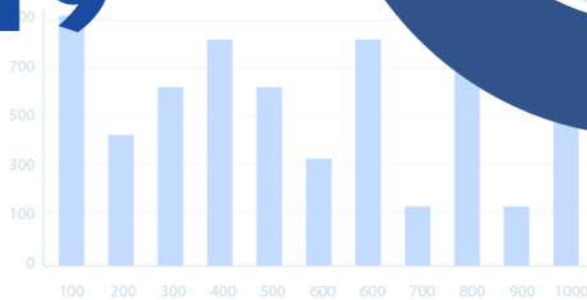


CEOSS



Annual Report 2019



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Message by CEOSS' President

Dear partners,

The Coptic Evangelical Organization for Social Services (CEOSS), since the start of its ministry in the fifties of last century, and until date, is working on improving the quality of life for the poor and marginalized citizens, regardless of their identity or location, in addition to focusing on more vulnerable groups, such as women, youth, persons with disabilities and children.

In order to convey its message on the ground, the organization is working through mechanisms and models targeting building communities, institutions and poor individuals, in order to be more resilient and further increase their readiness and enhance their cohesion. Hence, they would be capable of developing active mechanisms that contribute to bringing about viability and community resilience to face risks, threats, current and expected changes in all aspects.

CEOSS also continues to establish full partnership with all sectors of State institutions, whether the governmental, civil society or private sectors, research and media centers, in an aim to maximize impact and benefit for targeted groups.

Over this year, the Organization had participated in several national initiatives adopted by the State, such as "The Light of Life" and "Decent Life" initiatives.

Despite the challenges and circumstances faced by Egypt in general, and which had impacted the Egyptian citizen in general and the poor in particular, we managed to resume conveying our message with the best possible means owing to the mutual cooperation between CEOSS, the State, the private sector and civil society organizations.

I am glad to present to you the annual achievements report of the various CEOSS' working units during the previous year 2019, where we tried to clarify the volume of activities and programs implemented by CEOSS, as well as the numbers of beneficiaries from these programs. We hope that these numbers continue to increase over the coming years, so that we would be capable of realizing our message of serving the Egyptian People and our dear country.

And finally, I am glad to express my appreciation for all the ladies and gentlemen, the head and members of CEOSS board of directors for their efforts and continuous support to all of us, as well as the ladies and gentlemen members of CEOSS General Assembly, and our colleague CEOSS staff and the volunteers from the different working areas.

I would also like to thank their excellencies the Ministers of Social Solidarity, Investment and International Cooperation, Education, Local Development, Environment, Manpower, Endowments, Interior, Culture, Health, Information, Youth and Sports, Water Resources, Irrigation, Agriculture and Land Reclamation, as well as their excellencies the Governors of Cairo, Giza, Qalyoubia, Beni Sueif, Minia, Assiut, Sohag and Luxor, the political, public and executive leaderships and all partners, whether local or abroad, in addition to partners from the private sector.

Rev. Andrea Zaki Stephanous, PhD

CEOSS President

President of The Protestant Churches of Egypt

Local Development

The Local Development Unit continues to work with poor and marginalized communities in rural, urban areas as well as informal settlements in an aim to improve the quality of life for poor citizens, via focusing on the most vulnerable groups such as women, youth, persons with disabilities and children.

To achieve this, the unit adopts the application of a development model aimed at building communities, institutions and individuals to be more resilient and flexible in order to face current and potential risks, threats and changes in all economic, social and climatic aspects, besides activating social protection policies in an aim to overcome poverty and improve the quality of life.

The unit also continues to establish a full partnership with state institutions in all its sectors, whether governmental, civil society, private sector, research centers or media, in order to consolidate efforts, resources and further maximize impact and return on the poorest groups in poor and marginalized areas.

Field of work with persons with disabilities, includes:

persons with disabilities' families have been rehabilitated and empowered to support the social mainstreaming process for their children with disabilities

843

persons with disabilities have improved access to their rights in public services as well as specialized rehabilitation programs

6387

public institutions' environments have been made accessible to persons with disabilities

11

community cadres have been qualified to support persons with disabilities, so that they would be able to access specialized rehabilitation programs and their rights to public services

623

citizens benefitted from awareness rising regarding the correct concepts related to disability and integrated development

1702



Persons with disabilities' rehabilitation program

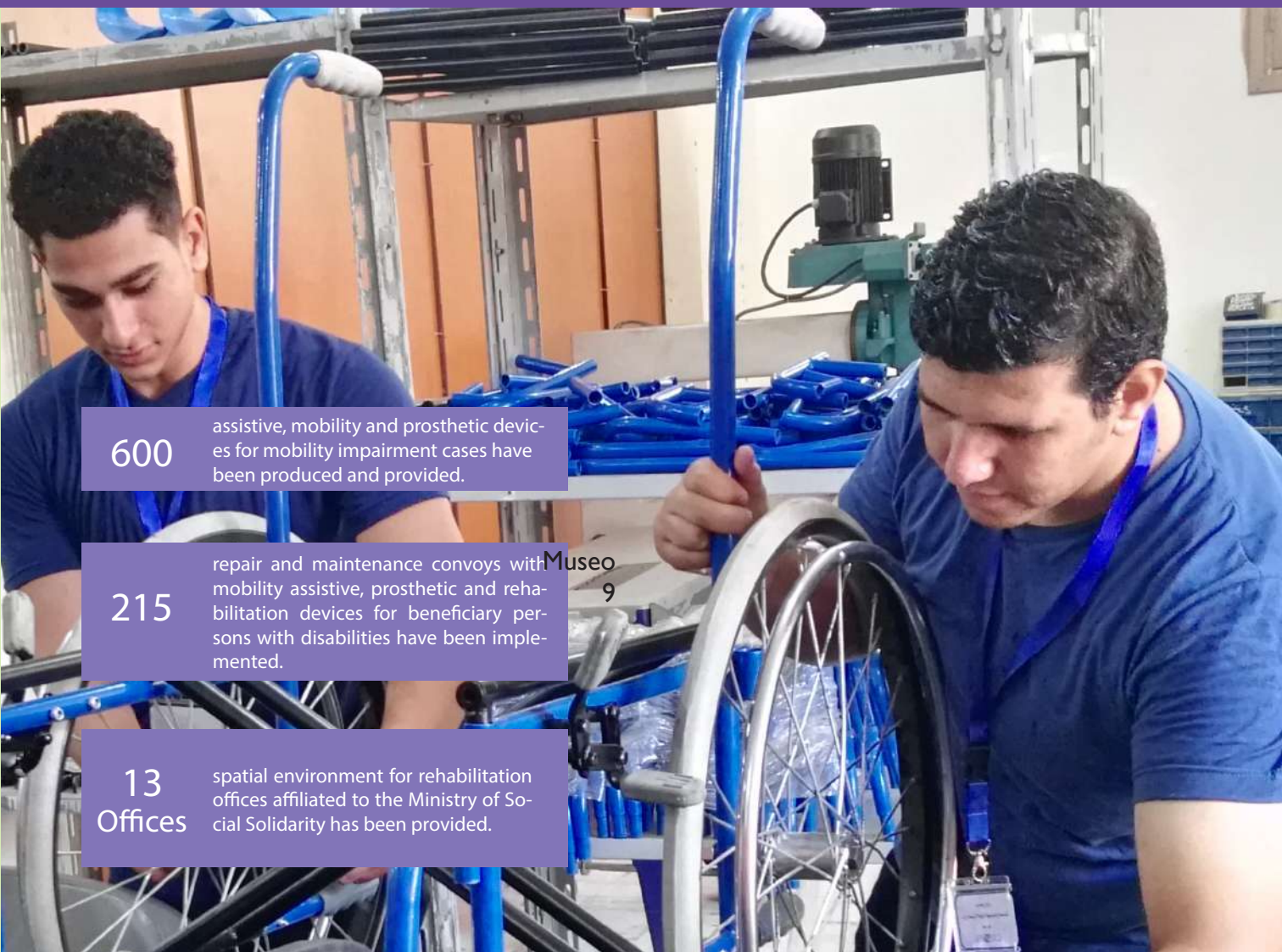
9,566

of persons with disabilities and their families benefitted from the persons with disabilities' rehabilitation program

