



Department for World Service Annual Report 2013

THE LUTHERAN WORLD FEDERATION

actalliance

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Route de Ferney 150

P.O.Box 2100 1211 Geneva 2

info@lutheranworld.org

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## Thank you!

Over the course of 2013, hundreds of thousands of vulnerable and crisis-affected people have engaged with and benefited from services and support provided by World Service.

As I reflect on our work in 2013, I am struck—again—by a deep sense of gratitude for our staff around the world. It is only through their expertise and dedication that World Service is able to respond effectively and appropriately to natural disasters, escalating violence and entrenched poverty and inequality.

Due to the complex nature of the contexts in which they work, our staff can face many challenges and uncertainties. And they do so untiringly, with much skill and—often—with some sacrifice. As humanitarian needs in the world are becoming greater than ever, World Service is



Rev. Eberhard Hitzler. Photo: LWF/M. Renaux

committed to striking the right balance between 'staying and delivering' and ensuring the security and protection of our staff.

Undoubtedly, our staff would not have been able to achieve all

that they did in 2013 without the support of our many donors and partners. World Service remains particularly grateful to the LWF member churches and related agencies that fund its work, as well as to its growing pool of governmental and intergovernmental donors.

I take inspiration and courage from the commitment and efforts of our staff and partners in 2013, as well as from the people and communities with which we work. It is thanks to them that I know our joint quest for justice, peace and sustainable livelihoods for all will grow from strength to strength as we move into 2014 and beyond.

Eberhard Hitzler
Director for World Service

### Who We Are

The Department for World Service (DWS) is the international humanitarian and development arm of The Lutheran World Federation (LWF), a global communion of churches in the Lutheran tradition.

World Service is rooted in Christian values affirming commitment to uphold the rights of the poor and oppressed.

World Service works with local and international partners to alleviate suffering, combat injustice and poverty, and lay the foundation for a life in dignity for all. We are unique in our local rootedness and global connection.

World Service works in remote areas and often insecure situations, touching the lives of over 2 million people across 33 countries in Africa, Asia, Latin America and the Caribbean.

#### Vision

World Service strives for a world with just societies in which human



The LWF team in Za'atri camp, composed of Jordanian staff members and Syrian refugees. Photo: LWF/GNC/F. Hübner

beings live in dignity and peace. We therefore affirm people's diversity, their empowerment to claim universal rights, meet basic needs and improve the quality of life.

### Mission

Inspired by God's love for humanity, World Service responds to and challenges the causes and effects of human suffering and poverty.

### Core Values

- Dignity and Justice
- Inclusiveness and Participation
- Accountability and Transparency
- · Compassion and Commitment
- Respect for Diversity

## Strategic Objectives

### 1. Responding to Disasters

Following natural or human-made disasters, Word Service responds quickly and professionally to the basic need for food, water, shelter, security and psychological support. World Service also helps the affected communities to pull together their available resources, and provide a platform where they can better express their needs and concerns.

In high risk areas, World Service works with local communities to strengthen their ability to cope with recurrent catastrophes such as floods and droughts, and build resistance.

We partner with ACT Alliance and coordinate with other humanitarian organizations at the global, national, and community levels to reduce duplication and gaps in assistance.



A girl pumps water with her mother in Bor, a city in South Sudan's Jonglei State. Photo: ACT/Paul Jeffrey

## 2. Creating Sustainable Communities

World Service empowers marginalized communities to produce enough food to eat and as a source of income. In regions affected by conflict, we provide access to education with the goal of helping the displaced improve their lives upon return home.

Vocational training and incomegenerating activities also create opportunities for change, self-sufficiency and life with dignity.

## 3. Community-Led Actions for Justice and Peace

Advocacy is central to World Service's work at every level as we help communities to achieve their goals for justice and peace. This includes human rights education and advocacy, peace building, and conflict resolution. World Service pro-actively develops local capacities for leadership and governance and promotes access to essential services.

