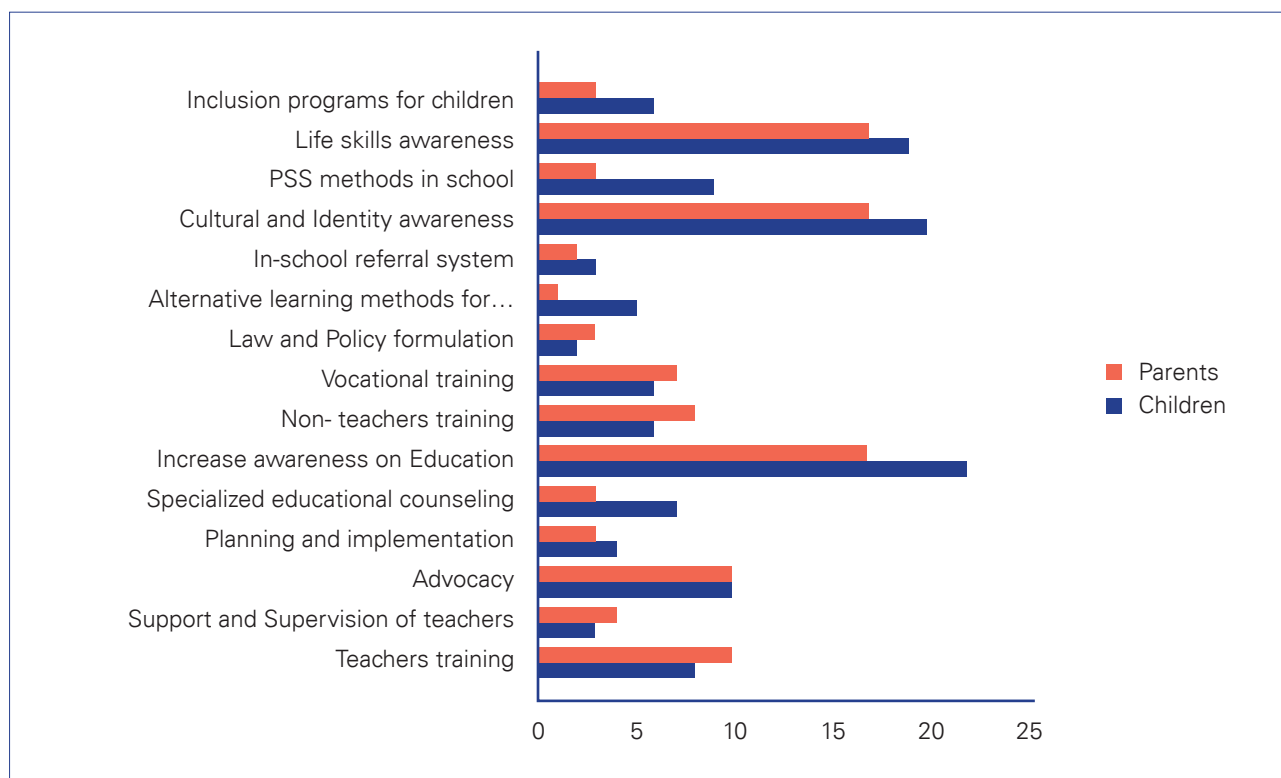
For additional details on their capacity, geographical coverage and beneficiaries reached, see Annex F.

## EDUCATION SERVICES

Twenty-eight (28) out of the 49 CSOs deliver education-related services for children and parents in East Jerusalem. The education-related categories selected for this survey were informed by the work and resources of the Education Sector Working Group. This includes the application of international standards for education in emergencies (INEE toolkit) in the local context. In addition, inputs and feedback from the initial interviews with key actors working on education in East Jerusalem were considered. awareness interventions are the main activities implemented in East Jerusalem (45% in for children and 48% for services targeting parents), focusing on the importance of the right to education for children, Palestinian cultural and identity and life skills awareness for protection in the context of schools. Moreover, advocacy on issues related to education including allegations of violence perpetrated by the Israeli Security Forces, classroom shortages and Israeli policies regarding the school curriculum remain important.

Results show that just 8% of services are addressing the inclusion of children that have been arrested and the implementation of alternative methods for children either under home arrest or after detention as part of the education-related interventions that address the inclusion for vulnerable groups.

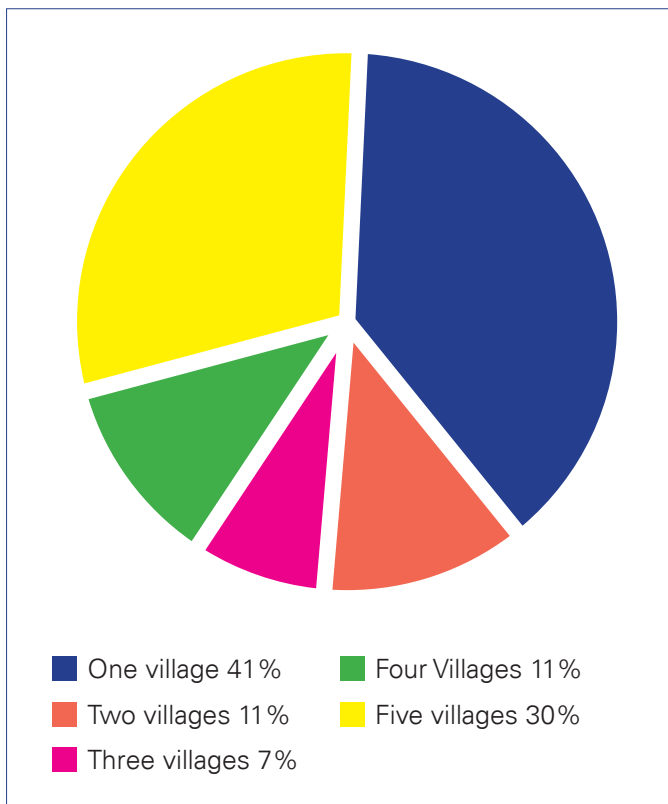
Figure 26: Education services for children and parents



## COVERAGE

Eight (8) out of the 28 CSOs deliver services in all the five geographical locations selected for this survey. Moreover, it is a group of mainly Palestinian NGOs. Eleven (11) out of the 29 CSOs cover only one geographical location and they are mostly CBOs from the same communities. There is a gap in Jabal al Mukkaber where there is no CBO from the village that focuses on education-related interventions.

Figure 27: Education services by geographical coverage



Results show that 25% of those organizations conduct interventions in the Old City of Jerusalem, 22% in Silwan, 20% in Issawiyeh, 17% in Shu'fat Refugee Camp and 16% in Jabal al Mukkaber.

## EDUCATION TRAININGS AND RESEARCH

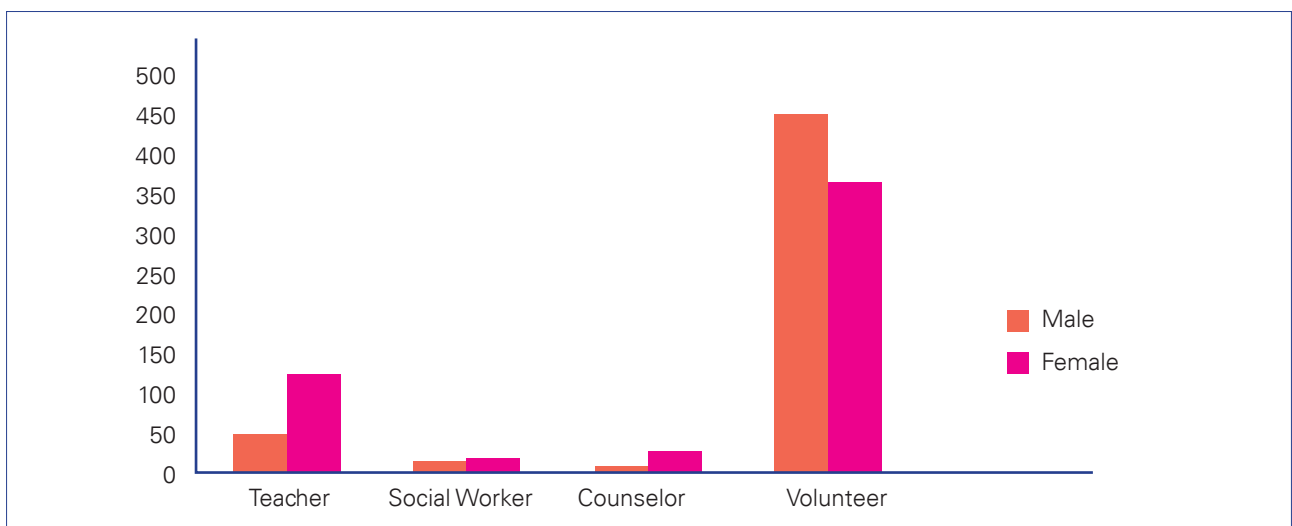
The most common topics for education-related trainings are positive discipline, vocational training, child protection, skills for youth and counselors, and inclusive education and methods.

Regarding research, not much has been shared by participating CSOs in this survey. Some well-known studies have been published on Israeli educational policies and practices, the lack of classrooms for Palestinian children in East Jerusalem, and the monitoring of attacks on schools and the protection of children in schools.

## STAFF CAPACITY

Four categories were identified for education-related services: teachers, counselors, social workers and volunteers. Other categories were reported by participating CSOs such as sport trainers and inclusive education experts, but at a very small scale. Out of the different staff categories, 77% of them are volunteers and 17% are teachers.

Figure 28: Staff capacity related to education services



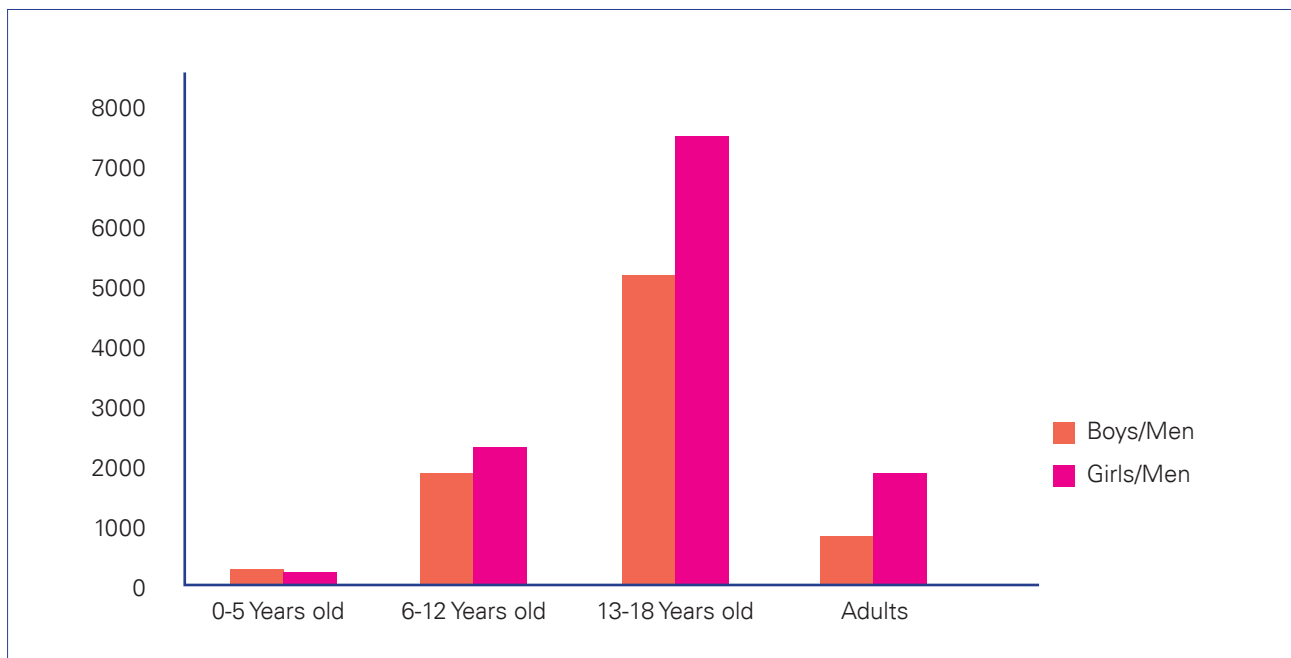
The overall gender balance is 50%-50%, but if we disaggregate volunteers and paid staff, we will see that among paid staff 70% are female, and among volunteers 45%. This is due to the fact that two out of three teachers are women and to the fact that volunteers are mostly men.

