



LWF World Service

Annual Report 2014



THE
LUTHERAN
WORLD
FEDERATION

actalliance

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Make a difference

If there is one thing that is constant in this life, it is change. In World Service, this has never been clearer than in 2014, where the news of today became our ever more challenging operational environment tomorrow. Changes continued to happen among our closest partners and supporters and within our own organisation too. In this context we are happy to be able to say that World Service has continued to carry out its mandate to respond to the causes and effects of human suffering and poverty throughout the world, and at higher level than ever before.

In 2014 the number of the forcibly displaced in the world grew to an all-time high since the Second World War of over 50 million people. World Service scaled up its operations and responded in all of the Level-3 emergencies in South Sudan, Iraq, Syria and Central African Republic,



Maria Immonen
Photo: LWF/

as well as in many others less in the news. Our operational capacity to deal with humanitarian disasters in a consistent, high quality and high impact way has grown over the years. For the first time, our expenditure has exceeded 100 Million Euro. We continue to build on our global

reach and work at the grassroots level, combining it with empowering advocacy and rights based work at the international level. We are linking emergencies, relief and development and achieve lasting impact.

2014 was also a year of significant staff changes in LWF World Service, with our long time director Rev. Eberhard Hitzler leaving and many key positions worldwide taken up by new colleagues. World Service staff are the face of World Service to the people we work with in very difficult, often traumatic, circumstances. Their commitment and hard work to upholding the rights of the poor and oppressed is how we continue to make a difference.

Maria Immonen
Interim Director
LWF World Service

Who we are

LWF World Service is the international humanitarian and development arm of The Lutheran World Federation (LWF), a communion of 144 Lutheran member churches worldwide. Rooted in Christian values, we are committed to uphold the rights of the poor and the oppressed.

LWF World Service has programs in 32 African, Asian and Latin American countries, touching the lives of more than 2 million people. Among them are some of the most challenging humanitarian contexts. LWF World Service is responding to the four emergencies considered most severe by the UN in 2014 in the Central African Republic, Iraq, Syria and South Sudan, as well as very remote locations with little humanitarian presence.

This emergency response is combined with longer-term development work to enable people to re-build their livelihoods. Locally rooted and globally connected, we empower communities to claim their rights on



LWF team in Rwamwanja refugee camp, Uganda. Photo: LWF/ M. Renaux

a global level. We work with local and international partners, maintaining high standards in accountability, reporting, finance and funding.

LWF World Service means: We deliver.

Vision

People of the world, living in just societies in peace and dignity, united in diversity and empowered to achieve

their full potential, claim their universal rights, meet their basic needs and improve their quality of life.

Mission

Inspired by God's love for humanity, LWF World Service responds to and challenges the causes and effects of human suffering and poverty. LWF serves all people irrespective of ethnicity, religion or gender.

Strategic objectives and core commitments

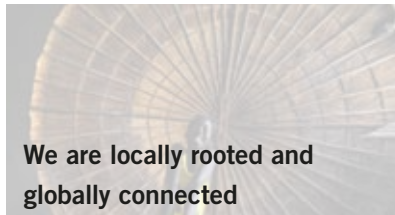
Strategic Objectives

Disaster Risk Response and Emergency Preparedness
Sustainable Livelihoods
Community-Led Action for Justice and Peace
Organizational Sustainability and Performance

Core Commitments

Human Rights
Impartiality
Climate Justice and Environment Protection
Gender Justice
Accountability

Key added values of LWF World Service





A woman cooks a meal for her family in Bor, South Sudan.
Photo: Paul Jeffrey

We go where others don't

In 2014, LWF World Service responded to the four largest emergencies on the UN scale—Iraq, Syria, Central African Republic and South Sudan. In doing so, we affirmed our status as an organization renowned for not only accessing hard-to-reach pockets of disaster zones but getting aid to people most in need.

LWF World Service launched a new emergency operation in northern Iraq, solidified the operation in CAR (extending it to Cameroon) and transformed the emergency operation in Jordan, where LWF World Service is working with refugees from Syria, into a full country program. Our programs in East and Horn of Africa made tremendous