Most significant milestones

1. Improving access of persons with disabilities to specialized rehabilitation services through applying the CBR program in (10) communities in five governorates, targeting 2000 persons with disabilities. This included providing various medical services, establishing and developing (2) rehabilitation units for children with mental disabilities, in addition to mainstreaming females with disabilities to join the labor market, through providing coaching and technical support, as well as enabling them to implement small projects in order to enhance their income, besides getting vocational training.
2. Physical adaptation of numerous service institutions in order to be accessible and inclusive of people with disabilities, including constructional and informational accessibility, availing resource rooms and providing them with tools for a number of schools, as well as constructional accessibility for post offices, youth centers, plus providing easy reading boards for people with mental disabilities and learning difficulties, besides issuing integrated service cards for them.
3. Building the institutional capacity of disabled persons organizations (DPOs), public service providers, persons with disabilities and their families regarding the concepts of disability and mechanisms for implementing inclusive development, human rights approach, law of persons with disabilities and rules of procedure thereof, in addition to training families on skills of proper engagement with persons with mental disabilities and work rights, as well as organizing a training workshop for members of the Egyptian Forum for People with Disabilities on the concept of gender.
4. The program adopted during this year the use of media and art of awareness rising, in addition to simplifying concepts and designing tools through easy read methods in order to facilitate the participation of persons with mental disabilities. This included the production of (4) manuals and a poster aiming to simplify integrated services card management via easy reading.
5. The program established a number of active partnerships during this year, including partnership with Al-Nour Center for Eye Treatment, which made an advanced checkup for 87 persons with mental disabilities, in addition to partnership with youth centers for children and persons with disabilities in an attempt to mainstream them in their activities and many of whom have excelled. This is besides supporting partnerships between a number of associations and the private sector, which resulted in obtaining some tools, such as a sensory integration room and other resources.

"Erada" program for manufacturing devices, mobility assistive devices and adaptation works



600

assistive, mobility and prosthetic devices for mobility impairment cases have been produced and provided.

215

repair and maintenance convoys with mobility assistive, prosthetic and rehabilitation devices for beneficiary persons with disabilities have been implemented.

13

Offices

spatial environment for rehabilitation offices affiliated to the Ministry of Social Solidarity has been provided.

Most significant milestones

1. The program has continued to apply mechanisms and strategic interventions in order to realize its objectives, most important of which are: Instilling knowledge, providing information on integrated environmental concepts, applying accessibility standards, and implementing technical specifications for implemented works in accordance with the Egyptian code standards in the construction accessibility for buildings, facilities and public institutions. This aims to facilitate the access of persons with disabilities to the services provided, as well as empowering those persons to obtain their rights to free movement, independent living and integration in the community, through providing mobility assistive devices, including prosthetic devices, wheelchairs and crutches. This is in addition to providing a mobile maintenance unit for the maintenance and repairing of devices and mobility assistive devices inside poor areas, in partnership with numerous NGOs and places of worship.
2. Within the framework of the Ministry of Social Solidarity's delegation for CEOSS to assume the task of physical adaptation of offices affiliated to the Ministry in order to be integrated and further facilitate the access of persons with disabilities to its services, CSOSS has executed a spatial provision study during this year for 65 rehabilitation offices in (6) governorates, namely: Cairo, Giza, Minia, Marsa Matrouh, Qalioubiya, Kafr Al-Sheikh. Also, accessibility works for 13 rehabilitation offices have been accomplished in Cairo governorate as a first phase. Metal works and other installations have been executed at "Erada" factory in Al-Obour area.



89,921
citizens benefitted from the interventions for combating avoidable blindness

Most significant milestones

- 1. The program was directed towards implementing a number of mechanisms and strategic interventions in an aim to bring about its objectives, most importantly are detection and early intervention, human resource development, enhancing and activating policies and national plans relevant to eyes' health in partnership with authorities and specialized ministries, in addition to abiding by the comprehensive eye care health approach.
- 2. Advocacy and gaining support to influence the activation of supportive policies and procedures in eyes' health services in Minia governorate. This resulted in the increase of ophthalmic medicine in (4) health units, in addition to issuing and applying a number of procedures in an attempt to limit contamination that impacts eyes' health in the four communities, which included applying an integrated approach for wastes' collection, in addition to raising environmental awareness of school children in these communities.

71,914	have been examined
1,059	have been subject to major and minor operations
7,440	have benefitted from medication
9,355	have their eyesight corrected through medical eyeglasses
153	medical and community cadres had their capacities developed on eye diseases' examination and early detection.

” Success Story “

My name is Salah Ayad Nakhleh, 55 years old, from Al-Amoudean village, Samalout – Minia Governorate. I am working as Farmer. I didn't know that I had Cataract, but I was always feeling that I didn't see well, but I neglected the problem, as I did not have enough income.

The problem started to increase, and affected my work, and I was requesting my family to help me. By that time, I heard from the villagers that the Hope Association in collaboration with CEOSS are organizing eye convoys. I went to one of these convoys, as the rate is convenient with my income. The physician informed me that I have Cataract in my two eyes, and I had the operation done in the Horus Hospital. I'm feeling better now as my vision is better than before. Currently I am able to work in the land as before.



51,356
(51356) citizens have been empowered to obtain their health rights as follows

Most significant milestones

- 1. The program adopted the application of a number of strategic mechanisms and interventions in order to achieve the most significant objectives, as follows:
 - Building institutional capacity for partners from NGOs, community committees and local volunteer leaders.
 - Enhancing the level of primary health care in order to provide high quality services, and during this year, (9) health units have been developed and 231 medical and administrative cadres from public health institutions have been trained.
 - Activating a referral system to relevant concerned bodies, such as the National Cancer Institute in Minia Governorate, health centers of Shebin al-Qanater, life laboratories affiliated to the Ministry of Health, in addition to referring to health units and medical centers in the work communities.
- 2. Partnering with state agencies in implementing many national initiatives, the most important of which are:
 - Participation in the Egyptian Women's Health Initiative related to the examination and detection of breast tumors through participating in providing consultation to women and referring targeted women to care centers that provide examination and detection services at the level of governorates targeted with this work (Cairo, Qalioubiya, Beni Suef, Menya).
 - Participation in the National Initiative to Eradicate Virus C, where CEOSS participated, in cooperation with its local partners, in implementing activities to educate citizens and receive citizens inside the headquarters of partner associations in order to conduct examinations and follow up on referring cases that have been detected.
 - Signing (3) cooperation protocols with health directorates and life laboratories affiliated to the Ministry of Health at the level of governorates of work aimed at activating the referral system among the different levels to provide and avail health care continuously at an affordable cost.

26,539	have undergone viral, urine, fecal, and anemia analyses
11,960	have been examined and treated in specializations of internal medicine, osteoporosis and breast tumors.
6,480	have benefitted from drug therapy.
569	pregnant women had pregnancy follow-up and safe delivery.
224	children have recovered from malnutrition diseases.
153	women have benefitted from family planning services.
1,383	women and teenagers have finalized awareness with health and rights curricula.
4,048	women had their awareness enhanced as regards family planning, reproductive and preventive health.

"Children at Risk" program



Most significant milestones

1. Capacity building of (877) cadres in partner organizations and governmental institutions on concepts, policies and mechanisms of child protection, child law, accountability and transparency, partnership strategy and implementation mechanisms.

2. Building the capacities of (20) child protection committees in Minia and Qalioubiya governorates as regards the concepts of child protection, the roles and responsibilities of child protection committees, the concept and goals of case management system. The members of the protection units were also empowered to establish integrated administrative and technical work mechanisms, in addition to supporting (9) sub-committees in the centers and a general committee with computers and their component to facilitate the work of committees in preparing and entering all databases.

3. Training (375) of community education schools' teachers in nine centers in Minia Governorate in cooperation with the Directorate of Education to acquire knowledge and skills for effective learning methods, including topics of modern teaching strategies, skills of using educational aids, in addition to "No child labor" program.

