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ANERA Delivers

by Matt MacCalla
International Programs Officer | Direct Relief International



In February of this year, Jennifer Ibrahim, ANERA's in-kind program manager, and I visited ANERA's projects in Lebanon (in the wake of Lebanon's government collapsing), the West Bank (with tensions mounting after the killing of an Israeli settler family), Gaza (where a unity rally turned to violence that in turn gave way to bombings between Israel and Gaza) and, finally, Jerusalem (where the first bus bomb in years exploded within hours of our departure).

I mention these events to underline a reality that was reinforced during my visit: providing humanitarian aid in the Middle East is not always easy but there is great need.

And, despite all the ongoing challenges, ANERA is there, providing aid where it is needed most.

ANERA News

The ANERA newsletter is published quarterly by American Near East Refugee Aid (ANERA), a non-profit agency established in 1968 and dedicated to providing development, health, education and employment programs to Palestinian communities and impoverished families throughout the Middle East.

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COVER PHOTO: Dr. Hamdy Rashed reads an x-ray for a patient with a suspected broken foot at the Al Huda Clinic in Gaza City. ANERA has been supporting the clinic with medicines and medical supplies since 2004. © Dave Snyder | ANERA

by the Numbers

ANERA's In-Kind Work Over the Past Year

Approximate value of shipments: **\$48 million**

Number of shipments to the Middle East: **51**

Number of primary school books sent to Jordan: **40,531**

Number of school supply kits sent to Gaza: **24,187**

Number of shipments of medicines which treat life-threatening conditions (Gaucher's Disease, MPS I, Pompe Disease, Hemophilia, and HIV/AIDS) sent to the Middle East: **7**

Number of ANERA's in-kind donor partners: **14**

Number of partners that were new to ANERA: **4**

Approximate number of Spongebob Squarepants Band Aids distributed: **153,600**



18-Year Partnership Still Thrives

In 1993, AmeriCares and ANERA teamed up to send an airlift of over 45,000 pounds of medicines and hospital supplies to the Palestinian Territories.

Since that first airlift, AmeriCares has grown to be ANERA's largest in-kind donor partner. Last fiscal year alone, AmeriCares donated nearly \$32 million worth of donated supplies in 22 shipments to the Middle East.

AmeriCares and ANERA are proud to be working with each other to improve the lives of people who need help in the Middle East.



In January of this year, ANERA staff member, Jennifer Ibrahim (right) accompanied AmeriCares staff member Jessica Ginger on site visits in the West Bank and Lebanon. Here, they are pictured with Hani Khleif, ANERA's in-kind manager for the West Bank/Gaza.

ANERA Delivers (continued from page 1)



Matt from Direct Relief visited many ANERA recipients, including the Society for the Physically Disabled in Gaza and Al-Ahli Hospital in Hebron.

Direct Relief International is a privately-funded, non-profit, humanitarian aid organization that has provided medical and financial resources to charitable health care providers for more than 60 years in more than 70 countries. As Direct Relief International's program officer for Asia and the Middle East, my job is to find and support the world's best charitable health care providers.

My role has three major responsibilities. First, to stay informed about the regions, countries and communities where we work, the health care issues that affect those living there, and the abilities and services of the health care facilities we support. Second, to make sure our aid is provided and used as efficiently and effectively as possible. Third, to ensure that aid is given without bias to politics, religion, wealth, or any factor other than humanitarian need. The most rewarding part of my visit to the Middle East was understanding how ANERA embodies these responsibilities.

One of the first things I discovered on my trip is how little we in the U.S. really know about the region. We read about the tensions, beliefs and religions, but we don't fully appreciate the intensity to which they are held and felt. To work effectively in this region, it is imperative to fully understand all of these factors. That takes time, experience and empathy, which is exactly what ANERA has. They know the health issues that face each population and how the needs vary from one community to another.

With so many years of experience providing aid, the ANERA staff I met knew almost by heart how many patients in each clinic had any given illness at any given time, and how much of any specific medicine would be needed at each clinic. They knew every single health care facility they supported and which ones should be included in ANERA's network, based on the type and scale of the charity medical services provided at each clinic. That knowledge does not come easy, but it does come after years of hard work by long-term, dedicated employees. And, that is precisely what I saw in ANERA's work in Lebanon, Jerusalem, the West Bank, and Gaza.

ANERA's ability to effectively provide aid is also remarkable in a region not known for ease of movement or doing business. In order for Direct Relief International to get our medical supplies to the charitable clinics, we rely on ANERA's skills for a wide array of activities.

No matter what the challenge, ANERA has proved they can import ocean containers of medical supplies through customs; get shipments from the ports to their warehouses; carefully inventory every item – ranging from a bottle of medicine to a wheelchair; get it delivered and track it once it gets there; follow up with every recipient to ensure that the supplies arrived and that they are being utilized correctly and charitably. This careful logistical tracking offers donor organizations like Direct Relief significant comfort. It is one of many reasons we plan to increase our donations to ANERA in the future.



GETTING THROUGH

Donations get to where they are most needed

ANERA's staff of just 10 people delivers millions of dollars worth of donated medicines, health care and school supplies annually. It's a carefully coordinated effort that succeeds time after time despite difficult border and customs challenges.