## EDUCATION BENEFICIARIES

More than 20,000 beneficiaries have been reached by participating CSOs in the last 18 months. Results show that 87% are children, 17,500 boys and girls, and 13% are adults, 2,700 women and men. Moreover, 60% are girls and women, and 40% are boys and men.

Regarding age groups, three out of four children are from the age group 13-18 years-old and are mostly girls. The reason behind these figures could be that this is the main gender and age group targeted for awareness sessions. Given the high number of this type of intervention, this age group is overrepresented.

Figure 29: Beneficiaries of education services



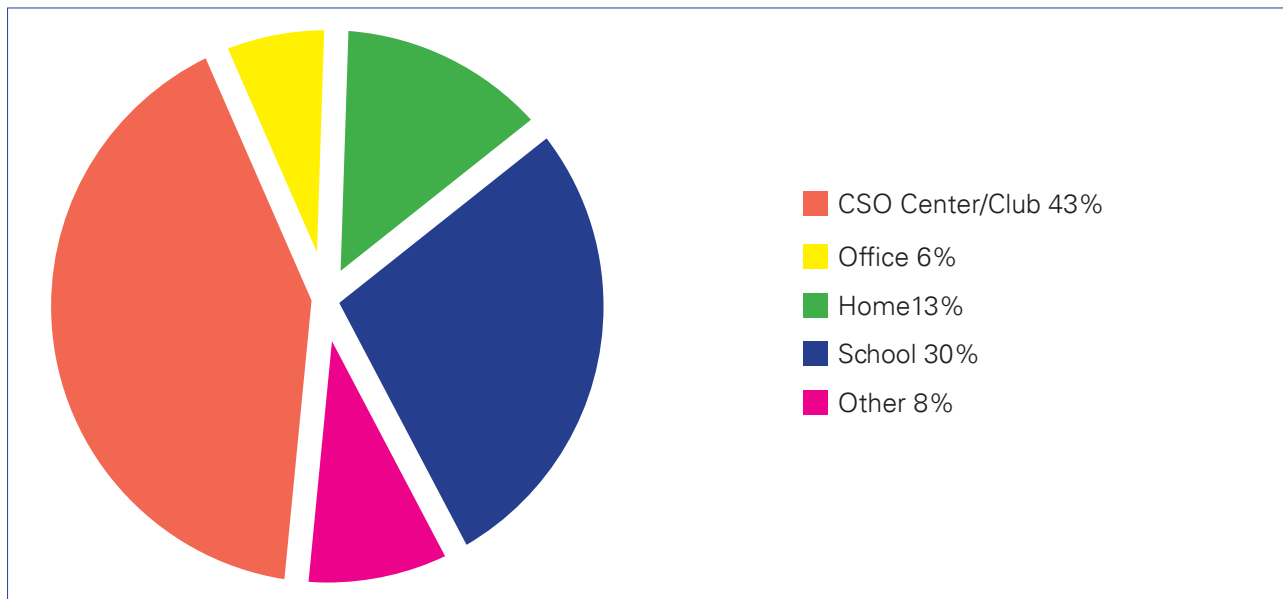
Regarding adults, almost three out of four beneficiaries are women, and it could be related to the fact that most of the interventions that target adults are focusing on raising awareness on education related issues, and that participants who attend awareness sessions are mostly women. This could be due to traditions, family roles, or/and the availability of parents to attend the sessions which often take place during working hours.

## LOCATION OF EDUCATION RELATED INTERVENTIONS

Results show that 43% of the education-related services are provided at the CSO center or club, and 30% at schools. As in the case of beneficiaries, this is in line with the most common type of interventions that are implemented.



Figure 30: Where are education services provided?

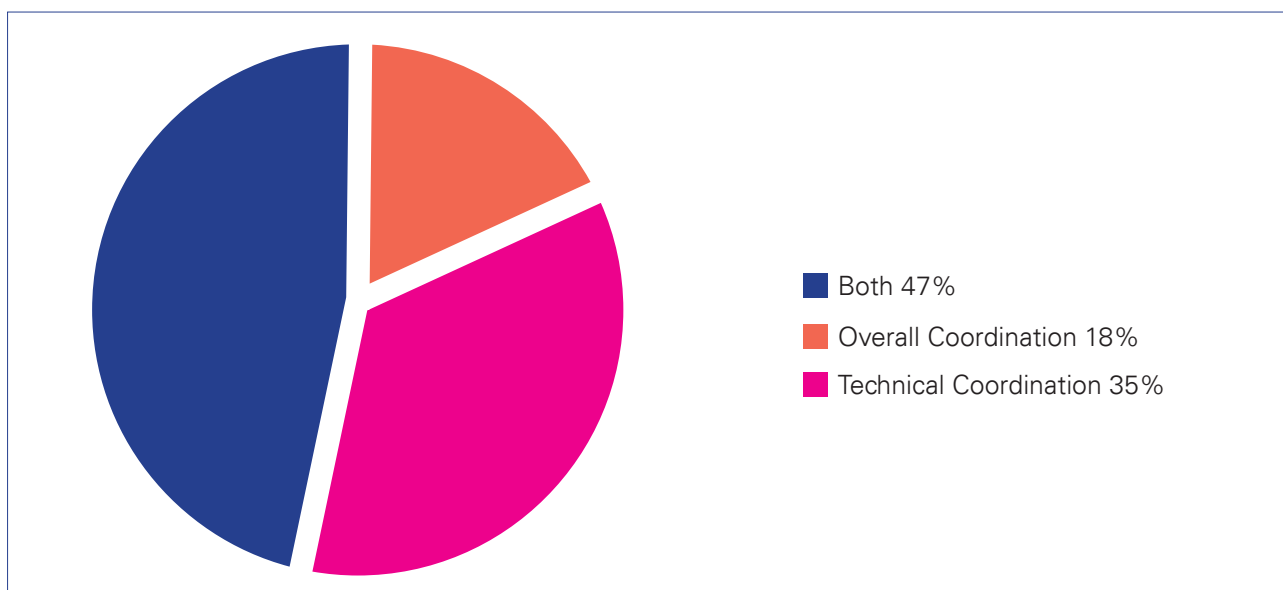


## COORDINATION AND PARTNERSHIPS

Almost all the Palestinian and Israeli associations and CBOs that participated in this survey are members of some kind of coalitions, with the exception of a few CBOs. Annex G offers a list of existing coalitions and networks of which CSOs are members.

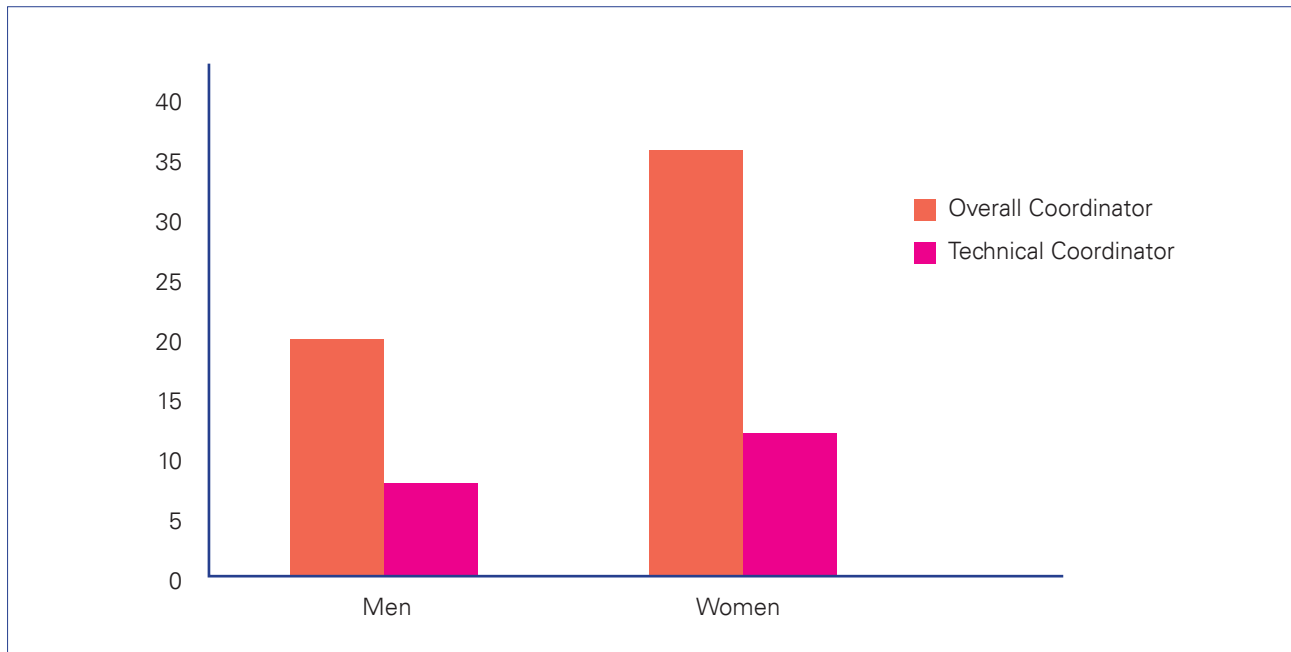
Results show that half of them perform coordination roles in addition to their membership to those coalitions and networks. Moreover, 47% perform overall and technical coordination roles and allocate working time from their staff to those functions. 35% of them perform only a technical coordination role while 18% are only involved in overall coordination.

Figure 31: Coordination roles



Results display that 76 staff from CSOs dedicate their working time, or at least a portion of it, to coordination tasks. From the 76 staff, two out of three are women and dedicate their working time to overall coordination of services delivered.

Figure 32: Staff involved in coordination activities



Results show that building partnerships is a well-established model of cooperation between civil society organisations themselves, as well as between them and donors, universities, networks, and the Palestinian Authority. Results indicate that there is a well-nourished variety of reasons for establishing partnerships.

Those mentioned varied from partnerships instrumental to obtain funding; partnerships between NGOs and CBOs to gain access to locations where it is difficult for organisations outside the community; partnerships to comply with donor instructions and grant-awarding rules; added-value partnerships between NGOs and CBOs as a response to needs of the community and in line with their strategies.