### Core Commitments

### **Human Rights**

Respect for human rights is fundamental to World Service endeavors to move people out of poverty, bring about justice and peace, and enhance sustainable development. World Service therefore works with those in power to ensure that the rights of the poor and marginalized are respected. We also support community members with the necessary skills and knowledge to influence local authorities to deliver services. The goal is to see communities take up full responsibility for relief, development and advocacy for their rights.

### **Impartiality**

World Service provides humanitarian assistance based on need alone. We therefore prioritize the most urgent cases, making no distinctions on nationality, race, gender, religious belief, class or political opinions.

## Climate Justice and Environmental Protection

The increasing changes to weather patterns globally mainly affect the poor and marginalized populations. World Service promotes initiatives to mitigate the adverse impact of related disasters, including care for the environment in all development activities. We partner with communities to assess environmental impact and climate-change risk.

### **Accountability**

As outlined in World Service's Accountability Framework, we are committed to being accountable to the populations and communities our programs assist. We strive to achieve a culture of accountability at all levels – through leadership, polices, management systems and field practices. Therefore, World Service ensures timely and appropriate response to feedback or complaints from communities, donor partners or individuals about our work. Our quality work is recognized internationally by the Humanitarian Accountability Partnership (HAP), a global quality assurance body. As a signatory to The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief, World Service adheres to the principles for humanitarian actors in disaster response.

#### **Gender Justice**

World Service upholds LWF's commitment towards the full and equitable participation of women and men in all spheres of life. Our work promotes gender justice by enhancing initiatives that facilitate equal distribution of wealth and opportunities to both women and girls, and men and boys. World Service raises awareness and pursues specific advocacy aimed at changing traditional, cultural, and other attitudes and practices that tend to institutionalize gender injustice.



### Strategic Objective 1

# Disaster Risk Response and Emergency Preparedness

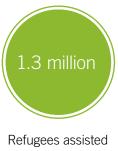
2013 was marked by an increase in complex emergencies. LWF World Service was involved in all of them, engaging and responding in different ways to the different conflicts and natural disasters around the globe – this included:

 scaling up the operations in Jordan to respond to the increasing refugee flow out of Syria,

- starting up operations in Central African Republic to meet the needs of IDPs affected by the crisis there,
- scaling up our operations in South Sudan in response to the growing crisis and conflict towards the end of 2013.
- working through local partners and churches in Namibia and Angola in response to the severe drought,

 and finally working with the church councils in the Philippines to support a timely response to help survivors of Typhoon Haiyan.

Through the timely deployment of staff from its emergency hubs and roster and through effective fund raising, World Service was able to respond in a timely manner to all of



Refugees assisted in Kenya, Djibouti, Ethiopia, Chad, South Sudan, Uganda, Mauritania, Nepal, Jordan



IDPs assisted in Chad, South Sudan, DRC, CAR & Myanmar



Survivors (floods, hurricanes & droughts) assisted in Mozambique, Namibia & Angola



Funding



Largest international partner of UNHCR globally



She will soon replace her old mosquito net with a new one she received in a household package given to her by Dan Church Aid and LWF, both members of the ACT Alliance. Photo: ACT/Paul Jeffrey

the above emergencies. In addition as the fifth largest implementing partner of United Nations High Commissioner for Refugees (UNHCR) globally, and the largest faith based partner support, World Service reached out to support 1.3 million refugees and over 600,000 IDPs in 11 countries in 2013. World Service spent Euro 40.5 million or 46% of its annual budget on disaster risk reduction (DRR) & emergency response in 2013.

The stories from Jordan and Namibia which follow highlight a small

part of the emergency response work which has been carried out by World Service staff and partners in 2013 and illustrates the type and scope of the response to just two of those emergencies.

