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Annual Report 2013



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General Director's Message



Dear Partners and Friends,

In your hands is CEOSS' annual report outlining our 2013 achievements, targeted communities, and our services which we provided to over three million Egyptian citizens, regardless of religion, sex, or belief, through a large number of activities and programs.

Despite the many challenges Egypt, as well as civil society, including CEOSS, faced during this period, we were able to achieve a large portion of our work plan. We also played an important role in public life by organizing numerous events about the "Constitution of the Revolution", which were attended by many intellectuals, farmers, and persons with disabilities. Successful recommendations came out of such events and were positively accepted by the 50-member Constitutional Committee mandated with the drafting of the new Constitution.

CEOSS also held a conference, attended by nearly three hundred NGO representatives, Dr. Ziad Bahaa El-Din (Deputy Prime Minister), Dr. Ahmed El-Borai (Minister of Social Affairs), and members of the committee developing the new civil society draft law to discuss proposed articles and present ideas that contribute to increasing civic engagement work in Egypt. Additionally, we played quite an active role supporting the June 30 Revolution by issuing many statements expressing our position on the events before and after the Revolution. CEOSS also organized numerous dialogue events and seminars, either through the Forum for Intercultural Dialogue Unit or the Development Unit, bridging the people to the policymakers during this transitional period.

Our dear partners and friends,

As I mentioned above, we achieved a large fraction of our work plan. In the field of **Development**, CEOSS worked on national issues consistent with State policies, such as illiteracy, through the launch of "Education is Power" initiative to eradicate illiteracy of 40,000 Egyptians in four governorates. We also worked on unemployment through the provision of employment and training opportunities to 23,549 young Egyptians. Additionally, 13,976 children at-risk and 5,101 persons with disabilities, and their families, were empowered to attain educational, economic, and social rights and reintegrated into society. Farmers' organizations of 14,000 small farmers, persons with disabilities, and unemployed youth in the targeted communities were empowered to effectively participate in setting a vision of their rights by suggesting articles to the Egyptian Constitution that ensure the State will fulfill its obligations in protecting and respecting their

rights. The Horus Eye Hospital team managed to reach the break-even point resulting in a significant progress in revenues, representing a turning point in the hospital's history. Contractual partnerships with Minia governorate municipality was activated, positively reflecting on the continuity of providing solid waste management services to over 200,000 people in the West Minia District. The Microloans Development Unit implemented 326 training sessions attended by 7,870 loan beneficiaries, enhancing their capacity to manage and develop their own projects and generating their income. Furthermore, two new microloans offices were opened in Cairo and Minia to serve the poor in these communities, bringing the total of branches to twenty in CEOSS' working areas.

As for the field of **Culture**, CEOSS' FID intensified its activities addressing the new Egyptian Constitution in partnership with opinion makers and intellectuals who represent geographical, cultural, and social diversity. Dialogue recommendations were conveyed to, and welcomed by, the 50-member Constitutional Committee for consideration in drafting the Constitution. This year Upper Egypt was a focal point for FID activities contributing to the dissemination of the values of democracy, citizenship and acceptance of others. Our Peace-Building Unit worked to train individuals on mediation and conflict management leading towards societal peace and peaceful coexistence. The Unit also trained a group of religious leaders working in the slums and poverty-stricken areas who, after training, managed to resolve different conflicts and challenges, becoming peacemakers in their own communities. Lastly, our Dar El Thaqafa Unit printed numerous new books and reprinted other books that had been sold out on the market.

In the area of **Resource Development**, there was a revenue growth rate of about 8% for Itsa Center in Minia, in comparison to the 2012 revenue. Additionally, revenues of Itsa Wood and Itsa Farm also grew in 2013, as well as Dar El Thaqafa Bookshops making significant progress in its revenues.

To conclude, in the report before you, you will find much more detailed information about the various activities and programs as well as figures. More importantly, I, with pleasure, extend my sincerest appreciation and gratitude to our donors and partners, who without their unceasing support and efforts, we would not be able pursue our work for the best interest of Egypt and its citizens who have hopes of decent livelihoods, freedom, and human dignity. My gratitude is also due to our Chairman and Board of Directors for their constant efforts and support to us all, as well as the members of the General Assembly, staff, and volunteers in the various work areas. A special thanks to the Ministers of Economic Affairs, International Cooperation, Social Affairs, Education, Agriculture, Local Development, Environment, Manpower, Endowments, Internal Affairs, Cultural Affairs, Health, Media, and others. Gratitude is also due to the Governors of Cairo, Giza, Beni Suef, Minia, Assiut, Luxor, and others as well as political, public, and executive leaders. Moreover, a special thanks to the private sector, and civil society for their continued appreciation and interest in the work of CEOSS. We further look forward to the new opportunities for growth that these partnerships will yield.

Rev Dr. Andrea Zaki
General Director



I- Development Track

I.I Local Development Unit

The Local Development Unit has continued to achieve its objectives through designing and implementing numerous developmental models, at different levels, in partnership with 124 NGOs and 108 elected committees in Cairo, Qalyoubia, Beni-Suef, and Minia Governorates.

- Community development model for rural and urban communities
- Regional development model for developing marginalized rural regions
- Model for national influence on policies regarding developmental issues

These models deal with a number of basic issues that are of concern to poor and marginalized citizens, such as:

- Small farmers, livestock and poultry breeders, and fishermen
- Youth and Unemployment
- Housing for the Poor
- Health and eye-care
- Persons with Disabilities
- Children at Risk
- Education and Illiteracy

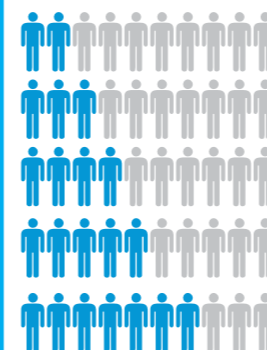


Most Important Achievements of the Year

First: Improving the quality of life for poor and marginalized citizens by focusing on children and women to secure decent lives

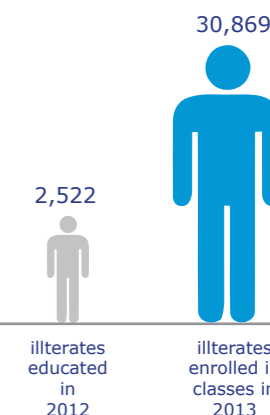
1- (40,199) individuals

participated and benefited from formal education and literacy programs as follows:



- 130 children participated in educational activities
- Awareness-raising for 200 children on values of citizenship
- 1,000 children protected from dropping out of school.
- 8,000 children benefitted from infra-structural and environmental improvements in 15 basic education schools
- 30,869 illiterates admitted to literacy classes

