



THE
LUTHERAN
WORLD
FEDERATION

World Service

Member of **actalliance**



FOR HOPE AND A FUTURE

LWF WORLD SERVICE
2021 ANNUAL REPORT



Cover photo:

Students listen to radio lessons in Kenya's Kakuma refugee camp. LWF partnered with a local radio station near Kakuma refugee camp, Kenya, for remote classes, and purchased radios for girls and vulnerable students. Photo: LWF/P. Omagwa

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IMAGE LEFT

Through a variety of activities, the LWF World Service's community center in Zarqa serves to offer psychosocial support and strengthen social cohesion between Syrian, Iraqi and other refugees in Jordan and their host communities.

Photo: LWF/A. Hillert

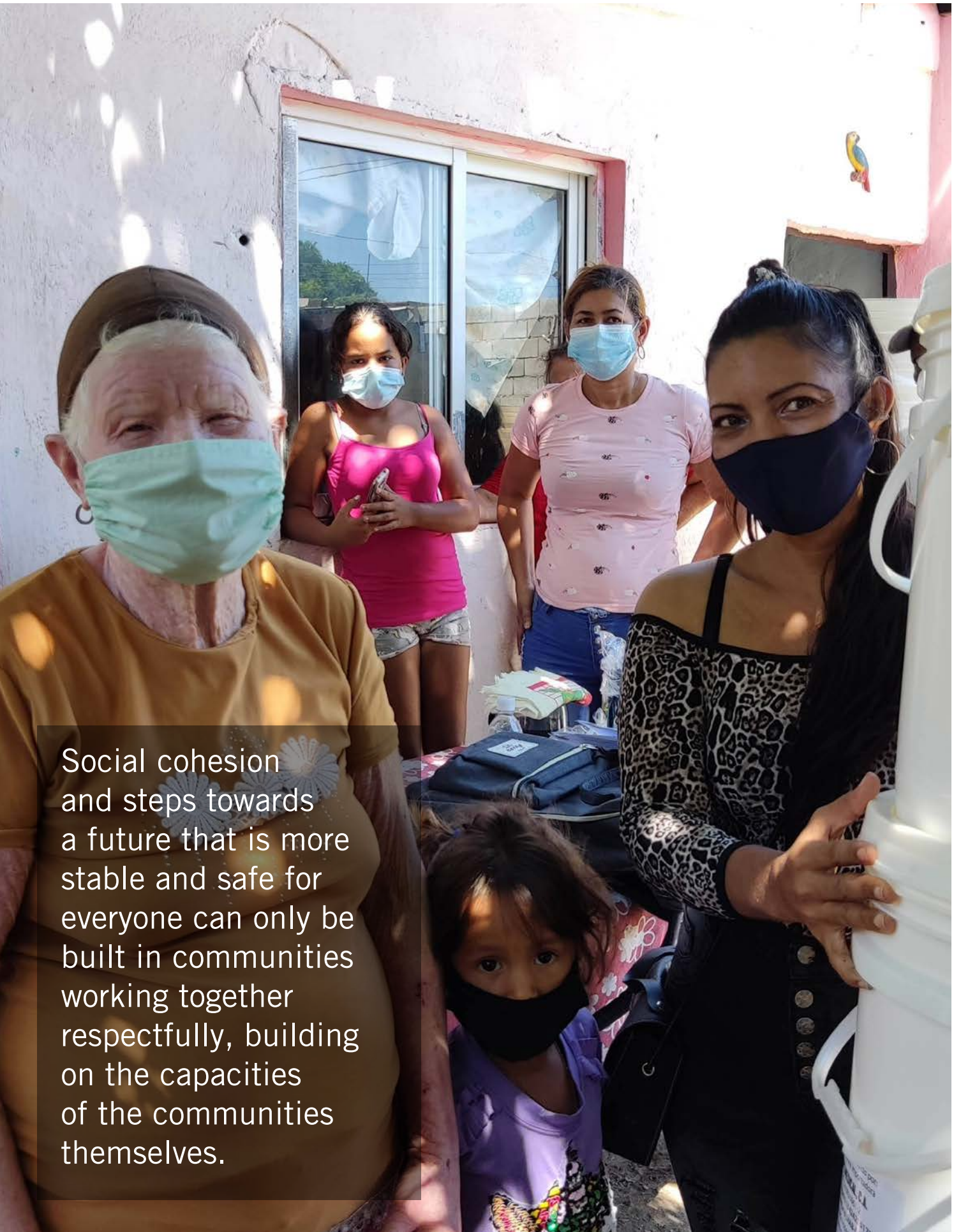


In all contexts and programs, LWF World Service's ultimate goal is achieved when people's rights are fulfilled and protected, and when both individuals and communities are able to thrive.