Years of relationship-building with government officials and health care facility administrators translate into getting the right supplies to the right places for distribution.

We salute our wonderful in-kind staff.



Ahmad Al-Najjar & Mohammad Atieh

follow up with every recipient in Gaza and the West Bank (respectively) to ensure that the supplies are being utilized correctly and charitably.



Mohammed Abu Jahal & Mohammad Mahmoud

do scrupulous inventories and maintain order in our Gaza and West Bank warehouses (respectively).



Hani Khleif, RPh

manages our in-kind program in the West Bank and Gaza with the highest standards for detail and accountability.



9.

Prepare final report and needs lists for donors.

8.

Conduct follow-up visits with recipients.

7.

Distribute products to recipients.

6.

Conduct shipment inventory at warehouse.



1.
Accumulate needs lists to
medical supply donors.



2.
Review list of
proposed donations.

Mostafa Al Ghosain, RPh
manages our in-kind
warehouse in Gaza
with a sense of humor
that belies the
challenging conditions
he faces every day.



3.
Secure Ministry of Health
and Customs approval.



Jennifer Ibrahim
manages partnerships with
our in-kind donors and
actively seeks new
donation opportunities.

4.
Send donations
by air or sea.

Lana Khalidi
in our Jerusalem office
adeptly handles the
relationships with
Palestinian and Israeli
governmental officials.



5.
Expedite port and
customs clearance.

Nadia Dalloul, RPh
reviews and revises proposed
packing lists to ensure
medicines correspond to the
greatest needs in Lebanon.



Dima Zayat, RN
builds the capacity of our in-
kind recipients in Lebanon
to properly accept, store and
dispense medical supplies.



CENTER PHOTO: Donation recipient.

How In-Kind Donations Are Helping



Kareem in Jordan

Kareem Mufleh, aged 48, works at the Al-Hussein Society for Rehabilitation's (AHS) Mobility Aids Workshop, where he makes medical braces. In January 2011 Kareem received a new wheelchair donated by ANERA in cooperation with Hope Haven International Ministries. Using his old wheelchair, Kareem had difficulties moving around freely at work. It was also small for his size, making it uncomfortable overall.

AHS selected a wheelchair for Kareem and gave him the opportunity to try it for a week and provide feedback. "The new wheelchair gives me the ability to move smoothly and with less effort. I also feel much safer when using my wheelchair outside...The wheel handle on my new chair also provides a better grip."

Rima in the West Bank

Seven-month-old Rima arrived at the Palestinian Red Crescent Society (PRCS) Hospital in Hebron with Sepsis, a life-threatening infection in the bloodstream. At the hospital, she received intravenous injections of Ceftriaxone and Acyclovir, anti-infective medications that are donated by ANERA, in partnership with AmeriCares and Direct Relief International. Without these donations, Rima's parents, already burdened with hospital bills, would have to also cover the costs of the medication. Instead this medicine is being provided free of charge.

"[Rima] would have died without medical intervention," said one of her doctors. "We hope that the current course of antibiotic treatment will improve her condition. At this point she is alert and responsive, which is very encouraging."



Hussein in Lebanon

Seventy-two year old Hussein is a Palestinian refugee who lives in Ein El Hilweh refugee camp, the biggest camp in Lebanon, on the outskirts of Sidon. Hussein suffers from a lung disease that often results from inhaling the kinds of pollution and cigarette smoke that are common in the air at the camp where he resides.

Hussein was admitted to the Human Call Association Hospital after a build-up of fluid in the air sacs of his lungs. He was treated with oxygen administered through a breathing tube to force air into his lungs, along with intravenous anti-inflammatory Hydrocortisone and Ceftriaxone antibiotic – all donations from ANERA, which saved Hussein's life. The Human Call Association is a top recipient of ANERA's donated medicines and medical supplies in Lebanon.





Annual Dinner & Fundraiser

Friday, September 30, 2011

Renaissance Washington Hotel
Washington, DC

To clinics, classrooms and communities

ANERA DELIVERS

For every dollar the Dinner raises, over \$125 worth of donated medicines, hospital equipment, school supplies and playgrounds are shipped to the West Bank, Gaza, Lebanon and Jordan.

Your donations help us touch the lives of more than a million people every year.

Make a reservation

or make a donation to our in-kind work
by going to www.anera.org/dinner.

Questions

can be directed to dinner@anera.org
or 202-266-9713.

ANERA Delivers



from the desk of **Bill Corcoran, President**

Dear Friend of ANERA:

What is the definition of a “good return” on your investment? Do you measure it in dollars? Or do you measure it in the number of families you helped? No matter how you choose to define it, ANERA’s in-kind program is a good investment.

Just one dollar helps us ship and deliver more than \$125 worth of life-saving medicines, hospital and school supplies to clinics, classrooms and communities throughout the West Bank, Gaza, Lebanon and Jordan.

This newsletter tells the story of how our in-kind program works, the incredibly capable staff who coordinate and execute the delivery of life-saving medicine and, most importantly, the people who we help.

I hope you’ll plan to support our 2011 annual dinner (check out page 7), which will be raising funds for our in-kind work.

As always, we are grateful for your ongoing commitment to ANERA.

Bill Corcoran