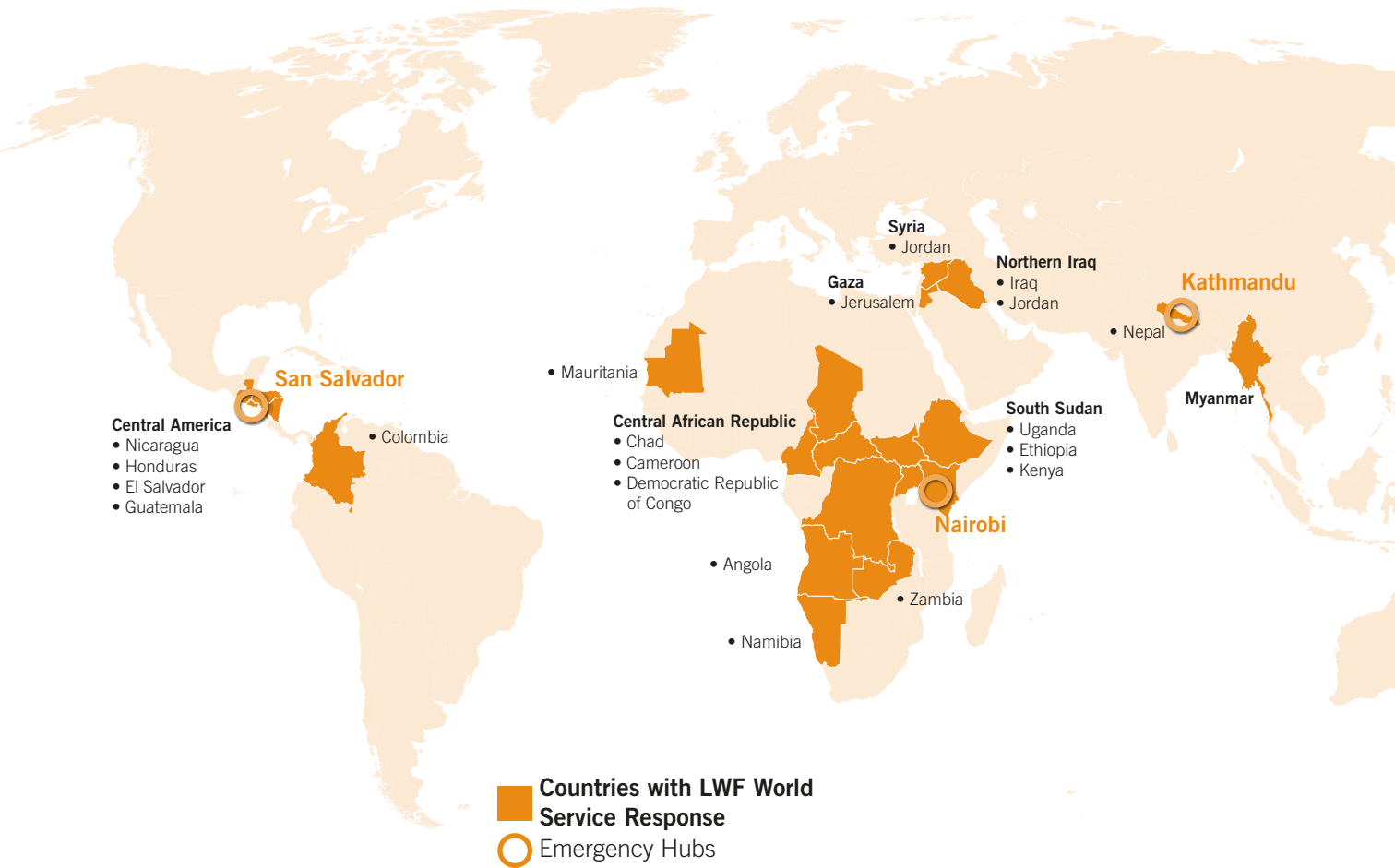
efforts to respond to the protracted and violent crisis in South Sudan. It is our ability to negotiate access to remote regions, and to draw on local knowledge, trust earned by years of service, and good relations with authorities that enable us to carry out our work. That way we were able to reach out to 2,050,000 refugees and internally displaced people in 2014, an increase of almost 25% compared to 2013.

Many of our work environments are extremely challenging in terms of security. In South Sudan, staff had to be evacuated two times, once because of targeted killings of aid workers. When violence erupted in Myanmar's Rakhine state, LWF

offices were looted. The staff was evacuated and returned four weeks later to continue working with the community. When conflict erupted in Gaza in late August, the LWF country program in Jerusalem sent two medical teams of volunteers from the Augusta Victoria Hospital right into the conflict zone to care for the wounded. It is a sign of our commitment that we continue working in these difficult environments and stand with the people who have been entrusted to us.

“You go where others don't go. You are right there with us.”

— George Okoth-Obbo, 2014
Africa Director of UNHCR.



Humanitarian Response in 2014

Case study

Forgotten conflict in Colombia

While attention and funding often focuses on recently erupted conflicts, LWF World Service is also active in areas which are almost forgotten, though no less challenging. One of them is the Chocó department in Colombia.

The area of river Bojayá, historically controlled by insurgency groups, is inhabited largely by ethnic minority communities that subsist on small scale farming. Limited access and discrimination have increased their vulnerability. The region is heavily militarized and functions as a “strategic corridor” for armed groups, who have divided the territory into areas of influence. Access is extremely difficult: It takes nine hours by canoe to the most remote community.

Before LWF came, the children were weak, suffering from 4-5 diarrheas each month. Now the children are happier, better fed and they do not get sick.

— Inhabitants of the local community

People living in Bojayá have felt the humanitarian consequences of the armed conflict for years. Although the 2002 massacre in Bellavista gave attention to the situation for some time, the humanitarian needs of the local communities have been largely unattended.

Communities suffered from food insecurity and lacked access to safe water as they could not move freely and tend to their crops, or fetch water from springs. They were forced to look for water from the main rivers that are polluted by

the aerial fumigations and illegal mining activities. Especially women and children lacked access to basic non-food items for their well-being.

LWF World Service installed rainwater catchment systems and filters for the safe collection, storage and utilization of rainwater, and combined those infrastructural works with hygiene promotion activities. Communities received emergency food assistance and help in recovering their livelihoods through the distribution of seeds and tools. Technical training enabled them to double short-term productive assets and increase dietary diversity. LWF World Service distributed protection and dignity kits and set up a semi-permanent humanitarian presence for twelve days a month providing protection for the communities.



LWF World Service staff make their way on Bojayá river in Colombia.
Photo: LWF Colombia



An apprentice in the vocational training center in Ramallah.
Photo: LWF Jerusalem

We integrate humanitarian aid and development

When disaster strikes, quick aid is essential. LWF World Service however also aims to build resilience and empower communities to lead a life in dignity and be prepared for future challenges. In 2014 we conducted disaster management training and built capacity for emergency response in areas prone to natural disaster, such as Myanmar, Haiti and Nepal.

When people are uprooted by conflict and violence, they do not only lose their homes but often also their livelihoods. Our response helps rebuild these livelihood sources, and to find sustainable solutions. Psychosocial support, education and vocational training offer ways to meet and interact with others, deal with traumatic experiences and provide

for families. In protracted refugee situations, these medium-term solutions are essential for the well-being of the people we work with. LWF World Service offers vocational training and life-skills training to adults. Refugee children in many countries are supported through education from early childhood to secondary school level.

Case Study

A sewing workshop

Hekmat is a divorced Syrian woman who fled to Jordan three years ago with her children and her elderly mother. In Irbid, she struggles to pay the monthly rent for accommodation. While she was a housewife in Syria, in Jordan she had the sole responsibility for her family. "It is really hard to make ends meet," she says. "Prices in Jordan are quickly rising while assistance is shrinking." Hekmat also learned she was not allowed to work, yet she had to find a way to provide for her family.