4. Activating the role of (5) health units by improving the services they provide via providing some medical devices, as well as training doctors, nurses and rural pioneers on quality management and standards.

5. Holding a seminar on "The role of media in protecting children" in partnership with the World Food Program (WFP) and the National Council for Childhood and Motherhood, in which 20 media professionals, journalists, and representatives of government and civil society institutions partici-

4,638

of children and their families whom are subject to risk have been empowered to obtain their economic and social rights

1442

children and their families had access to medical care in various specializations: internal medicine, dermatological, orthopedic and ophthalmic.

332

children have been supported to continue their education and return to schools in case of dropping out

339

families have been empowered economically

177

children have been trained on vocational safety

77

workshops have been prepared in accordance with vocational safety and health standards

829

families and children have benefitted from consultation services

1519

children have their innovative and behavioral skills developed through participating in different community activities (child festivals, trips, camps, art and theatre works)

pated. The workshop discussed the rights of the child and the concept of child protection, as well as urgent children's issues from the perspective of legislative and international conventions, laws that protect their rights in the field of work and studying, as well as the standards of press and media publishing on children's issues. The meeting resulted in a number of significant recommendations, including the necessity of supporting the media in order to propose and activate laws of child protection against exploitation, the importance of adopting campaigns by the media for mobilization and raising awareness regarding issues of children at risk, in addition to activating child protection policies and mechanisms by the National Council for Childhood and Motherhood, and this meeting has resulted in the dissemination of many topics concerning this issue in the media.

6. Holding a panel discussion on the street children phenomenon; the current situation and future work mechanisms with the participation of many agencies working with children, such as WFP, Caritas Egypt, child protection committees, child rights coalition, representatives of the Ministry of Social Solidarity and media. The discussions have resulted in coming up with a set of recommendations identifying the best mechanisms and means of dealing with this phenomenon, as well as the role of partners in supporting this issue.

Housing program



2,021

families have benefitted from a healthy and environmentally-friendly housing that is suitable for poor and marginalized families



Most significant milestones

- Fulfilling the conditions of decent housing, particularly providing infrastructure that take into consideration environmental and health dimensions, in addition to providing the main facilities and maintaining the privacy of all family members.
- The program has contributed indirectly to supporting economic activities at work communities, especially through the provision of labor force and bringing about economic boom for goods and services relevant to construction and development of housing.
- Qualifying and training 37 community cadres to support poor families to get a healthy and environment-friendly housing.
- The program has managed to develop partnership with Sisco Global, which is a private sector company that had participated in a labor camp, within the framework of its social responsibility, for implementing houses' development works at Al-Amodein community, with the participation of other community volunteer groups.



3,363

of youth have their vocational and administrative skills upgraded in to be qualified to join the labor market



1,267

male/female youth have been trained vocationally and administratively

418

male/female youth have been employed and have joined the labor market

1,678

male/female youth have benefitted from career advising

Most significant milestones

1. Applying a number of strategic mechanisms and interventions to achieve the program's objectives, most importantly are developing technical and administrative skills for youth of both genders in order to enable them to join the labor market, as well as linking job seekers of youth with employers and companies. During this year, (101) companies, factories and employers have helped in employing youth.
2. Enhancing partnerships among civil society organizations, governmental bodies and the private sector in order to benefit from resources that are available to them and make use of such resources in an attempt to find job opportunities for youth in some bodies like the Labor Force Directorate, Youth Graduate Employment Agency, Micro, Small and Medium Enterprise (MSMEs) Development Agency, National Council for Women.
3. Forming an elected economic entity of youth in Minia governorate under the name of "Minia Youth Ambassadors" that seeks to support youth in the unemployment issue through a number of mechanisms, including announcing available job opportunities in the labor market and linking job seekers with employers, in addition to planning for the organization of exhibitions for marketing hand-made and professional products of youth. This is besides implementing some self-initiatives to face other issues that negatively affect the participation of youth, most importantly are extremism and addiction.

Within the framework of CEOSS interest in the economic empowerment of women, a project to improve the living conditions of women heading households in poor rural and urban areas and working in the informal sector in Egypt has been implemented in (30) rural and urban communities in Cairo, Giza, Qalyubia, Beni Sueif and Minia. The project has contributed to empowering and enhancing women's skill capabilities to increase the rate of their integration in the formal sector, besides securing a higher income level for them and improving their access to services and rights.

1396

women have signed long-term contracts in the formal sector

682

women have finalized vocational and administrative training courses that shall enable them to join the labor market and integrate in the formal sector

3846

women have received technical and legal support through the Resources and Entrepreneurship Center

1017

women have issued civil documents

3072

women have participated in insurance plans

“ Success Story ”



My name is Entesar Saber. I am 37 years old. I have a poliomyelitis disability and I live with my mother, father and siblings. I had no source of income and we were poor. My father is a poor farmer and we had no fixed income. I couldn't find a job because of my disability, which made me very depressed because all workplaces rejected me as a result of my disability. I heard of a resource center for entrepreneurship that offers help and training. I felt happy when I went there, and I met the center manager. I applied for training and was accepted. It happened and I got trained. I needed to issue work documents, such as labor office notice, social security number, criminal record certificate, qualification certificate. Then, I was trained at Delta factory and afterwards I worked on a sewing machine for EGP 1000. Later, I was health and socially insured. And now, my salary amounts to almost EGP 2000, including the incentives and remunerations. My life had changed. I can help myself and get all my needs and I also help my parents. My mood has changed, and I am feeling good after I worked.

10,013

of women working in the informal sector have been empowered to obtain their economic and social rights

Most significant milestones

1. Establishing (30) resource and entrepreneurship centers at project work communities to provide guidance, as well as technical and legal support for women, in addition to helping them find opportunities to join the labor market and integrate in the formal sector. Also, 21 social and economic units have been established, operated and managed by women in work communities.
2. Building the capacities of (281) members of CBOs and elected committees as regards the right-based development approach.
3. Conducting partnerships with several state institutions, which had provided its resources for the benefit of women working in the informal sector, like labor force directorates, health, Social Solidarity, Insurance and Pensions Authority, MSMEs Development Authority, in addition to partnership with the private sector (such as Eagle East factory in Beni Sueif, Fabulous factory for ready-made garments in Bani Sueif, Delta factory for ready-made garments in Minia, Al-Raei factory for halva in Minia, Misr Al-Kheir for ready-made garments in Minia, Al-Zaafrana for clothing in Cairo, Al-Fath company for clothing in Cairo, M.Y.A Company for Medical Services, C.H.F for Consultation and Training, and medical centers).
5. The project has managed to submit to the Egyptian Parliament a draft law on protecting women working at homes as a result of the advocacy campaign held under the slogan of (We want a law that protects us). The results of this campaign included awareness with the cause, holding panel discussions and community dialogue meetings with the participation of several active parties, most significantly are members of the Representatives' Council, civil society organization (CSOs) representatives, elected women committees, authorities concerned with the cause, as well as several media authorities.

