



Social Impact Assessment Report

Using Social Return on Investment Analysis



Prepared by
Gazze Destek Association
1441 - 2020

Table of Content

About Gazze Destek Association	1
Introduction	4
Report Methodology	5
What is Social Return on Investment (SROI)?	8
The principles of SROI	9
The Stages In SROI	10
SROI Ratio Summary of Programs and Projects	11
SROI Analysis Summary of Clean Energy Program	12
International Humanitarian Reference of Clean Energy Program	13
Clean Energy Program	14
First\ Analyzing Social Return on Investment (SROI) for the Providing Solar Power System for Hospitals Project	14
Second\ Analyzing Social Return on Investment (SROI) for Providing Solar Power System for Patients Project	16
SROI Analysis Summary of Fresh Water Program	18
International Humanitarian Reference of Fresh Water Program	19
Fresh Water Program	20
First\ Analyzing Social Return on Investment (SROI) for Drilling Well and Installation of Desalination Station Project	20
Second\ Analyzing Social Return on Investment (SROI) for the Project of Drilling Well and Installation of Solar Powered Desalination Station	23
Third\ Analyzing Social Return on Investment (SROI) for the Project of Drilling Well and Installation of Water Station and Providing a Car to Distribute Fresh Water	25
SROI Analysis Summary Of “My Right to Learn” Program	27
International Humanitarian Reference of “My Right to Learn” Program ...	28

“My Right to Learn” Program	29
First\ Analyzing Social Return on Investment (SROI) for the Project of Educational Sponsorship	29
Second\ Analyzing Social Return on Investment (SROI) for the Project of Supporting Students	31
SROI Analysis Summary of Decent Work Program	33
International Humanitarian Reference of Decent Work Program	34
Decent Work Program	35
First\ Analyzing Social Return on Investment (SROI) for the Project of Temporary Training and Employing of Graduates	35
Second\ Analyzing Social Return on Investment (SROI) for the Project of Empowering Poor Families- Income-Generating Projects	38
Third\ Analyzing Social Return on Investment (SROI) for the Project of Productive Dunum	40
SROI Analysis Summary of Adequate Housing Program	42
International Humanitarian Reference of Adequate Housing Program	43
Adequate Housing Program	44
First\ Analyzing Social Return on Investment (SROI) for the Project of Adequate Housing-Restoration of poor houses	44
Second \ Analyzing Social Return on Investment (SROI) for the Project of Adequate Housing- Sheltering	46
SROI Analysis Summary of Protection Services Program	48
International Humanitarian Reference of Protection services program	49
Protection Services Program	50
First\ Analyzing Social Return on Investment (SROI) for the Project of Psychological Support for Disabled People	50
Second\ Analyzing Social Return on Investment (SROI) for the Project of Release of the Indebted	52

About Gazze Destek Association

Foundation



Based on the recommendations of the International Forum in support of Gaza following the Israeli aggression on the Gaza Strip in the summer of 2014, and as a result of the continued suffering of the two million Palestinians living under siege since 2006, and because Palestinian issue have a great importance to the Turkish community, especially the Gaza Strip, and the support on an ongoing basis of humanitarian initiatives to alleviate this suffering, For all the above reasons, a group of experts and humanitarian workers were engaged in Turkey to establish the Gazze Destek Association (GDD) in Istanbul, (registration No. 34-209-183) to coordinate the efforts of all the donors to actively contribute in meeting humanitarian and development needs of the Gaza Strip.

Vision



Gazze Destek Association GDD is a leading humanitarian organization working to improve the quality of human life in the Gaza Strip.

Message



Gazze Destek Association GDD is a Turkish association that aims to contribute effectively to meet the humanitarian and development needs of the Palestinian community in the Gaza Strip based on scientific basis through humanitarian interventions that promote transparency, integrity and accountability. GDD will also adhere to international and local laws regarding humanitarian action.



Value



Empowering

Promoting human empowerment by fostering self-reliance.

Collaboration:

Joint work promotes coordination and integration between the parties and maximizes the usage of resources.



Justice:

Adoption of fair standards in humanitarian assistance, regardless of color, race, belief or affiliation

Professionally:

Adoption of professional and innovation as the basis for all our projects to maximize the impact of our services on the community.



Goals



Contribute in achieving global Sustainable Developmental Goals (SDGs).



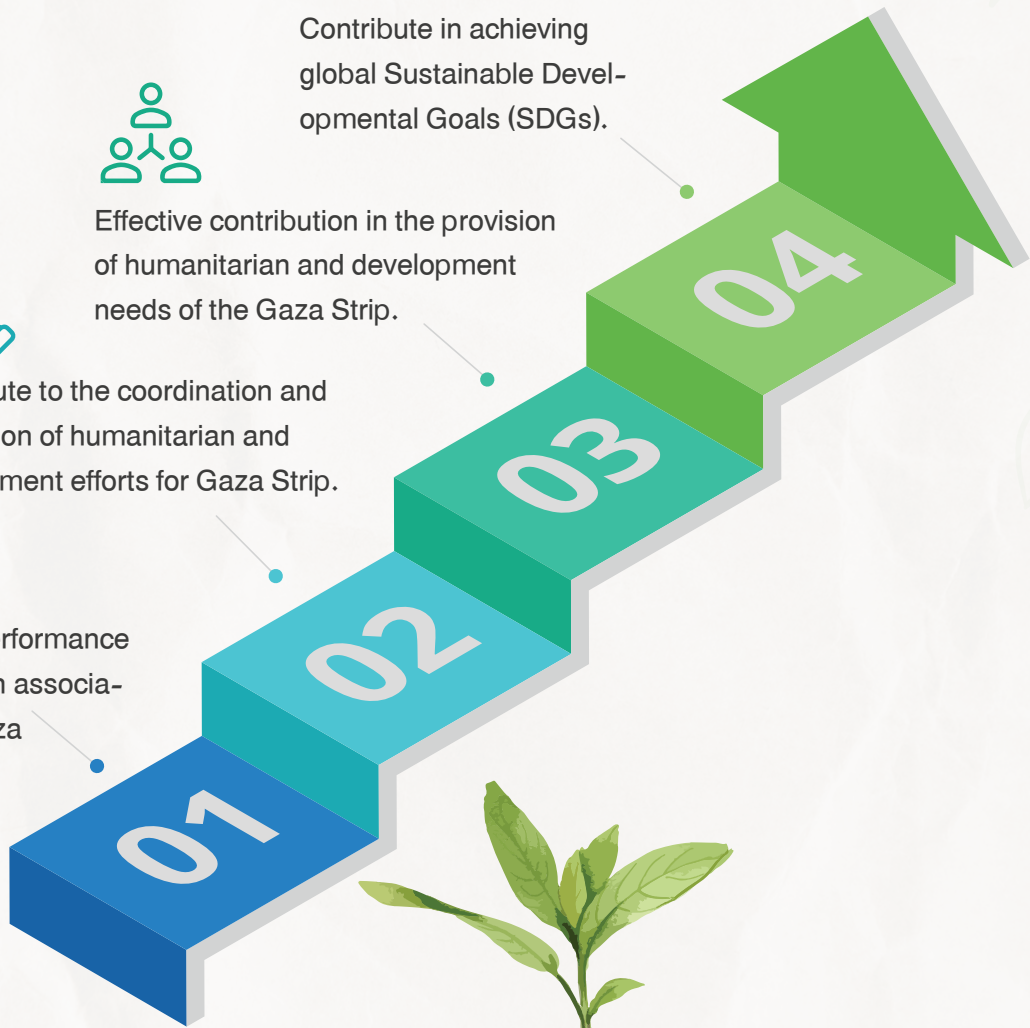
Effective contribution in the provision of humanitarian and development needs of the Gaza Strip.



Contribute to the coordination and integration of humanitarian and development efforts for Gaza Strip.



Improve the performance of humanitarian associations in the Gaza Strip, including maximizing the impact of funding.



Introduction

Charities undoubtedly play a significant role in relieving and developing societies. Considering the prominent role of Gazze Destek Association in meeting the needs of the Palestinian society especially in Gaza Strip where many programs and project have been implemented in relation to the materiality matrix, performing in various sectors, and serving thousands of beneficiaries.

Based on the association's message of maximizing the social impact of its project; Gazze Destek Association prepared the Social Impact Assessment Report, that will demonstrate the realities of projects based on digital premises and proxies depend on logical comparisons between the cost and understanding the benefits. The Social Return strategy is built upon analyzing outcomes and results to extract the impact, then, estimating the financial value of the impact in order to decide whether the project accomplished its purpose from the social perspective in accordance with transparency and credibility standards.

Throughout this report we implement the Social Return on Investment approach on most programs and projects related to the following sectors: economic empowerment, education, clean energy, fresh water, and protection services, that were implemented during 2019. The overall Social Return on Investment average of the assessed projects was 1.7%.

In regard, Gazze Destek Association's administration extends its thanks and appreciations to the team of quality for the efforts put in preparing this report, in addition to the effective volunteers of the association and all direct and in direct contributors to this report.

Report Methodology

Implementing Social Return on Investment depends of the effective communication with stakeholders who effect or get affected by the projects' activities, considering the importance of this relationship; Gazze Destek association prepared this report as an evaluation application of the social impact on most implemented projects; through holding workshop pre to the project by the team of quality who are responsible for this report, the workshop aimed to identify the scope of stakeholders and the hypothesis related to the expected changes that might accrue as a result of the project's activities.