Comparison of 2012 and 2013 Literacy Program beneficiaries



2- (13,976) Children at Risk

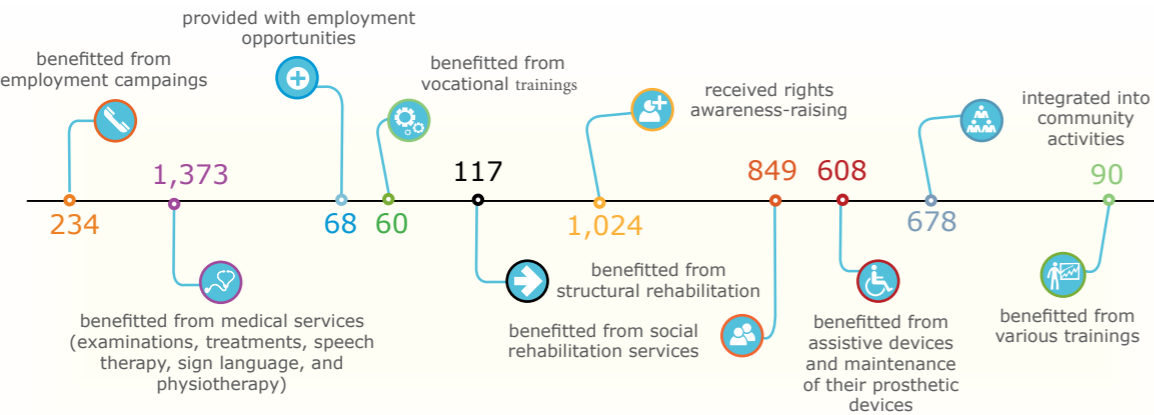
(child laborers and homeless children), and their families, empowered to obtain educational, economic, and social rights as follows:

- 1,250 child laborers demanded their rights and refused child labor through numerous mechanisms
- 1,010 child laborers and drop-outs admitted to 48 community education schools
- 10,469 children benefitted from health care (examination and treatment)
- 323 children benefitted from 225 workshops with vocational safety tools and equipment
- 677 mothers of child laborers, in agriculture, economically empowered through training and provision of employment opportunities
- 247 children signed vocational training contracts to ensure obtaining their rights



"I have the right to be human and walk in the street safely." -(Nashwa Mohamed Aly, a child from Beni Ahmed el-Gharbiya, Minia)

3- Improved economic, social, environmental, and health conditions of (5,101) persons with disabilities as follows:

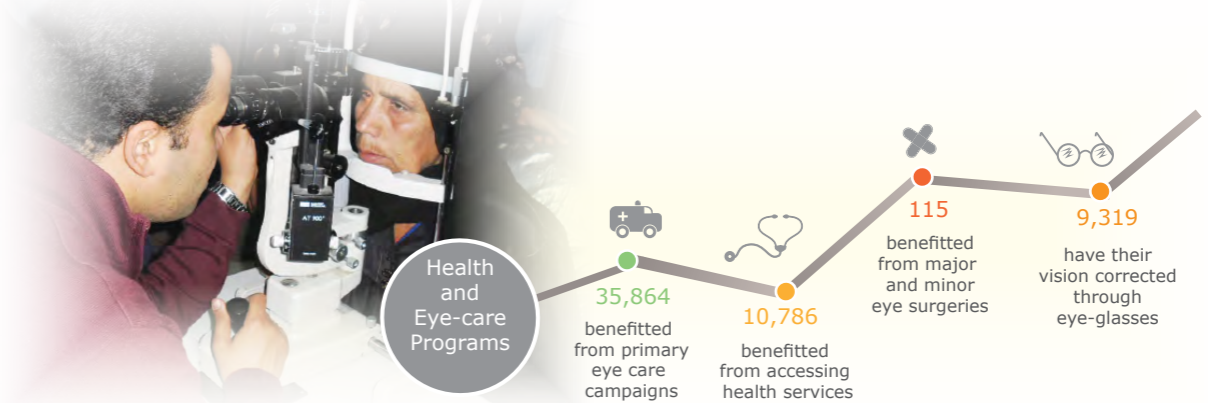


- Established a mobile unit for employing and training unemployed persons with disabilities
- Established a workshop for designing and implementing structural rehabilitation and environmental accessibility for PWDs in public institutions, buildings, and streets
- Established 4 technology centers for providing information and disseminating technological awareness for persons with disabilities

"It's the first time I feel I'm human after knowing my rights"- (Heba Aly, Elected Committee member, Al-Koum Al-Ahmar Community, Beni-Suef)

4- (56,084) citizens

benefitted from health and eye-care programs as follows:



5- (1,329) families

had their homes built and developed



"The housing project has given us and our children space. It has made our life lovely. Now the kids feel safe and have privacy." Nabila Malak Ayyad, a beneficiary of the housing project in El-Amoudein Community, Samalout, Minia.

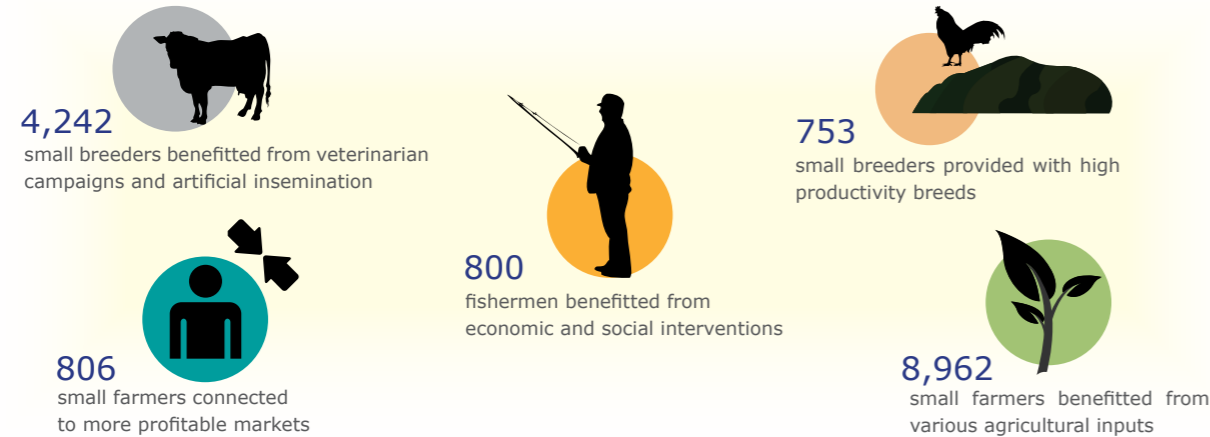
6- (23,549) youth

economically empowered through training and employment as follows:



"The best thing the "Employment through Technology" project did was providing jobs through the Beehive website. This helped me find a job and enabled me to help friends reach many other opportunities." Rose Adel, a young female beneficiary of the project

7- (15,563) small farmers, livestock and poultry breeders, and fishermen economically empowered as follows:



Second: Advocacy Campaigns for Demanding Rights of the Poor and Marginalized

1- Advocacy campaigns at the national level to include the rights of poor citizens in the new Constitution