In 2014, Hekmat decided to join the LWF World Service life-skills program, and learned how to sew. After graduating

from the program, she started making and amending clothes. As she is not allowed to start a business of her own, she partnered up with a friend who already had an established sewing workshop, and works at her friend's place for a fee. Hekmat is now able to provide for her family's needs, but she also discovered that she might like to further her education. She is eager to continue learning while slowly settling into life in Jordan.

2,184 Syrian refugees and vulnerable Jordanians received life-skills training by LWF World Service in 2014.

Case Study

Education in conflict

More than two thirds of the population in the South Sudanese refugee camps in Pariang and Maban county are children younger than 18 years. War and conflict have not only uprooted and traumatized them, they have also interrupted their education. When they arrive at the refugee camp, many students have not been able to regularly attend school for years, resulting in a high level of illiteracy.

LWF World Service runs primary and secondary schools as well as child rights clubs and child friendly spaces in the refugee camps of Ajuong Thok and Maban, South Sudan, Kakuma and Dadaab in Kenya and Rakhine state in Myanmar. For many children, these schools are the last chance they have for receiving an education.

But school in a refugee camp is much more than learning how to spell and calculate. “Education is one of the interventions to keep children from risk, girls from getting pregnant and boys from being drawn into forced labor or armed forces,” Anne



Fadina Tia in her classroom in Ajuong Thok, South Sudan. Photo: LWF/C. Kästner

Mwaura, LWF team leader in Ajuong Thok, South Sudan, says. The routine of school days helps students cope with trauma and displacement. Through child help desks, special training for teachers and other protection mechanisms LWF World Service identifies children who need psychosocial support, like unaccompanied minors, separated children, teenage mothers and children with a difficult domestic situation.

“When I finish, I want to do something that is good for my people. I want to be a minister for gender affairs in the Nuba Mountains.”

— Fadina Tia Rahal (16), ALP student in South Sudan

Through these schools, LWF World Service also became aware of a large number of overage learners—older students who have missed entire years of school. When they arrive at the refugee camp, they try to make up for the lost time and join primary school classes at the level of their knowledge. Overcrowded classrooms with a mix of teenagers and young children however create a difficult learning atmosphere, causing older children to drop out altogether.

LWF World Service started a special Accelerated Learning Program (ALP) tailored for these overage learners in South Sudan. It covers the curriculum of two years in the time of one year, and helps teenage students catch up and eventually join their peers in secondary school. The curriculum also covers life skills and practical information the students need, as some of them are already in a position to care for their families.

Case Study

Haiti: “Building Back Better”

When the earth shook in Haiti in January 2010, it uprooted more than 2.5 million people on the Caribbean Island within minutes. Many of them lost their houses and belongings. LWF was among the first to provide emergency assistance.

But it soon became evident that simply reconstructing the houses which the earthquake had so easily destroyed would only put people at risk again. Haiti is situated directly in a hurricane corridor. LWF therefore decided to “Build Back Better” and evolve from an emergency response to developing resilience in the community. In Haiti, this meant constructing quake-proof houses.

In the most affected area, in the village of Gressier, the local authorities made accessible a plot of land at the top of a hill. 151 houses were constructed here and 30 more in the old village. Families found a new life. “The village was built following the principle of ‘Building Back Better’”, says Perolof Lundkvist, LWF Representative of the country program in Haiti. “There are now decent houses which are earthquake and cyclone resistant”. The 40 square meter houses are equipped with solar panels to give independent light to each house. They also have running water and toilets, small gardens and solar-powered street lights which make the village clearly visible from the surrounding area. Common spaces, like a community house with a library

“A self-governed community built on the principles of human rights, democracy and environment-friendly principles has been at the core of our efforts right from the beginning.”

— Perolof Lundkvist, LWF Country Representative Haiti



Inhabitants in Gressier model village, Haiti. Photo: LWF Haiti

and a fenced playground, provide opportunities for adults and children to come together.

However, “Building Back Better” not only concerns the hardware such as construction of village infrastructure. The “software”, the building of a sustainable community, presents a challenge, which the LWF World Service and its supporting partners take very seriously.

While considerable progress towards successful self-governance was noted in 2014, including revising the procedures for co-ownership management, organization of annual elections of a village representative board, and mobilization for active participation in general assemblies, the process to reinforce good governance continues in 2015. LWF World Service’s overall aim is to ensure that all hardware and software components are fully functional by the time the management responsibility is handed over to the villagers themselves.



13-year-old Amach Gaj Maler from South Sudan stands in a hut LWF built for her in Adjumani refugee camp, Uganda. Photo: LWF/M. Renaux

We are locally rooted and globally connected

LWF World Service is rooted in the communities we work with. Safeguarding human rights of disadvantaged groups has long been a prime concern of the work we do. As an internationally based organization we use our leverage to bring the concerns of the people we work with to the global level, and advocate for them on the international stage.

In March 2015, LWF submitted reports on the human rights situations in Myanmar and Nepal to the UN Human Rights Council for their Universal Periodic Review (UPR). The UPR is a unique mechanism aimed at improving human rights in the 193 UN member states by conducting reviews of the human rights situation in a country every four and a half years. NGOs are invited to submit first-hand or parallel reports.

These reports are then available to be consulted by member states when they make their recommendations for the review.

LWF has submitted these parallel reports for the UPR of Nepal and Myanmar. The reports were assembled by our LWF World Service staff during a 3-month consultation process with communities and civil society actors in the respective countries. “We have spoken to a range of community members, lo-

“We encourage civil society actors to use these reports and discuss the recommendations with their respective governments and authorities.”

— Ojot Ojulu, LWF
Advocacy Officer

cal community-based organizations and authorities to put together these reports,” LWF Advocacy Officer Ojot Ojulu says.