The responsible team also designed and developed questionnaires in accordance with open/closed questionnaire system to enhance stakeholders' effective collaboration in assessing the social value of the project. In addition to designing and developing questionnaires of medical institutions, psychological and familial rehabilitation centers, hospitals and other; collecting statistics from official resources in order to get financial proxies.

Volunteers team as an independent third party in the association, filled the questionnaires through direct communication with stakeholders and beneficiaries to ensure transparency and credibility, and through field visits, phone calls, e-mail messages. The results have been directly analyzed and a report was prepared supervised by the team of quality.

In order to verify that the project has achieved its desired objectives, the Quality Team held, a second workshop was held by the quality team in collaboration with operational team of the project after implementing the project aiming to evaluate the entire project.

As a result of the consistent efforts of Gazze Destek Association's quality team, we present the final briefing report of the association's entire projects during 2019 to assess the Social Return on Investment.

Glossary

- **Social Impact:** is the effect of programs/ projects on the wellbeing of the community as a result of planned intervention.
- **Social Value:** is the impact that a project's activities have on the individuals in a society.
- **Social Impact Assessment:** is the process of assessing the change (outcomes) resulted from the projects or services of an organization that can't be financially defined.
- **Outcomes:** The changes resulting from an activity. The main types of changes from the perspective of stakeholders are unintended (unexpected) and intended (expected), positive and negative change.
- **Intended/ Expected Outcomes:** outcomes determined by stakeholders prior to the outcome evaluation stage.
- **Unintended/ Unexpected Outcomes:** the unexpected outcomes resulting indirectly from an intervention, positive and negative outcomes.
- **SROI:** Social Return on Investment.
- **SROI Approach:** is a global and widely used framework for measuring and accounting of social impact considering the economic and social factors of the project.
- **Activity:** an activity is a scheduled phase in a project plan with a distinct beginning and ending within a specific temporal and spatial framework and at a small financial cost.
- **Project:** a project is a series of related activities implemented to accomplish the goal of the project.

- **Program:** a program is a collection of projects that are managed simultaneously or consecutively in order to achieve a certain goal.
- **Scope:** the general framework of the project which determines the activities, timescale, boundaries and type of SROI analysis, who will carry out the Social Impact Assessment ... and other.
- **Impact Map:** a table that captures how an activity makes a difference: that is, how it uses its resources to provide activities that then lead to particular outcomes for different stakeholders.
- **Stakeholders:** people, organizations or entities that experience change, whether positive or negative, as a result of the activity that is being analyzed.
- **Inputs:** the contributions made by each stakeholder that are necessary for the activity to happen.
- **Outputs:** a way of describing the activity in relation to each stakeholder's inputs in quantitative terms.
- **Financial proxies:** are pre-calculated estimates of financial value that can be used for accurately estimating the outcome cost of the same intervention.
- **Deadweight:** a measure of the amount of outcome that would have happened even if the activity had not taken place.
- **Attribution:** an assessment of how much of the outcome was caused by the contribution of other organizations or people.
- **Attribution:** an assessment of how much of the outcome was caused by the contribution of other organizations or people.
- **Drop-off:** is the estimated percentage of deterioration of an outcome over time.
- **Social Return Ratio:** total present value of the impact divided by total investment.

What is Social Return on Investment (SROI)?

Typically, our actions and activities create values and affect others; they change the world around us. Although the value we create goes far beyond what can be captured in financial terms, this is, for the most part, the only type of value that is measured and accounted for without taking into consideration the social, economic and environmental values. As a result, things that can be bought and sold take on a greater significance and many important things get left out. Decisions made like this may not be as good as they could be as they are based on incomplete information about full impacts.

Social Return on Investment (SROI) is a framework for measuring and accounting for this much broader concept of value. SROI measures change in ways that are relevant to the people or organizations that experience or contribute to it through six successive stages (look at figure 2). It tells the story of how change is being created by measuring social, environmental and economic outcomes and uses monetary values to represent them. This enables a ratio of benefits to costs to be calculated (The Social Value of the United Kingdom, 2015).

Thus, SROI is about value, rather than money. Money is simply a common unit and as such is a useful and widely accepted way of conveying value. * SROI can help improving the following:

- Manage activities and make decisions in more effective ways.
- Effective communication with stakeholders.
- Accomplish sustainability for the association through establishing strong relation with donors that derived from on trust, transparency, and clarity of impact.
- Determine suitability of the projects to the real needs of society through highlighting the real impact of the project.
- Understand and maximize the social value an activity creates.
- Identifying common ground between what an organization wants to achieve and what its stakeholders want to achieve, helping to maximize social value.

* Source/ A guide to Social Return on Investment -2012

The principles of SROI

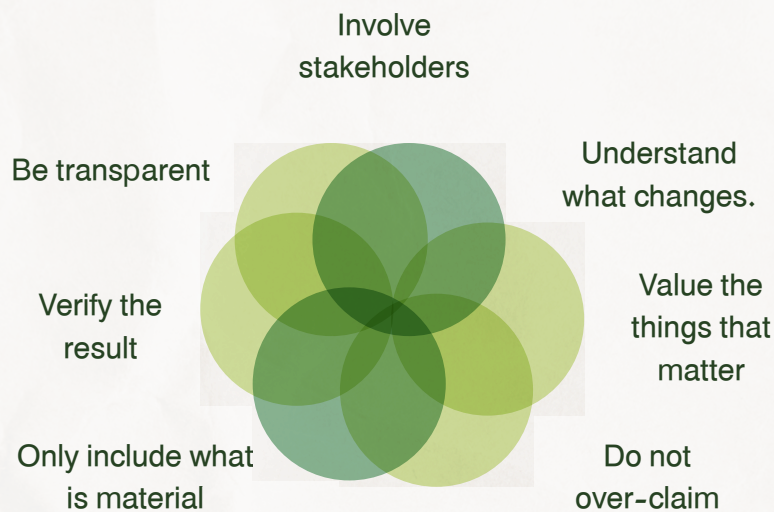


Figure number (1)

- 1- Involve Stakeholders:** involving stakeholders is considered the most significant pillar in analyzing the social return on investment, it informs what gets measured and how this is measured and valued by involving stakeholders, whether through phone communications, direct meetings, workshops, and others.
- 2- Understand What Changes:** articulate how change is created and evaluate this through evidence gathered.
- 3- Value the Things That Matter:** use financial proxies in order that the value of the outcomes can be recognized.
- 4- Only Include What Is Material:** determine what information and evidence must be included in the accounts to give a true and fair picture, such that stakeholders can
- 5- Do Not Over-Claim:** only claim the value that the organization are responsible for creating.
- 6- Be Transparent:** demonstrate the basis on which the analysis may be considered accurate and honest and show that it will be reported to and discussed with stakeholders.
- 7- Verify the Result:** Ensure appropriate independent assurance.

The Stages In SROI



Figure number (2)

Establishing Scope	1.1 Establishing scope in accordance with the Humanitarian Charter, Sustainable Development Goals (SDGs) 2030 and the National Plan. 2.1 Identifying stakeholders.	3.1 Deciding how to involve stakeholders.
Mapping Outcomes	1.2 Impact map. 2.2 Identifying inputs.	3.2 Evaluating inputs. 4.2 Establishing outcomes .
Evidencing Outcomes and Giving Them a Value	1.3 Developing outcomes indicators. 2.3 Finding Data.	3.3 Establishing how long outcomes last. 4.3 Identifying the value of outcomes.
Establishing Impact	1.4 Deadweight. 2.4 Attribution.	3.4 Drop-off 4.4 Calculating impact.
Calculating SROI	1.5 Projecting into the future. 2.5 Calculating the net present value. 3.5 Calculating the ratio of SROI	4.5 Sensitivity analysis. 5.5 Payback period.
Reporting	1.6 Reporting to stakeholders. 2.6 Using the results.	3.6 Assurance.