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Social cohesion and steps towards a future that is more stable and safe for everyone can only be built in communities working together respectfully, building on the capacities of the communities themselves.

Welcome

The theme of our annual report this year is protection and social cohesion. Protection is a central term in International Humanitarian Law, International Human Rights Law and International Refugee law, encompassing “all activities aimed at obtaining full respect for the rights of the individual” (UN Interagency Steering Committee 2016).

IMAGE LEFT

Through a variety of activities, the Lutheran World Federation community center in Zarqa, Jordan serves to offer psychosocial support and strengthen social cohesion between Syrian, Iraqi and other refugees in Jordan and their host communities.

Photo: LWF/A. Hillert

For LWF World Service, with its history of working with Refugees, Internally Displaced People and Returnees, protection is one of the three programmatic areas highlighted in our Global Strategy.

Protection work aims at providing people at risk with the structures, networks, capacities, and support to enable them to live in peace, safety, and dignity. Refugees, by definition, require protection from violence and persecution, and States respond to this by providing asylum and refuge. Protection work can entail providing legal protection or access to legal services. Protection is often needed to ensure that vulnerable groups and individuals can live full lives, in a safe environment. Children often also need specific protection measures: from violence, early marriage and other negative coping mechanisms.

This report will give insights on how LWF World Service engages to protect the rights of children and works to prevent sexual abuse and exploitation. Situations of displacement and conflict bring extreme risks to women, girls and boys in the form of sexual violence. Many of the people we work with are traumatized and need mental health and psychosocial support services. Social cohesion and steps toward a future that is more stable and safe for everyone can only be built in communities working together respectfully, building on the capacities of the communities themselves.

A key element is also working to change the structures and practices that endanger the full life and participation of some in the community, be they women and girls, the disabled, sexual minorities or particular ethnic groups. Our work always aims to support the empowerment of the most vulnerable and the dignity of all, ensuring a voice and equal participation to those that are excluded.

2021 saw our colleagues continue to work within the constraints and challenges posed by COVID-19. The pandemic itself created additional protection challenges, while access to the most vulnerable populations was often even more difficult than usual. In this context, every story in this report gives witness to the determination and compassion of LWF World Service staff to stand with the people in need and respond to our mandate, for Hope and a Future.

Thank you, dear reader, for your support, encouragement, and prayers. Without you, we could not respond as we do.

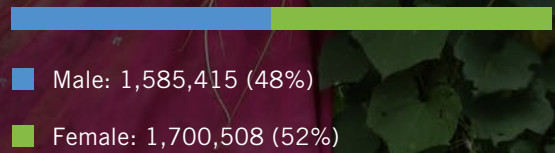
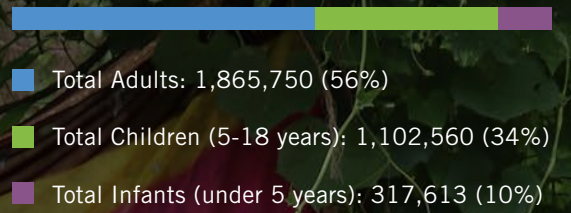
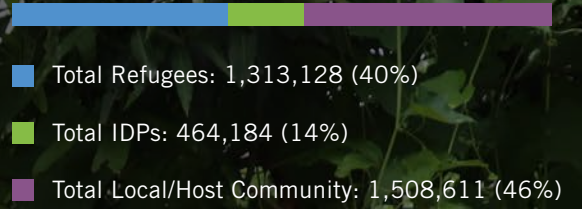
Maria Immonen