The reports submitted by the LWF focus on land rights, non-discrimination, and the right to education, health, housing, water and food. The report on Myanmar also mentioned the lack of identity papers and registration of births as a major human rights concern. Without legal identity, people are not able to exercise their most basic civil rights and are denied services such as education and health care.

The findings of LWF World Service are an important input from the grassroots level when the United Nations Human Rights Council reviews the situation in Myanmar and Nepal in November 2015.



Devichour women's cooperative in Lalitpur district, Nepal. Photo: LWF/ C. Kästner

Case Study

Universal Periodic Review

Timeline of UPR process

1984 – LWF starts working in Nepal

- Focus: promoting women's economic, social and cultural rights; advancing freedom of Haliyas, Kamaiyas and Kamlaris (bonded labourers); support to Bhutanese refugees and asylum seekers; support to Tibetan refugees; sustainable livelihoods for marginalized communities

2009 – LWF starts working in Myanmar.

- Focus: emergency preparedness and response; creating sustainable livelihoods; food security; water, sanitation and hygiene; disaster risk reduction; management and human rights

2014 – November – LWF World Service starts 16 consultations with various groups in Myanmar and in Nepal

2014 – LWF finalizes consultations in Myanmar

2015 – January – LWF World Service finalizes consultations in Nepal

2015 – March – LWF submits parallel reports to the UN Human Rights Council

2015 – May-September – LWF shares its findings with civil rights organizations and states. Meetings are organized with foreign missions in Myanmar, Nepal and Geneva. Local actors are invited to take part in these meetings and make their voices heard.

2015 – November – The UN Human Rights Council reviews the Human Rights situation in Myanmar and Nepal

2015 – December – The governments of Myanmar and Nepal receive the UN recommendations on human rights

Human Rights Concerns

Myanmar

- right to nationality
- right to legal identity—lack of identity papers and registration of births, keeping people from accessing basic services such as schools and health care
- discrimination of women
- land grabbing
- right to safe drinking water
- equal rights to education, health, housing, water and food especially for marginalized groups

Nepal

- equal participation of women, children, the elderly and people with disabilities
- non-discrimination of Dalit (lowest Hindu caste), former bonded laborers, indigenous people and Muslims
- unresolved situation of Tibetan and Bhutanese refugees
- the right to adequate food and nutrition, especially in natural disasters
- the right to adequate housing
- right to education
- right to health
- access to land, forests and water for livelihood and food production



A woman separates grain in a mountain village in Mustang district, Nepal.
Photo: LWF/ C. Kästner



Training of health activists in Oxavikwa, Cunene Province, Angola. Photo: Zacar

We follow a rights- and community-based approach

LWF World Service has a track record over many decades of working with a rights-based approach. Human Rights vocabulary is firmly part of our identity and self-understanding, and is regularly identified by key international partners (such as UNHCR) as a defining part of our added-value: LWF World Service is felt to be trustworthy and to ‘deliver’ because it is community-based and rights-based. We work together with local communities and through local

staff, and aim at empowering people instead of deciding for them. In 2014, this approach has been applied in humanitarian response, in long-term development, and in action and advocacy for justice and human rights at local, national and global level.

The approach guides our humanitarian and development work, and advocacy for justice and human rights, at local, national and global levels. It focuses on ensuring local communities participate, that all

groups are included, and that participants are empowered to change their lives. Our approach makes sure that programs adhere to human rights, and that they link to national and international programs and advocacy.

The rights-based approach emphasizes the fact that members of the local community are the only legitimate people who can bring about change. They are the only ones who can secure their own future.

Case Study

Graduated communities in Angola

Integrated rural development projects help local Village Development Committees design and implement their own programs, which are rooted in the needs of the local communities and are operated in a transparent manner. LWF World Service accompanies that process in the communities for three to six years. Then the community has taken responsibility for their own way forward, and a graduation happens. Local government officials comment that where LWF World Service has worked, communities are far more

active and better equipped to work with duty bearers to secure their rights and improve their own lives.

The committees have supported traditional birth attendants. They advocate for literacy and child education, particularly for girls. A special emphasis is placed on gender equality and women’s participation. Three of the nine committees launched in 2014 are chaired by women, and almost half of their members are female.

We have effective implementation, reporting and quality assurance

LWF World Service has undergone a major change process in its planning, monitoring and reporting system by introducing a new web-based system and suggesting new procedures. One success story was the introduction of the “writeshop” approach for reporting: an intensive, participatory workshop that aims to produce a written output—in the case of LWF

“Through the writeshop approach the community has become involved in our reporting. Through their feedback we were able to verify the accuracy of the reports. As a result, there has been an increased sense of accountability among our staff.”

— Leah Odongo, Program Coordinator LWF Kenya-Djibouti

for example an annual performance report. In 2014 LWF Kenya-Djibouti, Myanmar and Uganda have initiated the “writeshop approach” for compiling their project reports.

Results

- the quality of our reports in terms of content and analysis has improved.
- donors and related agencies are better informed
- the time to draft and submit a report has been reduced from approximately 21 days to just about 1 week.

Accountability is a fundamental aspect of the LWF World Service governance, strategy and operational implementation.

That means that LWF World Service takes responsibility for actions undertaken, decisions made, and policies complied with towards affected and vulnerable populations

and external stakeholders, but also towards staff and governance. LWF World Service has been certified against HAP 2010 Standards.

LWF World Service has undergone major change in project monitoring, evaluation and reporting. In 2014 we implemented a more inclusive model for accountability that includes more aspects of quality assurance and performance appraisal, the so-called Core Humanitarian Standard (CHS). Core parts are active participation, information sharing with the different stakeholders, and a complaints mechanism that allows all stakeholders to report grievances.

The Nine Commitments and Quality Criteria

- Humanitarian response is appropriate and relevant.
- Resources are managed and used responsibly for their intended purpose.