SROI Ratio Summary of Programs and Projects

#	Program	Project	Inputs \$	Beneficiaries	Estimated financial value of SROI	Social return ratio
1	Clean Energy	Providing Clean Energy System for Hospitals	293,240	2 Hospitals	641,869	2.2
		Providing Clean Energy System for Poor Patients' Houses	15,800	10 Patients	24,780	1.6
2	Clean Water	Drilling Well and Installation of Desalination Station	185,905	3 Hospitals 2 Schools 1 Mosque 7 Municipalities	375,940	2.0
		Drilling Well and Installation of Solar Powered Desalination Station	39,940	1 University 1 Municipality	93,537	2.3
		Drilling Well and Installation of Water Station and Providing a Car to Distribute Fresh Water	241,836	7 Municipalities	475,212	2.0
1	My Right to Learn	Educational Sponsorship	537,405	1,730 Students	864,040	1.6
		Supporting Students	95,418	3,000 Students	158,251	1.7
2	Decent Work	Temporary Training and Employing of Graduates	265,052	1,354 Graduates	484,611	1.7
		Empowering Poor Families through small Income-Generating Projects.	3,371,297	1,338 Families	5,362,382	1.8
		Productive Donum	14,528	11 Families	25,166	1.7
1	Adequate Housing	Restoration of Houses	560,250	252 Families	1,234,895	2.2
		Sheltering "Rent"	21,814	23 Families	41,263	1.9
2	Protection Programs	Psychological Support for Disabled People	71,322	60 Disabled	106,244	1.5
		Release of the Indebted	18,097	138 Indebted	27,888	1.7
Average of SROI for programs and project						1.7

SROI Analysis Summary of Clean Energy Program

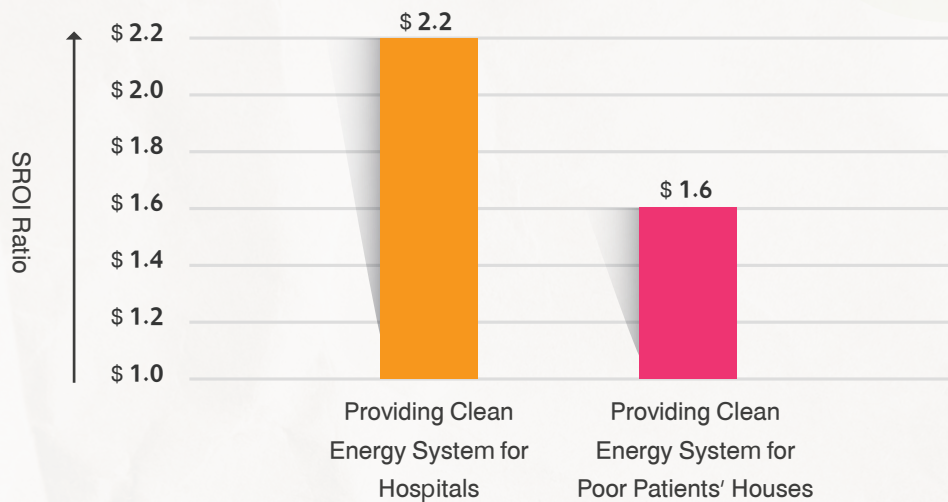


Figure (3) demonstrates SROI ratio for the projects of clean energy program

Figure (3) demonstrates SROI ratio of the following projects: Providing Clean Energy System for Hospitals and Providing Poor Patients Houses with Clean Energy System, which will be explained: more deeply later in this report, the results are as follow:

- Estimated financial value of SROI for the project of Providing Clean Energy System for Hospitals is \$ 641,869 USD, which means there are \$2.2 of value for every \$1 of investment.
- Estimated financial value of SROI for the project of Providing Poor Patients Houses with Clean Energy System is \$ 24,780 USD, which means there are \$ 1.6 of value for every \$1 of investment.



■ Office of the United Nations High Commissioner for Human Rights



permanent sovereignty over natural resources: The right of peoples and nations to permanent sovereignty over their natural wealth and resources must be exercised in the interest of their national development and of the well-being of the people of the State concerned.

■ Sustainable Development Goals (SDGs) and related International organizations



Goal (7): Ensure access to affordable, reliable, sustainable and modern energy for all.

■ National Developmental Goals



Goal (2.8): Energy secured and supplied to customers in sufficient quantities, at a reasonable price, and in line with technical and environmental specifications that meet international standards.

International Humanitarian Reference of Clean Energy Program



Clean Energy Program



First\ Analyzing Social Return on Investment (SROI) for the Providing Solar Power System for Hospitals Project

The constant power blackout in Gaza which lasts relatively for long periods 17.4 h/daily while the electric deficit ratio is 70%, is paralyzing all life sectors in the Gaza Strip. The medical sector is the most affected of all sectors. Thus, Gazze Destek Association provided several sustainable and environment friendly solutions where solar system have been installed for several hospitals which effectively contributes in saving patients' lives and preventing any medical deterioration. In addition to avoiding emission of toxic gases.

Stakeholders	Beneficiaries "Hospitals"	Patients and their families	Gazze Destek
	Donors	Volunteers	Consulting agency
	Suppliers	Ministry of Health	
Direct Beneficiaries	Hospitals that serves 106,791 patients.		
Number of Beneficiaries	(2) Hospitals.		
Financial Cost of the Project	\$ 288,740 USD		
Outcomes	Beneficiaries "hospitals"	Improvement in medical services.	
		Reducing operational expenses.	
	Patients beneficiaries	Improvement in medical services.	
		Improvement of health status.	
	Volunteers	Establishing self-satisfaction and social solidarity.	
		Improving required skills and abilities to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees.	
	Ministry of Health	Decreasing financial operating expenses related to the hospital fuels.	
		Decreasing financial expenses resulting from damaged medical equipment.	
		Establishing the goal of serving society and continuing to provide medical services.	
	Consulting agency	Improving mental image.	
Establishing high sense of job security for employees.			
System suppliers	Improving mental image		
	Establishing high sense of job security for employees.		

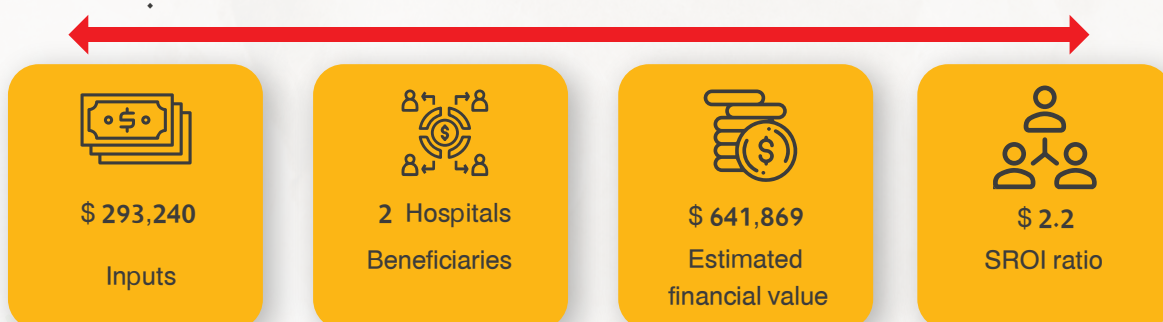
The Impact of the Project Activities Considering Direct Beneficiaries

Based on the result of beneficiaries survey done by an independent third party "volunteers" through telephone survey to ensure integrity and transparency of opinions and comments. Participants related to the project were as follow: (2) from the hospitals' administrative staffs, (150) randomly chosen patients, the results are:

- The rate of related individuals from beneficiary hospitals who reported improvement in medical services and continuous of performing surgeries, is 100%.
- The rate of related individuals from beneficiary hospitals who reported continuity of training, awareness and educating courses 90%.
- Rate of patients who benefit from the services provided by hospitals reported improvement in the provided services 96%.
- Rate of patients who benefit from the services provided by hospitals reported stability of health status due to instant performing of surgeries and reducing the waiting periods 91%.

$$\begin{aligned}
 & \text{SROI ratio} \\
 & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\
 & = \$ 641,869 \div \$ 293,240 = \$2.2
 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 641,869USD, which means there are \$2.2 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Second\ Analyzing Social Return on Investment (SROI) for Providing Solar Power System for Patients Project

The project of providing solar power system for patients serves mainly patients who suffer from chronic diseases and are in permanent need for electricity in order to stabilize their health status. Due to the hard-economic conditions of the Palestinian society, patients are unable to provide their basic needs. In addition to the constant power blackout at a rate of 17.4 h\daily and electric power deficit over 70%, therefore, the goal of the project is to provide poor patients' houses with solar power system (permanent and environment friendly).

Stakeholders	Patients	Patients' families	Gazze Destek Association
	Donors	Volunteers	Consulting agency
	Suppliers	Ministry of Health	
Number of Beneficiaries	(10) patients who suffer from chronic diseases		
Financial Cost of the Project	\$ 12,000 USD		
Outcomes	Beneficiaries "patients"	Alleviating financial burdens (buying medicine, fuel and generators).	
		Improving health status.	
		Reducing the number of hospital visits.	
		More familial stability.	
	Families of beneficiaries	Alleviating financial burdens	
		More Psychological security.	
		More familial stability.	
	Volunteers	Establishing self-satisfaction and social solidarity.	
		Improving required skills and abilities to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees	
	Ministry of Health	Establishing the goal of serving society and continuing to provide medical services	
	Consulting agency	Improving mental image	
		Establishing high sense of job security for employees.	
System suppliers	Improving mental image.		
	Establishing high sense of job security for employees.		