Small farmers, persons with disabilities, and youth participated effectively in suggesting articles to the new Egyptian Constitution

Farmer organizations of 14,000 small farmers, as well as persons with disabilities, and unemployed youth in the targeted communities have been empowered to effectively participate in setting a vision of their rights by suggesting articles to the Egyptian Constitution that ensure the State will fulfill its obligations in protecting and respecting their rights. This was achieved through the planning and implementation of advocacy campaigns adopted by CEOSS in cooperation with many civil society organizations, media organizations, activists, and other stakeholders. These have included the following examples:



These efforts resulted in:

Rights of Persons with Disabilities

Article 81 on the rights of persons with disabilities amended according to the phrase suggested to the 50-member Constitutional Assembly

Rights of Farmers

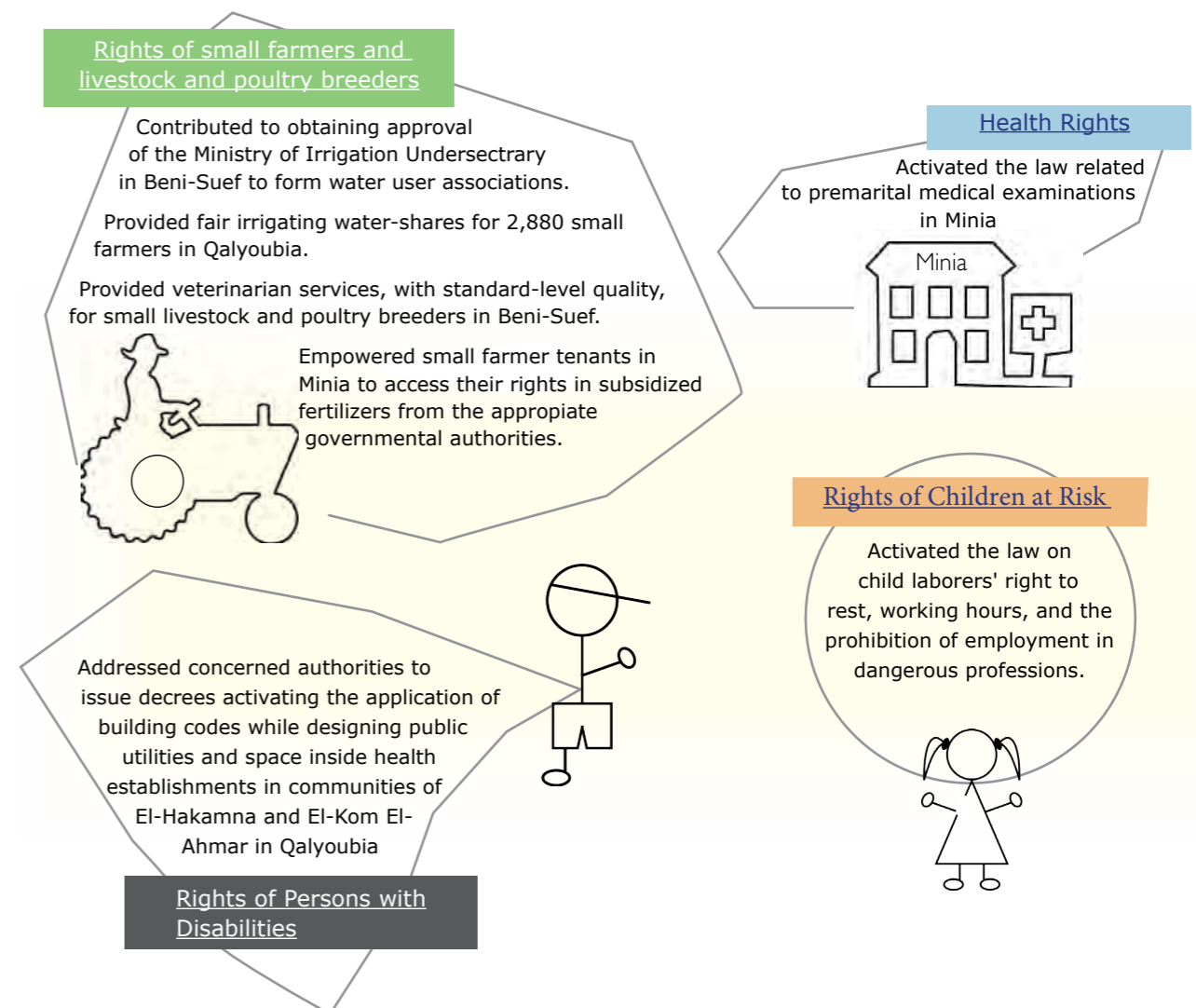
Articles 29 and 30 of the Constitution reflect suggestions provided to the 50-member Constitutional Assembly.

Economic Rights

Presented a document to the 50-member Constitutional Assembly regarding required economic fundamentals to be included in the new Constitution



2- Advocacy campaigns to activate laws and issue decrees facilitating poor citizens' access to their rights at the local level. Examples are:



Third: Capacity building for civil society organizations, elected committees, and concerned public institutions and networks

NGOs, elected committees, and community leaders

1,303 board members and elected committee members acquired skills of participation mechanisms, the rights based approach to development, reinforcing principles of good governance, and achieving gender balance

124 NGOs and 108 elected committees acquired negotiation skills with duty-bearers and advocacy to demand the rights of their constituents and obtaining their rights to services

1,486 partners in the agriculture program received capacity building to apply the regional approach in 26 districts, including 78 villages, and prepare databases and good agricultural practices



Governmental institutions, public committees, and media

359 educational leaders trained to raise the efficiency of the educational process

213 members of Boards of Trustees, from 15 schools, receive capacity building to activate their roles according to work regulations

3 child protection committees and 6 civil society organizations trained on child protection laws

35 media representatives trained on rights and issues of child laborers to adopt media campaigns in support of their rights

Fourth: Emergency and Relief programs

Empowering marginalized communities, groups, and refugees in Egypt to face crises and disasters:

Provide emergency services for refugees in Egypt	Provide basic food needs	Provide economic emergency services	Provide health and educational emergency services
CEOSS, in partnership with the World Food Program and numerous partners, implemented programs for provision of basic and necessary food items ,on a monthly basis, to 2,000 displaced Syrian refugee families in Egypt	452 families, affected by current events, benefitted from distribution of basic foods	160 citizens provided with alternative job opportunities, through the Cash for Work program which targets unemployed citizens affected by the recession as a result of the country's instability	1,953 citizens, injured due to the current events, benefitted from medical examinations and surgeries. 854 children benefitted from scholarships in support of continuing their education

"There are still people who care for the dignity of the likes of us!"

Gamal, wall painter, beneficiary of the Cash for Work Program expressing his admiration of the idea of being put to work rather than just receive charity.