Case Study

Kenya: Top proposal for Global Youth Initiative 2015

“United Drama Group for Peace Kakuma” from the Kenyan refugee camp submitted one of the winning proposals to UNHCR’s Global Youth Initiative Fund 2015. With minimal support from our project staff they had been able to successfully respond to a call for proposal for youth activities.

The youth were among the participants of a writeshop at the field level, which involved all the implementing staff consisting of both national and refugee incentive staff and representatives from the communities.

This is great news for the group and a credit to the LWF Youth team who supported them through the whole process.

— Lennart Hernander, LWF Country Representative in Kenya-Djibouti

After that, the Kakuma youth produced a document which stood out among a total of 92 proposals. The young people from various countries including South Sudan and Democratic Republic



Kakuma youth filming for their community project.
Photo: LWF Kenya-Djibouti

of Congo hope to create peaceful coexistence among their communities through the power of a community theatre and film.

The group will receive 1 Million Kenya Shillings (about 12,000 USD) through UNHCR to implement their activities in 2015.

- Humanitarian actors continuously learn and improve.
- Humanitarian response is coordinated and complementary.
- Complaints are welcomed and addressed.
- Humanitarian response is based on communication, participation and feedback.
- Humanitarian response strengthens local capacities and avoids negative effects.
- Staff are supported to do their job effectively, and are treated fairly and equitably.
- Humanitarian response is effective and timely



A women's cooperative handing out cash grants in Lalitpur, Nepal. Photo: LWF Nepal

Our funding is sustainable and innovative

Responding in emergencies and supporting communities is about people, not money. However, resources are needed, and being able to change the way we respond has released new funding in 2014. While

LWF World Service has stable and reliable finances, country programs continue striving for new and innovative approaches to funding. In 2014, this meant re-inventing a program's approach, being proactive in contin-

gency planning, and engaging the Lutheran Communion for the LWF's humanitarian work. By re-evaluating approaches and priorities, LWF World Service increased income by more than 10 Million Euro.

Case Study

Mozambique: Local to global

In Mozambique, LWF in previous years had run projects for livelihoods and land rights. Focusing on development work and advocacy, we formed strong engagements with marginalized and vulnerable communities. Locally, we have become experts in advocating for land rights.

In 2014, the program decided to change its self-understanding and pursue a new approach by taking the advocacy work to the national and international level. The program will submit a parallel report on the human rights situation for Mozambique's Universal Periodic Review in 2016 at the Human Rights Council. This new approach on a global level gives us access to funding for human rights and democracy while still supporting the development of local communities.

In this way we consciously employ our added value as an international non-government organization and play to our strengths to access new funding.



Interview with local official in Mozambique. Photo: LWF/Melany Markham

Case Study

Nepal: Trekking the Himalaya

LWF World Service work in Nepal is one of the longest commitments the LWF has had in a country. In 1984, we started to advocate for the rights of bonded laborers, assisted settlements of refugees from Tibet and Bhutan, and assisted marginalized communities in development, agriculture and disaster risk reduction. Our team, all Nepali nationals, has a rare level of access to local communities.

While a challenge in development work, Nepal's untouched nature and raw beauty also attracts millions of tourists each year.

The “LWF Backstage Pass” combines the two: trekkers from the Lutheran Communion were offered the chance to experience Nepal off the beaten track. Following a favored trekking route, the 14 participants got to meet local communities, share tea and *daal bhat* and learn about the lives of Nepalis behind the scenes.

To participate, they had to fundraise for the work of LWF Nepal at home.

The “LWF Backstage Pass” generated additional funds for local projects and formed relationships which are now tested in times of need: when a massive earthquake in April 2015 caused destruction in the very same villages the group had visited, trekkers around the world remembered the hospitality of the local people—and started fundraising for earthquake relief.

“We will be thinking about, relaying stories from and recounting what we have learnt from Nepal for years to come.”

— Kate and Josephine Neldner,
Backstage Pass Participants



Suspension bridge leading to Marpha Tibetan settlement, Mustang district, Nepal. Photo: LWF/ C. Kästner

Case Study

Uganda: Anticipating developments

Planning in advance for different scenarios was essential in successfully managing the refugee response in Adjumani, Northern Uganda. While already engaged in emergency response and development work, the program also closely monitored volatile neighboring countries such as the Democratic Republic of Congo and South Sudan.

“We realized that we had to be prepared if the situation in South Sudan got worse,” Jesse Kamstra, LWF Country Representative in Uganda, says. “So within the ACT forum Uganda, we started discussing possible interventions and what we would and would not be able to do.”

The crisis hit at the most inconvenient time: One week before Christmas in 2013, fighting broke out in the South Sudanese capital of Juba. During the first months of 2014, the conflict quickly spread, causing displacement all over the country. As it had provided a safe haven in the Sudanese conflict only years before, Uganda became a likely refuge for thousands of refugees.

“The first 48 hours are critical,” Kamstra says. “For a refugee they can mean the difference between life and death.” The LWF World Service team together with the ACT alliance

“The first 48 hours are critical. For a refugee they mean the difference between life and death.”

— Jesse Kamstra, LWF Uganda-Burundi
Country Representative



Refugees in Njumanzi reception center, Adjumani refugee camp, Uganda.
Photo: LWF/M. Renaux

however had prepared in advance and was quickly able to mobilize people and resources despite the holiday season.

Today, there are 93,000 refugees in Adjumani, with new groups arriving every day. Most of them have fled from Bor in Jonglei State, nearly 400km away. With UNHCR, LWF World Service is receiving refugees at the Elugu border, transporting them to the Reception Centre in Nyumanzi where the refugees are registered and settled in designated areas.

LWF World Service is rebuilding former refugee settlements in Adjumani to ease the strain on overcrowded transit centers. We are responding in Ayilo I and II, Baratuku and Nyumanzi I and II settlements with a multi-sector approach that focuses on WASH, relief good distribution, construction of temporary shelters, community service, livelihoods, child protection, psychosocial support, and also peace-building and conflict resolution.