These partnerships can be short or long-term, established in the frame of a program or project, ad hoc to the political and security context, and formal or informal based on the commitment and considerations of the parties.

## OVERALL FINDING:

The mapping indicated that amongst the 49 participating organizations, most are active in the Old city. In terms of service provision, 38% of the organizations deliver MHPSS services, 27% deliver legal services and 35% deliver education services. The research component of organizations is limited and almost half of the organizations focus on providing just one type of protection services which does not necessarily match with the needs. It is estimated that 3,000 people work in the provision of protection services with the majority of them being volunteers (75%) and with an estimated 100,000 beneficiaries (75% of them children). Heavy reliance on volunteers also seems to impact programs. The mapping also confirms earlier finding in terms of age groups, with 39% of the beneficiaries aged 13-18 years old and the proportion of 0-5-year-old group negligible. Finally, most of the participating organizations are part of local coalition, international networks or coordination mechanism. The section below illustrate some of the main challenges and propose some recommendations on the way forward.

## Challenges

Based on the data and information provided by participating CSOs through the questionnaires, interviews, and discussions with the consultant, nine main challenges and obstacles have been identified. One of the challenges is the fact that several organizations do not have a proper child safeguarding approach when delivering their services. Results also indicated that the quality of interventions still need to be improved. Another key challenge relates to the need to improve referral mechanisms and the lack of a child protection case management system in East Jerusalem. The capacity of the organizations is also often weak. The results indicate that there is not much research being done on protection services and that the research conducted is utilized for advocacy purposes rather than strategic or programmatic purposes. Unequal distribution and coverage of services has also been highlighted as a key obstacle for organizations and children in East Jerusalem. The lack of cooperation as well as strong competition among several organizations; the strong donor-driven approach and the lack of a clear and agreed-upon strategy are all major obstacles for child protection and the efficient delivery of services to the most vulnerable children in East Jerusalem.

### 1. Weak child safeguarding approach

The fact that 80% of the participating organizations comply with the Palestinian and Israeli requirement of having a Code of Conduct for being registered as a civil society organisation does not mean that their standard regarding child safeguarding is in line with international standards and practices. Just a few organisations mentioned their membership in coalitions or networks dealing with child safeguarding, or conducting or receiving trainings targeting their staff and volunteers on this topic.

With 3,000 people providing services, 75% of them acting as volunteers in direct contact with children, it appears that not enough is being done to have a strong child safety approach when delivering services to children living in East Jerusalem.

Furthermore, due to the high rotation of volunteers within the organisations, it is a challenge to have a continuous support and supervision to safeguard children.

### 2. Improvable quality of interventions

Results from this survey indicate that prevention and promotion-oriented interventions have been predominant over the last 2 years in all the three categories of services mapped in this survey. It is unclear if that is due to a strategic view and a deliberate prioritization, or if it is the consequence of a more practical approach to support fewer resource intensive interventions that reach considerable higher number of beneficiaries or a combination of both.

Moreover, specialized and resource intensive interventions, such as legal assistance and Level 4 MHPSS interventions that need intensive dedication from specialized professionals like lawyers, psychiatrist and psychologists are getting more and more support and funding. Results showed that there is a significant pool of lawyers providing immediate legal assistance to children arrested and detained in East Jerusalem, yet it does not seem to be well coordinated or efficient. Improved coordination and definition on agreed standards and approaches across hot spot areas can lead to better results for the beneficiaries.

With regards to the education sector, results showed that just 8% of services are addressing the inclusion of children that have been arrested and the implementation of rehabilitative support for children either under home arrest or after detention. It is recommended to conduct a undertake further research to better understand CSO contribution to this work in the education sector.

### 3. Fragmented Informal referrals mechanisms

One of the main challenges mentioned in

this mapping exercise during the interviews is the need to improve referral mechanisms and the lack of a child protection case management system.

Cases that are detected after an incident at the community level are managed by CBOs, and, if needed or if the CBO does not have the capacity to deal with it, referred to MHPSS or legal services for specialized support. It is unclear how MHPSS Level 2, 3 and 4 interventions are guided by SOP or referral systems. Coordination between organisations for the provision of complementary services is done in an informal way and influenced by the lack of a formal case management system.

For legal services, each organisation follows their own procedures and manages their own databases. Results indicate that there is no meaningful coordination for the provision of services from lawyers, and that data and information on cases is not centralized with the risk of duplications and children falling through the cracks. Madaa in Silwan has recently developed a database with data gathering and communication tools. Addameer has its own database, as well as Defense for Children International, St Yves and other organizations.

The current practices of referral between services could be illustrated by the following example: Frontline CBOs that manage the arrest and detention of a child, or the demolition of a house, liaise with organisations providing MHPSS services and refer the child to them. No follow up is done by the CBO nor is feedback given to them by the MHPSS NGO. Therefore no comprehensive child protection or protection case management is conducted in the majority of the cases.

#### **4. Weak CSOs Capacity**

Civil society organisations are struggling to source funding and one direct consequence is the uncertain work force. Results indicated that there are capacity-building programs on several topics, yet it does not seem to be implemented in a sustainable way and has important gaps, such as MHPSS in-service trainings for MHPSS staff providing specialized services.

Furthermore, protection services rely mostly on volunteers for conducting prevention and promotion interventions. Given the situation in East Jerusalem regarding the lack of job opportunities for university graduates, volunteers are directing their efforts to the humanitarian/development sector in search for opportunities. Short-term commitments, limited availability, context-related limitations and unmet expectations are some of the elements that characterize the current voluntarism in East Jerusalem. Moreover, CSOs practices including provision of incentives to volunteers create competition among CSOs and volunteers.

#### **5. Lack of meaningful evidence-based studies and research**

Results indicate that there is limited research related to protection services and that the research being conducted is utilized for advocacy purposes rather than strategic or programmatic purposes. CSOs participating in this survey indicated that reports for donors are the main tool for sharing knowledge and experience. Thematic reports have been drafted by some organisations about children under arrest and detention, use of drugs, and youth empowerment. Moreover, thematic reports about humanitarian crisis included a chapter about the situation of children affected. Additional research is however needed on other relevant protection topics.

#### **6. Unequal coverage**

There is a clear challenge in terms of unequal coverage of East Jerusalem neighborhoods and villages. Results indicated that Jabal al Mukaber, Issawiyeh and Shu'fat Refugee Camp are locations that require more attention to cover the gaps related to the quality and coverage of relevant and important MHPSS, legal and education services. In the case of the first two villages, there is no community organisation with a significant level of activity, yet there are individuals with great recognition from the community for their commitment and efforts to conduct ad hoc activities.

Results indicate that interventions implemented in Jabal al Mukaber, Issawiyeh and Shu'fat Refugee Camp are mostly

remotely-managed and implemented by NGOs from outside of the community. Nevertheless, Shu'fat Refugee Camp have a Women's center and a Child Center which have strong linkages with the community. The quality gap in terms of services is particularly salient in Shu'fat Refugee Camp considering vulnerabilities in that camp.

### **7. Strong competition and weak cooperation**

Another relevant challenge is the lack of meaningful cooperation between organisations. The weak presence of Palestinian authority civil servants and services in East Jerusalem, the discrimination of Palestinians in the policies and practice, inequality of service provision and lack of infrastructure and the Israeli security forces policies and practices shape the context in East Jerusalem.

The deterioration of the situation of Palestinians living in East Jerusalem and the fragmentation of the society has also affected the capacity development of civil society organisations. In many instances this is shaped by competition, mistrust, fragmentation, humanitarian business-oriented relationships, and limited understanding of beneficiaries' priorities. In terms of partnerships between INGOs, NGOs and CBOs, the CBO, and mostly individuals in some villages, is utilized to reach beneficiaries in the communities and act as a facilitator for the NGO that has to conduct activities as per project and program logical framework. This is due to the several limitations like the de facto partnership architecture that has been put in place by donors in East Jerusalem, which forces NGOs to work with and award grants to CBO in order to build the capacity of the latter. It is also due to the limited specialized professional capacity of CBOs, and the limited capacity that NGOs have to reach beneficiaries in villages, neighborhoods or communities in East Jerusalem. This owes to the lack of field presence in those villages and neighborhoods, and the challenges to carry out outreach activities if the organisation is not well known in the location.

### **8. Strong donor-driven programmes**

Another relevant obstacle for the effective and efficient provision of services in East Jerusalem is the strong donor-driven approach in the implementation of programmes and projects. During the interviews, CSOs recognized that their strategic priorities do not necessarily match with the priorities of the donors and that their most needed interventions are not always funded, and adequate funding mechanisms are not put in place by donors through core funding of CSOs, leading to top-down prioritization of needs and resources.

### **9. Lack of strategy for East Jerusalem**

Results of this survey show that CSOs continue to work in East Jerusalem in a fragmented way. Results also show a concentration of services in the same locations, such as in the Old city, where the same MHPSS services are being provided by several organisations, while at the same time there is a need for other services that are not being provided. Results also indicated that the interventions are mostly based on short-term responses and available emergency funding and affected by the divide between humanitarian and development interventions.

Furthermore, competition over resources among CSOs is more common than cooperation, and meaningful coordination efforts for the provision of services in forgotten locations like Jabal Al Mukaber and Issawiyeh are always in demand. All of this is symptomatic of the lack of a common strategic view and understanding for the role that the CSOs have to play in East Jerusalem. At the same time, in this context, it is a challenge to develop and agree on some kind of strategic view or framework that guides and supports CSOs in the fragmented context of East Jerusalem.

# RECOMMENDATIONS

Based on the results of the mapping and inputs from key informants, this section provide some important recommendations in order to improve the performance of service providers in East Jerusalem and inform future interventions' strategies.

## **1) All CSOs should have a child safeguarding policy or code, including capacity-building, and control and supervision mechanisms**

There are good examples of CBOs that already have some kind of safety policy procedures and are members of international coalitions/networks addressing these issues, like War Child, Sawa and Bruj Al Laq Laq. This experience can be transferred to other CBO and supervision can be strengthened. Programmes and projects should support the organisational development of CSOs with workshops to develop these policies, and trainings and capacity-building activities aiming at equipping CSO staff and volunteers with the adequate tools.

In addition, the role of volunteers as an important link of the service provision chain needs more attention from CSO management. The promotion of clear policies and practices for volunteers and a unified effort to encourage community and professional voluntarism is needed. As in the case of the Child Safety Policy, the Code of Conduct of the CSO should be strengthened with a Volunteer Policy that frames the involvement of volunteers, and acts as a firewall of the negative impact and influence of the current situation explained above.

Furthermore, due to the high numbers of volunteers working in MHPSS activities, more supervision and in-service training is needed to deliver quality services.

## **2) Enhance the quality of services**

Following international standards, MHPSS services Level 2 and 3 should be supported. CBOs in the villages and neighborhoods should be supported to lead the implementation of Level 2 interventions for prevention and promotion of the importance of MHPSS well-being. Specialized NGOs should be leading on the implementation of Level 4 interventions based on their existing staff capacity. Nevertheless, supervision and in-service training should be strengthened based on a long-term program.