1.2 Microloans Development Unit

Through disbursement of loans to the poor, and poorest of the poor, the unit continues to contribute to the reduction of poverty and unemployment.

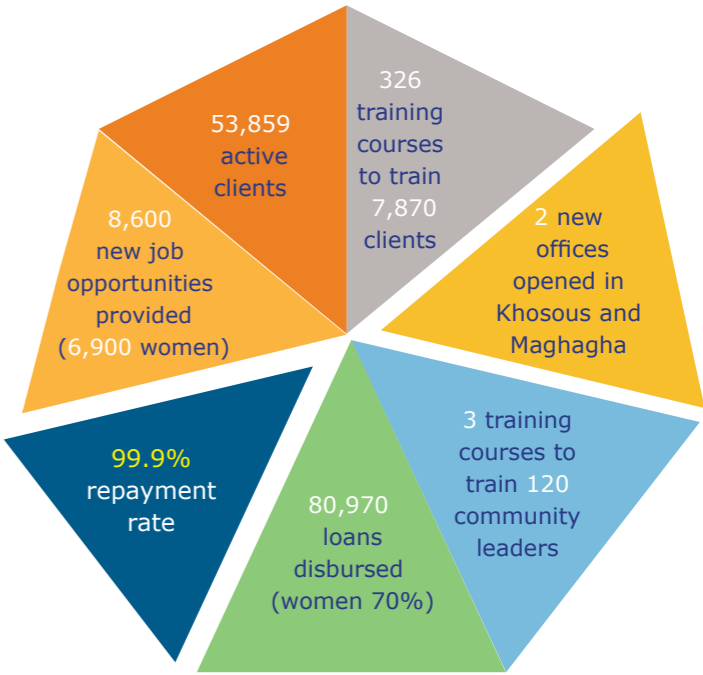
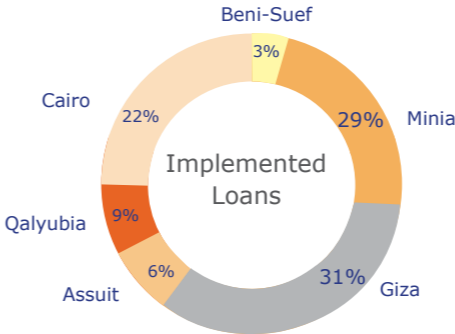
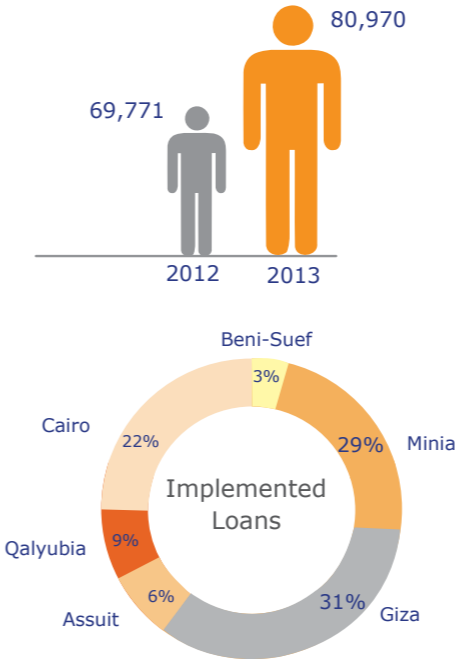
Loan Models



"Trainings taught me how to calculate and separate my income from my home expenses."- An SME Beneficiary



"I developed my enterprise with CEOSS and recruited 10 women to work with me. Now I have a permanent booth in the Productive Family Exhibition." – An SME Beneficiary



1.3 Development Services Unit



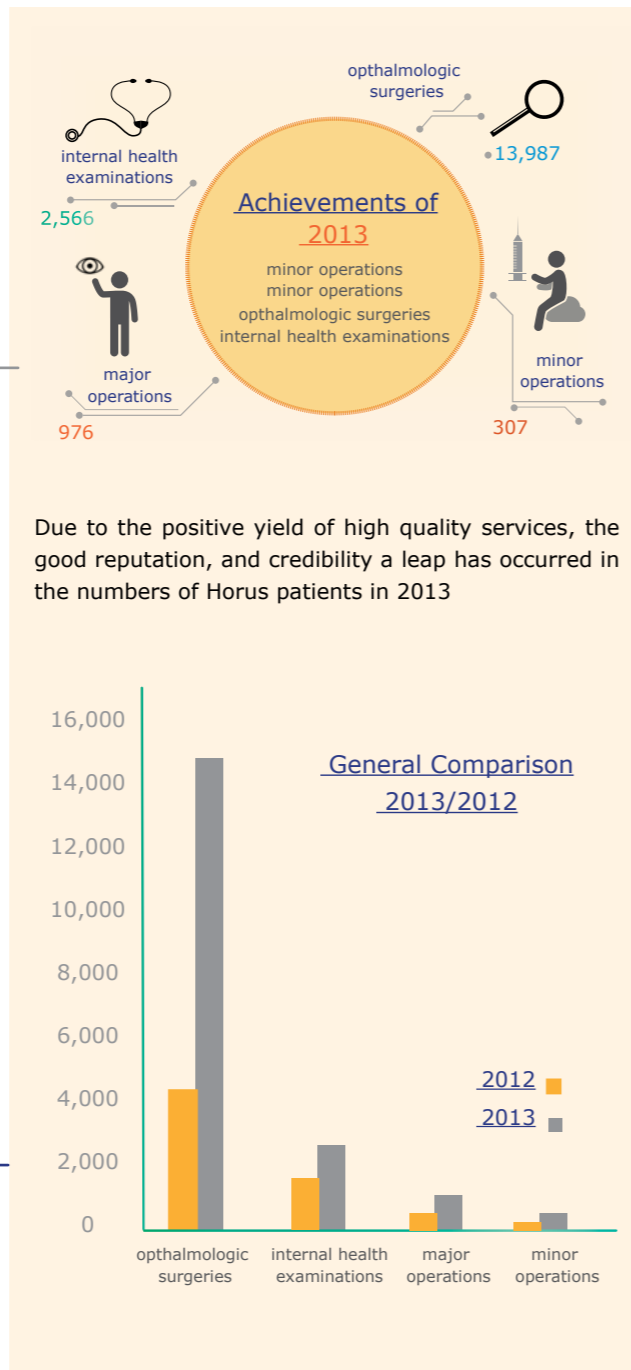
The Development Services Unit has depended on expanding opportunities for poor communities and groups to benefit from available opportunities on the public market (i.e. the private sector, natural resources, marketing skills, added value, and partnerships) through projects aiming at serving the poor. This target group has been the main concern of the Unit's work. In 2013, the Unit focused on the following aspects:

1- Providing High Quality and Highly Efficient Services

First: Horus hospital sought to continue providing high quality affordable services, resulting in an increased number of patients frequenting the hospital and seeking its services. This was achieved in a number of basic steps:

- 1 Implementing 77 convoys for eye-care and internal medicine, concentrating on remote villages deprived of eye-care services. 2013 witnessed a geographical coverage of Minia districts, starting from Deir Mowass until Maghagha
- 2 The presence of specialized consultants to conduct advanced examinations
- 3 30 advanced cases referred from Minia doctors to Horus Hospital to provide medical interventions
- 4 Plastic surgeries (squint/relaxant eye-lids/lacrimal channel) conducted in Mina

Purchasing an apparatus for measuring lenses for cataract surgeries, decreasing the possibility of individual mistakes and increasing efficiency of the surgeries



The project team was able to reach the breakeven point through a study conducted by CEOSS stakeholders, which was a turning point in the hospital's history.