# Emergency Hubs, Saving Lives and Providing Urgent Assistance

Through its emergency hub system in San Salvador, Nairobi, Kathmandu and Lusaka, World Service was able to respond quickly and effectively to a number of complex, large-scale emergencies during 2013. These included the Philippines—severely af-

fected by Typhoon Haiyan, droughtstricken Namibia and Angola, and escalating violence in CAR, Syria and South Sudan, which impacted the lives of millions of people.

World Service also began new humanitarian work in Myanmar

in June assisting 85,000 IDPs in Rakhine State in safety, camp management, primary education, community building and psychological support activities.

In the CAR, where over 1.6 million people need urgent assistance





### World Service Response in Rakhine State 2013

- Managed 4 camps with 18,000 IDPs
- Fire prevention and safety infrastructure in 20 camps
- Fire safety curriculum with Sittwe Township Fire Brigade / 155 volunteers trained
- Distributed 2,700 non-food item kits
- Distributed 3,050 education kits
- Built 10 temporary learning spaces
- Recruited 36 camp-based teachers
- Psychological needs assessment



LWF focus group discussion with 11-17 year-olds in a Sittwe IDP camp, Rakhine State. Photo: LWF Myanmar

inside the country since the violence started in March 2013, World Service interventions included delivery of food, basic non-food items, health and sanitation as well as psychological support to conflict-affected populations in Nana Mambéré and Ouham Pendé prefectures.

World Service developed new forms of collaboration in response to

crises in 2013 by linking with local churches. In the Philippines, World Service mobilized key staff to assist the relief efforts of the National Council of Churches in the Philippines (NCCP). World Service also helped start a cash transfer program in Namibia in collaboration with local churches.

## A Life in Dignity for Syrian Refugees in Jordanian Communities

In collaboration with the Jordanian government, the World Service emergency program in Jordan reached out to 120,000 refugees in the Za'atri camp in the north, and to vulnerable households among the over 450,000 Syrians hosted by local communities.

In Za'atri, World Service supported over 4,000 families with winteriza-

tion kits including 270 prefabricated shelters; equipped 2,200 tents each with heating and cooking equipment, and distributed more than 33,000 sets of winter clothing.

We coordinated psychosocial support activities targeting around 1,500 youth with the aim of encouraging a culture of peace and building resilience through art and play therapy, sports, and group counseling.

Similar support was provided to refugees and vulnerable host community households in Mafraq. We also set up a food voucher distribution program which benefited 1,700 refugee families and locals with monthly food coupons of USD 85 dollars per family over a six-month period. A school expansion project aims to construct 30 new classrooms by the end of 2014 in crowded local schools that host Syrian students.

World Service support to refugee women and Jordanian hosts includes an income-generation program. More than 800 women from both communities also benefitted from a vocational training program.



A quick glance at Za'atri camp in Northern Jordan resembles any other small town. Refugees are selling fruits, clothes and freshly made bread. Photo: ACT/Magnus Aronson

### Cash Payout Helps Households Prioritize Needs in Namibia



Drought in Angola. Photo: Dirk Haarmann

Sophia Fredrick used part of the 800 Namibian dollars (Euro 60) she received to pay her contribution towards costs for the diesel pump that supplies fresh water in her village, some 300 kilometers from the capital Windhoek.

From September 2013 to March 2014, the mother of six, was among village residents in Amperbo, southern Namibia, who received a monthly cash payout of 100 Namibian dollars (Euro 7) per head as assistance to families affected by the worst

drought in nearly 30 years. An estimated 800,000 Namibians needed emergency support. In the first-ever emergency response collaboration with the three LWF member churches in Namibia, World Service deployed its regional hub in South-

ern Africa to support the churches in reaching out to those affected in remote villages in southern Namibia and in the northern part, neighboring similarly drought-stricken Angola.

Through the cash transfer program, 6,000 people were able to buy basic essentials. The drought response included psychosocial support to over 500 people, training of community members in emergency preparedness, and advocacy on awareness about basic rights.