Legal assistance coverage is still weak. The lawyers working in East Jerusalem to support children arrested is inefficiently coordinated, and lawyers are spread among several organisations. The willingness of beneficiaries to access lawyers in the Government of Israeli Public Defenders Office is also low. The coordination between legal services providers includes formal coordination between organisations and informal coordination between lawyers. Coordination and efficiency for the benefit of beneficiaries could be strengthened by identifying a mechanism that centralizes and manages availability of lawyers, and by identifying data and information flow mechanisms to a single database. Data collection and management of information pertaining to legal cases also has room for improvement. Having a centralized database for children arrested with different user credentials for CSOs depending on their role, but with centralized information that everyone can utilize, could bring coherence, relevance and pertinence to the data and at the same time strengthen the reputation of CSOs and lawyers.

Education-related inclusion programmes

for children after arrest and detention, and alternative methods for children under home arrest and in prison need to extend their coverage to reach more children. In addition, cultural and identity programs to fight fragmentation and build ties between East Jerusalem villages and neighborhoods and between East Jerusalem and the West Bank should be mainstreamed in all locations.

### **3) Improve the existing informal referral practices, including better tools and mechanism, as well as improved coordination**

A further study of referral practices in East Jerusalem may identify a way forward so that the existing informal referral system can effectively improve with minor changes in the short-term and major contextualized changes for the long-term.

The Sub-cluster Child Protection Working Group can study how practices in East Jerusalem can benefit from improvements from the West Bank.

### **4) Promote and mainstream staff care policies to create a better supportive environment**

Overall, there is a need for more PSS support for staff and volunteers. Staff and volunteer care activities should be strengthened to create a better supportive environment, improve the protection of the staffs' well-being, as well as safety and security. Access to stress management and self-care should be provided or facilitated internally or externally.

### **5) Encourage and support evidence-based research**

Topics for research that could eventually improve the programmatic response could be:

- The impact of provision of quality legal assistance in the arrest and detention of children in East Jerusalem
- Voluntarism in East Jerusalem communities

### **6) Give priority to the locations where civil society is less organized and the need for protection services is high**

Within the geographical scope of this survey, results indicate that Jabal al Mukaber, Issawiyeh and Shu'fat Refugee Camp should be considered high priority locations. In these locations the need for better protection services is as high as in the Old City and Silwan, but the civil society is not as organized, and therefore requires more support. Current community-based organisations working in these three locations should be supported on the long-term.

Furthermore, as mentioned by some participants during the interviews, other forgotten Palestinian villages and neighborhoods in East Jerusalem like Sur Baher and Beit Safafa should be included in future mappings and programmes.

### **7) Promote and build partnerships between CSOs on the basis of shared responsibilities, accountability and mutual benefit**

In terms of modalities of implementation, an equal-partner approach between CSOs should be promoted, building on the existing initiatives between participating CSOs in this mapping. CSOs should replace the existing one-way partnership relationship with one that is based on shared responsibility, accountability and influence. All parties should meaningfully contribute, be heard, learn from and benefit mutually from a

longer-term integral relationship that brings better organisational and programming capacity.

Special consideration should be given to strengthen Jabal Al Mukaber's CSO way of working together. In the case of Issawiyeh, individuals who are active in the village and NGOs that are traditionally involved there should visualize the best way to establish a long-term action plan for the community (organizing a workshop could be a relevant proposal).

For the above mentioned quality gaps related to MHPSS referral, legal assistance, cultural and identity, inclusion programs and alternative methodology, specialized CSOs should work together in order to mainstream actions, procedures, information management and methods, in cooperation with community organisations in the five locations. The experience and network of CSOs in the Old City and Silwan can be a starting point for piloting and testing this approach.

Any program to be implemented in East Jerusalem should improve the current mechanism for follow up, M&E tools for properly measuring the impact of the interventions, and mechanisms that encourage a meaningful participation of the beneficiaries in all the phases, from the design to the evaluation of the intervention. Identifying a child protection focal point for each of the locations could ease coordination and facilitate the steering of the programme. It should be a staff from an organisation from the village/neighborhood, or an individual from the community under the framework of the programme.

### **8) Conduct a similar mapping exercise on an annual basis**

As it is being done in other countries and regions, it is recommended to conduct a similar mapping exercise of protection services on an annual or biannual basis. One added value of this mapping exercise will be to compare data and results on a regular basis in order to easily analyze changes on the ground, identify challenges and obstacles, and inform programmes and projects.

### **9) Enhance a strategic vision**

All programmes should create the conditions and encourage the development of a strategic framework for a multi-year period, outlining a clear and achievable view for the protection of children and their families living in East Jerusalem. CSOs should lead the development of a specific protection strategic plan that is community-centered and avoids the division between humanitarian and development, international and national action plans, and to transform the current donor-driven approach into a more long-term unified framework for protection of children and their families in East Jerusalem. Concrete steps to develop this strategic framework for East Jerusalem, and pilot action plans for each of the villages and neighborhoods mapped should be encouraged and supported. It should include flexible funding mechanisms that promote non-aid dependence, build up on relevant interventions and promote trusted and tested methodologies.



## POTENTIAL PARTNERSHIP SYNERGIES IN PROGRAMMATIC INTERVENTIONS BY GEOGRAPHICAL LOCATION

The above recommendation on partnership approach is applicable across all the locations and potential partnership synergies.

For additional details on coverage and capacity of CBOs, see Annexes.

**Jabal al Mukaber:** a recommended intervention approach in Jabal Al Mukaber is to strengthen the existing cooperation between community-based CSOs and individuals providing services for children and their families. This informal coalition includes Jabal Al Mukaber Club, Nuran Association, Shaba al Balad. Well-established NGOs active in the village in the area of MHPSS and Education can use existing mechanism to coordinate their activities with the CBOs. It will help to identify a focal point within those CBOs to act as the Child Protection focal point for that village.

The following programmatic interventions could be prioritized and supported: organizational development of the CSOs, capacity-building of their staff and volunteers on MHPSS and education-related methodologies and skills, and an increase in the scope and coverage of MHPSS Level 2 and 3 activities with the support of specialized NGOs.

For capacity-building on MHPSS, as mentioned before in the recommendations, existing informal partnerships could be enhanced based on a shared responsibility and accountability approach.

Regarding legal services in all locations, better coordination and effective allocation of lawyers could improve the quality and the impact. Special attention should be given to children under home arrest and alternative and inclusive education activities should be supported.

### **Issawiyeh**

In Issawiyeh, the best modality of intervention could be to strengthen the existing cooperation between community-based CSOs and individuals providing services for children and their families. This

informal coalition includes the Women's Association, One Hand Association, Issawiyeh Community Center and individuals from the community supporting NGOs active in the village/neighborhood. Strong support in terms of organizational development is needed to provide quality services through these CBOs. It could be useful to identify a focal point within the CBO to act as the child protection focal point for the village. The following interventions could be prioritized: enhance the scope and coverage of MHPSS activities with the support of specialized NGOs, build the capacity of volunteers and staff, and strengthen alternative and inclusive education activities for children arrested and detained (especially children attending municipal schools).

### **Shu'fat Refugee Camp**

For Shu'fat Refugee Camp there is the option to support the Child Center which is the main provider of services for children and their families. Existing synergies and partnerships between this CBO and specialized NGOs could be enhanced so as to increase the scope and quality of MHPSS and education-related interventions.

### **Silwan**

In Silwan there are three strong CBOs that are well established, are recognized by the population, and are providing services under multiple partnerships with NGOs. The three CBO are Wadi Hilweh Information Center (WHIC), Al Bustan Association, and At Thouri Women's center. All of them use a community-based approach and have their own strengths.

In terms of programmatic interventions, in addition to what has been recommended above, child-friendly spaces and the quality

of services provided in those spaces could be improved; children under home arrest is a priority given the high numbers of arrest and detention of children in Silwan. Synergies with Terre des Hommes Italy could be explored to address alternative care and inclusive education for children under home arrest.

For legal interventions, synergies and partnerships with other lawyers could be explored by building on the experience of WHIC legal assistance programme and by centralizing data of children under arrest in one database.

### **Old City**

As results indicated, the Old City is the location with the highest number of CSOs providing services. Multiple partnerships and coalitions of CSOs are already implementing programmes and projects for the protection of children. Strong and established CSOs that participated in this survey are Spafford, Saraya, Burj Al Laq Laq, the African Community, Al Quds Community Action Center, YMCA, and The Arab Counselling Center.

Potential partnerships could be created around each types of services-- MHPSS, legal, and education on the basis of an agreement between these organisations. Given the unique circumstances of the Old City, there is a need for more MHPSS and education activities to cover the identified needs; each of those CSOs has an added value based on their experience.

# ANNEXES

**Annex A** – Index of participating organizations

**Annex B** – List of Documents of Desk Review

**Annex C** – List of Survey Categories

**Annex D** – Table 5Ws MHPSS Services

**Annex E** – Table 5Ws Legal Services

**Annex F** – Table 5Ws Education Services

**Annex G** – List of Networks and Coalitions

**Annex H:** List of organizations per highest number of children reached with all types of services

**Annex I:** Old City- Service providers and Services provided

**Annex J:** Silwan- Service providers and Services provided

**Annex K:** Issawiyeh- Service providers and Services provided

**Annex L:** Jabal Al Mukaber- Service providers and Services provided

**Annex M:** Shu'fat Refugee Camp- Service providers and Services provided

## Index of participating organizations

Type CSO	CBO/NGO/UN	Contact person	Telephone number	Email
PNGO	Addameer	Sahar Francis, Diab	056 8033388, 0599295646	diab@addameer.ps
CBO	African Community in the Old City	Nasser Qous	054 5427857	african.1983@gmail.com
CBO	Al Bustan	Qutaiba Odeh, Amina Albdelhaq	052 4719119, 054 8176443	kutaybah.odeh@gmail.com
CBO	Al Quds University Community Action Center	Rawan Dijani	02 6273352	rawand@staff.alquds.edu
CBO	Al Quds University Community Development Center	Wafa Hassan Al Bukhari	02 6264435	cdc.alqudsuni@yahoo.com
CBO	Al Razi Association	Jameel Kamel El Dweik	02 2347593	alrazi2002@gmail.com
CBO	Al-Maqdese for Society Development	Anas Abdeen	02 2347077	info@al-maqdese.org, data@al-maqdese.org
CBO	At Thouri Women 's Center	Abeer Zayyad	054 2296604	abeerrizeq@gmail.com
Israel NGO	B'tselem	Yael Stein (Research Director)	050-7288475	ystein@btselem.org
CBO	Burj Laq Laq	Muntaser Dkeidek	054 683 0753	Muntaser@burjalluquq.org
INGO	CISP	Ada Caraffini	053 2204471	palestinecisp@cisp-ngo.org
CBO	Committee for Prisoners Families	Amjad Abu Asab	054 7770354	
INGO	COOPI		054 298 3305	hom.jerusalem@coopi.org
PNGO	DCI	Khaled Quzmar	059 9469383	khaled.quzmar@dcips.org
CBO	Federation of Sports Club	Ahmad Sarour	050 593 7109	Ahmad_srou3@yahoo.com
Israel NGO	Hamoked	Dalia Kerstein	054 8044471	daliak22@gmail.com
CBO	Issawiya Community Center	Rabab Issawi (Director)	050 2511371, 02-581-6235	