Mother of a child with vision problems:
"I wished God would have mercy on my child. He sent Horus Hospital that has made me see my child lead a normal life and become a different person."

A beneficiary of CEOSS' Horus Hospital: "CEOSS has brought Cairo with its "hospitals to Minia

Second: Amal Project continued to provide services contributing to the increase of small farmers' income. Work was performed in the following areas:

Providing marketing opportunities for crops through marketing 53 tons of green beans for 40 male and female farmers and marketing 270 tons of red potatoes for 93 farmers

Improving the productivity of crops through the following:

- 1- Providing production tools for: imported potatoes, red potatoes, white potatoes, corn seeds, and wheat seeds
- 2- Implementing pilot fields for high productivity crops (corn, cucumbers, carrots, onions), as well as providing necessary technical support for farmers
- 3- Conducting two symposiums on new types of wheat

Expanding the working area by disseminating the Agricultural Marketing project's objectives: 5 events were conducted for new target districts in the project



Achievements of 2013



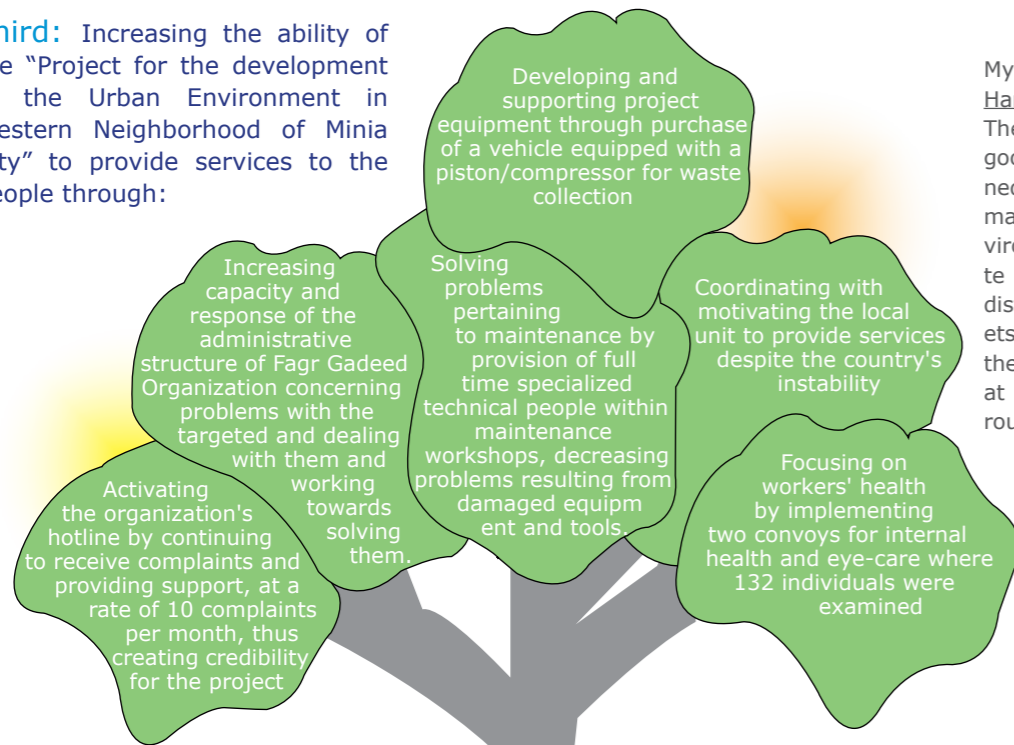
marketing crops for 133 farmers



1,065 benefitted from production requisites

"My name is Sam'an. I'm a farmer from Beni-Suef. I have set up a pilot field for the cucumber crop. The productivity increased by 30% and my income increased."

Third: Increasing the ability of the "Project for the development of the Urban Environment in Western Neighborhood of Minia City" to provide services to the people through:



My name is Hanaa Abdul Rashid. The project has left a good impact. We learned how to change our manners towards the environment. One concrete and good thing in our district is the clean streets, garbage cans and the presence of cleaners at different intervals throughout the day.

2- Improving and Developing Relations with Partners

The project depend on creating ongoing relations and contractual partnerships, assisting and contributing to the realization of the following effects:

First: Established New Relationships with Partners:

- Companies to contribute to opening new markets for small farmers and connecting them to more profitable markets
- Coordinated with the International Ophthalmological Center in Minia (a center for vision correction) to refer cases from the hospital

3- Continuous Development and Improvement of Provided Services

Designed and activated a follow-up and monitoring system. Follow-up plans have been conducted, according to a set criteria, and analytic reports of service performance have been prepared. Different aspects of the projects have received follow-up [comparing planned to achieved, contractual partnerships, and measuring the effectiveness of their roles, followed systems(information management systems, marketing systems, systems for receiving suggestions and complaints) as well as feedback related to continuous development and improvement].

Second: Continuity and Activation of Contracted Partners

- Cooperated with the municipality, district of Minia, the city's West District and the Fagr Gadeed Organization in the removal of building debris and leveling in 8 areas in the city's West District and the area has been transformed into a public park for the residents
- Worked with some private sector companies (Misr El Khadraa' Company and Al-Mozare'oon Al-Misriyoon Company) in Amal project
- Coordinated with the Egyptian Institute for Eye Health, an affiliate of Al-Maghraby Hospital, to build the capacity of the hospital's team, enriching them with new and practical experiences
- Through activating workers' health insurance laws, 24 referrals for workers from the West District have been implemented benefitting them of the insurance services



2- Culture Track

2.1 Forum for Intercultural Dialogue (FID) Unit

In 2013, the Egyptian community witnessed a multitude of transformations and changes at the political and social levels. The Forum for Intercultural Dialogue (FID) kept pace by engaging dialogue on issues related to these transformations, while maintaining its role in disseminating civic values and democratic principles.

Most importantly, among the forum’s achievements, are a number of events with law professors, opinion makers, civil society organizations, and youth from various Egyptian governorates on the required new Constitution. These events’ recommendations were presented to the Committees entrusted with drafting the Constitution for consideration during the process.