LWF World Service Director



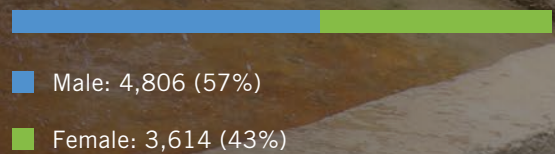
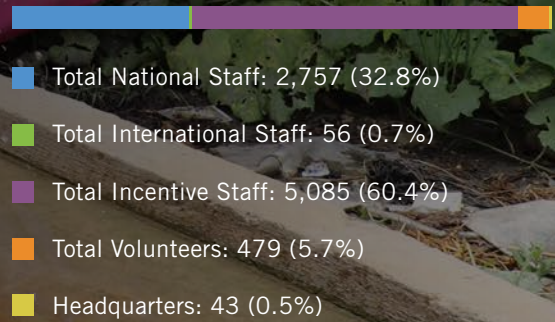
People we serve:

3,285,923



Our staff:

8,420



Statistics based on data entered as of 4 May 2021.

About us

LWF World Service is the humanitarian and development arm of the Lutheran World Federation (LWF). We were established in 1952 to provide relief to people affected by natural and human-induced disasters.

IMAGE LEFT

A resident of Dhanusa, Nepal draws water from a newly constructed hand pump built as part of a COVID-19 recovery project.

Photo: S. Rai/LCWS

In 2021, LWF World Service operated in 27 countries in Africa, Asia, the Middle East, and Latin America & the Caribbean, supported by 8,420 staff and serving 3.2 million people. As a highly decentralized organization where the majority of colleagues are national employees or incentive workers, we withstood the shock of COVID-19 by being able to continue to deliver lifesaving work.

OUR VISION

Our vision is for all people to live in just societies where they can enjoy peace and dignity and be united in diversity. We want them to meet their basic needs, achieve their full potential, and claim their universal rights in order to improve their quality of life individually and collectively. To do this, we value the human rights of each individual where they are able to meaningfully participate in programs that are transparent and accountable to communities. We subscribe to the humanitarian principles of humanity, neutrality, impartiality, and independence, with a particular focus on gender justice and climate justice.

WHO WE SERVE

Our focus is on refugees, the internally displaced, returnees, host communities, and those at risk of suffering from disasters and living a life without dignity. We work with these communities, civil society, LWF member churches, governments and other duty bearers, ecumenical and interfaith communities, related organizations, United Nations agencies, and global networks to ensure the voices of individuals and communities are heard at the highest level.

OUR STAFF

We have 8,420 staff globally, most of whom are national employees and incentive workers, with only 43 staff in headquarter functions, making us a locally connected and highly decentralized organization. LWF World Service also comprises a diverse range of international staff: of the 18 Country Representatives alone, 17 come from different countries across all regions of the globe.

OUR STRATEGY

The programmatic framework in our Strategy 2019–2024 comprises Protection & Social Cohesion, Livelihoods, and Quality Services, the latter of which is the focus for this year's Annual Report. These three areas cut across the humanitarian, recovery, and development phases of our work at individual, community and institutional levels. Our strategy also focuses on systems and practices to ensure high quality programming. In 2021, we conducted a mid-term review of our global and country strategies. The results of the review confirmed that our vision and approach remain relevant for the next three years.

PROGRAM AREAS



Protection and social cohesion



Livelihoods



Quality Services



27 countries



3.2m Served



8,420 Global Staff



70 Years

IMAGE RIGHT

Non-food items (NFI) distribution in Chercher Town Tigray, Ethiopia.

Photo: LWF Ethiopia



Emergencies

LWF World Service’s emergency response, together with local and international partners, reached over 385,200 people in need of humanitarian assistance.

COVID-19 continued to create a challenging environment for humanitarian work across the globe in 2021. There were constant changes in travel restrictions as governments worked to contain its spread.

This directly impacted the delivery of humanitarian aid and affected accompanied communities globally. Despite these restrictions, and primarily because of its strong local presence on the ground, LWF World Service continued to carry out the commitment to respond to natural and human-made disasters.

With a network of five Regional Emergency Hubs in Amman (Middle East), Kathmandu (Asia), Nairobi (East and Southern Africa), Latin America and the Caribbean, and

Yaoundé (Central and West Africa), LWF World Service has the capacity for early warning together with a rapid and timely humanitarian response. The hubs provide expertise and experience in strengthening humanitarian coordination, quality, and accountability.