Type CSO	CBO/NGO/UN	Contact person	Telephone number	Email
CBO	Issawiya Hand on Hand	Youssef Abeid	053 7310215	
CBO	Issawiya Women's Centre	Dema Hamdan – Manager of Centre	052 8859789	drfit99@gmail.com
CBO	Jabal Al Mukaber Sports Club	Mohammad Nasser	052 7727666	Mukaber.club@gmail.com
CBO	Jerusalem Community Advocacy Network	Manar Nijim	02 6275760	hiba.s.87@gmail.com
PNGO	JLAC - Jerusalem center for democracy and human rights	Rami	052 5330395	Rsaleh@jlac.ps
INGO	MDM Spain			
CBO	Nuran Charitable Association	Jawad al-Bakri, Vice President	02-673-3664, 050 522 3858	info@nuranassociation.org
CBO	Old City Youth Association	Samir Amro – Manager of Association	02-626-2023	oldcityay1990@yahoo.com
PNGO	Pal Vision	Rami Naser Eddin - Executive Director	054 5541788	rami@palvision.ps
CBO	Shu'fat Refugee Camp Palestinian Child Centre	Khaled Al Sheikh- Manager of Center, Mirvat Alqam, Program Manager	054-809-9283, 0528790551	k0548099283@gmail.com; merv_court@yahoo.com
PNGO	Palestinian Counseling Center- PCC	Basil ishtayyeh - Public Relations Officer	054 7944951	basel@pcc-jer.org
INGO	Right To Play	Jamil Sawalma	0597 888 716	JSawalma@righttoplay.com
INGO	Right To Play	Jamil Sawalma	0597 888 716	development@sawa.ps
PNGO	Saraya Community Centre	Nidaa Dwaik (PR Officer)	02 6283374, 02 6260017, 052 296 4905	
PNGO	Sawa	Sanat Karkat	054 6324062, 02 241 8100, 02 532 4122, 059 8903343	development@sawa.ps
PNGO	Shafaq "Jerusalem Arts Network	Daoud Gaoul	052 5261013	daoud@jerusalemarts.net
CBO	Shu'fat Refugee Camp Women's Center -	Sondos Hamdan	058 7837337	sundos_k_hamdan@hotmail.com

Type CSO	CBO/NGO/UN	Contact person	Telephone number	Email
PNGO	Society of Saint Yves	Raed Alabi	02 6264663	raed@saintyves.org, info@saintyves.org
PNGO	TCC	Rifat Sabbah	059 9220621	tcc@teachercc.org
PNGO	TRC - Treatment and Rehabilitation Center for Victims of Torture		054 7317222	
UN	UNRWA	Julien Peissard	054 2168303	j.peissard@unrwa.org
INGO	War Child	Sahar Smoom		
CBO	Wadi Hilweh Information Center	Jawad Siam	054 6880302	jawadsiyam@gmail.com
PNGO	Women's Centre for Legal Aid and Counselling	Rania Sinjlawi	02 26281497, 054 8061126	raniasin@wclac.org
PNGO	Women's studies center	Sahar Omar, Sama awadah	02-2348848	admin@wsc-pal.org, sahar@wsc-pal.org
PNGO	YMCA	Ibtisam A'dee'leh	02 6277966, 02 2772713	ymcarp_jer@ej-ymca.org, iadileh@ej-ymca.org
PNGO	Youth Development department	Mazen Jabari	052 2292021	ydd_mazen@orienthouse.org
PNGO	YWCA	Sandrine	02 6277911	
PNGO	Jerusalem Center for Women		02 6568532/4	info@j-c-w.org
PNGO	PRCS	Dr. Fathi Fleifel	02 297 85 20, 02-2406515, 059 9251138	mhdirector@palestinercs.org
PNGO	Faisal Hussein Foundation	Abdel Qader Hussein (Director)	02 2342686, 056 9484848	info@fhfpal.org
Israel NGO	Ir Amim	Yudith	02 6222858	yudith@ir-amim.org.il
Israel NGO	ACRI	Nisreen Alyan	054 6622564	nisreen@acri.org.il
SHAFQA coalition	Yabous			

Type CSO	CBO/NGO/UN	Contact person	Telephone number	Email
SHAFQA coalition	Palestinian National Theater			
SHAFQA coalition	Madrasati Falasteen	Rami Mushasha		rmushasha@madrasati.org
SHAFQA coalition	Magnificat Center in the old City		02 6266609	magnificat@custodia.org
SHAFQA coalition	Edward Said Conservatory for Music			
SHAFQA coalition	Al Mamal		02 6283457	info@almamalfoundation.org
Israel NGO	Center for Advancement of Peace Initiatives			
PNGO	Spafford Children's Center	Ghada	052 8553779	
Israel NGO	The Public Committee Against Torture in Israel - PCATI	Samar Baidoun	02 6429825, 050 7775438	samar@stoptorture.org.il

## Annex B: List of Documents of Desk Review

ACRI (2017) East Jerusalem: Facts and Figures 2017, May 2017.

Al Meethaq Foundation for Human Rights (2015) Lost Childhood and Absence of the Law. Report on the arrests of children in Occupied Jerusalem

B'Tselem (2011) Discrimination in Planning, Building, and Land Expropriation. Available at: [http://www.btselem.org/jerusalem/discriminating\\_policy](http://www.btselem.org/jerusalem/discriminating_policy)

B'Tselem (2016) Reality check: Almost fifty years of occupation, 5 June 2016. Available at: [http://www.btselem.org/publications/201606\\_reality\\_check](http://www.btselem.org/publications/201606_reality_check)

Child Frontiers (2016) Review of the Child Protection System in the State of Palestine

Civic Council for Education in Jerusalem (2016) De-Palestinization of Education in Jerusalem: Curriculum challenges pose threat to Palestinian national identity.

Education Cluster (2012) Case Studies on Protecting the Right to Education: The Occupied Palestinian Territory and the Democratic Republic of Congo.

European Union Delegation in West Bank and Gaza (2017) East Jerusalem Programme Projects List, June 2017.

IASC Reference Group for Mental Health and Psychosocial Support in Emergency Settings (2012). Who is Where, When, doing What (4Ws) in Mental Health and Psychosocial Support: Manual with Activity Codes (field test-version). Geneva.

IASC Reference Group for Mental Health and Psychosocial Support in Emergency Settings (2016) 4Ws excel sheet template in English.

INEE (2010) INEE Minimum Standards Handbook. Available at: [http://toolkit.ineesite.org/inee\\_minimum\\_standards/handbooks](http://toolkit.ineesite.org/inee_minimum_standards/handbooks)

INEE (2014) Map on Minimum Standards, Preparedness, Response, Recovery.

INEE Working Group on Minimum Standards and Network Tools (2014) Mapping the Education Response to the Syrian Crisis, February 2014.

Inter-Agency Standing Committee (IASC) (2007). IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings. Geneva.

Jordan MHPSS WG (2016) Who is doing what, where and when (4Ws) in Mental Health Psychosocial Support in Jordan, 2015/2016 Interventions mapping exercise.

OCHA (2014) Continued settlement activity in East Jerusalem, September 2014, available at: <https://www.ochaopt.org/content/continued-settlement-activity-east-jerusalem>



OCHA (2014) East Jerusalem, Key Humanitarian Concerns, available at [https://www.ochaopt.org/documents/ocha\\_opt\\_Jerusalem\\_FactSheet\\_August2014\\_english.pdf](https://www.ochaopt.org/documents/ocha_opt_Jerusalem_FactSheet_August2014_english.pdf)

OCHA (2015) Movement obstacles in East Jerusalem disrupt access to services, despite recent easing, December 2015, available at: <http://www.ochaopt.org/content/movement-obstacles-east-jerusalem-disrupt-access-services-despite-recent-easing>

OCHA (2015) Rising tensions following settlement expansion in Palestinian neighbourhood of East Jerusalem, 14 October 2015, available at: <http://www.ochaopt.org/content/rising-tensions-following-settlement-expansion-palestinian-neighbourhood-east-jerusalem>

OPT Education Cluster and INEE (2013) Occupied Palestinian Territory Minimum Standards for Education, Contextualized from the INEE Minimum Standards for Education: Preparedness, Response, Recovery.

Palestinian Ministry of Social Development (2017) Jerusalem Governorate, list of Child Protection Network member.

UNICEF (2013) Children in Israeli Military Detention, February 2013, available at: [http://www.unicef.org/oPt/UNICEF\\_oPt\\_Children\\_in\\_Israeli\\_Military\\_Detention\\_Observations\\_and\\_Recommendations\\_-\\_6\\_March\\_2013.pdf](http://www.unicef.org/oPt/UNICEF_oPt_Children_in_Israeli_Military_Detention_Observations_and_Recommendations_-_6_March_2013.pdf)

UNICEF (2016) Safeguarding Children's Rights in East Jerusalem, State of Palestine, proposal submitted to the SDC, April 2017.

UNRWA (2015) Profile: Shu'fat Camp, Jerusalem governorate, March 2015, available at: [http://www.unrwa.org/sites/default/files/shufat\\_refugee\\_camp.pdf](http://www.unrwa.org/sites/default/files/shufat_refugee_camp.pdf)

War Child (2015) Needs Assessment- Psychosocial Needs of Women, Children and Persons with Disabilities in East Jerusalem by Alia Sha'ar, Early Childhood and Education Expert, December 2015.

WHO, Ministry of Health of Jordan, IMC, UNICEF, UNFPA (2013) Who is where, when, doing what (4Ws) in Mental Health, Psychosocial, Child Protection Gender-Based violence support in Jordan, Interventions mapping exercise February 2013.

YMCA (2014) Survey of the MHPSS Organisations in the WB, April 2014, available at <http://www.mhpss.org/en/reports>

## Annex C– List of Survey Categories

Categories	Category code	Interventions
MHPSS activities, sub-activities & corresponding codes		
Community-Focused	1	Age-friendly spaces
	2	Awareness sessions
	3	Life skills interventions (to improve coping)
	4	Other
Focused Psychosocial Support	7	Psychosocial First Aid
	8	Basic Individual Counselling
	9	Basic group counselling
	10	Peer Support
	11	Home arrest peer support
	12	Psychoeducation sessions
	13	Other
Clinical services	14	Advance counselling
	15	Individual Psychotherapy
	16	Group Psychotherapy
	17	Psychiatric care/medication
	18	Other
LEGAL activities, sub-activities & corresponding codes		
	1	Legal Assistance
	2	Monitoring arrest and detention
	3	Child Rights awareness
	4	Legal rights awareness
	5	Advocacy
	6	Other Legal activities

Categories	Category code	Interventions
EDUCATION activities, sub-activities & corresponding codes		
Equal access	1	increase awareness on education
	2	inclusion of children arrested and detained
	3	safe access to schools
	4	alternative learning frameworks for children arrested
	5	cultural/identity awareness
	6	Vocational training
protection and well-being	7	In-school referral system
	8	Specialized educational counselling
	9	PSS methods in schools
	10	Life skills awareness
training and professional development	11	Training of teachers
	12	Training of non-teachers
	13	Supervision and support for teachers and non-teachers
Education policy	14	Law and Policy formulation
	15	Planning and implementation
Advocacy	16	Israeli curriculum interference
	17	Israeli violence
	1	classroom shortage
	2	Other
COORDINATION activities, sub-activities & corresponding codes		
	1	Overall Coordination
	2	Technical Coordination