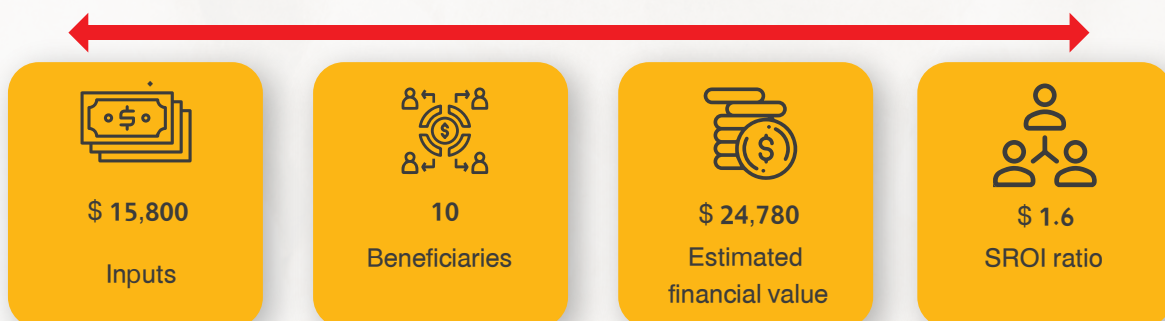
The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through telephone survey to ensure integrity and transparency of opinions and comments. Participants related to the project were as follow: (10) patients, the results are:

- The rate of patients who reported reduction in financial expenses due to minimizing the need to buy medicine and fuel for generators **100%**.
- The rate of patients who reported reduction in the number of hospital visits due to improvement of health status **80%**.
- The rate of patients who reported improvement of health status due to psychological stability and availability of electric power **80%**.
- The rate of patients who reported increasing in familial stability **70%**.

$$\begin{aligned} & \text{SROI ratio} \\ & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\ & = \$ 24,780 \div \$ 15,800 = \$ 1.6 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 24,780 USD, which means there are \$1.6 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

SROI Analysis Summary of Fresh Water Program

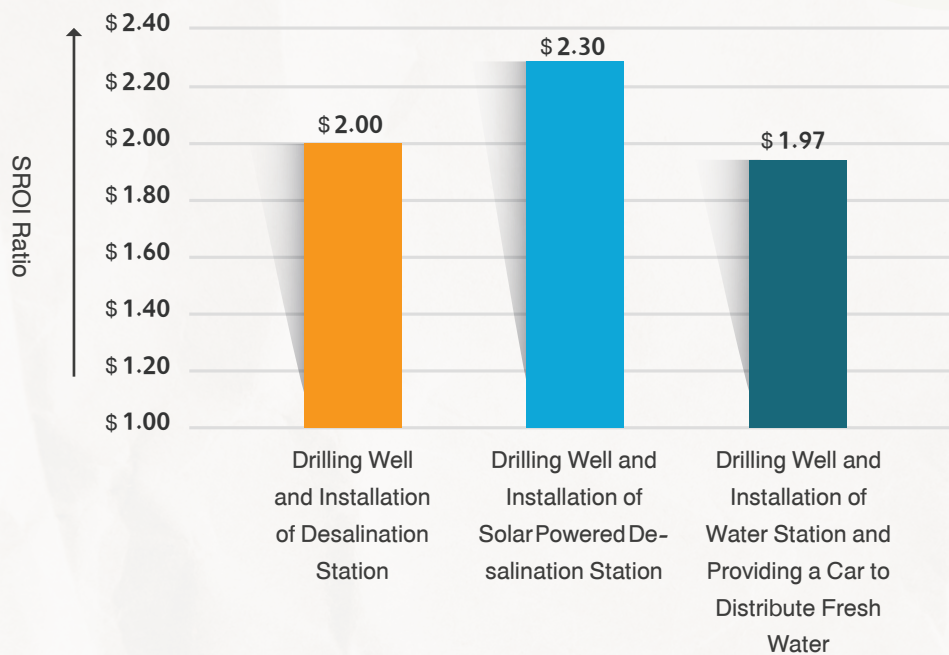


Figure (4) demonstrates SROI ratio for the projects of Fresh Water Program

Figure (4) demonstrates SROI ratio of the following projects: Drilling Well and Installation of Desalination Station, Drilling Well and Installation of Solar Powered Desalination Station, And Drilling Well and Installation of Water Station and Providing A Car to Distribute Fresh Water, the results are as follow:

- Estimated financial value of SROI for the project of Drilling Well and Installation of Desalination Station is \$ 375,940 USD, which means there are \$2.0 USD of value for every \$ 1 of investment.
- Estimated financial value of SROI for the project of Drilling Well and Installation of Solar Powered Desalination Station is \$ 93,537 USD, which means there are \$2.3 USD of value for every \$ 1 of investment.
- Estimated financial value of SROI for the project of Drilling Well and Installation of Water Station and Providing A Car to Distribute Fresh Water is \$475,212 USD which means there are \$2.0 USD of value for every \$ 1 of investment.

■ A Protocol on Water and Health in the European Union Agreement- 1992



The States Parties to the present Covenant recognize the The rights to human water - rights to receive safe, affordable, and clean accessible water and sanitation services.

■ Sustainable Development Goals (SDGs) and related International organizations



Goal (6): Ensure availability and sustainable management of water and sanitation for all.

■ National Developmental Goals



Goal (8.3): A Palestinian water and wastewater management sector that is more organized and more capable of securing water right of citizens and materializing a fair distribution for all purposes.

International Humanitarian Reference of Fresh Water Program



Fresh Water Program



First\ Analyzing Social Return on Investment (SROI) for Drilling Well and Installation of Desalination Station Project

Clean water project aims to provide universities, municipalities, and hospitals with fresh water, through drilling wells and providing them of desalination stations in order to contribute in creating sustainable solutions for the extreme deficiency of fresh water and water pollution which reached 97%. thus preventing the spread of disease and pandemics, in addition, the rate of defect in subsoil-water is: 67.2%.

Stakeholders	(3) Hospitals	Patients in hospitals	(2) Schools
	Administrative staff and students	(7) Municipalities	Residents of target area
	(1) Mosque	Worshippers and visitors of mosques	Volunteers
	Supply and installation company	Donors	Gazze Destek Association
Financial Cost of the Project	\$ 161,855 USD		
Outcomes	Beneficiaries "Hospitals"	Reducing financial expenses of buying water, reducing the need to start generators to provide water when the power is off.	
		Improving medical and environmental services.	
		Best investment of water resources.	
		Sustainability of hospitals services.	
	Patients in hospitals	Reducing the rate of diseases and pandemics.	
		Improving medical and environmental services.	
	School	Reducing the rate of diseases and pandemics.	
		Reducing financial expenses of buying water, reducing the need to start generators to provide water when the power is off.	
		Improving medical and environmental services.	
	Teachers and students	Best investment of water resources.	
		Sustainability of hospitals services.	
	Mosque	Reducing the rate of diseases and pandemics.	
Reducing financial expenses of buying water, reducing the need to start generators to provide water when the power is off.			
	Improving in the services provided for worshippers.		

Outcomes	Worshippers and visitors of mosques	Improving medical and environmental services.
	Municipalities	Reducing financial expenses of buying water, reducing the need to start generators to provide water when the power is off.
		Improving water provision services for residents of target area.
		Reducing the rate of diseases and pandemics.
		Best investment of water resources.
	Residents of target area	Reducing financial expenses.
		Improving health status and reducing kidney failure disease.
		Improving services and reducing water deficiency crisis.
	Supply and installation company	Establishing self-satisfaction and good reputation.
		Establishing high sense of job security for employees.
	Donors	Establishing self-satisfaction.
	Gazze Destek Association	Accomplishing the project goal
		Improving loyalty and affiliation of employees.
	Volunteers	Establishing self-satisfaction and social solidarity.
Improving required skills operate projects.		



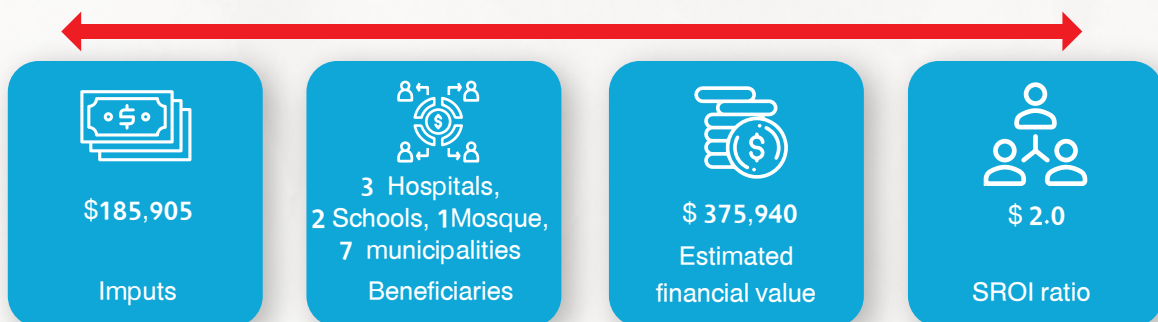
The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through telephone survey and field visits to ensure integrity and transparency of opinions and comments, the results are:

- The rate of related individuals who reported a reduction in the financial expenses due to provision of water and minimizing the need to buy water and fuels to start generators, in addition to alleviating the burdens of drilling wells and supplying and installation of desalination station, in hospitals **100%**, in mosques **100%**, in municipalities **100%**, in schools **100%**.
- The rate of related individuals who reported an improvement in the best investment of water resources methodology due to the ability to schedule appointments to start stations in accordance with consumption rates, in hospitals **95%**, in municipalities **97%**, in mosques **94%**, in schools **93%**.

$$\begin{aligned}
 & \text{SROI ratio} \\
 & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\
 & = \$ 375,940 \div \$ 185,905 = \$ 2.0
 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 375,940 USD, which means there are \$2.0 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Second\ Analyzing Social Return on Investment (SROI) for the Project of Drilling Well and Installation of Solar Powered Desalination Station

Fresh water project aims to provide universities, municipalities, and hospitals with fresh water, through drilling wells and installing of solar powered desalination stations in order to contribute in creating sustainable solutions for the extreme deficiency of fresh water and water pollution which reached 97% thus preventing the spread of disease and pandemics, in addition, the rate of defect in subsoil-water is: 67.2%.