Thanks to local country programs, LWF member churches, implementing partners, or the direct intervention of the Global Humanitarian Team, LWF World Service responded to the following key emergencies in 2021.

NORTHERN ETHIOPIA CONFLICT



The military offensive in the northern Tigray region started the conflict between the government and regional forces that has since spilled over throughout northern Ethiopia, especially into regions of Amhara and Afar. The conflict left thousands dead, displaced more than 2 million people from their homes, fueled famine-like conditions and destabilized the whole country.

In 2021, LWF World Service, which has already been working in Ethiopia since 1971, started responding to this emergency, including with the deployment of additional staff to Tigray.

Interventions:



Food security and nutrition; Livelihoods (multipurpose cash grant); Protection; Emergency shelter; Non-Food Item distribution; WASH

Outreach:

147,607 individuals

IMAGE RIGHT

With Cash for Work refugees are able to work and earn income through projects such as cleaning large drain under.

Photo: LWF/ Rangpur Dinajpur Rural Service (RDRS)



ROHINGYA CRISIS IN BANGLADESH



The struggle of Rohingya refugees continued in 2021, especially with the relocation of the refugees to the remote Bhasan Char Island, which most refugees describe as a “big and open prison.” Returns for both internally displaced persons (IDPs) and Rohingya refugees remain uncertain as the Rohingya refugee crisis becomes a protracted crisis in the region.

LWF World Service continued to support its former country program in Bangladesh, RDRS (Rangpur Dinajpur Rural Service), with the main objective of strengthening organizational capacity for humanitarian response.

Interventions:



Food security and nutrition; Livelihood; Education; Non-Food Item distribution; WASH

Outreach:

33,308 individuals

25,281 women and girls
8,027 men and boys

IMAGE RIGHT

LWF World Service implements livelihoods and water sanitation and health projects in Haiti to foster resilience in communities.

Photo: LWF Haiti



HAITI EARTHQUAKE RESPONSE



On 14 August 2021, a magnitude 7.2 earthquake struck southwestern Haiti, approximately 80 miles west of the capital Port-au-Prince. This placed over 650,000 people in need of humanitarian assistance, damaged and destroyed 130,000 houses, and injured over 12,000 people while killing 2,207.

The LWF, Norwegian Church Aid (NCA), and DanChurchAid (DKH) Joint Office in Haiti immediately raised an alert and started the needs assessment the same day as the earthquake struck. Together with partners, the Joint Office responded in the affected areas.

Interventions:



Livelihoods (cash distribution); Protection (Gender-based violence prevention); Emergency shelter; and Disaster Risk Reduction (DRR)

Outreach:

182,826 individuals

101,495 women and girls
81,331 men and boys

SYRIA CRISIS RESPONSE



A peaceful uprising against the president turned into full-scale civil war that has lasted for over 10 years. More than 350,000 people have been killed, including 116,911 civilians. Over 2.1 million civilians have suffered injuries or permanent disabilities. Of Syria's pre-war population of 22 million, more than half have fled their homes. Some 6.7 million are internally displaced, many live in camps, while another 5.6 million are registered as refugees abroad.

Humanitarian needs in Syria are greater than ever, with an estimated 13.4 million requiring assistance. LWF World Service started the humanitarian response for people affected last year and focused on shelter and non-food items (NFIs), food security, water sanitation and health (WASH), protection and psychosocial activities, and education. The outreach was to 7,734 individuals and the support is ongoing.

Interventions:



Education, Protection (psychosocial support); WASH; Food security; Non-food items; Shelter support

Outreach:

7,734 individuals

IMAGES RIGHT

In Venezuela and Syria, LWF World Service offers targeted support to ensure protection, better health and nutrition for women and children.

Photo: LWF Venezuela and LWF Syria



IMAGE RIGHT

Students participate in a writing workshop as part of a community-based approach to foster protection and social cohesion.