### Prolonged Dry Spell in Angola

In Angola, a prolonged dry spell since 2012 adversely affected more than 1.6 million people—mainly subsistence farmers and cattle herders—in the southern provinces including Cunene, Namibe and Huila.

In Cunene, World Service worked with the Evangelical Lutheran Church of Angola and other ACT Alliance members to distribute food and water to the most vulnerable

groups. The distribution covering the most critical periods of the drought targeted 6,000 people including women and orphaned children.

In both countries, the rate of drought recovery was slow even after rains set in. Until the next harvest in June 2014, an estimated 778,500 Namibians and nearly 630,000 Angolans still risk food insecurity.



Ndapanda Mentte Shandingi shows a Nampost debit card. Photo: LWF/M. Hyden



### Strategic Objective 2

## Sustainable Livelihoods

Empowering communities is a strategic approach of World Service. It is a critical element of the work World Service is doing to create sustainable communities in 15 of its 24 operational country programs worldwide. In 2013, Euro 13.3 million of funding (15 percent of its annual budget) was spent on food security and other livelihoods projects including income-generation projects across 15 country programs.

In food security, such projects have ranged from crop diversification in Central America, which has changed farmers' attitudes and practices to conservation farming in Zimbabwe, which has reduced the hunger gap of rural families by 75 percent.

Income-generation projects have included the village savings and loans associations in Uganda allow-



Relief food distribution in Angola.

Photo: FELM/Laura Meriläinen-Amaumo

ing families to fight poverty, create new enterprises and build more prosperous lives. World Service has also implemented revolving loan fund projects in Myanmar which have helped lift local farmers out of poverty.

More on the projects in Myanmar and Zimbabwe can be found on the following pages.

### Myanmar Access to Food and Water

With the help of World Service, the Farmers Group from Ohn Pin Su village in Bogalay Township, has accumalted a revolving fund of Euro 5,125 over the past two years, which it lends to its 20 members (most of whom are women) ahead of the planting season at a monthly interest rate of three percent. This is less than half the rate some lenders in nearby Dedaye town charge farmers.

The chronic lack of credit from banks in rural parts of Myanmar has kept farmers trapped in high-interest debt, forcing them to focus on short-term earnings and preventing them from investing in their farms. Interest payments from outside money lenders can consume more than 50 percent of farmers' earnings. Therefore, funds such as the one in Ohn Pin Su village, supported by World Service, are an important step towards breaking the debt cycle.



Rice harvest in Myanmar. Photo: LWF/Myanmar

"Besides saving interest costs, the money from the fund stays with the farmers," says U Thein Myint, the group's chairman.

Loans from the Farmers Group fund range from Euro 100 to Euro 180, and are used to buy fertilzer and seeds, and to pay workers.

Group accountant Daw Khin Thida Myint calculates that the fund will rise to Euro 6,300 in 2014 and says the Famers Group plans to allocate Euro 4,400 of this amount to help build a school.

## Conservation Farming Enhances Food Security in Rural Zimbabwe

Through its integrated rural development work in Zimbabwe's southern and south western districts, the Lutheran Development Service (LDS), an associate program of World Service continues to help households achieve food security through improved agricultural production and income generating activities.

In 2013, World Service supported 390 households with seeds and new

gardens; distributed 470 small livestock to 160 households; and held workshops for 636 farmers on livestock husbandry, nutrition, conservation farming and vegetable production.

For most farmers in Gwanda communal lands, harvests are rare, possibly once in every five to six years. Ndlovu's family of eight were among many that scavenged for food until LDS started encouraging them

Food security in Zimbabwe, sorghum crop. Photo: I WF/DWS

## World Service in Zimbabwe 2013: Highlights

- 2,100 indigenous and 158 fruit trees planted
- 25 workshops for 636 participants on farming methods
- 4 poultry income generating projects supporting 30 households established
- 14 climate change awareness meetings attended by 1,853 participants
- 4 new gardens established for 127 households
- 3 woodland management workshops for 89 participants

to adopt more appropriate conservation farming methods

"It has given me a harvest, no matter how small," Ndlovu says.