Agriculture and livestock programs

14,195 farmers benefitted from technical support, agricultural extension and field visits to small farmers

8,928 farmers had their productivity improved through applying the new agricultural practices

1,283 farmers recycled agricultural wastes for producing organic fertilizers

347 women farmers implemented small agricultural projects that bring about food security and income increase

80,837 livestock breeders have benefitted from veterinary care services

301 livestock breeders have benefitted from providing high-yield strains



105,891 of small farmers and breeders have been economically empowered in order to increase their income and improve their livelihood

Most significant milestones

- 1. The program applied several strategic mechanisms and interventions in an aim to realize its objectives, as follows:
 - Organizing small farmers and breeders in groups, associations and entities that practice democracy in choosing who represents them before private sector companies and government authorities that demand their rights and defend their interests.
 - Applying good agricultural models that depend on the application of good agricultural practices as well as the value-added approach, resulting in the increase of productivity, reduction of production costs, improvement of production quality and marketing of products to more profitable markets, which is in turn reflected on the increase of income.
 - Conserving natural resources, decreasing the use of chemical fertilizers, producing and using organic fertilizers (compost) from agricultural wastes.
 - Developing the mechanisms used in agricultural extension for small farmers through applying the idea of field schools, where technical support and awareness are provided for farmers via using educational curricula and specialized guiding manuals by those who are specialists in this field. In this context, 29 field schools were organized at Minia governorate work communities for raising awareness and disseminating good agricultural practices for (6) cultivated crops (garlic, potatoes, wheat, corn, soy beans, coriander, marjoram). Also, 30 field schools have been organized at Fayoum governorate with the objective of raising awareness regarding means of producing organic fertilizers (compost) from agricultural wastes.
 - Economic empowerment of women farmers through enabling

- them to manage small agricultural projects that generate income and contribute to bringing about food security.
- Applying advocacy mechanisms and procedures as well as gaining support to influence decision makers regarding the adoption of irrigation water scarcity issue at working communities at Youssef Al-Sedeek city in Fayoum via conducting meetings for farmers and their elected committees with senior officials at the Ministry of Irrigation. As a result, the senior officials responded via finding suitable solutions for farmers.
- 2. Establishing partnerships with various governmental institutions had included the following:
 - Partnership with the agriculture directorate in Minia for building capacities of 35 agricultural extension engineers at the governorate with the aim of providing them with knowledge and modern technical skills that qualify them to offer technical support to farmers in field schools.
 - Partnership with the Agricultural Directorate in Fayoum for capacity building of agricultural engineers as regards organic fertilizers' production skills. As a result, small male/female farmers had awareness' rising sessions in 30 field schools on means of producing organic fertilizers from agricultural wastes. The directorate also participated in qualifying community cadres to produce compost models, in addition to the dissemination and exchange of information.
 - Partnership with Veterinary Directorates at the governorates of work in order to provide veterinary convoy services for livestock breeders, in addition to technical supervision of implementing small projects relevant to livestock and poultry production that is managed by women.

Gender Program

Most significant milestones

- Raising the awareness of 1977 citizens in poor communities regarding concepts related to equality, discrimination and gender-based violence.
- Building the capacities of (431) of CSOs members, elected committees and community cadres on gender balance and the skills required for supporting the causes of women and girls.
- Launching (We are made complete through you) campaign that targeted raising awareness of women on their rights and the challenges they are facing in the Egyptian community, in partnership with the National Council for Women, the Regional Federation for Associations in Giza, the Ministry of Social Affairs and the Ministry of Religious Endowments (Waqfs) in Greater Cairo.
- Organizing an awareness campaign under the title of (No Violence against Women) in cooperation with Elimination of Violence against Women Unit at Minia Governorate. It targeted highlighting the problems to which women are subject through artistic works and theatre plays.
- Organizing several events to celebrate the International Women's Day, such as organizing "Face to Face" campaign in Qalioubiya, which targeted raising awareness on women's rights and the elimination of violence against them. It targeted 1200 youth and men working at health units.
- Building the capabilities of (22) Islamic and Christian clerics and community leaders regarding women's issues and their role in adopting an influential religious discourse that urges society to enhance the stance of women and combat all forms of violence against them.
- Training (15) of media professionals on the role of media in combating violence against women. The training tackled means of drafting news and conveying the image via audio and visual media in an aim to raise community awareness on these issues.
- Forming groups of (52) community and youth cadres within Greater Cairo to work on women's issues, violence against women and means of facing some situations where women are subject to inequality within the labor and gender-based violence communities.
- Empowering (20) women economically through providing them with job opportunities via setting up small projects for them in Giza Governorate, in cooperation with the Free Arab Generation Foundation.



Emergency Relief

Most important models of partnerships:

Partnership with the Well Spring Foundation in implementing a psychological rehabilitation program for returnees from Libya and their families that targeted enhancing their capabilities to adapt to their current conditions, and further supporting them to cope and recover from the pressures arising from their exposure to economic and social crises.

495 benefited from psychological guidance and support

300 citizens have been provided with a temporary job opportunities with monthly cash for work

1,277 benefited from prompt health and treatment services

300 families have benefited from the provision of food for 5 consecutive months.

Institutional Support Program

Most significant milestones

1. The mechanisms of the institutional support program have been developed to implement Coaching and Mentorship Mechanisms through using Central Incubators specialized in developing plans and curricula for building resilience and community flexibility, developing training and orientation plans, developing training manuals and materials, curricula and branch incubators that are chosen from NGOs at the governorate level to host the branch incubator, which will be responsible for training, and providing training courses for local CSOs on developing capacities to build flexibility and community resilience through local mentors. Those mentors shall train and follow up smaller local CSOs at all stages of capacity building, selection and design of local initiatives, implementation and management of sub-grants, in the context of social and economic resilience.
2. The capacities of CSOs and committees elected by citizens have been built around a number of main topics that included community resilience and flexibility, local initiatives' planning, implementation and management using methods of partnership, as well as planning and executing advocacy and lobbying campaigns, negotiation and accountability skills, strategic planning skills and social protection mechanisms.
3. Building the institutional capabilities of governmental institutions' officials to become more supportive and responsive to guaranteeing citizens' rights, as they were trained on various topics that included rights-based development, employee performance development, and communication skills to improve service delivery performance for citizens.



Presidential Initiatives

"The Light of Life (Nour Al Hayat)" Initiative

- CEOSS' partnership in the Presidential Initiative (Nour Al Hayat) continued in coordination and cooperation with the Viva Egypt (Tahya Misr) Fund, and the initiative aims to combat the causes of poor sight and vision loss, for the elderly and the students in primary schools. Where work was done in 8 regions and cities in the governorates of Minia, Beni Suef and Qaliubiya and 50 primary schools, many successes were realized through this initiative, the most important of which are:
- Conducting a medical survey for (43948) primary school students and elderly persons
- Conducting 700 cataract operations in Beni Suef Hospital and Menoufia Military Hospital
- Providing 8300 eyeglasses for free
- Partnering with specialized medical centers and pharmaceutical companies to make available medicines and surgeries for cases that have been detected and referred from medical convoys. therapy drugs were provided for 1600 cases and 10 surgeries were performed for free.

"Decent Life (Hayat Karima)" Initiative

The Authority participated during this year in the presidential initiative "Decent life (Hayat Karima)" in partnership with the Ministry of Social Solidarity and the National Initiative for the Poorest Villages. The initiative aims to raise the economic, social and environmental level of Egyptians, particularly families in poor villages, and their empowering to obtain all basic services and further maximizing their capability to productive works that contribute to achieving a decent life for them through cooperation with the ministries concerned and in partnership with institutions and NGOs.

Qualitative Milestones

- The activities of the initiative during this period focused on providing basic health services to poor families in the communities of work, which are the priority needs demonstrated by the results of the study carried out by the Ministry of Social Solidarity. Health services included many specialties such as internal medicine, pediatric, ophthalmology, reproductive health services, dentistry, surgeries and medical analyses in addition to providing therapy drugs.
- Many institutions concerned at Al-Behera Governorate participated with a major role in mobilizing their resources and employing them for the benefit of poor citizens in the targeted communities to maximize impact, as well as participating actively at all stages of planning, implementation and follow-up of all interventions. Among these agencies were the Directorate of Social Solidarity and the National Initiative for the Poorest Villages, Al-Behera governorate, the Ministry of Health and health directorate of governorate councils besides local units to which these poor targeted communities are affiliated.

In coordination with the State efforts in national initiatives, the unit has participated during this year in the implementation of (2) Presidential initiatives, namely "The Light of Life (Nour Al Hayat)" and "Decent Life (Hayat Karima)" initiatives in poor working communities, as follows:



1,813 poor citizens benefitted from health services and eye health services

1,568 benefited from comprehensive health services

9 benefited from cataract operations

236 benefited from medical glasses

Agricultural Hub

It is one of CEOSS' social business projects, which aims to optimize opportunities of agricultural investment, in a way that ensures equal opportunities and fair provision of different high-quality services, through offering economic services that are based on competitiveness, quality and the investment of private sector resources in favor of farmers; in addition to strengthening the competitive capability of agricultural products in the local and international markets.