Stakeholders	(1)University	Administrative staff and students	(1)Municipalities
	Residents of target area	Volunteers	Supply and installation company
	Donors	Gazze Destek Association	
Financial Cost of the Project	\$ 39,140 USD		
Outcomes	Beneficiaries "university"	Reducing financial expenses of water provision, operating generators, buying fuel to start generators, and maintainance of generators.	
		Improving medical and environmental services.	
		Reduction in the rate of diseases and pandemics.	
	Administrative staff and students	Improving medical and environmental services.	
		Reduction in the rate of diseases and pandemics.	
	Municipalities	Reducing financial expenses of water provision, operating generators, buying fuel to start generators, and maintainance of generators.	
		Improving the services provided for residents of target area.	
		Reduction in the rate of diseases and pandemics.	
		Best investment of water resources	
	Residents of target area	Reducing financial expenses of water provision	
		Improving health status and reducing kidney failure disease.	
		Improving services and reducing water deficiency crisis.	
	Supply and installation company	Establishing self-satisfaction and good reputation.	
		Establishing high sense of job security for employees.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees.	
	Volunteers	Establishing self-satisfaction.	
Improving required skills to operate projects.			

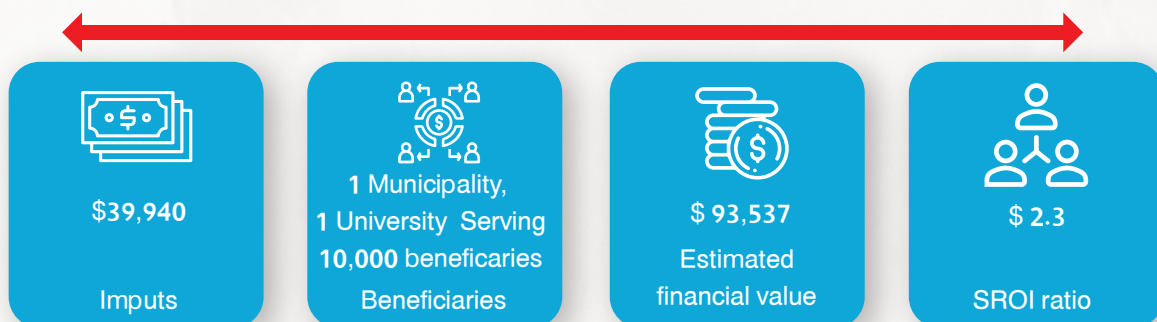
The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through telephone survey and field visits to ensure integrity and transparency of opinions and comments, the results are:

- The rate of related individuals who reported a reduction in the financial expenses due to provision of water and minimalizing the need to use electric generators and fuels, in addition to alleviating the burdens of drilling wells and supplying and installation of desalination station, in municipalities 100%, in schools 100%.

$$\begin{aligned} & \text{SROI ratio} \\ & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\ & = \$ 93,537 \div \$ 39,940 = \$ 2,3 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 93,537 USD, which means there are \$2.3 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Third\ Analyzing Social Return on Investment (SROI) for the Project of Drilling Well and Installation of Water Station and Providing a Car to Distribute Fresh Water

Fresh water project aims to provide universities, municipalities, and hospitals with fresh water, through drilling wells and installing of solar powered desalination stations in addition to a car to distribute free fresh water in order to contribute in creating sustainable solutions for the extreme water deficiency of fresh water and water pollution which reached 97% thus preventing the spread of disease and pandemics, in addition, the rate of defect in subsoil-water is: 67.2%.

Stakeholders	(7) Municipalities	Residents of target area	Volunteers
	Supply and installation company	Donors	Gazze Destek Association
Financial Cost of the Project	\$ 234,836 USD		
Outcomes	Municipalities	Reducing financial expenses of water provision, operating generators, buying fuel to start generators, and maintainance of generators.	
		Improving the services provided for residents of target area.	
		Reduction in the rate of diseases and pandemics.	
		Best investment of water resources.	
	Residents of target area	Reducing financial expenses of water provision.	
		Improving health status and reducing kidney failure disease.	
		Improving services and reducing water deficiency crisis.	
	Supply and installation company	Establishing self-satisfaction and good reputation.	
		Establishing high sense of job security for employees.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees.	
	Volunteers	Establishing self-satisfaction.	
Improving required skills to operate projects.			

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through telephone survey and field visits to ensure integrity and transparency of opinions and comments, the results are:

- The rate of related individuals who reported a reduction in the financial expenses due to provision of water and minimalizing the need to use electric generators and fuels, in addition to alleviating the burdens of drilling wells and supplying and installation of desalination station, in municipalities **100%**, in schools **100%**.

$$\begin{aligned} & \text{SROI ratio} \\ & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\ & = \$ 475,212 \div \$ 241,836 = \$ 2.0 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 475,212 USD, which means there are \$2.0 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

SROI Analysis Summary Of “My Right to Learn” Program

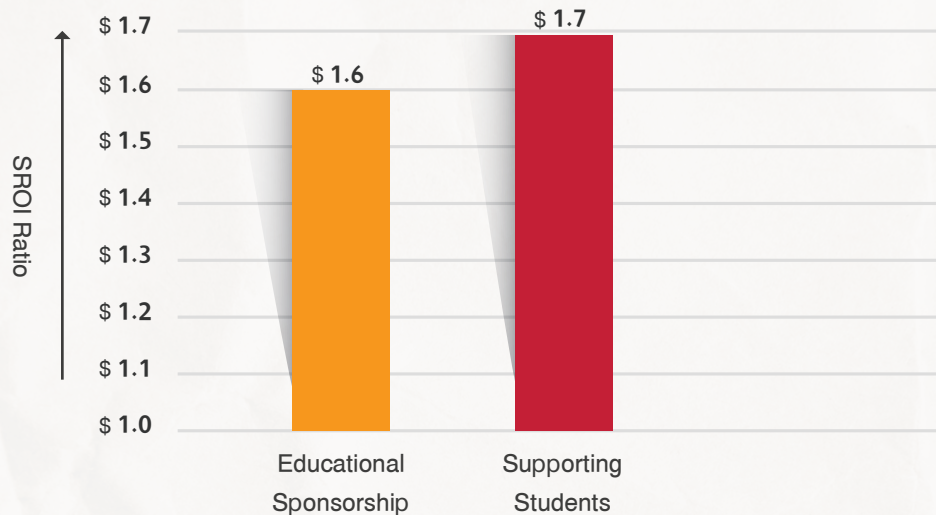


Figure (5) demonstrates SROI ratio for the projects of “My Right to Learn” Program

Figure (5) demonstrates SROI ratio of the following projects: Educational Sponsorship and Supporting Students, which will be explained more deeply later in this report, the results are as follow:

- Estimated financial value of SROI for the project of Educational Sponsorship is \$ 864,040 USD, which means there are \$1.6 of value for every \$1 of investment.
- Estimated financial value of SROI for the project of Supporting Students is 158,251 USD, which means there are \$1.7 of value for every \$1 of investment.



■ International Covenant on Economic, Social and Cultural Rights



Article(13) The States Parties to the present Covenant recognize the right of everyone to education. They agree that education shall be directed to the full development of the human personality and the sense of its dignity, and shall strengthen the respect for human rights and fundamental freedoms.

■ Sustainable Development Goals (SDGs) and related International organizations



Goal (4): Ensure inclusive and equitable quality education and promote lifelong opportunities for all.

■ National Developmental Goals



Goal (2.7): Education, higher education, and TVET system ensure high quality education without discrimination, linked to the labor market and society needs, and keep pace with scientific and academic advancements.

International Humanitarian Reference of "My Right to Learn" Program



“My Right to Learn” Program



First\ Analyzing Social Return on Investment (SROI) for the Project of Educational Sponsorship

The project aims to provide financial support for school and university students, through paying their financial fee and instalments, releasing constrained certificates due to the accumulated debts, providing financial aids for poor school students and educational sponsorship for orphan students. The number of poor university students 64,308 students and 2,498 orphan students. The project helps to alleviate students' financial burdens in order to ensure they complete their education, in addition, the project seeks to increase the rate of job attainment for graduated students, so they can live a decent life and be productive individuals in society.

Stakeholders	Beneficiaries	Families of beneficiaries	Gazze Destek Association
	Donors	Volunteers	Ministry of Education
Beneficiaries	University students, school students, orphan students		
Number of Beneficiaries	1,730 Students		
Financial Cost of the Project	\$ 535,805 USD		
Outcomes	Direct beneficiaries	Alleviating financial burdens.	
		More psychological security.	
		Reducing potentials of social deviance.	
		Increasing job opportunities for graduate students.	
	Families of beneficiaries	Alleviating financial burdens.	
		More familial stability.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees.	
		Establishing social solidarity.	
	Ministry of Education	Establishing the goal of MOE in increasing students' enrollment in school.	
Reducing school dropout.			

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the result of beneficiaries survey done by an independent third party "volunteers" through telephone survey to ensure integrity and transparency of opinions and comments. (400) randomly chosen students participated in the survey, the results are:

- The rate of beneficiaries who reported an alleviation in financial burdens **89%**.
The rate of beneficiaries who reported more psychological security **78%**.
- The rate of beneficiaries who reported reduction in the potential of social deviance **90%**.
- The rate of beneficiaries who reported Increasing job opportunities **75%**.

$$\begin{aligned} & \text{SROI ratio} \\ & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\ & = \$ 864,040 \div \$ 537,405 = \$ 1.6 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 864,040 USD, which means there are \$1.6 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Second\ Analyzing Social Return on Investment (SROI) for the Project of Supporting Students

The program aims to provide poor students' basic essentials regarding stationary tools and school uniform in order to contribute in alleviating the financial burdens carried by their families, in addition to reducing the rate of school dropout and to ensure that students are able to complete their education.