In 2013, she had a bumper sorghum harvest, enough to sustain the family for eight months, reducing the hunger gap by 75 percent.



### Strategic Objective 3

## Community-Led Action for Justice and Peace

Thematically, a commitment to human rights and rights-based approaches shapes all that we do. Within our global strategy the third major thematic objective relates to human rights and action for justice and peace.

In 2013, World Service spent 33 percent of its annual budget (approx. Euro 28 million) on a range of community-led action for justice and peace projects that helped to provide access to education even in conflict areas or refugee camps such as in Chad and in Kenya so that the young refugees can make a better living for themselves upon their return home. Through vocational training projects such as the ones in East Jerusalem and Ramallah, World Service has helped to create opportunities for change, self-sufficiency and a life with dignity. In other programs such

as Myanmar, Djibouti, Uganda, Kenya, Chad and Cambodia child rights projects have empowered the youth and younger generations to achieve peace and justice.

An account of what has been achieved in Colombia, South Sudan and in East Jerusalem can be read in the pages that follow.



Photo: Magnus Aronson

### Advocacy and Human Rights Education in Colombia

Gross human rights violations in Colombia continue despite ongoing peace talks that began in October 2012 between the government and the Revolutionary Armed Forces of Colombia (FARC). Human rights defenders, indigenous groups, and Afro-Colombian communities are especially affected by the conflict that has driven up to an estimated 5.4 million people from their homes.

IDPs who have sought to recover land through restitution mechanisms have faced widespread abuses, including killings, new incidents of forced displacement, and death threats. World Service Colombia works with communities in Arauca and Chocó, where land is occupied by armed groups and oil and mining companies. The goal is to help them build strategies to protect community lead-

In Arauca Department, the LWF supports indigenous communities' right to food and a dignified life. Photo: LWF Colombia

## World Service Colombia 2013: Highlights

- Human rights protection project in Arauca for 3,285 people
- 285 farmers and community leaders trained in anti-personnel landmines risks
- Legal defense to 19 victims of human rights abuses
- Legal advice to 820 people in 23 communities
- 6,000 pamphlets to farmers on selfprotection/territorial management mechanisms
- Empowerment and protection project in Chocó
- Initiatives on interaction between afro-descendants and indigenous communities.

ers, and defenders of human rights and international humanitarian law.

World Service continues to advocate for the full realization of economic, social, cultural and environmental rights in Colombia, which is one of the most unequal countries in Latin America.

## Childs Rights Project and Vocational Training in East Jerusalem and Ramallah

Yasmin was among 32 young Palestinian women from the West Bank who graduated from the first vocational secretary course offered by the LWF Vocational Training Program (VTP) in Ramallah last year. After the one-year training and an internship at United Motor Trade, she was offered a job with the company.

In August 2013, the VTP at its centers in Beit Hanina in Jerusalem and Ramallah celebrated the graduation of its 61st class. The class of 236 graduates, including 72 women, represented both the largest class and number of graduating women in the program's his-

## VTP by Numbers in 2013

- 923 students received training
- 236 graduated from the program
- 106 second-year trainees continued at VTC in Beit Hanina
- 158 female trainees
- 317 completed a short course or upgrade course.



Amer from Nablus in the West Bank is grateful for the opportunity to take part in the LWF-run vocational training program. Photo: LWF/Thomas Ekelund

tory. The growth of the VTP, including three new courses in craftwork, catering and secretarial training is aimed at providing more women with the skills necessary to enter the workforce.

The VTP has been offering vocational training to Palestinian youth

since 1949. Trainees can also choose courses in carpentry, telecommunications, aluminium and metalwork, auto-mechanics, auto-electronics, and plumbing and central heating.