Partnerships

- Processing, packaging and sorting the crops of okra and vine leaves for Basma Company.
- Processing, packaging and sorting of grapes for Much company.
- Processing, packaging and sorting of pomegranate and carrot crops for the Upper Egypt factory.
- Processing, packing and sorting green beans crop for the Agri Food factory.
- Processing and sorting of onion crops for the United Factory in New Minia.



Most significant milestones

1

Cultivating 18 acres of avocado for the first time in Upper Egypt, particularly in Minia Governorate

2

Processing 227 tons of various crops (onion, pomengranate, beans, grapes)

3

Enhancing the productivity of 5477 of small farmers

Most significant milestones

Mechanization and Agricultural Equipment

- Improving product quality, lessening waste, reducing production costs and improving productivity through the soil preparation phases until the phase of harvest with modern technologies.
- Providing farmers with technical skills and knowledge related to modern methods of agriculture, besides shifting farmers' culture from manual to automated farming, which is then reflected in changing the concepts and methods of cultivation used by farmers.

Post-harvest services plant (sorting, packaging and cooling) for the processing of agricultural products

- 1-Coding the station by granting quality certificates in the field of sorting and packaging per the Egyptian laws on the ISO 2200 certificate
- 2-Maximizing the crops' value added through post-harvest transactions for crops, such as vegetables and fruits to be in small packages that suit the local market's consumption in the neighboring regions, in addition to applying the value added of crops.

Agricultural Lands

- Developing irrigation systems through installing an advanced irrigation network.
- Building greenhouses (cucumber and pepper crops) to produce high-quality and clean crops that serve as a model for educating farmers about cultivating crops in seasons different from their original ones.
- Cultivating economic crops for the first time in Upper Egypt.

Marketing and Production Requirements Center

Studying and analyzing the local agricultural markets with a view to reaching the most profitable markets and seeking safe and reliable sources, through providing all production requirements; and signing marketing contracts for farmers via an integrated package of services, including companies, like (Hi Tech Seed - Fine Seeds Company - Samatrade Company - Al-Shorouk Company - Al-Nasr Company).

Partnership with the Local Development Unit

The cooperation is on-going between the Agricultural Hub and the Local Development Unit via providing services to small farmers, that focus on increasing their income and working on improving their productivity, as well as the quality of their agricultural production.

4

5000 farmers have benefitted (fertilizers, seeds)

5

2500 job opportunities for male and female youths

6

Awareness of 1000 farmers has been raised regarding methods of modern agriculture and knowledge of the center's services

7

100 farmers have benefited from using agricultural mechanization for an area of 265 acres

Micro-finance Development

Providing effective financial services to the poor who are economically active, with the aim of raising their income and improving their living conditions. This is in addition to empowering groups who are most needy, particularly women, who are the bread-winners for their families, youth and economically active persons with disabilities, in order to build a capital that contributes to their socioeconomic empowerment.

Most significant milestones

- Supporting the economically active among the most needy groups by issuing 65596 loans for their projects with a value of EGP 536049000.
- The active portfolio value has developed during the year by 26%.
- Average payment rate during the year is 99.4%.
- Average risk rate during the year is 0.67%.
- Operational efficiency is 199.7%.
- Expanding the use of digital technology (Digitization) in the field of customers' presence, to provide the highest degree of transparency in dealing with customers, and to achieve their requirements with the highest quality and speed as regards credit and balance inquiries and receipts, in addition to issuing financing to clients.
- The expansion of work at the governorates of the Republic by adding the governorate of Qena, thus the working governorates would become " Menoufia, Qalyoubia, Cairo, Giza, Beni Sueif, Minia, Assiut, Sohag, and Qena".

Approval of the General Assembly on the microfinance development plan 2020-2025

Signing financial facilities with the National Bank of Egypt and Qatar National Bank for the amount of 162 million pounds

Life and total disability insurance for all clients in the microfinance portfolio

Cooperation and partnership

1. The Financial Supervisory Authority
2. The Egyptian Credit Bureau
3. National Bank of Egypt
4. Qatar National Bank
5. Eskin Insurance Company
6. The Lebanese Swiss Company Takaful
7. The Institute of Banking

“Success Story”

Yaqoub Wahib Boutros,

53, lives in Al-Barsha village, Mallawi city, Minia. He has children in school age and has a grocery project. He started his project 18 years ago and was managing it from home. In 2007, he got acquainted with CEOSS' activity in financing micro-projects and providing non-financial services, so he applied for funding. The organization studied his application and he got a funding of EGP 2000. Whenever the financing terminated, he used to renew it, until 16 times. During this period, the project and capital witnessed major development and Yaqoub started to offer services, such as equipment and agricultural requisites. He also got a commercial record, tax card and license that enabled him to get greater financing amounts. And through profits made by the project, he was able to develop the project and improve the standard of living for his home and family; and managed to let his children continue their education. Furthermore, he has a development plan for the project, which is to add wholesale products during the coming period

Number of clients during 2019

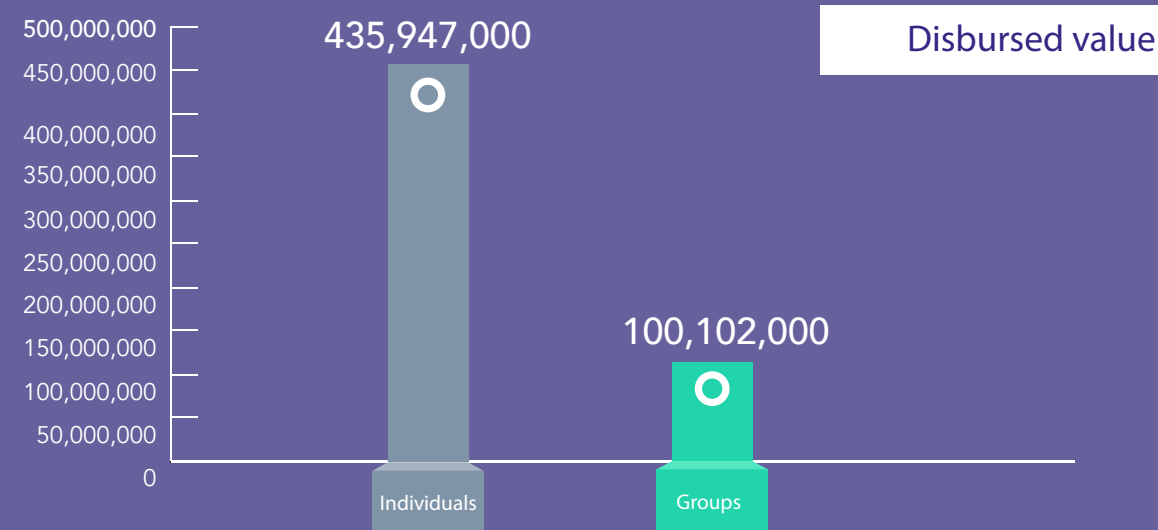
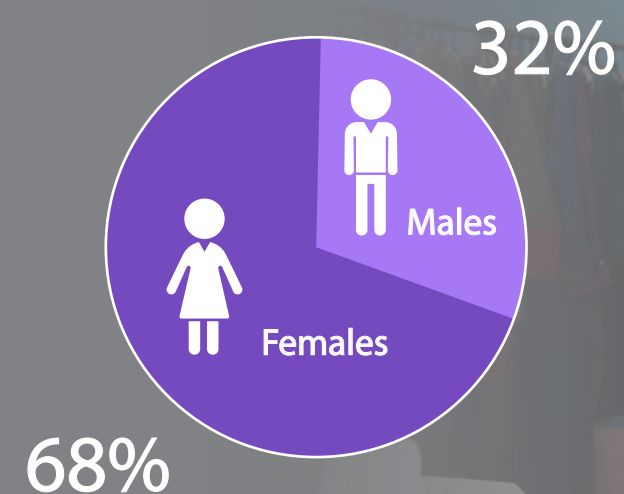
Individuals
32,668