Photo: LWF Venezuela



VENEZUELA MIGRATION RESPONSE



A combination of violence, insecurity, political turmoil, socio-economic instability, and a lack of food, medicine, and other services in Venezuela has forced more than 6.04 million people to flee the country. This has created the second largest displacement crisis in the world. An estimated 7 million people inside Venezuela will continue to require humanitarian assistance in the coming year. Based on the results of its assessments in 2020, LWF World Service Colombia/Venezuela started responding to this crisis through several implementing partners, including the Evangelical Lutheran Church in Venezuela, the Bengoa Foundation, Acción EcuMénica, and the Iglesia Cuadrangular of Apure. Through these partners, LWF World Service has been providing targeted support, particularly in ensuring the protection, health and nutrition of women and children.

Interventions:



Protection (Gender-based violence prevention, Hygiene kits); WASH; Nutrition; Health (COVID-19, consultations and treatments for common diseases)

Outreach:

15,726 individuals

9,501 women and girls
6,225 men and boys

168,068

individuals referred to and receiving protection assistance



70,957

individuals with increased awareness of protection needs and rights

10,549

individuals accessed psycho-social support services



1,086

individuals involved in organized and/or joint advocacy activities



Protection and social cohesion

LWF World Service aims to enable individuals and communities to live safe, dignified, and empowered lives, free from all forms of discrimination, abuse, and exploitation.

In all contexts and programs, the ultimate goal is to have people's rights fulfilled and protected, and to enable both individuals and communities to thrive. LWF World Service believes that men, women and children are better protected when they feel more capable and less vulnerable to threats to their wellbeing and livelihoods, and when local capacities for cohesion are strengthened.

UGANDA: "NO" TO VIOLENCE AGAINST CHILDREN

LWF World Service aims to continue strengthening operations with updated child protection and child safeguarding guidelines. A new safeguarding policy is also in the making. At the "Faith-Based Actors and Preventing Violence Against Children: A Global Perspective from LWF World Service" event co-hosted by End Violence Against Children (End Violence Partnership), LWF World Service pledged to raise awareness and strengthen advocacy on how to prevent violence against children with the support of country programs, member churches, and in collaboration with key partners.

Over 50,000 refugees in Uganda are children with specific child protection needs. The majority are either unaccompanied, separated from their parents or primary caregivers and are vulnerable to violence, child marriage and exploitation.

LWF World Service Uganda serves nearly half a million South Sudanese and Congolese refugees in 21 settlements and provides psychosocial services, child friendly spaces, and platforms for children to advocate for themselves.



"Ending violence against children is in our DNA. We don't do this in isolation. We work with the government of Uganda, the judiciary system, the police and UN agencies including UNHCR, UNICEF, UNFPA as well as other civil society organizations, religious organizations, refugee wellness committees, parents and children."

Jesse Kamstra, LWF World Service Uganda Country Representative

LWF World Service has assisted children to have access to media platforms such as radio stations to ensure their voices are heard. "The advice I give to elders, when a child does something wrong, do not be aggressive with them. It brings injuries and will mentally affect the child for life." says Caroline Lalam, child peer educator from Aywee primary school, during a broadcast.

IMAGE RIGHT

Women meeting in Borgop refugee camp, North East Cameroon to discuss protection from sexual exploitation and abuse.

Photo: LWF/L. Alalu





IMAGE ABOVE

A LWF World Service child case worker conducts a home visit in Uganda.

Photo: LWF Uganda

SOUTH SUDAN: PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE

Working with vulnerable groups, LWF World Service recognizes the importance of taking ownership of Protection from Sexual Exploitation and Abuse (PSEA) measures and creating related policies, materials, and activities integrated into all operations. LWF World Service has developed PSEA visual materials, training, a website, and performs regular PSEA field training to ensure staff have a strong grasp on how to tend to the needs of the communities served.

In South Sudan, LWF World Service regularly carries out PSEA training for all personnel, raises awareness in the communities, strengthens reporting mechanisms, and ensures that they are accessible, safe and trusted. Working with over 1,360 incentive workers recruited from among the refugee population in Maban and Ajuong Thok, besides the national staff, offers a clear avenue to address the issue of sexual exploitation and abuse that reached both staff and the local community. Training and awareness-raising aimed to provide both staff and incentive workers with skills and tools to define, detect, and report misconduct. Similarly, refugee communities, including girls and boys, received awareness so that they too detect and report staff misconduct.