### South Sudan: Peace Building and Conflict Resolution

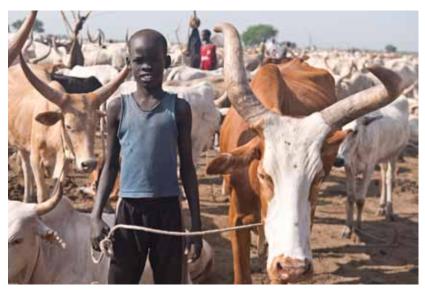
Before the conflict that started in South Sudan in mid-December 2013, World Service was consolidating its work among locals (including former refugees and IDPs) in rebuilding livelihoods. In Jonglei State, where livestock keeping and agriculture are the main sources of income, World Service with the help of European Union funds began working with local communities

and authorities to strengthen their capacity to advocate for non-violent conflict resolution mechanisms and to improve peaceful co-existence.

The peace-building project included human rights training and setting up committees to encourage dialogue in resolving disputes. As a result, incidences of inter-clan and inter-tribal conflicts over cattle and grazing land, as well as domestic violence had fallen.

However, as a result of the fighting that flared up in the capital Juba in December and quickly spread to other parts of the country, World Service had to suspend its long-term development work in order to focus on emergency response to the crisis. The fighting has displaced an estimated 927,000 people within South Sudan, while 300,000 have sought shelter in neighboring countries.

In response to the looming crisis in South Sudan, by January 2014, World Service had stepped up its regional preparedness and response to meet the needs of South Sudanese refugees flowing into Uganda (Adjumani), Ethiopia (Gambella) and Kenya (Kakuma). Whilst the focus is now on a regional emergency response to assist refugees and IDPs, the South Sudan country program still stands committed to resume its longer-term development work with the people of South Sudan when the situation allows.



A young boy in a cattle camp in Jonglei State, South Sudan. Photo: LWF/Melany Markham



### Where We Work

### Central America (R)

- Guatemala
- El Salvador (H)
- Honduras
- Nicaragua

Colombia (C)

Peru (A)



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### Middle East (R)

- Jerusalem
- Jordan

Haiti/Caribbean (R)

Mauritania (C)

Central African Republic (E)

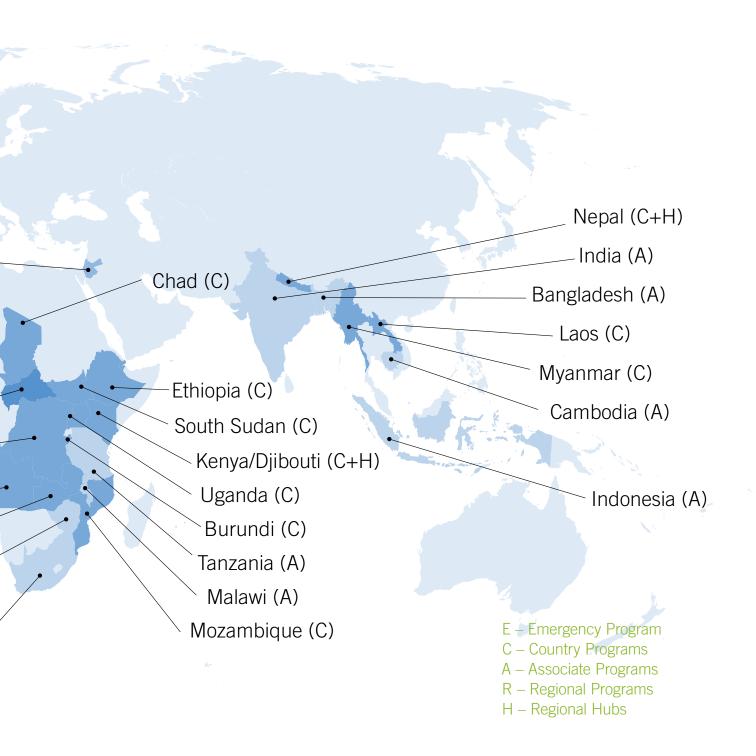
Democratic Republic of Congo (C)