Sector	Provide poor students with basic essentials.		
Stakeholders	Beneficiaries	Families of beneficiaries	Gazze Destek Association
	Donors	Volunteers	Ministry of Education
	Suppliers		
Beneficiaries	School students from various education levels		
Number of Beneficiaries	3,000 Students		
Financial Cost of the Project	\$ 93,318 USD		
Outcomes	Direct beneficiaries	More psychological security.	
		Reducing potentials of social deviance.	
	Families of beneficiaries	Increasing job opportunities for graduate students.	
		Alleviating financial burdens.	
		More familial stability.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees	
	Ministry of Education	Establishing the goal of MOE in increasing students' enrollment in school and reducing school dropout.	
Suppliers	Better mental image.		
	Establishing high sense of job security for employees.		

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the result of beneficiaries survey done by an independent third party "volunteers" through telephone survey to ensure integrity and transparency of opinions and comments. (400) randomly chosen students participated in the survey, the results are:

- The rate of beneficiaries who reported an alleviation of financial burdens 89%.
- The rate of beneficiaries who reported more psychological security 78%.
- The rate of beneficiaries who reported reduction in the potential of social deviance 90%.
- The rate of beneficiaries who reported Increasing job opportunities 75%.

$$\begin{aligned} & \text{SROI ratio} \\ & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\ & = \$ 158,251 \div \$ 95,418 = \$ 1.7 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 158,251USD, which means there are \$1.7 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

SROI Analysis Summary of Decent Work Program

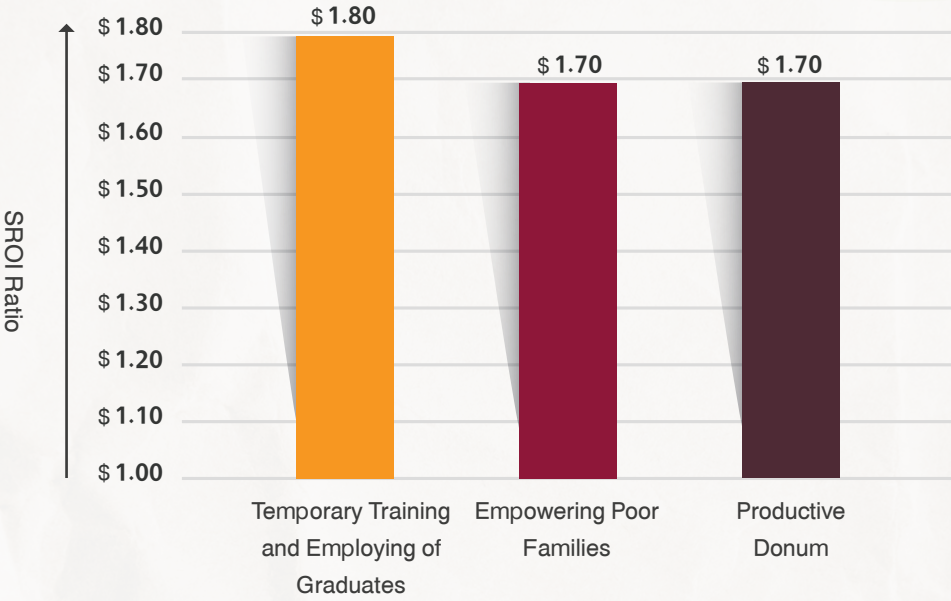


Figure (6) demonstrates SROI ratio for the projects of Decent Work Program

Figure (6) demonstrates SROI ratio of the following projects: Temporary Training and Employing of Graduates, Empowering Poor Families and the Productive Donum, which will be explained more deeply later in this report, the results are as follow:

- Estimated financial value of SROI for the project of Temporary Training and Employing of Graduates is \$ 461,915 USD, which means there are \$1.8 of value for every \$1 of investment.
- Estimated financial value of SROI for the project of Empowering Poor Families through Income-Generating Projects is \$ 5,362,382 USD, which means there are \$1.7 of value for every \$1 of investment.
- Estimated financial value of SROI for the project of Productive Donum is \$25,166 USD, which means there are \$1.7 of value for every \$1 of investment.

■ International Covenant on Economic, Social and Cultural Rights



Article (6): the right to work, which includes the right of everyone to the opportunity to gain his living by work which he freely chooses or accepts...including technical and vocational guidance and training programs. Article (7): and the enjoyment of just and favourable conditions of work which ensure -protecting of unemployment-.

■ Sustainable Development Goals (SDGs) and related International organizations



Goal (8): Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

■ National Developmental Goals



Goal (5): Sustained economic growth by achieving higher levels of productivity for stronger national development that provides decent work opportunities for citizen and enhance their productivity.

International Humanitarian Reference of Decent Work Program



Decent Work Program



First\ Analyzing Social Return on Investment (SROI) for the Project of Temporary Training and Employing of Graduates

Gazze Destek Association significantly prioritize the Project of Temporary Training and Employing of Graduates, it contributes in developing graduates' skills through several training courses enhancing their practical skills and knowledge then training them in several institutions and associations. This project is especially important due to its positive effect on developing human and financial resources, in addition, it contributes in mitigating the financial burdens carried directly by graduates and indirectly by their families where the rate of unemployment reached 71% among youth.

Stakeholders	Beneficiaries	Families of beneficiaries	Gazze Destek Association
	Donors	Volunteers	Ministry of Labor
	Host institutions	Training centers	Trainers
	Professional unions		
Beneficiaries	Palestinian graduates		
Number of Beneficiaries	1,354 Graduates		
Financial Cost of the Project	\$ 258,152 USD		
Outcomes	Direct beneficiaries	Improving skills and knowledge of graduates.	
		Improving living condition.	
		More psychological security.	
		Increasing job opportunities.	
	Families of beneficiaries	Improving living condition.	
		More psychological security.	
		More familial stability.	
	Trainers	Improving living condition.	
		More psychological security.	
		More familial stability.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	

Outcomes	Gazze Destek Association	Accomplishing the goal of the project. Improving loyalty and affiliation of employees.
	Ministry of Labor	Achieving the goal of serving society and employing graduates.
	Training centers	Better mental image.
		job security for employees.
	Host institutions	Better mental image.
		job security for employees.



The Impact of the Project Activities Considering Direct Beneficiaries

Based on the result of beneficiaries survey done by an independent third party "volunteers" through telephone survey to ensure integrity and transparency of opinions and comments. (350) randomly chosen Graduates participated in the survey, the results are:

- The rate of graduates who reported an improvement in their practical skills and knowledge 86%.
- The rate of graduates who reported an improvement in their living conditions 71%.
- The rate of graduates who reported more psychological security 85%.
- The rate of graduates who reported increasing job opportunities 79%.

$$\begin{aligned}
 &\text{SROI ratio} \\
 &= \text{total present value of impact} \div \text{total value of inputs "investment"} \\
 &= \$ 484,611 \div \$ 265,052 = \$ 1.8
 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 484,611 USD, which means there are \$1.8 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Second\ Analyzing Social Return on Investment (SROI) for the Project of Empowering Poor Families- Income-Generating Projects

The project aims to empower poor families through creating sustainable solutions for the hard-economic conditions in the Gaza Strip by establishing small income-generating enterprises for poor families distributed over Gaza provinces where unemployment rate reached 52%, thus families could live stable and decent life.

Stakeholders	Beneficiaries	Families of beneficiaries	Gazze Destek Association
	Donors	Volunteers	Ministry of Labor
	Ministry of Social Affairs	Consultant agency	
Beneficiaries	Families suffer from extreme poverty		
Number of Beneficiaries	1,338 Families		
Financial Cost of the Project	\$ 3,367,097 USD		
Outcomes	Direct beneficiaries	Improving craft skills.	
		Improving living conditions.	
		More psychological security.	
		More familial stability.	
	Families of beneficiaries	Improving living condition.	
		More psychological security.	
		More familial stability.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project by establishing 1,338 projects for beneficiaries.	
		Improving loyalty and affiliation of employees	
	Ministry of Labor	Achieving the goal of serving society and employing graduates.	
Ministry of Social Affairs	Achieving the goal of serving society through providing services for the most necessitous.		
Consultant agency	Better mental image.		
	Establishing high sense of job security for employees.		

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the result of beneficiaries survey done by an independent third party "volunteers" through telephone survey to ensure integrity and transparency of opinions and comments. (550) randomly chosen beneficiaries participated in the survey, the results are:

- The rate of beneficiaries who reported an improvement in their practical and craft skills and improving in their abilities in managing their small enterprises **89%**.
- The rate of beneficiaries who reported an improvement in their living conditions **91%**.
- The rate of beneficiaries who reported more psychological security **88.5%**.

$$\begin{aligned}
 & \text{SROI ratio} \\
 & = \text{total present value of impact} \div \text{total value of inputs "investment"} \\
 & = \$ 5,362,382 \div \$ 3,371,297 = \$ 1.7
 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 5,362,382 USD, which means there are \$1.7 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Third\ Analyzing Social Return on Investment (SROI) for the Project of Productive Dunum

The project of Productive Donum to Empower Farmers aims to create sustainable solutions for the hard-economic conditions in the Gaza Strip and to provide constant income resources where poverty rate reached 53% and unemployment rate 52%, through reclamation and planting a dunum with fruitful trees. These projects are significantly important to meet the needs for agricultural products in Gaza Strip in light of the imposed blockade and preventing many types of fruit and vegetables.