Most Important Issues Discussed by the Forum's Activities During 2013

- The economic crisis
- The future of social justice in Egypt
- Reinforcing pluralism, managing diversity, citizenship, and acceptance of "the other"
- Crises management, renouncing violence, and spreading communal peace
- Constitutional Principles and the Egyptian Constitution
- Democracy
- Social responsibility and construction of a national State
- The role of religious leaders in countering extremism
- Social cohesion
- Challenges of Arab media
- Civil society and the transitional phase
- Building the modern State within the framework of Arab mobility (stakes and challenges).

The following are a multitude of achievements realized by the FID through its activities and programs

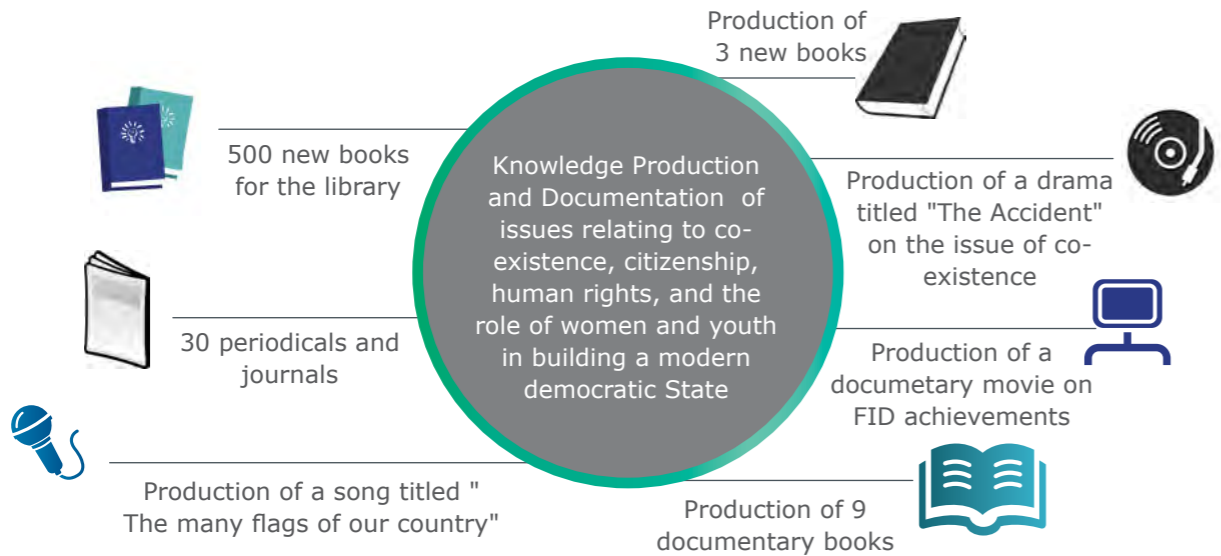


Social Media

- Constructed and updated one unified page for CEOSS on the different social media websites
- 40 youth trained in the use of different social media websites to disseminate the culture of dialogue

2.2 Peace Building and Crises Management Unit

The political, economic, and social situation experienced by Egypt for a number of years has formed an atmosphere conducive to conflict, violence, and tension, all of which have been on the rise daily.



"CEOSS is not new to us; it is known to all Egyptians, particularly in Upper Egypt, for its social services to all citizens, Christians and Muslims. It has a history, presence, and a true connection on the ground and to people's problems. It is an entity that is not only concerned with providing services to society, but it has become, due to its wide experience, an entity that possesses true knowledge of society's problems and the best means for solving them."

Dr. Ziad Bahaa El Din, Deputy Prime-Minister for Economic Affairs and Minister of International Cooperation.

"CEOSS FID has helped us to bridge the gap between theoretical and practical knowledge by providing us the hands-on experience to organize the whole project, from selecting leaders of change to conducting local initiatives."

Sama Hazem Hosny, Demonstrator, Faculty of Economics and Political Science-Academics Program.



"After joining CEOSS FID I am no longer a stranger in my own country. I have seen how citizenship has changed from mere ideas and resonant slogans to a methodology and a lifestyle. It has bridged the gap between my ideas and those of people around me. It has formulated new and correct concepts inside me towards accepting the other."

Hany el Halawany, Broadcaster for Bokra Radio - Media Professionals Program



"CEOSS FID has contributed to changing my preception of 'the other' in Egypt and throughout the world. I now see them from the perspective of humanity rather than from sectarianism."

Sheikh Khaled Hassan, Imam, Orator, and teacher at the Ministry of Endowments in Alexandria - Religious Leaders Program



"CEOSS' FID has discussed all of important post revolutionary issues, including the economical crisis, the Constitution, and sectarian strife from a positive standpoint, resembling walking on thorns."

Dr. Emad Gad, Deputy Director of Al-Ahram Center for Political and Strategic Studies and former MP - Opinion Makers Program

The Peace Building and Conflict Management Unit works towards transforming conflict



Through training trainers on the following topics:

- mediation
- arbitration
- negotiation
- teamwork
- communication

To Peace builders

200 individuals at local level
30 individuals at the Regional-Arab level

Peace builder: Emad Mokhtar Youssef, Beni-Suef

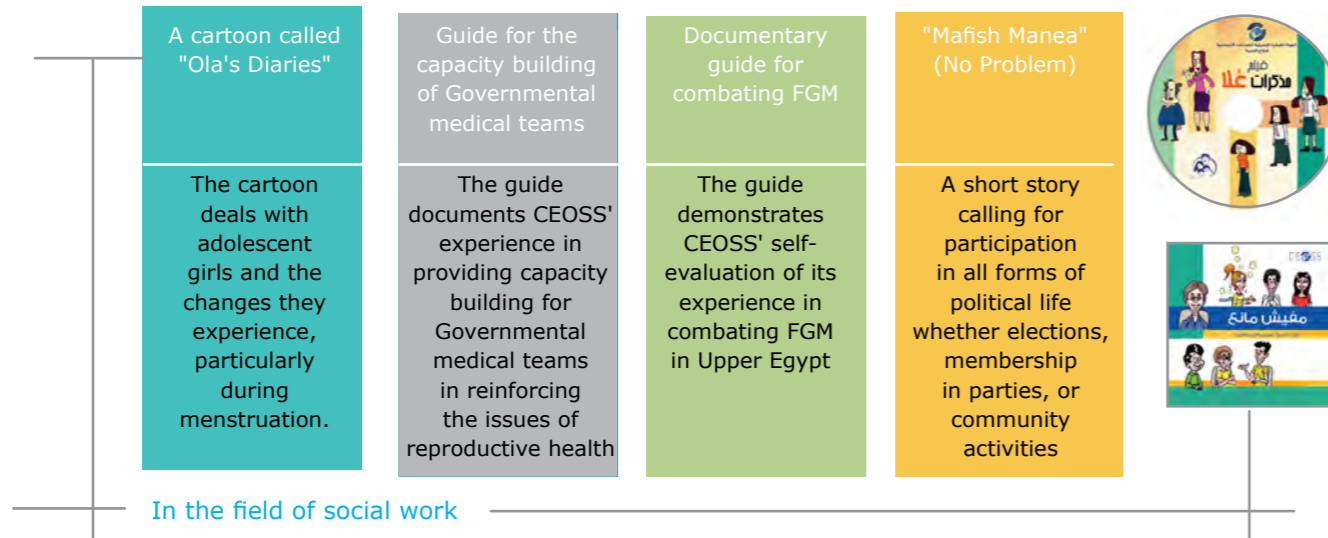


"The training helped me implement a peace building program at Al-Ikhlās Al-Qibtiyah Organization in Fashn.