UPHOLD THE RIGHTS OF
THE POOR AND OPPRESSED

UNHCR

LWF and UNHCR field staff on a monitoring visit in South Sudan.
Photo: LWF/ C. Kästner

We work through strong partnerships

In August 2014, the LWF signed a Memorandum of Understanding with Islamic Relief Worldwide (IRW). The signing is the first official cooperation in humanitarian work between a global Christian and a global Islamic humanitarian organization. With a joint project for Syrian refugees and vulnerable Jordanians in Al Mafraq, Jordan, this cooperation took shape immediately. Another project is planned for people with special needs in Dadaab refugee camp, Kenya, as well as a partnership in the Nepal earthquake response.

LWF World Service is the fourth largest implementing partner of the office of the UN High Commissioner for Refugees (UNHCR). The UN refugee agency signed a Memorandum of Understanding with LWF in 2014.

Strategic partnerships enable LWF World Service to support vulnerable communities in different

contexts. As founding member of the ACT alliance, LWF remains a key player in the ACT appeal system and a proactive partner in ACT response. In Central America, LWF is hosting the regional presence of the ACT alliance. 19 ACT appeals have been implemented for LWF World Service country programs in 2014.

The ACT appeal system allows member churches to contribute to emergencies through LWF with a minimum of bureaucracy. Emergency operations have received

“We are witnessing record levels of forced displacement globally, and this makes it all the more important that we and faith-based organizations work together for the sake of the world’s refugees and internally displaced.”

— Janet Lim, UNHCR’s
Assistant High Commissioner

considerable support through LWF member churches. LWF World Service has closely worked with a faith-based partner in setting-up the Iraq emergency operation. In Cameroon, the emergency operation is being supported by the local church and an LWF member church.

Partnerships with related agencies in the ACT alliance and beyond enable LWF World Service to provide an integrated approach – diverse aspects like food, water and sanitation, protection, shelter, education and psychosocial support can be implemented in collaboration. We are cooperating with more than 20 different agencies to provide water, sanitation, shelter, food, psychosocial support, protection and education to those in need. In Angola, LWF and Norwegian Church Aid explore a new level of partnership by merging their offices.

LWF and UNHCR: Partners in 13 Countries

On 3 October 2014, LWF and the Office of the United Nations High Commissioner for Refugees (UNHCR) signed a Memorandum of Understanding (MoU). That document was a milestone in over 50 years of close collaboration in providing assistance to people forcibly displaced by natural disaster and conflict. The MoU replaces a global Framework Agreement for Operational Partnership signed between the two organizations in December 2000.

The LWF and UNHCR will collaborate in coordinating and managing camps and settlements and in community-managed peace and protection interventions for children and other vulnerable groups. Additional areas of cooperation include distributing non-food items (NFI), water and sanitation as well as promoting climate justice, environmental protection and sustainable livelihoods.

In 2014, UNHCR and LWF World Service were collaborating in 13 countries, among them the four L-3 emergencies in Northern Iraq, South Sudan, the Central African Republic and Jordan (for Syrian refugees).

LWF World Service was asked to take over management of Mbera refugee camp in Mauritania and to assist on a new site for South Sudanese refugees in Ethiopia.

Both organizations cooperate in the big refugee camps of Dadaab and Kakuma (Kenya), Adjumani (Uganda) and Za'atari (Jordan), but also in countries with little international attention and protracted refugee situations like Chad, Democratic Republic of Congo and Djibouti. Together, we assist people displaced by sectarian violence in Myanmar, and the refugees from Tibet and Bhutan in Nepal.

“With this signature the LWF stands with people suffering from persecution, oppression and hunger. The LWF stands with its longstanding vocation to be among those contributing towards peace, justice and reconciliation in this world.”

— Rev. Martin Junge, LWF General Secretary



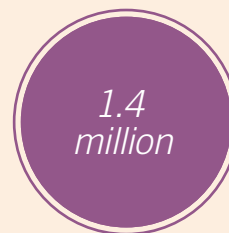
Countries



Camps and settlements



Internally displaced



Refugees

Case study

Interfaith Cooperation in Jordan

Al Mafraq is the host community closest to the Za'atari refugee camp for Syrian refugees. While Za'atari is housing 85,000 people, about half a million Syrians are living in neighboring regions. The co-habitation often results in tensions over resources such as housing and access to education. "They host us very well" Muna, a mother of 2, says. "But we have two major issues: The children have conflicts with local children in school, and the rent increases every year". Parents tell of long waiting lists for local schools, of separate schooling for Jordanians and Syrians and of occasional physical violence between students.

Working with Syrian refugees and the Jordanian host community, LWF World Service and Islamic Relief Worldwide (IRW) have started their pilot joint project in Al Mafraq. The project conducts workshops for 300 people to promote hygiene awareness and peace-building.

"There is a competition for resources" Saname Oftadeh, program officer of the LWF country program in Jordan, says. "By having two organizations of different faith traditions jointly providing support on a very practical issue such as sanitation and hygiene, while also focusing on conflict resolution, we are sending a positive signal about the importance of collaboration."

"In the beginning I did not speak to the Syrians who had moved in around my house. But then our children began to play together. Gradually, the relationship grew through our children."

— Inhabitant of Al Mafraq



Joint project of Islamic Relief and the LWF in Al-Mafraq, Jordan.
Photo: LWF/Jordan

At the end of the 3-month-project, 25 selected participants received a "Train the Trainer" workshop to conduct similar trainings themselves.

"We want to increase the understanding between Syrian refugees and Jordanian host communities regarding their living situation, mentality, values and culture" Elhadi Abdalla Mohammed, Country Director of IRW Jordan, says. "We aim to equip community leaders and parents to mitigate and resolve conflicts in their communities".