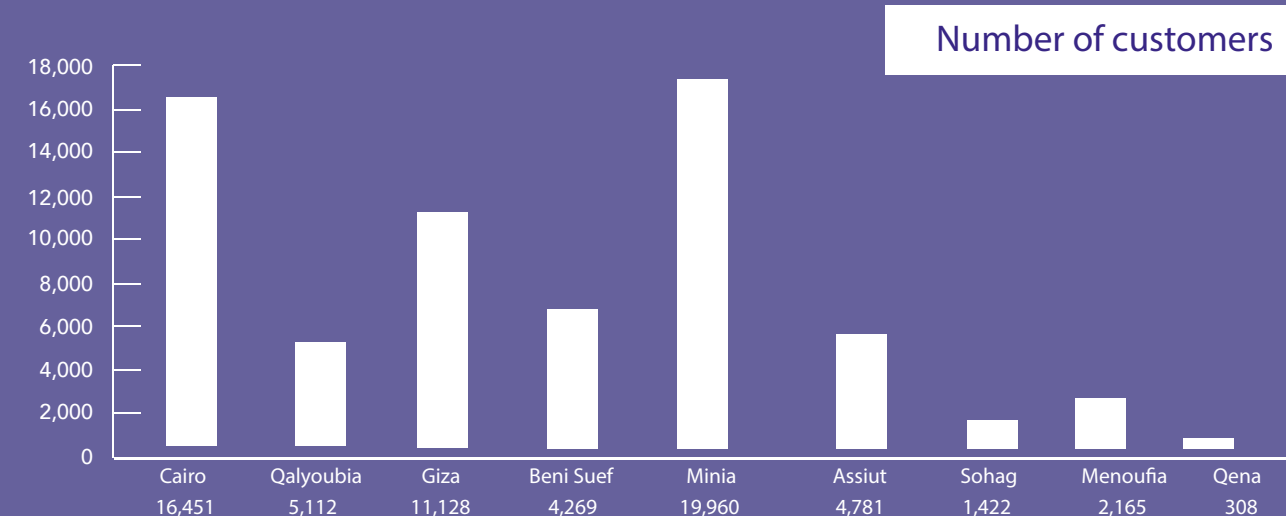
Groups
32,928



Number of customers



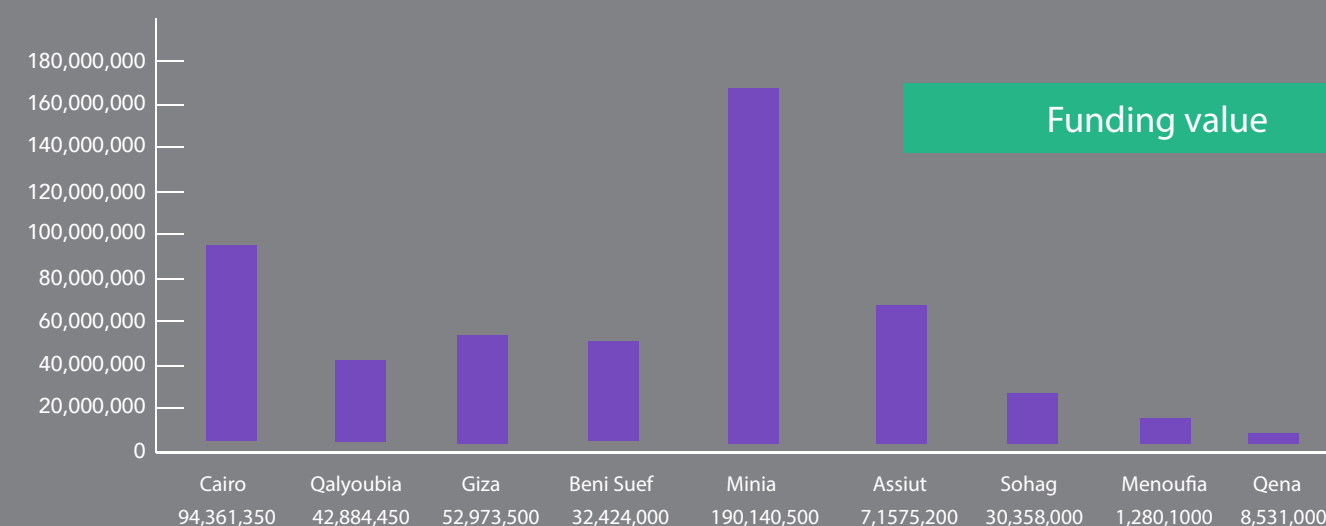
Disbursed value



Number of customers



Payment Rate 99,40%
Risk Portfolio 0,62%
Active Clients 51,060%



Funding value



Forum for Intercultural Dialogue (FID)

The FID continued during 2019 to contribute to building a democratic pluralistic society that is based on the values of citizenship and human right principles, besides respecting diversity and difference within a just legal and constitutional context. This is accomplished via the dissemination of the dialogue culture, in addition to empowering youth working in the cultural, religious, media, academic and civil society organizations. It further adopts a participatory and partnership approach with NGOs, governmental and non-governmental institutions and works at the local, regional and international levels.

Most significant milestones

Local dialogue program

It aims to build and qualify female youth leaders cadre in accordance with an integrated approach of knowledge relevant to citizenship dialogue and respecting others, as well as negotiation and communication skills, besides managing conflicts via studies for identifying needs of all the groups targeted by the work programs including (programs for youth religious leaders, academics, media professionals, civil society representatives, students from Christian and Islamic religious institutions, in addition to women Islamic preachers and Christian church servants)

Capacity building plans have been designed and implemented according to the actual needs and performance gaps in knowledge and skills. The level of knowledge and skills of participants have been developed, resulting in:

30 religious leaders have taken positive steps towards bringing about change to their communities. They have implemented community activities and initiatives aiming at teaching new ideas regarding citizenship, dialogue enhancement and accepting others to youth, children and women citizens.

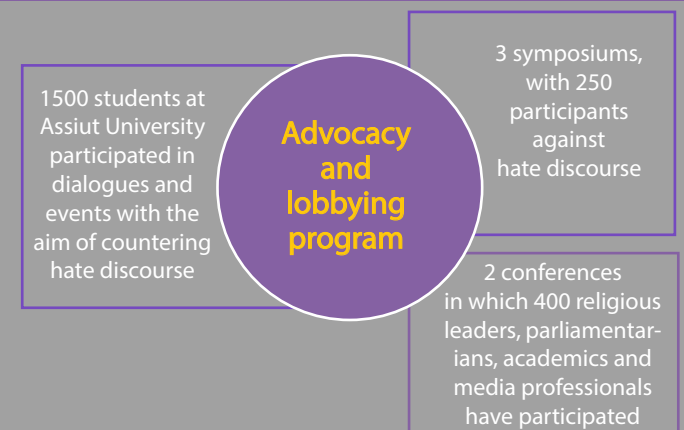
- The Assiut group of academics has reviewed the university message and vision with the aim of ensuring that it includes the values of citizenship. This resulted in issuing a decree by the University President on forming a committee comprised of this group in order to accomplish this task.



- A group of media professionals in Upper Egypt produced a short awareness-raising documentary film that aims to monitor different forms of discrimination, racism and prejudice inside the community.
- Via a number of programs, such as:

Advocacy and lobbying program

The program continues to have a profound impact on one of the issues that influence society and that includes a big segment of citizens through advocacy and lobbying at the regional and national levels. According to an in-depth community study, the issue of (countering hate discourse in social education institutions) has been identified, and several meetings have been conducted to discuss this issue with the various participants in the forum, including intellectuals and policy makers. Furthermore, the People's Week meeting was held in partnership with Assiut University, where African students and foreigners have participated. Also, several arts, sports and dialogue activities were organized for discussing the importance of denouncing violence and hate discourses, as well as the role of youths in countering such discourses.