Stakeholders	Farmers	Families of farmers	Gazze Destek Association
	Donors	Volunteers	Ministry of Agriculture
	Ministry of Social Affairs		
Beneficiaries	Poor farmer in Gaza Strip.		
Number of Beneficiaries	11 Families		
Financial Cost of the Project	\$ 13,100 USD		
Outcomes	Farmers	Improving living conditions.	
		More psychological security.	
	Families of farmers	Improving living conditions.	
		More psychological security.	
		More familial stability.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees.	
Ministry of Agriculture	Achieving the goal of serving society through providing work opportunities for farmers.		
Ministry of Social Affairs	Achieving the goal of serving society through providing services for the most necessitous.		

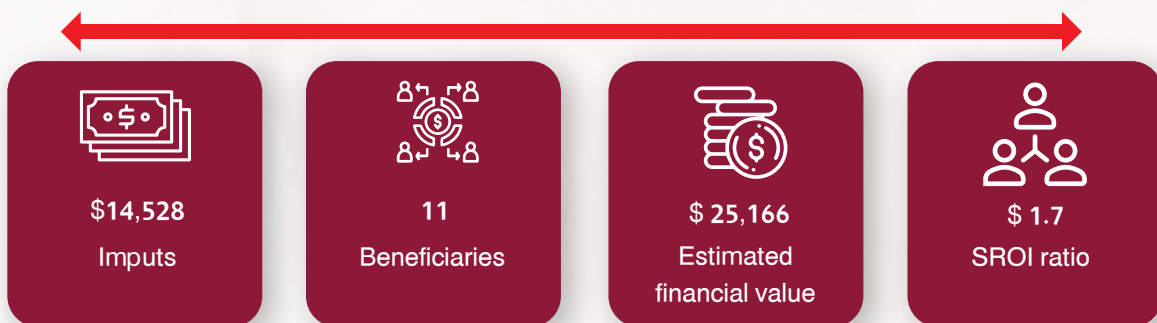
The Impact of the Project Activities Considering Direct Beneficiaries

Based on the result of beneficiaries survey done by an independent third party "volunteers" through telephone survey to ensure integrity and transparency of opinions and comments. (11) randomly chosen beneficiaries participated in the survey, the results are:

- The rate of beneficiaries who reported an improvement in their living conditions and availability of constant income for decent life **100%**.
- The rate of beneficiaries who reported more psychological security **80%**.
- The rate of beneficiaries who reported high sense of security and stability due to their ability to provide their essential needs **90%**.
- The rate of beneficiaries who reported a lack in agricultural projects and that there are still consistent needs yet to cover **90%**.

$$\begin{aligned} \text{SROI ratio} &= \\ &\text{total present value of impact} \div \text{total value of inputs "investment"} \\ &= \$ 25,166 \div \$ 14,528 = \$ 1.7 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 25,166 USD, which means there are \$1.7 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

SROI Analysis Summary of Adequate Housing Program

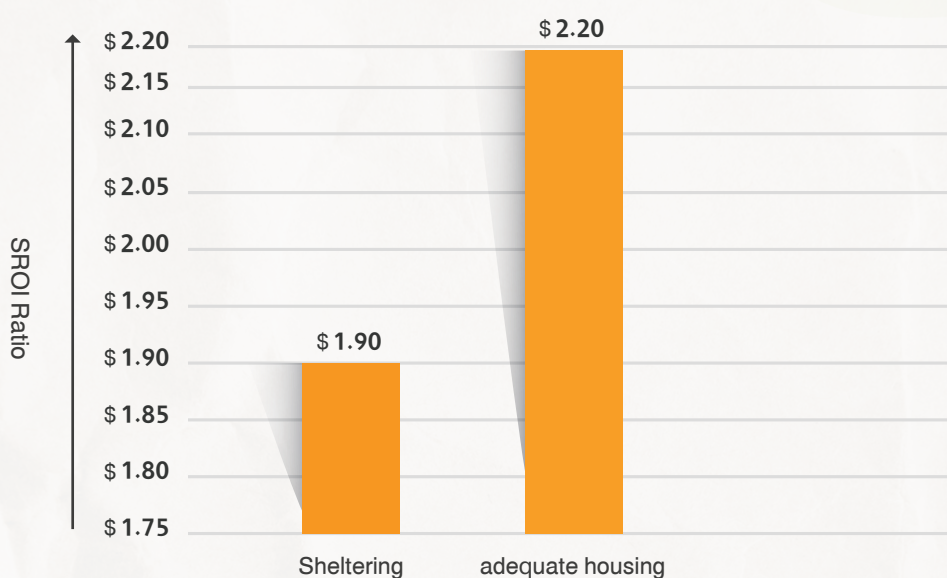


Figure (7) demonstrates SROI ratio for the projects of Adequate Housing Program

Figure (7) demonstrates SROI ratio of the following projects: Adequate Housing-Restoration of poor houses Project and Sheltering "Rent" Project, the results are as follow:

- Estimated financial value of SROI for the project of: Adequate Housing-Restoration of poor houses Project is \$ 1,234,895 USD, which means there are \$2.2 of value for every \$1 of investment.
- Estimated financial value of SROI for the project of: Sheltering "Rent" Project is \$ 41,263 USD, which means there are \$1.9 of value for every \$1 of investment.

■ International Covenant on Economic, Social and Cultural Rights



Article (2/2): The right of an adequate standard of living, and the "continuous improvement of living conditions" without discrimination of any kind as to race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

Article (8): The right to live somewhere in security, peace and dignity.

■ Sustainable Development Goals (SDGs) and related International organizations



Goal (11): Make cities and human settlements inclusive, safe, resilient and sustainable: ensuring access for all adequate, safe and affordable housing, basic services and slum upgrading.

■ National Developmental Goals



Goal (5.8): An adequate, affordable, and culturally appropriate housing sector, which ensure secure tenure, allows access to public services, and meets citizen's needs more effectively and efficiently... especially poor and vulnerable families.

International Humanitarian Reference of Adequate Housing Program



Adequate Housing Program

First\ Analyzing Social Return on Investment (SROI) for the Project of Adequate Housing-Restoration of poor houses

The project aims to restore and repair poor houses in various provinces in Gaza Strip in order to contribute in improving their living conditions, thus, families could enjoy higher level of familial stability, which reforms the basis of healthy and solidarity society. There are 5,018 completely damaged housed and at least 52,404 partly affected housed, consequently there are 15,000 displaced individuals and 4,572 poor and inadequate houses.

Stakeholders	Poor families	Donors	Gazze Destek Association
	Volunteers	Consultant agency	Contracting company
	Ministry of Health	Ministry of Public Works & Housing	
Beneficiaries	Poor families in various provinces in Gaza Strip		
Number of Beneficiaries	252 Families		
Financial Cost of the Project	\$557,562 USD		
Outcomes	Beneficiaries "poor families"	Better residential environment.	
		Better health status.	
		Alleviating financial burdens.	
		More psychological security.	
	Volunteers	More familial stability.	
		Establishing self-satisfaction.	
	Donors	Improving required skills to operate projects.	
		Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees.	
	Consultant agency	Achieving satisfaction and good reputation.	
		Establishing high sense of job security for employees.	
	Contracting company	Achieving good reputation and social responsibility.	
		Establishing high sense of job security for employees.	
Ministry of Health	Accomplishing the goal of serving society.		
Ministry of Public Works & Housing	Achieving the goal of serving society through providing services for the most necessitous.		

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through the final evaluation field visits to ensure integrity and transparency of opinions and comments. (252) beneficiaries participated in the survey, the results are:

- The rate of beneficiaries who reported better and decent residential environment is **100%**.
- The rate of beneficiaries who reported reduction in hospital visits is **80%**, of which **90%** have kids below **8** years old.
- The rate of beneficiaries who reported fewer financial expenses regarding monthly restoration and maintenance work is **78%**.
- The rate of beneficiaries who reported more psychological security is **77%**.
- The rate of beneficiaries who reported more familial stability is **81%**.
- **204** Beneficiaries (**80.9%**) reported that they sought Gazze Destek Association for house restoration project.

$$\begin{aligned}
 &\text{SROI ratio} = \\
 &\text{total present value of impact} \div \text{total value of inputs "investment"} \\
 &= \$ 1,234,895 \div \$ 560,250 = \$ 2.2
 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 1,234,895 USD, which means there are \$2.2 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Second \ Analyzing Social Return on Investment (SROI) for the Project of Adequate Housing- Sheltering

The project is considered a rapid and urgent solution for displaced families that live in houses inadequate for human habitation, these families lack the financial ability to rent adequate residents due to the hard-economic conditions of the Palestinian society. Therefore, Gazze Destek Association participated in creating partial solutions through renting adequate residents. There are **5,018** completely damaged housed and at least **52,404** partly affected housed, consequently there are **15,000** displaced individuals and **4,572** poor and inadequate houses.