Participants respond well to the workshop. "In the beginning I did not speak to the Syrians who had moved in around my house," a Jordanian woman who is participating in one of the workshops says. "But then our children began to play together and the Syrian mother began giving my children sandwiches. Gradually, the relationship grew through our children".

Where We Work

Central America (R+H)

- Guatemala
- El Salvador
- Honduras
- Nicaragua

Colombia (C)

Peru (A)

Haiti (C)

Mauritania (C)

Central African Republic /Cameroon (E)

Democratic Republic of Congo (C)

Angola (C)

Zimbabwe (A)

South Africa (A)

Iraq (E)

Jerusalem (C)

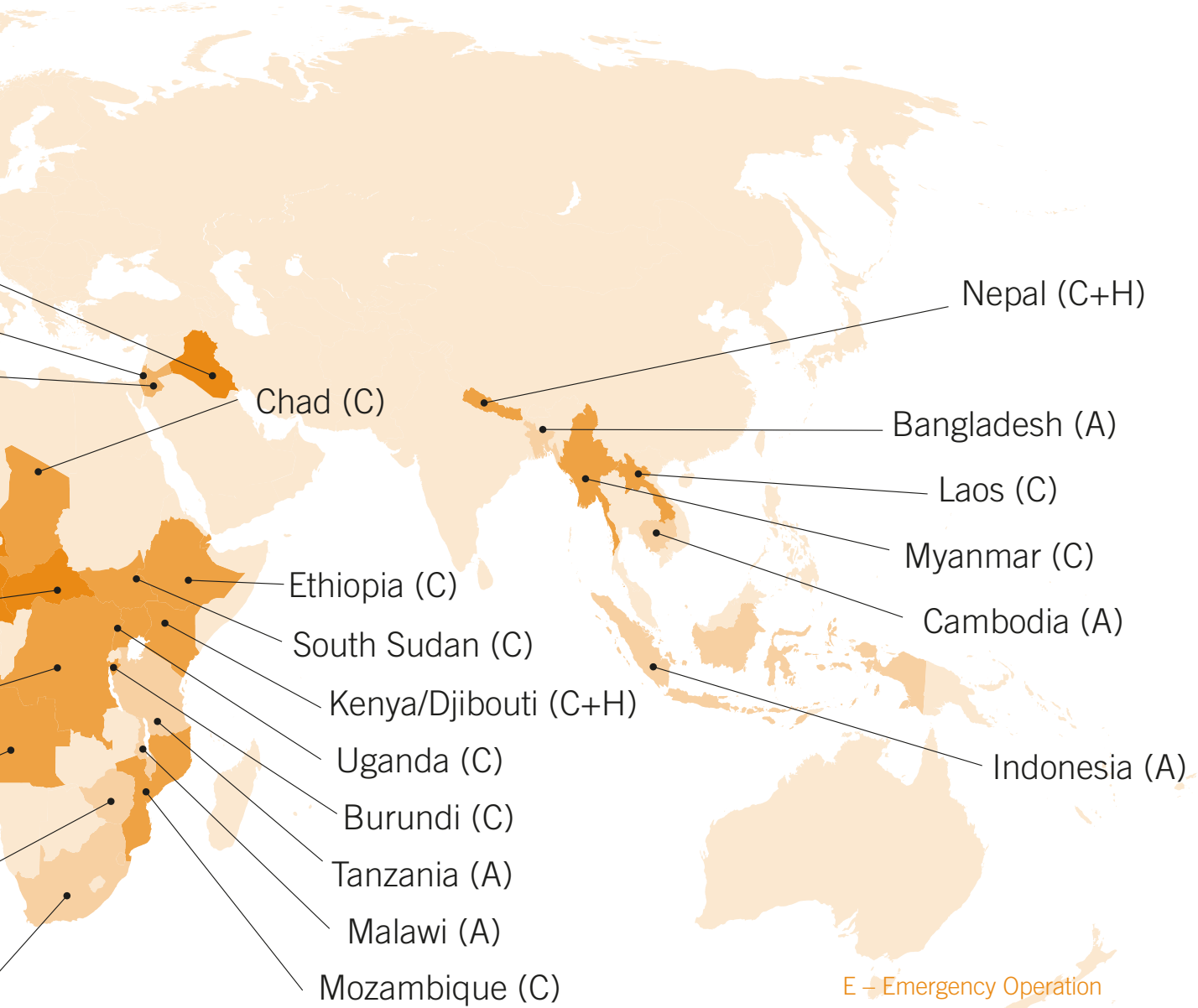
Jordan (C)



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Department
for World Service

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E – Emergency Operation
C – Country Programs
A – Associate Programs
R – Regional Programs
H – Regional Hubs

Funding

Income

In 2014, LWF World Service annual income increased by nearly 13% to €104.6m (2013 saw an increase of 5%). Our network of related organizations continue to provide much of this funding (€39.5 million or 38%), with United Nations and other government grants providing €32.9m.

World Service continued to diversify its donor base and secured

three new grants from the US government's Bureau for Population, Refugees and Migration to support two refugee programs in Uganda and one in Chad. It also won a contract from EuropeAid supporting child education in camps for internally displaced people in Rakhine, Myanmar. A new staff member in the World Service office strengthened our fundraising capacity. In the field offices, formal training and practical

support by World Service increased staff capacity.

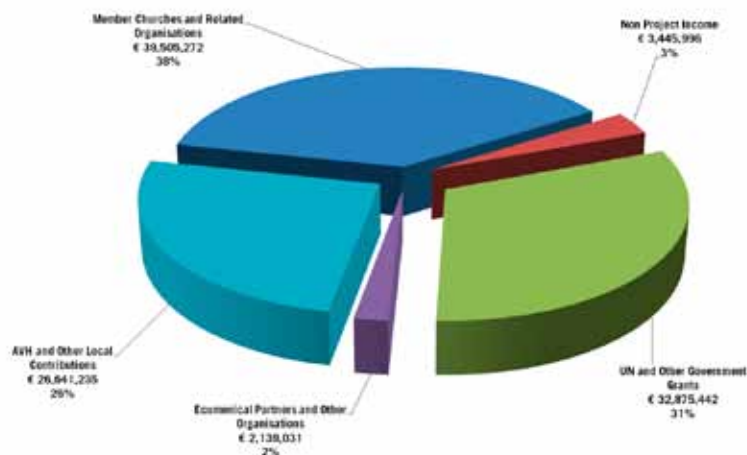
The work of LWF World Service could not be achieved without the support of many committed related organizations, UN partners and other institutional donors. We are grateful for their efforts to help us alleviate suffering and combat poverty and injustice.