The integrated developmental model program

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Public diplomacy, working on Arab and International levels

FID adopts a number of international dialogues that aim to build bridges of mutual confidence in order to rectify blurry concepts and erroneous mental images of every party about the others, through a serious and open dialogue within the framework of mutual respect and understanding, via:

The Egyptian-American Dialogue

It aims to open channels for discussing contemporary issues facing the Egyptian and American societies, with the objective of bringing about mutual cooperation for enhancing development efforts within the local reality, as well as exchanging experiences and identifying developmental efforts exerted by Egypt and CEOSS in Upper Egypt and poor areas. This is in addition to presenting the political, economic, social and security developments witnessed by Egypt, besides the efforts and initiatives exerted for changing stereotypes and negative images regarding the Islamic countries in general and Egypt in particular: through organizing a meeting for 51 participants of American research activists, intellectuals, religious leaders, influencers, Egyptian parliament representatives and a number of leaders from various governmental authorities.



The Arab-European Dialogue

During this year, the Arab-European dialogue meeting has been conducted under the title of "Peaceful coexistence...Challenges and Potentials", and it comprised a number of themes, such as the contemporary challenges for peaceful coexistence, media, stereotypes in the public domain, human rights and peaceful coexistence.

Education and religious institutes have a role to play in peaceful coexistence, with participation of 77 intellectuals, parliamentarians, religious leaders and media professionals from the different Arab and European States, as well as representatives from countries such as: Germany, Sweden, Greece, Netherlands, Russia, Kingdom of Saudi Arabia, Jordan, Lebanon, Iraq, Palestine, Morocco and Egypt.



The most influential partnerships during the year:

- Ministry of Religious Endowments (Waqfs)
- Al-Azhar Al-Sharif
- Assiut University
- Al-Azhar University in Cairo
- Al-Azhar College for Girls in Minia
- The Seminary College
- Faculty of Evangelical Theology, Cairo
- The National Council for Women
- Churches with their three denominations
- The Dialogue Committee at the Evangelical Synod of the Nile
- NGOs (Al-Mahaba at Saft Al-Laban - Women and Children Association at Ezbet Kheirallah - Tala Association - Manbal Association)
- Minia Culture Palace



“Success Story”

Radwa - a student at Al-Azhar College for girls in Minia

has expressed the impact of the program on her, indicating that it provided her with the first opportunity ever to get introduced to and meet other people from a religious background that is different from hers, which was a comprehensive change of all her erroneous concepts about others. She said:

- I am one of the people who totally rejected the idea of dealing with people belonging to a different religion or gender because mixing with the other gender is unacceptable in my culture. However, I had to abide by the program rules of participation.
- All through my life, I was against the idea of mingling with Christians or any people from a religious background that is different from mine. This was very difficult for me, but I thought maybe I can give it a try.
- Again, I rejected the idea of mixing between boys and girls, especially when I went to the CEOSS headquarters.
- But by time, I found that the idea of mingling with people who are different is not an impediment and as days passed during the program, this idea was changing and I started to act normally and share my talent of singing with my colleagues, regardless of their religious belief or gender. They have encouraged me and I wish to present a very special song one day that opens new horizons of success before me. Power lies in our differences.

Peace Building

The Peace Building and Crisis Management program aims to prepare local leaders, so that they would be capable of reading local reality and promptly interfere to avoid crises, as well as transforming conflicts in a constructive way that seeks to bring about justice and reconciliation via practical means combining between theory and application. This is in addition to enhancing community integration and reducing negative polarization.

In this regard, the peace building work has continued during 2019 through the following programs.

First: Conflict Resolution

Helping the parties of an existing conflict to understand the needs of other parties and to work on finding practical solutions for settling these existing conflicts.

This takes place through a package of skills-relevant training programs for "Effective communication, negotiation, mediation and dialogue skills".

Second: Transforming Conflict

Transforming the relationship of a conflict into a positive relationship through various mechanisms, such as forming reconciliation and fact-revealing committees.

This can be done through training programs on topics like "healing from injuries -building resilience - breaking violence circles - cooperation rather than competition - restorative justice".

Third: Conflict Prevention

Early intervention systems to prevent conflict

Through special training programs "Crisis prediction – leadership skills – planning skills – justice – rule of law – human rights – counseling – critical scientific thinking – collective work – reading local reality"



Number
of beneficiaries:
225 participants



Number of
trainings:
9 trainings

“Success Story”

My name is Asmaa Mahmoud – I have 37 years old and I live in Cairo

I work as a teacher

I learnt through the training program the importance of good listening when dealing with crises. Regarding my role as a mediator between people, personally, I had a big problem before taking the training. My problem lied in my severe nervousness to the extent that I could break anything that lies before my eyes or use violent words. I used to have loud voice and I used to scream. Following the training and after being subject to the topics of peace, self-control and listening, I learnt how to control myself before the different events. I started to be calmer and could control my temper. Even when my son did something wrong one day, my reaction was totally different in comparison to previous similar situations. Since then, my family started to feel the difference and they encouraged me, which made me keen to work on myself. Also, I became able to talk with the people around me at work, or my neighbors about their problems and help them solve them. This is what I learnt in the mediation topic, in addition to the means of solving problems and crises before their aggravation. I want to thank the program very much and I wish to learn more and more.

Dar El Thaqafa

Dar Al-Thaqafa is a Unit ia among CEOSS' units and it aims to disseminate enlightened cultural and religious awareness that covers various areas and trends, in addition to its positive impact on the public and Christian communities.



First: Libraries

- Dar Al-Thaqafa brought about an increase in sales by 20% in comparison to last year, in addition to a having a big turnout of visitors to its pavilion at the Book Fair held in 2019 due to the huge diversity of topics and the new distinguished publications, plus the discounts and offers.
- In an attempt for providing a better service for its customers, Dar Al-Thaqafa Shobran branch library has been completely renovated.



- Dar Al-Thaqafa held a ceremony for launching "The Contemporary Arab Interpretation of the Bible" book, and attendance were a variety high profile authors, religious and public leaders. The celebration was led by His Excellency President Elie Al-Farzli, Deputy Speaker of the Lebanese Parliament.

دار الثقافة



Second: Publishing

- In 2019, Dar Al-Thaqafa published "An Overview on the History of Christianity" book by Rev. Dr. Michael Parker, Head of the Post-Graduate Studies Department at the Evangelical College of Theology in Cairo.
- "Marthe et Marie en concurrence?" book by Berriet Davio and Elizabeth Parmonte.
- "Vous Donc Priez Ainsi" by Domb group.

Printing house

180 contracts
55,590 printed copies

Art production,

producing
7 films

Social media

Number of
CEOSS page
followers:
296,000

Total Posts' Reach : 1,186,000

Page		Total Page Likes
YOU		
1	CEOSS	246.2K
2	Dar El Thaqafa ...	35.7K
3	Yalla Hwar - يلا حوار	4.8K
4	Itsa Wood - إيتسا وود	4.2K
5	مستشفى حورس بالمنايا	3K
	Samuel Habib - صموئيل حبيب	2.2K
7	الدهبية	2.1K

Curricula and journalism

Enhancing and empowering CEOSS' programs together with civil society organizations in the field of capacity building and spreading awareness through systematic processes of knowledge management at the level of production and availability, and also contributing to maintaining CEOSS' history through documentation of activities and intellectual production.

The curricula of 2019 have generated 2 manuals for the inclusive environment and accessibility for persons with disabilities.

The Message of Light Magazine

It is concerned with development issues and aims to provide knowledge material for workers and those interested in the field of development, as well as discuss urgent issues regarding the disadvantaged and marginalized classes, which represent the target of the development process.

During 2019, the organization issued 8 editions of the magazine that discussed a variety of topics.