Stakeholders	Poor families	Lessors	Donors
	Gazze Destek Association	Volunteers	Ministry of Social Affairs
Beneficiaries	Poor families in various provinces in Gaza Strip		
Number of Beneficiaries	23 Families		
Financial Cost of the Project	\$ 20,614 USD		
Outcomes	Beneficiaries "poor families"	Better residential environment.	
		Better health status.	
		Alleviating financial burdens.	
		More psychological security.	
		More familial stability.	
	Lessors	More familial stability.	
		Better living conditions.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
		Improving loyalty and affiliation of employees.	
	Ministry of Social Affairs	Achieving the goal of serving society through providing services for the most necessitous.	

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through the final evaluation field visits to ensure integrity and transparency of opinions and comments. (23) beneficiaries participated in the survey, the results are:

- The rate of beneficiaries who reported better and decent residential environment is **100%**.
- The rate of beneficiaries who reported fewer financial expenses regarding monthly rent expenses is **100%**.
- The rate of beneficiaries who reported reduction in hospitals visits is **86%**, of which **83%** have kids below 8 years old.
- The rate of beneficiaries who reported more psychological security is **85%**.
- The rate of beneficiaries who reported more familial stability is **83%**.

$$\begin{aligned} & \text{SROI ratio} \\ & \text{total present value of impact} \div \text{total value of inputs "investment"} \\ & = \$ 41,263 \div \$ 21,814 = \$ 1.9 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 41,263 USD, which means there are \$1.9 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

SROI Analysis Summary of Protection Services Program

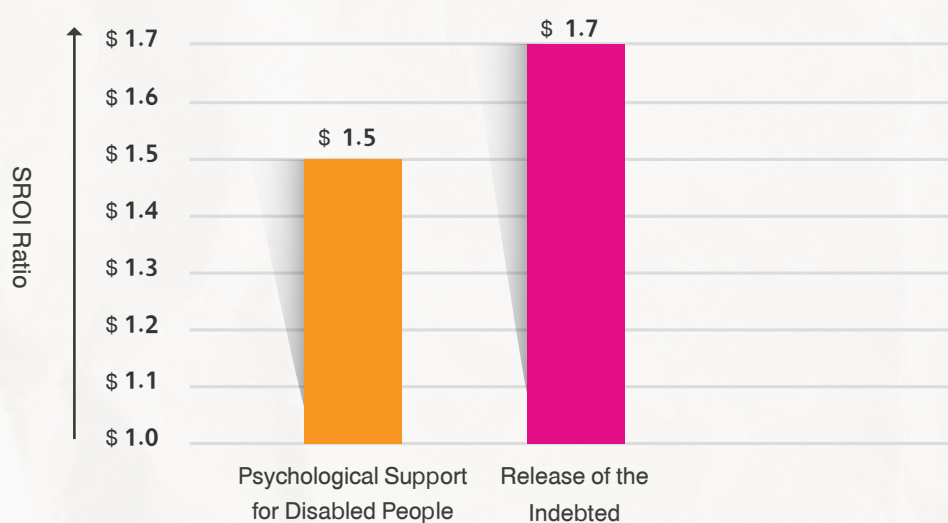


Figure (8) demonstrates SROI ratio for the projects of Adequate Housing Program

Figure (8) demonstrates SROI ratio of the following projects: Psychological Support for Disabled People, Release of the Indebted and Sponsoring Poor Family, the results are as follow:

- Estimated financial value of SROI for the project of Psychological Support for Disabled People is \$ 106,244 USD, which means there are \$1.5 of value for every \$1 of investment.
- Estimated financial value of SROI for the project of Release of the Indebted is \$ 27,888 USD, which means there are \$1.7 of value for every \$1 of investment.

■ International Covenant on Economic, Social and Cultural Rights



Article (10): The widest possible protection and assistance should be accorded to the family, which is the natural and fundamental group unit of society, particularly for its establishment and while it is responsible for the care and education of dependent children. Marriage must be entered into with the free consent of the intending spouses.

■ Sustainable Development Goals (SDGs) and related International organizations



Goal (2.10): Empowering and enhancing social, economic, political integration for all without discrimination of any kind as to race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

■ National Developmental Goals



Goal (1.7) inclusive and more sustainable national systems for social protection depends on rights, considers gender, to limit poverty and social exclusion.

International Humanitarian Reference of Protection services program



Protection Services Program



First\ Analyzing Social Return on Investment (SROI) for the Project of Psychological Support for Disabled People

The project aims to provide psychological support and rehabilitation for disabled people in order to integrate them in society, which in return reflects positively on their lives and contributes in their understanding of their selves and their needs. The rate of disabled people in Gaza Strip reached 2.6%, therefore Gazze Destek Association implemented a series of psychological and familial counseling courses, in addition to enabling a number of disabled people to perform Haj so they can accept their selves and the community around them, moreover, the project also contributes in encouraging them to be productive part in society

Stakeholders	Beneficiaries	Families of Beneficiaries	Gazze Destek Association
	Donors	Volunteers	Haj and Umrah Company
	Trainers		
Beneficiaries	60 Disabled people in various provinces in Gaza Strip		
Financial Cost of the Project	\$66,722 USD		
Outcomes	Beneficiaries	Better integration in society.	
		More psychological security.	
		More familial stability.	
		Better understanding and appreciation of once's self and improving the ability to solve problems.	
	Families of Beneficiaries	Alleviating financial burdens.	
		More familial stability.	
	Trainers	More psychological security.	
		More familial stability.	
		Better living conditions.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	
	Gazze Destek Association	Accomplishing the goal of the project.	
Improving loyalty and affiliation of employees.			
Haj and Umrah Company	Achieving satisfaction and good reputation.		
	Establishing high sense of job security for employees.		

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through the final evaluation field visits to ensure integrity and transparency of opinions and comments. (60) beneficiaries participated in the survey, the results are:

- The rate of beneficiaries who reported better integration in society and improving in their abilities to serve their selves is 82%.
- The rate of beneficiaries who reported more psychological security is 85%.
- The rate of beneficiaries who reported more familial stability is 83%.
- The rate of beneficiaries who reported better ability in solving their problems is 87%.
- The rate of beneficiaries who reported fewer financial expenses due to the provision of free rehabilitation courses and free Haj and Umrah trips 82%.

$$\begin{aligned}
 & \text{SROI ratio} \\
 & \text{total present value of impact} \div \text{total value of inputs "investment"} \\
 & = \$ 106,244 \div \$ 71,322 = \$ 1.5
 \end{aligned}$$

Thus, the estimated financial value of SROI is \$ 106,244 USD, which means there are \$1.5 USD of value for every \$ 1 of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.

Second\ Analyzing Social Return on Investment (SROI) for the Project of Release of the Indebted

The project of Release of the Indebted for poor families aims to contribute in familial and societal stability through paying the debts of poor families who are unable to pay their debts due to the hard economic and political conditions of the Palestinian society where poverty rate reached 53% and unemployment rate 52%. Thus, Gazze Destek Association tended to create primary solutions for 138 indebted individuals of small financial debts then implementing essential solutions through the association's sustainable projects.

Stakeholders	Beneficiaries	Families of Beneficiaries	Creditors
	Donors	Gazze Destek Association	Volunteers
	Ministry of Interior		
Beneficiaries	138 Indebted individuals		
Financial Cost of the Project	\$ 15,097 USD		
Outcomes	Beneficiaries	More psychological security.	
		More familial stability.	
		Better economic condition- resume work.	
		Reduction in the rate of complaints and quarrels.	
	Families of Beneficiaries	Alleviating financial burdens.	
		More psychological security.	
		More familial stability.	
	Creditors	Reduction in the rate of complaints and quarrels.	
		Alleviating financial burdens.	
		More psychological security.	
		More familial stability.	
	Ministry of Interior	More social solidarity.	
		Reduction in the number of complaints and fighting.	
	Volunteers	Establishing self-satisfaction.	
		Improving required skills to operate projects.	
	Donors	Establishing self-satisfaction.	
Gazze Destek Association	Accomplishing the goal of the project.		
	Improving loyalty and affiliation of employees.		

The Impact of the Project Activities Considering Direct Beneficiaries

Based on the results of beneficiaries survey done by an independent third party "volunteers" through the final evaluation field visits to ensure integrity and transparency of opinions and comments. (100) beneficiaries participated in the survey, the results are:

- The rate of beneficiaries who reported more psychological security is 81%.
- The rate of beneficiaries who reported more familial stability is 76%.
- The rate of beneficiaries who reported fewer financial burdens due to the ability to resume their jobs 92%.
- The rate of beneficiaries who reported a reduction complaints and quarrels with creditors is 89%.

$$\begin{aligned} & \text{SROI ratio} \\ & \text{total present value of impact} \div \text{total value of inputs "investment"} \\ & = \$ 27,888 \div \$ 18,097 = \$ 1.6 \end{aligned}$$

Thus, the estimated financial value of SROI is **\$ 27,888 USD**, which means there are **\$1.6 USD** of value for every **\$ 1** of investment.



Inputs: the contributions made by each stakeholder that are necessary for the activity to happen, including financial cost of the project, other elements such as volunteers' time must be expressed in financial terms, inputs must include only financial values.



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Gazze Destek Derneđi