## Annex D: Table 5ws MHPSS Services

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
African Community Society	Age-friendly spaces Awareness sessions Other Mental Health and Psychosocial Support	Awareness raising sessions	Old City	4	4	56	0
Al Quds University Community Development Center	Individual Psychotherapy Group psychotherapy Psychiatric care/mediation Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Individual Psychotherapy Group psychotherapy Psychiatric care/mediation Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber Essawiya	4	724	3052	650
Al Thoure Women Center	Individual Psychotherapy Group psychotherapy Psychiatric care/mediation Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Advance counseling Individual Psychotherapy Group psychotherapy Psychiatric care/mediation Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Old City Silwan	47	30	907	400
Al-Bustan Association Silwan	Peer support Home arrest Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Silwan	0	60	720	60

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
Name of the CSO	with Children	with Parents	Locations	TOTAL staff	TOTAL volunteers	Total Children	Total Adults
Alquds Community Action Center	Awareness sessions Life skills interventions (to improve coping)	Awareness sessions Life skills interventions (to improve coping)	Old City Silwan	3	6	115	500
Burj Laq Laq Social center Society	Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Peer support Awareness sessions	Old City	4	150	8304	0
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Basic Individual Counselling Basic group Counselling Life skills interventions (to improve coping)	Basic Individual Counselling Basic group Counselling Life skills interventions (to improve coping)	Old City	1	0	172	9
East Jerusalem YMCA - Rehabilitation Program	Advance counseling Individual Psychotherapy Group psychotherapy Psychological First Aid Basic Individual Counselling Basic group Counselling Home arrest Peer support Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Advance counseling Individual Psychotherapy Group psychotherapy Psychological First Aid Basic Individual Counselling Basic group Counselling Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	6	2	10	0
Essawiya women's center		Awareness sessions Life skills interventions (to improve coping)	Essawiya	0	1	2	50
Jabal Al Mukabber Club	Other Mental Health and Psychosocial Support			0	0	0	0

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
Name of the CSO	with Children	with Parents	Locations	TOTAL staff	TOTAL volunteers	Total Children	Total Adults
Jerusalem Clubs Federation	Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping) Other Mental Health and Psychosocial Support	Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping) Other Mental Health and Psychosocial Support	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	0	0	0
Jerusalem Community Advocacy Network	Advance counseling Basic group Counselling Peer support Awareness sessions Life skills interventions (to improve coping)	Group psychotherapy Psychological First Aid Basic group Counselling Peer support Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	4	17	53	40
Madaa Creative Center / Wadi Hilweh Information Center	Psychological First Aid Basic Individual Counselling Basic group Counselling Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Basic Individual Counselling Basic group Counselling Peer support Awareness sessions	Silwan	11	25	1371	100
Medicos del Mundo Espana / Doctor's of the World Spain	Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping) Other Mental Health and Psychosocial Support	Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping) Other Mental Health and Psychosocial Support		4	0	779	405
Nuran charitable Association	Psychological First Aid Awareness sessions Other Mental Health and Psychosocial Support	Psychological First Aid Awareness sessions Other Mental Health and Psychosocial Support	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	55	0	2055	1500

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
Old City Youth Association	Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Peer support Awareness sessions Life skills interventions (to improve coping)	Old City	0	100	700	100
Palestinian Child Center	Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Age-friendly spaces Life skills interventions (to improve coping)	Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Awareness sessions	Shufat Refugee Camp	5	10	825	100
Right To Play	Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Awareness sessions	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	0	4102	207
Saraya Center for Community Services	Basic Individual Counselling Basic group Counselling Awareness sessions Life skills interventions (to improve coping)	Basic Individual Counselling Basic group Counselling Awareness sessions Life skills interventions (to improve coping)	Old City Jabal Al Mukaber	18	20	58	462
Sawa - All the Women Together, Today and Tomorrow	Advance counseling Individual Psychotherapy Group psychotherapy Psychological First Aid Basic Individual Counselling Basic group Counselling Psychoeducation sessions Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Advance counseling Individual Psychotherapy Group psychotherapy Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	21	20	6461	3500

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
Shufat Refugee camp Women's center	Psychological First Aid Basic Individual Counselling Basic group Counselling Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Psychological First Aid Basic Individual Counselling Basic group Counselling Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Shufat Refugee Camp	8	10	28	0
Spafford Children's Center	Advance counseling Individual Psychotherapy Group psychotherapy Basic Individual Counselling Basic group Counselling Age-friendly spaces Life skills interventions (to improve coping) Other Mental Health and Psychosocial Support	Advance counseling Individual Psychotherapy Group psychotherapy Psychiatric care/mediation Basic Individual Counselling Basic group Counselling Peer Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	5	7	466	120
Teacher Creativity Center	Basic Individual Counselling Basic group Counselling Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Basic Individual Counselling Basic group Counselling Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber	0	0	600	720
Terre des Hommes Italy	Peer support Psychoeducation sessions Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber	3	20	403	528
The Arab Counselling Center For Education	Advance counseling Individual Psychotherapy Group psychotherapy Psychiatric care/mediation Psychological First Aid Basic Individual Counselling Basic group Counselling Peer support Psychoeducation sessions Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Advance counseling Individual Psychotherapy Group psychotherapy Psychiatric care/mediation Psychological First Aid Basic Individual Counselling Basic group Counselling Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	16	40	18052	4542



WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
The United Nations Relief and Works Agency for Palestine Refugees in the Near East	Basic Individual Counselling Basic group Counselling Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Awareness sessions	Shufat Refugee Camp	2	0	2	0
War Child Holland	Awareness sessions Life skills interventions (to improve coping)		Old City Silwan	10	26	615	0
Issawiya development Association	Basic Individual Counselling Basic group Counselling Peer support Awareness sessions Life skills interventions (to improve coping)		Essawiya	15	30	375	75
Youth Development Department - Arab study society	Individual Psychotherapy Basic Individual Counselling Home arrest Peer support Awareness sessions Life skills interventions (to improve coping)	Basic Individual Counselling Basic group Counselling Peer support Home arrest Peer support Age-friendly spaces Awareness sessions Life skills interventions (to improve coping)	Old City Silwan Essawiya Shufat Refugee Camp			5000	1000
Women`s Studies Center	Individual Psychotherapy Group psychotherapy Psychoeducation sessions Awareness sessions Other Mental Health and Psychosocial Support	Individual Psychotherapy Group psychotherapy Awareness sessions Life skills interventions (to improve coping) Other Mental Health and Psychosocial Support	Old City Silwan Essawiya Shufat Refugee Camp	6	8		
Treatment and Rehabilitation Center for Victims of Torture	Advance counseling Individual Psychotherapy Group psychotherapy Psychological First Aid Basic Individual Counselling Basic group Counselling Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Advance counseling Individual Psychotherapy Group psychotherapy Psychological First Aid Basic Individual Counselling Basic group Counselling Psychoeducation sessions Awareness sessions Life skills interventions (to improve coping)	Silwan Essawiya Shufat Refugee Camp	8	20		

## Annex E– 5Ws Legal Services

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
Addameer Prisoner Support and Human Rights Association	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy Other legal services	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy Other legal services	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	5	0	35	113
Al Quds University Community Development Center	Legal assistance Other rights awareness Advocacy	Legal assistance Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya	1	0	10	0
Al Thoure Women Center	Legal assistance Child rights awareness Other rights awareness Advocacy	Legal assistance Child rights awareness Other rights awareness Advocacy	Old City Silwan	9	0	0	400
Al-Maqdese for Society Development	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy Other legal services	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy Other legal services	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	4	2	110	750
Al-Meethaq	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	5	0	100	100
Alquds Community Action Center	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	5	0	0	500

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
B'Tselem - The Israeli Information Center for Human Rights in the Occupied Territories	Monitoring and documentation of arrest and detention of children Child rights awareness Advocacy	Monitoring and documentation of arrest and detention of children Child rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	0	60	0
Center for Advancement of Peace Initiatives	Legal assistance Other rights awareness Advocacy	Legal assistance Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	2	6	0	0
Committee of families of prisoners in Jerusalem	Legal assistance	Legal assistance	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	10	2	757	1271
Defense for Children International - Palestine	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Advocacy	Monitoring and documentation of arrest and detention of children	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	1	0	90	0
HaMoked: Center for the Defence of the Individual	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	16	0	0	0
Jabal Al Mukabber Club		Other rights awareness	Jabal Al Mukaber	0	0	0	50

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
Jerusalem Community Advocacy Network	Legal assistance Child rights awareness Other rights awareness Advocacy	Legal assistance Child rights awareness Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	9	7	20	2000
Jerusalem Legal Aid and Human Rights Center	Legal assistance Child rights awareness Advocacy Other legal services	Legal assistance Child rights awareness Other rights awareness Advocacy Other legal services	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	9	0	0	0
Madaa Creative Center / Wadi Hilweh Information Center	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	2	0	1150	600
Right To Play	Child rights awareness	Child rights awareness	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	0	185	0
Sawa - All the Women Together, Today and Tomorrow	Legal assistance Child rights awareness Other rights awareness Advocacy	Legal assistance Child rights awareness Other rights awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	7	7	1	250
Shufat Refugee camp Women's center	Legal assistance Other rights awareness Advocacy	Legal assistance Other rights awareness Advocacy	Shufat Refugee Camp	0	0	0	0
Society of St. Yves	Legal assistance Child rights awareness Other rights awareness Advocacy Other legal services	Legal assistance Child rights awareness Other rights awareness Advocacy Other legal services	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	11	0	0	0
The Public Committee Against Torture in Israel	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy Other legal services	Legal assistance Monitoring and documentation of arrest and detention of children Child rights awareness Other rights awareness Advocacy	Old City	3	0	6	11
Issawiya development Association	Monitoring and documentation of arrest and detention of children Other rights awareness Other legal services		Essawiya	0	86	300	75

## Annex F – Table 5ws Education Services

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
Name of the CSO	with Children	with Parents	Locations	TOTAL staff	TOTAL volunteers	Total Children	Total Adults
African Community Society	Increase awareness on Education Cultural and Identity awareness	Increase awareness on Education Cultural and Identity awareness	Old City	0	4	54	0
Al Quds University Community Development Center	Increase awareness on Education Inclusion programs for children arrested and detained Cultural and Identity awareness PSS methods in school Life skills awareness	Increase awareness on Education Cultural and Identity awareness Life skills awareness	Old City Silwan Jabal Al Mukaber Essawiya	7	3	1000	40
Al Thoure Women Center	Increase awareness on Education Cultural and Identity awareness Specialized educational counseling PSS methods in school Life skills awareness	Increase awareness on Education Alternative learning methods for children arrested and detained Vocational training Life skills awareness Law and Policy formulation Planning and implementation Advocacy	Old City Silwan	26	27	600	350
Al-Bustan Association Silwan	Increase awareness on Education Cultural and Identity awareness PSS methods in school Life skills awareness Advocacy	Increase awareness on Education Cultural and Identity awareness Advocacy	Silwan	0	15	50	20
Al-Razi Cultural And Social Association (Al-Razi)	Increase awareness on Education Cultural and Identity awareness Life skills awareness Advocacy	Increase awareness on Education Cultural and Identity awareness Life skills awareness Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	370	6000	700
Burj Laq Laq Social center Society	Increase awareness on Education Inclusion programs for children arrested and detained Alternative learning methods for children arrested and detained Cultural and Identity awareness Life skills awareness Advocacy	Increase awareness on Education Cultural and Identity awareness Vocational training Life skills awareness Advocacy	Old City Silwan Essawiya	3	150	0	0
Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	Vocational training Life skills awareness	Vocational training	Old City	6	0	95	9