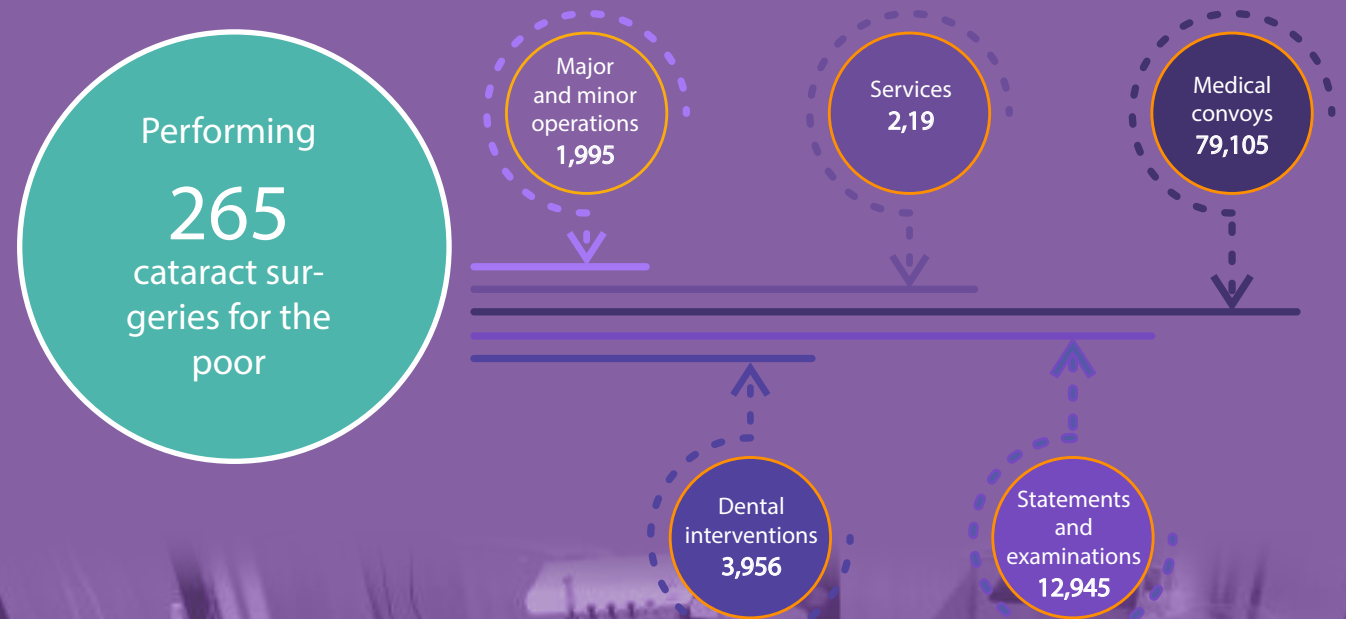


Medical Centers

Horus Hospital seeks to provide high-quality medical services for undergoing examinations and x-rays for the different segments with high quality and appropriate prices, while adhering to safety and security standards for patients through a highly qualified medical team who believes in this message as well as in the patient's right to obtain a distinguished service to realize the mission of CEOSS in community service. This is through providing high-quality ophthalmic medical services to the poor and marginalized groups and communities with affordable prices.

Most significant milestones

Expanding the circle of work by increasing the number of partners, whereby (48) diverse institutions (NGOs, health care companies, unions, and religious institutions) were contracted in order to diversify the creation of spaces to reach the poor and most needy.





Itsa Wood

Itsa Wood for Furniture continues to assume an active role in the community through real economic development, by providing high-quality services, which in turn contribute to creating job opportunities, training human cadres who are capable of integrating in the community and supporting CEOSS' message in an aim to secure financial sustainability.

Most significant milestones

- For the fourth year in a row, Etsa Wood is still managing to participate in tenders and major operations, for example, it managed to supply wood works to Draya Private University in New Minia. This included furnishing 173 rooms for students.
- In the framework of the Unit's interest in seasonal fairs, it managed to organize its annual fair at Al-Nozha office in Cairo, which yielded in large revenues that amounted to

EGP 1,200,000 (one million and two hundred thousand Egyptian Pounds), achieving 121% of what was planned for this year.

- Itsa Wood managed during 2019 to produce more than 300 pieces of home furniture for different customers along various Egyptian governorates, such as:



41 salons



88 bedrooms



39 dining rooms



10 home libraries



21 kitchens



105 various units



Training Centers

It seeks to partner with civil society organizations and religious institutions and help them build their capacities, through providing all supporting services for trainings, meetings and seminars, in addition to making a little profit margin to help the organization deliver its message.



Itsa Center consists of

1- Itsa Center:

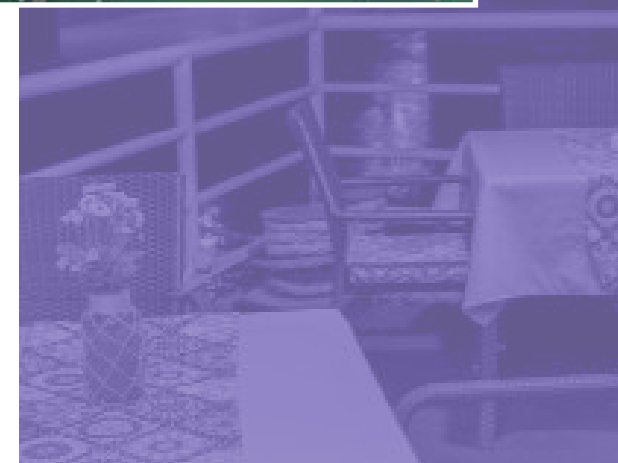
It consists of hotel rooms for accommodation of up to 220 persons, 4 halls of different areas to accommodate different numbers of participants; and are further equipped for all meetings and occasions. The Center also has playgrounds, a camp, swimming pool, restaurant and cafeteria.

2- Al-Dahabiya:

It is a house boat in the middle of Al-Menya Corniche. It has rooms for accommodation, a deck for events, training rooms, a restaurant and cafeteria.

3- Al-Nozha Restaurant:

It is located in Al-Nozha office in Cairo. It is equipped to offer meals during trainings held in the office.



Most significant milestones

- Equipped Itsa Center to host persons with special needs and the elderly through entrance halls leading to the restaurant, swimming pool, halls and elevator.
- Hosting events in Itsa Center for a number of 1200 of individuals, along with providing all services of meals, accommodation and other services.
- Hosted a 5 days conference for 25 persons from different nationalities worldwide, with all related services (accommodation, meals, etc.).
- 30000 individuals have been hosted in 25 major events.
- About 290 meetings were held at Itsa Center headquarters, with an average number of 35000 individuals from all community groups. Meetings varied between (sports activities-trips-trainings-public meetings).
- 500 trips have been hosted inside the swimming pool area.
- The center offered light meals for 10000 individuals.
- Itsa training center hosted several conferences, as well as local and international meetings, such as (Medics Conference – Vocational training and technical education support and development conference- The Egyptian-African Dialogue Conference – Women Seminar Conference – Drug addicts' Ministry Conference – Cairo Company for Developmental measurements –Coptic Orphans' Conference – Egypt's shepherd Foundation).



Agricultural Projects

The Agricultural Projects Unit aims to maximize the organization's economic return through providing economic services based on competition and quality.

Most significant milestones

- Produce high-quality fruit, ornamental and wood seedlings.
- Produce palm tree cuttings, dates, and grafted buckwheat, in accordance with the high-quality specs required in the local and foreign markets.
- Implement landscape works for the wastewater treatment plant in Minia, which is one of the largest national projects in Minia, with an area exceeding 25000 meter².
- Maintain a strong and highly competitive existence in large projects, such as the New Assiut Hill and implementing landscape works.
- Partnering with major contracting companies, such as the Arab Contractors in Minia, Assiut, Sohag and Ahmed Allam Company.
- Implementing agricultural work for Middle Egypt Company for Electricity Distribution and the Electricity Regional Control Center.
- Constructing villas with various spaces in New Cairo, Al-Sheikh Zayed, Dream Land and New Assiut.

Ismailia farm

Producing wild palm trees from 50 palm trees and grafted buckwheat for 100 trees

Itsa Plants Nursery

Producing 18,000 ornamental seedlings.

Distributing 60,000 seedlings and greenery





Block 1311 Dr. Ahmed Zaki St.,
El Nozha El Gedida, Cairo, Egypt
P.O Box 162-11811, El Panorama, Cairo, Egypt

Tel.: +20 2 2622.1425/6/7/8

Fax: +20 2 2622.1434

E-mail: info@ceoss.org.eg

www.ceoss-eg.org