We conducted 10 panel discussions for parents and 10 workshops for youth (1 per month); 650 individuals trained: 400 parents and 250 youth; and a group of young trainers was formed. Instead of recruiting external lecturers, we now do the lecturing."

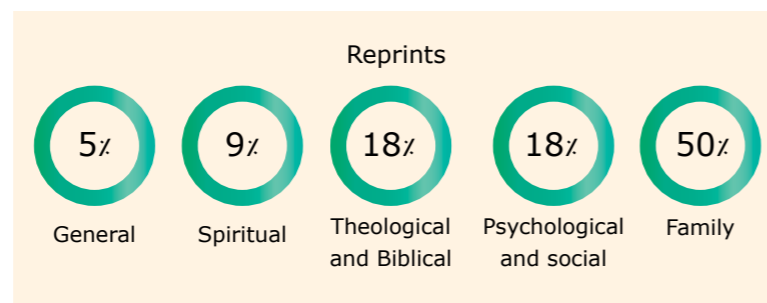
2.3 Dar al Thaqafa Unit

First: Curricula and Press

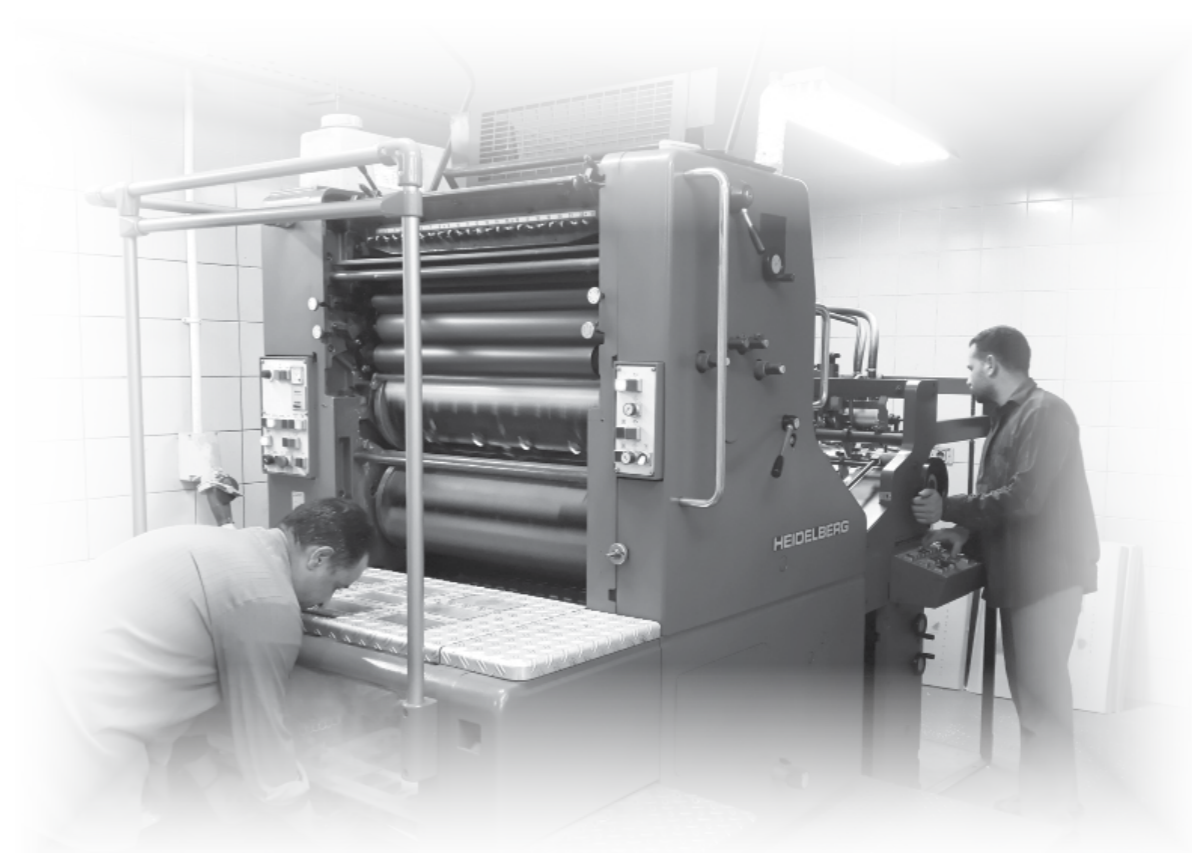


Second: Christian and General Publications

A total of 23 new books have been published by Dar El Thaqafa in 2013 as a result of its cultural and theological progression. The publishing unit has also reprinted 22 books greatly admired and no longer available on the market, of most importance, was John Lorimer's History of Christianity.