Expenditure

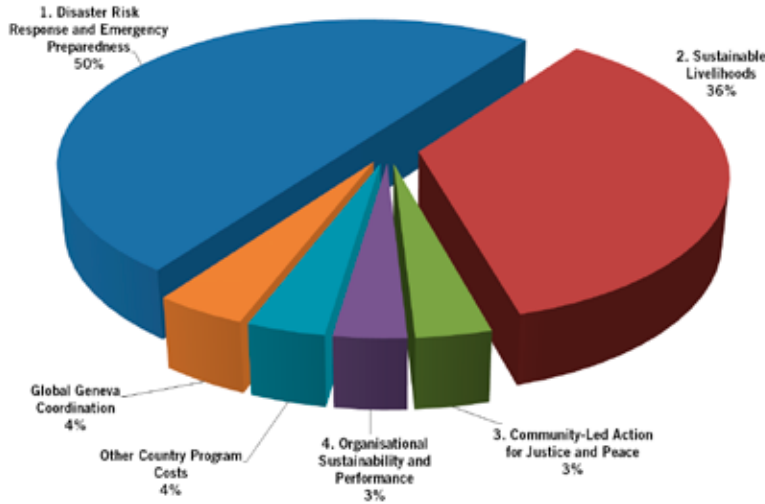
Half the 2014 expenditure was directed toward responding to natural or human-made disasters (€50.4 million). This was an increase of 10% (€10m) over 2013. A large percentage of the LWF World Service emergency response happened in Jordan, Iraq, Chad, Kenya, Mauritania, South Sudan and Uganda. In Zambia and Namibia LWF World service does not have a country program, but supported the ACT Appeal in 2014.

A total of 36% of funding (€35.9m) was used to create sus-

Income by Donor Type



Expenditure by Strategic Objective



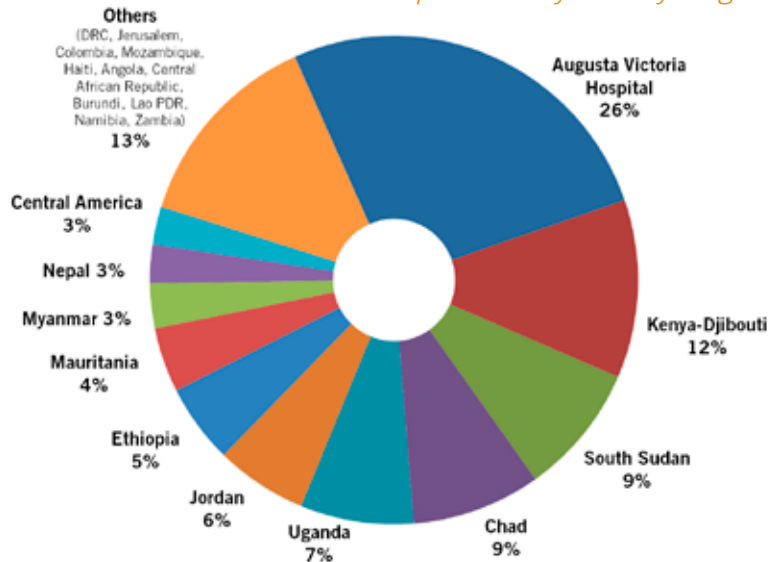
Another 3% (€3.3m) was spent on organizational development in the Country Programs to ensure World Service maintains its goal of being a high-quality, professional humanitarian and development organization.

Global Geneva coordination cost accounted for less than 4%.

tainable communities, with activities such as supporting marginalized communities to produce enough food.

Some 3% (€3.4m) was used for community-led action for justice and peace. However, this aspect underlies all of our work in emergencies and sustainable livelihoods.

Expenditure by Country Program



Our Staff

On World Humanitarian Day 2014, the LWF shared the stories of five “Humanitarian Heroes” working in CAR, Colombia, Ethiopia, Jordan and Myanmar. They stand for thousands of our LWF World Service staff who work for the rights of those who have been displaced by natural and man-made disaster, and those who host them.

Trying to make a difference to those in need, our staff face violence, hunger and a disregard for human rights. While none of the areas we work in is entirely safe, our staff in 2014 has been operating in especially risky areas such as Iraq, Central African Republic, South Sudan and Central America.

LWF World Service is the most decentralized of the international



Distribution in Dohuk, Norther Iraq. Photo: LWF/S. Cox

non-government organizations. We strive for a high diversity in gender, nationality and creed. With only a small number of coordinating staff in the LWF headquarters in Geneva, we work with national staff, to serve those

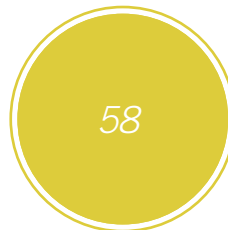
in need and build capacities in the region. The high number of refugee staff is a testament to our approach to empower the people we work with and enable them to take their lives into their own hands.



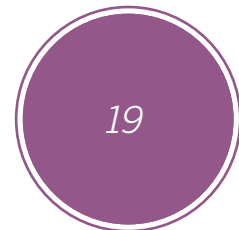
Refugee Staff



National staff



International Staff



Geneva Staff

Partners

actalliance



Church of Sweden 



Brot
für die Welt



“Uphold the rights of the
poor and oppressed”



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