Angola (C)

Zambia (H)

Zimbabwe (A)

South Africa (A)



## **Funding**

#### Income

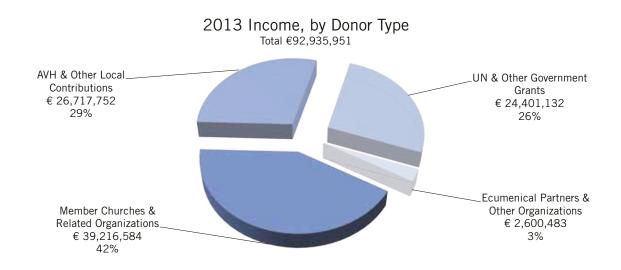
LWF World Service is grateful to its many committed related organizations, UN partners and other institutional donors who have enabled us in 2013 to help alleviate suffering amongst disaster affected communities, combat injustice and poverty amongst refugees and IDPs and to

lay the foundation for a life in dignity with the people we serve throughout our country programs.

In 2013, LWF World Service income increased by 5% to Euro 92.9 million, with our network of related organizations continuing to provide the majority of this funding (Euro 39.2 million or 42% of the annual income).

At the same time with increased refugee operations (including new operations in South Sudan and Uganda) UNHCR funding increased by 37% (over 2012) to Euro 19 million.

As part of its donor diversification strategy LWF was also successful in securing its first two direct grants from the US State Department (from



the Bureau for Population Refugees & Migration) and first direct grant from ECHO (having regained its Framework Partnership Agreement (FPA) in February 2013).

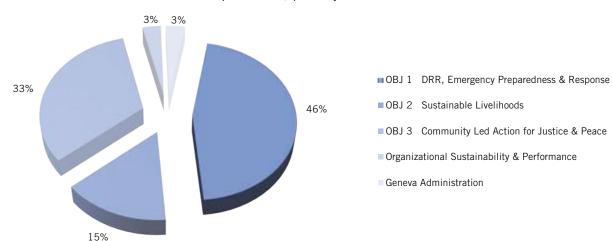
### Expenditure

46% of the funds in 2013 were directed towards World Service

Strategic Objective 1 – its humanitarian operations (Euro 40.5 million), including increased refugee operations in 11 country programs (particularly in Jordan, Chad, South Sudan & Uganda), as well as starting up operations in CAR and responding to the drought in Namibia and Angola and hurricane Haiyan in the Philippines.

A total of 48% was spent on implementing Strategic Objectives 2 & 3 - 15% (or Euro 13.3m) on sustainable livelihoods and 33% (or Euro 28.6m) on community-led action for justice and peace.

### 2013 Expenditure, per objective



### Staff

World Service honored the commitment of its 2,265 staff around the globe on World Humanitarian Day 2013 and we continue to thank them for their work and commitment to uphold the rights of the poor and oppressed around the world.

This commitment often entails much risk, working and living in places where violence, displacement, hunger, and lack of basic human rights prevail.

In fact, none of the places in which they serve is a safe place, and new challenges lie ahead in 2014 with our emergency responses in the Central African Republic, Namibia and Angola, Uganda and South Sudan to name a few.



LWF South Sudan staff distributing non-food item packages in Bor, Jonglei State. Photo: LWF/DWS South Sudan

Indeed, the world needs more people like our World Service staff,

with a heart for justice and a commitment to do something about it.



**National Staff** 



International Staff



Geneva staff

### **Partners**

### actalliance





















Diakonie 🔛

Katastrophenhilfe

Humanitarian Accountability

Partnership



International Council of Voluntary Agencies



LUTHERISCHER **WELTBUND DEUTSCHES** NATIONALKOMITEE









## Church of Sweden 💠







# "Uphold the rights of the poor and oppressed"



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