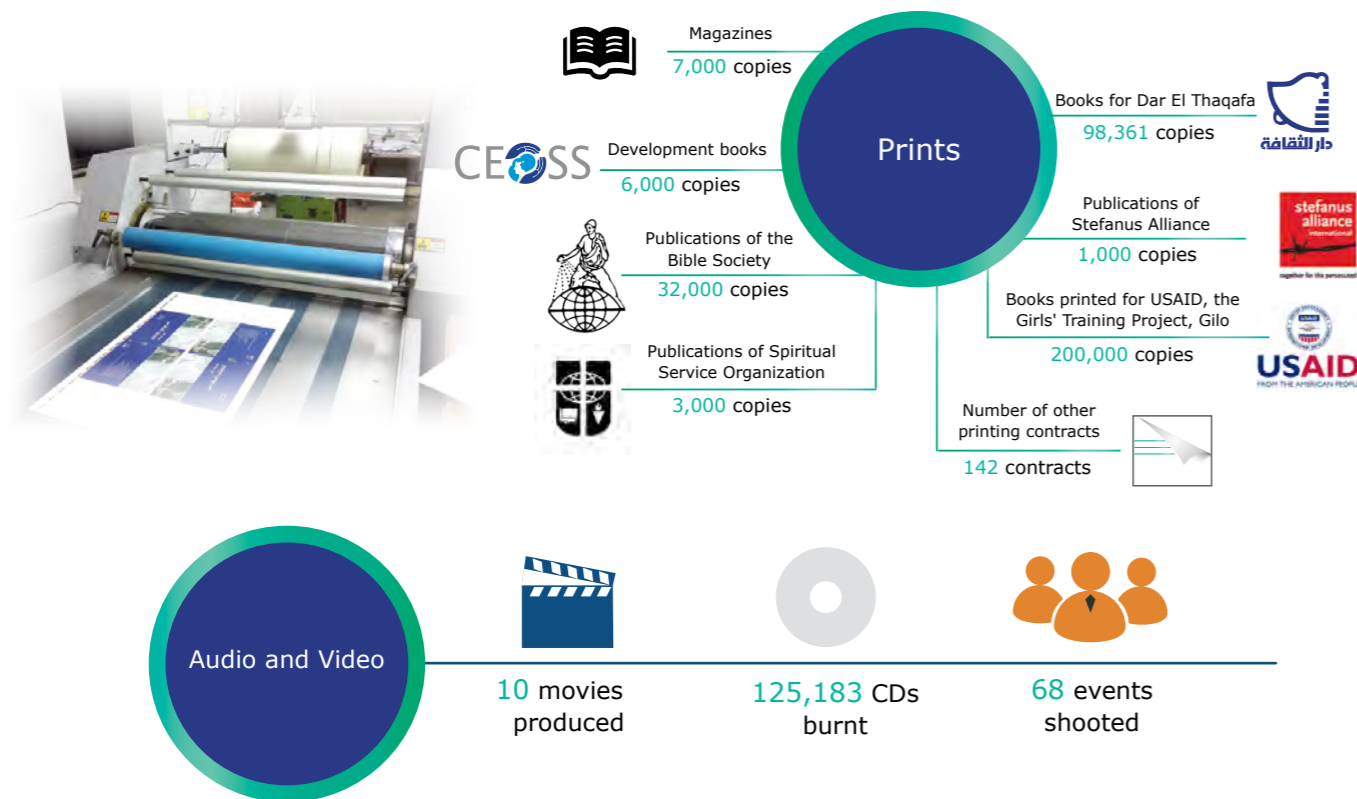


CEOSS

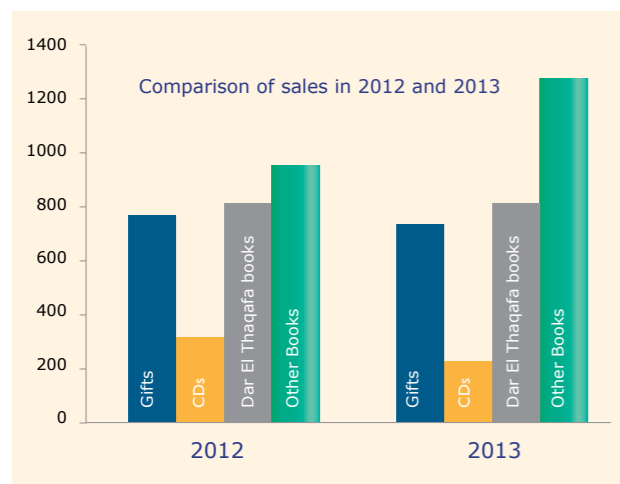


3- Resource Development Track

3.1 Media Production Unit



3.2 Dar El Thaqa Bookshops Unit



Dar El Thaqa Bookshop in Assuit was renovated to be up-to-date.



Itsa Wood for Plywood

9,377 sheets produced

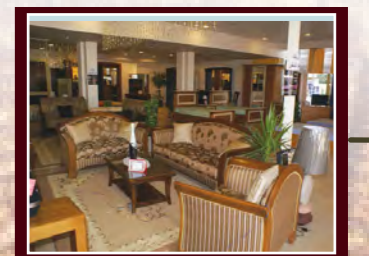
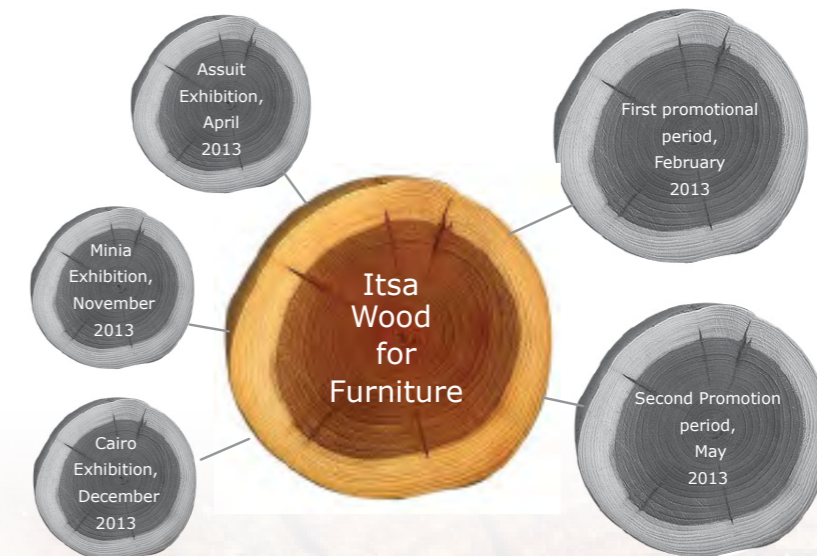
Rebuilding the production team and training 7 workers starting September 2013 to achieve high productivity in 2014

Summary of Major Events:

- Added new designs to new Itsa Wood catalogues to provide a wide range of selection
- Reformulated Production Policies for projects in order to improve products and rationalize costs.



2013 was witness to many unexpected events (security, ongoing demonstrations, post-August 14 events, etc.), all leading to many families' reluctance to go out into the streets and therefore, having a direct negative impact on achieving the expected revenues. Nevertheless, the unit held many activities to reduce the decline in revenue.



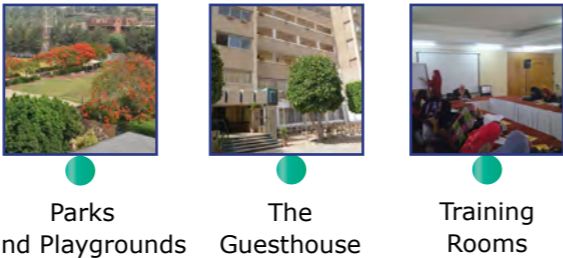
3.4 Itsa Farm Unit

A 30% increase from 2012 in nursery production



3.5 Itsa Center Unit

Itsa Center has conducted many activities, including the Child Festival and many CEOSS activities. The center was also a host to many other entities’ activities.



+8% Increase in Itsa headquarters’ revenue despite downtime in July and August due to events post-June 30th Revolution.



-45% Drastic reduction in Dahabiya revenue as it was set on fire during the violent events of August 14th



Annual Report 2010



Annual Report 2011



Annual Report 2012



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