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
COOPI - Cooperazione Internazionale	Increase awareness on Education Vocational training Teachers training Non-teachers training	Increase awareness on Education Vocational training Teachers training Non-teachers training	Old City Shufat Refugee Camp	2	0	899	0
East Jerusalem YMCA - Rehabilitation Program	Increase awareness on Education Inclusion programs for children arrested and detained Alternative learning methods for children arrested and detained Vocational training Specialized educational counseling PSS methods in school Life skills awareness	Increase awareness on Education Inclusion programs for children arrested and detained Vocational training Specialized educational counseling PSS methods in school Life skills awareness Teachers training Non-teachers training	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	5	0	22	1
Essawiya development Association	Increase awareness on Education		Essawiya	0	0	0	0
Essawiya women's center		Cultural and Identity awareness Life skills awareness	Essawiya	0	1	0	50
Jerusalem Clubs Federation	Increase awareness on Education Inclusion programs for children arrested and detained Cultural and Identity awareness	Cultural and Identity awareness Non-teachers training		0	0	0	0
Madaa Creative Center / Wadi Hilweh Information Center	Increase awareness on Education Inclusion programs for children arrested and detained Cultural and Identity awareness Advocacy	Increase awareness on Education Inclusion programs for children arrested and detained Cultural and Identity awareness Life skills awareness Advocacy	Silwan	1	0	1310	100
Old City Youth Association	Cultural and Identity awareness	Cultural and Identity awareness	Old City	0	100	200	100
One hand Association	Cultural and Identity awareness	Cultural and Identity awareness	Essawiya	0	5	100	200

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
Palestinian Child Center	Increase awareness on Education Alternative learning methods for children arrested and detained Cultural and Identity awareness Life skills awareness	Increase awareness on Education Cultural and Identity awareness	Shufat Refugee Camp	2	20	400	100
Palestinian Vision Organization	Increase awareness on Education Cultural and Identity awareness Vocational training Life skills awareness Planning and implementation Advocacy	Cultural and Identity awareness Life skills awareness Teachers training -teachers training Planning and implementation Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	0	4090	650
Right To Play	Life skills awareness	Life skills awareness Teachers training Non-teachers training Support and Supervision of teachers and non-teachers	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	0	0	0
Saraya Center for Community Services	Increase awareness on Education Cultural and Identity awareness Vocational training Life skills awareness Teachers training	Increase awareness on Education Vocational training Life skills awareness Teachers training	Old City Jabal Al Mukaber	1	20	112	0
Sawa - All the Women Together, Today and Tomorrow	Increase awareness on Education Safe access to schools Alternative learning methods for children arrested and detained Cultural and Identity awareness In-school referral system Specialized educational counseling PSS methods in school Life skills awareness Teachers training Non-teachers training Support and Supervision of teachers and non-teachers Planning and implementation Advocacy	Increase awareness on Education In-school referral system Specialized educational counseling Life skills awareness Teachers training -teachers training Support and Supervision of teachers and non-teachers	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	95	8	0	0

WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
Shafaq Jerusalem Arts Network	Cultural and Identity awareness Law and Policy formulation Advocacy	Cultural and Identity awareness Law and Policy formulation Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	0	0	0	0
Shufat Refugee camp Women's center	Increase awareness on Education Cultural and Identity awareness Life skills awareness	Increase awareness on Education Cultural and Identity awareness Life skills awareness	Shufat Refugee Camp	0	0	0	0
Spafford Children's Center	Increase awareness on Education Cultural and Identity awareness PSS methods in school Life skills awareness Teachers training Non-teachers training Planning and implementation Other education services	Increase awareness on Education Cultural and Identity awareness Life skills awareness Teachers training Advocacy	Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	14	3	447	120
Teacher Creativity Center	Increase awareness on Education Specialized educational counseling PSS methods in school Life skills awareness Teachers training	Increase awareness on Education PSS methods in school Life skills awareness Teachers training	Old City Silwan Jabal Al Mukaber	0	0	0	0
Terre des Hommes Italy	Increase awareness on Education Inclusion programs for children arrested and detained Alternative learning methods for children arrested and detained Cultural and Identity awareness In-school referral system Specialized educational counseling PSS methods in school Life skills awareness Teachers training Non-teachers training Support and Supervision of teachers and non-teachers Law and Policy formulation Planning and implementation Advocacy Other education services	Increase awareness on Education Inclusion programs for children arrested and detained Cultural and Identity awareness الوعي حول الثقافة والهوية PSS methods in school Life skills awareness Teachers training Non-teachers training Support and Supervision of teachers and non-teachers Law and Policy formulation Planning and implementation Advocacy	البلدة القديمة Old City Silwan Jabal Al Mukaber Essawiya Shufat Refugee Camp	12	40	2029	173



WHO	WHAT		WHERE	CSO CAPACITY		ESTIMATED BENEFICIARIES	
	Name of the CSO	with Children		with Parents	Locations	TOTAL staff	TOTAL volunteers
The Arab Counselling Center For Education	Increase awareness on Education Cultural and Identity awareness Specialized educational counseling PSS methods in school Life skills awareness Teachers training Non-teachers training Support and Supervision of teachers and non-teachers	In-school referral system Specialized educational counseling Life skills awareness Teachers training Non-teachers training Support and Supervision of teachers and non-teachers	Old City Silwan Jabal Al Mukaber Essawiya	1	0	0	0
The United Nations Relief and Works Agency for Palestine Refugees in the Near East	Increase awareness on Education Safe access to schools Vocational training In-school referral system Specialized educational counseling Life skills awareness Teachers training Non-teachers training Advocacy		Shufat Refugee Camp	58	0	0	0
Young Women's Christian Association of Jerusalem	Increase awareness on Education Cultural and Identity awareness Life skills awareness Advocacy	Increase awareness on Education Cultural and Identity awareness Vocational training Life skills awareness Advocacy	Old City Silwan Essawiya Shufat Refugee Camp	9	54	60	55

## Annex G- List of Networks and Coalitions

### List of Coalitions

AIDA	National Emergency Task Force
Anna Lindh Foundation	National Observatory for Gender-Based Violence
Cairo Institute	National Steering Committee of the Vocational Counseling and Guidance
(Catholic Coordinating Aid Organizations (CCAO	Palestinian Coalition for Education for All
Center for democracy and development society	Palestinian Federation of clubs
Civic Coalition Jerusalem	Palestinian Women Forum Combating Violence Against Women
Coalition Against Torture	Parents union
Coalition Resolution 1325	Peace NGO forum
Committees of families of prisoners	PHROC
CPWG	PNGO
Education Cluster	Protection Cluster
EMHRN	Psychosocial Working Group of ACT Alliance
Higher Council for the Affairs of Persons with Disability	Sawa Sawa Network
(International Community Action Network (ICAN, Canada	Shufat Refugee Camp Committee
Jerusalem women parliament	Silwan coalition
Jerusalemite Women's Coalition	Sports club union
Legal Task Force	.Tawasol, jerusalem women coalition with Governor of Jerusalem
MHPSS Sub Groups	TVET
MoSD Child Protection Network East Jerusalem	Union of Charitable Associations
National Committee to Support Women in the Workforce	Youth Network

## Annex H: List of organizations per highest number of children reached with three types of services

No.	WHO	BENEFICIARIES		BENEFICIARIES		BENEFICIARIES		TOTALS	
		Total Children	Total Adults	Total Children	Total Adults	Total Children	Total Adults	Children	Adults
1	The Arab Counselling Center For Education	0	0	18052	4542	0	0	18052	4542
2	Burj Laq Laq Social center Society	0	0	8304	0	0	0	8304	0
3	Sawa - All the Women Together, Today and Tomorrow	0	0	6461	3500	2	250	6463	3750
4	Al-Razi Cultural And Social Association (Al-Razi)	6000	700	0	0	0	0	6000	700
5	Youth Development Department - Arab study society	0	0	5000	1000	35	113	5035	1113
6	Right To Play	0	0	4102	207	185	0	4287	207
7	Palestinian Vision Organization	4090	650	0	0	0	0	4090	650
8	Al Quds University Community Development Center	1000	40	3052	650	10	0	4062	690
9	Madaa Creative Center / Wadi Hilweh Information Center	1310	100	1371	100	1150	600	3831	800
10	Terre des Hommes Italy	2029	173	403	528	0	0	2432	701
11	Nuran charitable Association			2055	1500	0	0	2055	1500
12	Al Thoure Women Center	600	350	907	400	0	400	1507	1150
13	Palestinian Child Center	400	100	825	100	0	0	1225	200
14	Spafford Children's Center	447	120	466	120	0	0	913	240
15	Old City Youth Association	200	100	700	100	0	0	900	200
16	COOPI - Cooperazione Internazionale	899	0	0	0	0	0	899	0
17	Medicos del Mundo Espana / Doctor's of the World Spain	0	0	779	405	0	0	779	405
18	Al-Bustan Association Silwan	50	20	720	60	0	0	770	80
19	Committee of families of prisoners in Jerusalem		0	0	0	757	1271	757	1271

No.	WHO Name of the CSO	BENEFICIARIES		BENEFICIARIES		BENEFICIARIES		TOTALS	
		Total Children	Total Adults	Total Children	Total Adults	Total Children	Total Adults	Children	Adults
20	Essawiya development Association	0	0	375	75	300	75	675	150
21	War Child Holland	0	0	615	0	0	0	615	0
22	Teacher Creativity Center	0	0	600	720	0	0	600	720
23	Comitato Internazionale per lo Sviluppo dei Popoli (CISP)	95	9	172	9	0	0	267	18
24	Saraya Center for Community Services	112	0	58	462	0	0	170	462
25	Al Quds Community Action Center	0	0	115	500	0	500	115	1000
26	African Community Society	54	0	56	0	0	0	110	0
27	Al-Maqdese for Society Development	0	0	0	0	110	750	110	750
28	One hand Association	100	200			0	0	100	200
29	Al-Meethaq	0	0	0	0	100	100	100	100
30	Defense for Children International - Palestine		0	0	0	90	0	90	0
31	Jerusalem Community Advocacy Network	0	0	53	40	20	2000	73	2040
32	Young Women's Christian Association of Jerusalem	60	55	0	0	0	0	60	55
33	B'Tselem - The Israeli Information Center for Human Rights in the Occupied Territories	0	0	0	0	60	0	60	0
34	East Jerusalem YMCA - Rehabilitation Program	22	1	10	0	0		32	1
35	Shufat Refugee camp Women's center	0	0	28	0	0	0	28	0
36	Treatment and Rehabilitation Center for Victims of Torture	0	0	0	0	6	11	6	11
37	Essawiya women's center	0	50	2	50	0	0	2	100
38	The United Nations Relief and Works Agency for Palestine Refugees in the Near East	0	0	2	0	0	0	2	0



## Annex I: Old City- Service providers and Services provided

OLD CITY	No	NGO/CBO/CSO	Services provided		
	1	Addameer Prisoner and Human Rights Association		Legal	
	2	African Community Society	Education		MHPSS
	3	AlQuds University Community Development Center	Education	Legal	MHPSS
	4	Al Thoure Women Center	Education	Legal	MHPSS
	5	Al- Maqdese for Society Development		Legal	
	6	Al-Meethaq		Legal	
	7	Alquds Community Action Center		Legal	MHPSS
	8	Al- Razi Cultural And Social Association	Education		
	9	B' Tselem – The Isreli Information Center for Human Rights in the Occupid Territories		Legal	
	10	Burj Laq Laq Social center Society	Education		MHPSS
	11	Center for Advancement of Peace Initiatives		Legal	
	12	Comitato Internazionale per lo Sviluppo Popoli (CISP)			MHPSS
	13	Committee of families of prisoners in Jerusalem		Legal	
	14	COOPI- Cooperazione Internazionale	Education		
	15	Defense for Children International – Palestine		Legal	
	16	East Jerusalem YMCA – Rehabilitation Program	Education		MHPSS
	17	HaMoked: Center for the Defence of the Individual		Legal	
	18	Internazionale per lo Sviluppo dei Popoli (CISP)	Education		
	19	Jerusalem Clubs Federation			MHPSS
	20	Jerusalem Community Advocacy Network		Legal	MHPSS
	21	Jerusalem Legal Aid and Human Rights Center		Legal	
	22	Madaa Creative Center / Wadi Hilweh Information Center		Legal	
	23	Nuran Charitable Association			MHPSS
	24	Old City Youth Association	Education		MHPSS
	25	Palestinian Vision Organization	Education		
	26	Right To Play	Education	Legal	MHPSS
	27	Saraya Center for Community Services	Education		MHPSS
	28	Sawa- All the Woman Together, Today and Tomorrow	Education	Legal	MHPSS
	29	Shafaq Jerusalem Arts Network	Education		
	30	Society of St. Yves		Legal	
	31	Spafford Children's Center	Education		MHPSS
	32	Teacher Creativity Center	Education		MHPSS
	33	Terre des Hommes Italy	Education		MHPSS
	34	The Arab Counselling Center for Education	Education		MHPSS
	35	The Public Committee Against Torture in Israel		Legal	
	36	War Child Holland			MHPSS
	37	Women's Studies Center			MHPSS
	38	Young Women's Christian Association of Jerusalem	Education		
39	Youth Development Department – Arab study society			MHPSS	
	<b>TOTALS</b>		<b>19</b>	<b>18</b>	<b>21</b>

## Annex J: Silwan- Service providers and Services provided

SILWAN	No	NGO/CBO/CSO	Services provided		
	1	Addameer Prisoner and Human Rights Association		Legal	
	2	African Community Society	Education	Legal	MHPSS
	3	AlQuds University Community Development Center	Education	Legal	MHPSS
	4	Al Thoure Women Center	Education		MHPSS
	5	Al- Maqdese for Society Development		Legal	
	6	Al-Meethaq		Legal	
	7	Alquds Community Action Center		Legal	MHPSS
	8	Al- Razi Cultural And Social Association	Education		
	9	B' Tselem – The Isreli Information Center for Human Rights in the Occupid Territories		Legal	
	10	Burj Laq Laq Social center Society	Education		
	11	Center for Advancement of Peace Initiatives		Legal	
	12	Comitato Internazionale per lo Sviluppo Popoli (CISP)		Legal	
	13	Committee of families of prisoners in Jerusalem		Legal	
	14	COOPI- Cooperazione Internazionale	Education		MHPSS
	15	Defense for Children International – Palestine		Legal	
	16	East Jerusalem YMCA – Rehabilitation Program			MHPSS
	17	HaMoked: Center for the Defence of the Individual		Legal	MHPSS
	18	Internazionale per lo Sviluppo dei Popoli (CISP)		Legal	
	19	Jerusalem Clubs Federation	Education	Legal	MHPSS
	20	Jerusalem Community Advocacy Network			MHPSS
	21	Jerusalem Legal Aid and Human Rights Center	Education		
	22	Madaa Creative Center / Wadi Hilweh Information Center	Education	Legal	MHPSS
	23	Nuran Charitable Association	Education	Legal	MHPSS
	24	Old City Youth Association	Education		
	25	Palestinian Vision Organization		Legal	
	26	Right To Play	Education		MHPSS
	27	Saraya Center for Community Services	Education		MHPSS
	28	Sawa- All the Woman Together, Today and Tomorrow	Education		MHPSS
	29	Shafaq Jerusalem Arts Network	Education		MHPSS
	30	Society of St. Yves			MHPSS
	31	Spafford Children's Center			MHPSS
	32	Teacher Creativity Center			MHPSS
	33	Terre des Hommes Italy	Education		
34	The Arab Counselling Center for Education	Education		MHPSS	
	<b>TOTALS</b>		<b>16</b>	<b>17</b>	<b>19</b>

## Annex K: Issawiyeh- Service providers and Services provided

ISSAWIYEH	No	NGO/CBO/CSO	Services provided		
	1	Addameer Prisoner and Human Rights Association		Legal	
	2	African Community Society	Education	Legal	MHPSS
	3	AlQuds University Community Development Center		Legal	
	4	Al Thoure Women Center		Legal	
	5	Al- Maqdese for Society Development		Legal	
	6	Al-Meethaq	Education		
	7	Alquds Community Action Center		Legal	
	8	Al- Razi Cultural And Social Association	Education		
	9	B' Tselem – The Isreli Information Center for Human Rights in the Occupid Territories		Legal	
	10	Burj Laq Laq Social center Society		Legal	
	11	Center for Advancement of Peace Initiatives		Legal	
	12	Comitato IN ternazionale per lo Sviluppo Popoli (CISP)	Education		MHPSS
	13	Committee of families of prisoners in Jerusalem	Education	Legal	MHPSS
	14	COOPI- Cooperazione Internazionale	Education		MHPSS
	15	Defense for Children International – Palestine		Legal	
	16	East Jerusalem YMCA – Rehabilitation Program			MHPSS
	17	HaMoked: Center for the Defence of the Individual		Legal	MHPSS
	18	Internazionale per lo Sviluppo dei Popoli (CISP)		Legal	
	19	Jerusalem Clubs Federation		Legal	
	20	Jerusalem Community Advocacy Network			MHPSS
	21	Jerusalem Legal Aid and Human Rights Center	Education		
	22	Madaa Creative Center / Wadi Hilweh Information Center	Education		
	23	Nuran Charitable Association	Education	Legal	MHPSS
	24	Old City Youth Association	Education	Legal	MHPSS
	25	Palestinian Vision Organization	Education		
	26	Right To Play		Legal	
	27	Saraya Center for Community Services	Education		MHPSS
	28	Sawa- All the Woman Together, Today and Tomorrow	Education		
	29	Shafaq Jerusalem Arts Network			MHPSS
	30	Society of St.Yves			MHPSS
	31	Spafford Children's Center			MHPSS
	32	Teacher Creativity Center	Education		
	33	Terre des Hommes Italy			MHPSS
	<b>TOTALS</b>		<b>14</b>	<b>17</b>	<b>14</b>



## Annex L: Jabal Al Mukaber- Service providers and Services provided

JABAL AL MUKABER	No	NGO/CBO/CSO	Services provided		
	1	Addameer Prisoner and Human Rights Association		Legal	
	2	African Community Society	Education	Legal	MHPSS
	3	AlQuds University Community Development Center		Legal	
	4	Al Thoure Women Center		Legal	
	5	Al- Maqdese for Society Development		Legal	
	6	Al-Meethaq	Education		
	7	Alquds Community Action Center		Legal	
	8	Al- Razi Cultural And Social Association		Legal	
	9	B' Tselem – The Isreli Information Center for Human Rights in the Occupid Territories		Legal	
	10	Burj Laq Laq Social center Society		Legal	
	11	Center for Advancement of Peace Initiatives	Education		MHPSS
	12	Comitato Internazionale per lo Sviluppo Popoli (CISP)		Legal	
	13	Committee of families of prisoners in Jerusalem		Legal	MHPSS
	14	COOPI- Cooperazione Internazionale			MHPSS
	15	Defense for Children International – Palestine		Legal	MHPSS
	16	East Jerusalem YMCA – Rehabilitation Program		Legal	
	17	HaMoked: Center for the Defence of the Individual		Legal	
	18	Internazionale per lo Sviluppo dei Popoli (CISP)			MHPSS
	19	Jerusalem Clubs Federation	Education		
	20	Jerusalem Community Advocacy Network	Education	Legal	MHPSS
	21	Jerusalem Legal Aid and Human Rights Center	Education		MHPSS
	22	Madaa Creative Center / Wadi Hilweh Information Center	Education	Legal	MHPSS
	23	Nuran Charitable Association	Education		
	24	Old City Youth Association		Legal	
	25	Palestinian Vision Organization	Education		MHPSS
	26	Right To Play	Education		MHPSS
	27	Saraya Center for Community Services	Education		MHPSS
	28	Sawa- All the Woman Together, Today and Tomorrow	Education		MHPSS
	<b>TOTALS</b>		<b>12</b>	<b>17</b>	<b>13</b>

## Annex M: Shu'fat Refugee Camp- Service providers and Services provided

SHUFAT REFUGEE CAMP	No	NGO/CBO/CSO	Services provided		
	1	Addameer Prisoner and Human Rights Association		Legal	
	2	African Community Society		Legal	
	3	AlQuds University Community Development Center		Legal	
	4	Al Thoure Women Center		Legal	
	5	Al- Maqdese for Society Development	Education		
	6	Al-Meethaq		Legal	
	7	Alquds Community Action Center		Legal	
	8	Al- Razi Cultural And Social Association			
	9	B' Tselem – The Israeli Information Center for Human Rights in the Occupied Territories	Education		
	10	Burj Laq Laq Social center Society		Legal	
	11	Center for Advancement of Peace Initiatives	Education		MHPSS
	12	Comitato Internazionale per lo Sviluppo Popoli (CISP)		Legal	
	13	Committee of families of prisoners in Jerusalem			MHPSS
	14	COOPI- Cooperazione Internazionale		Legal	MHPSS
	15	Defense for Children International – Palestine		Legal	
	16	East Jerusalem YMCA – Rehabilitation Program		Legal	
	17	HaMoked: Center for the Defence of the Individual			MHPSS
	18	Internazionale per lo Sviluppo dei Popoli (CISP)	Education		MHPSS
	19	Jerusalem Clubs Federation	Education		
	20	Jerusalem Community Advocacy Network	Education	Legal	MHPSS
	21	Jerusalem Legal Aid and Human Rights Center	Education	Legal	MHPSS
	22	Madaa Creative Center / Wadi Hilweh Information Center	Education		
	23	Nuran Charitable Association	Education	Legal	MHPSS
	24	Old City Youth Association		Legal	
	25	Palestinian Vision Organization	Education		MHPSS
	26	Right To Play	Education		
	27	Saraya Center for Community Services			MHPSS
	28	Sawa- All the Woman Together, Today and Tomorrow	Education		MHPSS
	29	Shafaq Jerusalem Arts Network			MHPSS
	30	Society of St.Yves			MHPSS
	31	Spafford Children's Center	Education		
32	Teacher Creativity Center			MHPSS	
	<b>TOTALS</b>		<b>13</b>	<b>16</b>	<b>14</b>





Child Protection Working Group  
West Bank

# **SAFEGUARDING CHILDREN'S RIGHTS IN EAST JERUSALEM CHILD PROTECTION WORKING GROUP, SUB-CLUSTER , WEST BANK**

**MAPPING OF ORGANIZATIONS PROVIDING  
PROTECTION SERVICES TO VULNERABLE CHILDREN,  
(ESPECIALLY THOSE IN CONFLICT WITH THE LAW, IN  
(EAST JERUSALEM**

February 2018