“The community is aware of the dangers of SEA to students and children even from teachers. They know that when it is reported, LWF takes action. SEA cases have reduced, compared to the previous years and learners are safer in schools.”

Haltum Adam Harun, Assistant Camp Chairperson in Maban

IMAGE RIGHT

In Cameroon, LWF World Service assists refugees that arrive from Nigeria and the Central African Republic (CAR), as well as internally displaced persons (IDPs), host communities and returnees. The country program provides individuals with access to education and vocational training as well as livelihood opportunities.

Photo: LWF/L. Alalu





IMAGE ABOVE

The country program in Uganda works to reduce vulnerability, supporting community members to realize their full potential, build on their assets, and to grow to be more resilient.

Photo: LWF Uganda

ETHIOPIA: FIGHTING SEXUAL AND GENDER-BASED VIOLENCE

In Ethiopia, LWF World Service is enhancing gender mainstreaming and its integration into humanitarian activities by working with all relevant government departments, local institutions, and stakeholders to ensure gender equality principles and rights are incorporated into all activities. This initiative has provided the space for more women to gain equal access to their rights and opportunities. The conflict in northern Ethiopia has led many to flee, especially vulnerable women and children. “I did not want to leave,” says Gwana Yehualaw, a 45-year-old widow and mother of two. “I wanted to stay in my home, but when I heard what the forces do to young women, I could not bear to expose my daughter and even my young son to such physical and sexual abuse, so preferred to leave everything behind and save our lives.” Gwana and her children fled to Bahr Dar, where they were able to find sanctuary in a parish church.



FABO GENDER RESPONSIVE PROGRAMMING

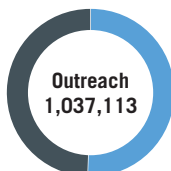
TRAINING FOR GENDER RESPONSIVE PROGRAMMING

As part of the overall commitment to promote Gender Justice in its programming, LWF World Service launched a new six-module training in FABO in 2021 entitled Gender Responsive Programming. The training is open to all members of FABO, including non-LWF World Service staff. Within the first three months, over 150 individuals had registered for the course, 30% from other organizations and 70% from LWF World Service. Participants have overall rated the course helpful to very helpful. For 2022, blended learning arrangements and face-to-face trainings are planned, based on the online course.

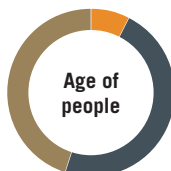


UNEQUIVOCAL “NO” TO VIOLENCE AGAINST CHILDREN

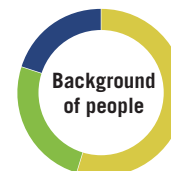
Protection and psycho-social support statistic



- Males, 526,001 **50.72%**
- Females, 511,112 **49.28%**



- Below 5 years, 80,092 **7.72%**
- 4 – 18 years, 491,717 **47.41%**
- 18+, 465,304 **44.87%**



- Refugees, 569,801 **54.94%**
- Locals, 260,219 **25.09%**
- IDPs, 207,093 **19.97%**

20,177

households have more sustainable access to food



11,160

individuals reported increased income

13,807

individuals with vocational and life skills



1,720

individuals use assets more productively



16,125

households use energy-saving stoves



44,559

individuals with new income generating sources



Livelihoods

LWF World Service focuses on vulnerable households facing food insecurity, unstable income, and inaccessible assets.

IMAGE RIGHT:

Food processing, an added value to production.

Photo: Repère de l'audiovisuel et du multimédia RAM/ LWF Burundi



We aim to help communities and people meet their own needs with dignity and avoid negative coping mechanisms. In doing so, we help them leverage their own skills, assets, and ingenuity to sustain a living and recover from adversity. Our approach includes a focus on women and youth.

The recent disruption of the value chains caused by COVID-19 deeply affected economic systems. For example, in many countries where we work, cross-border informal laborer movements are only now starting to recover. LWF World Service's role has been to support the most vulnerable weather this storm, and to help speed recovery.

BURUNDI: FROM REFUGEE TO LANDOWNERS

Over 200,000 Burundians fled into Tanzania when violence erupted in their home villages. After years living as refugees, many were concerned that they might be overstaying their welcome and seized the opportunity to go home, returning to impoverished areas of eastern Burundi. The host communities are absorbing thousands of returnees each week, a heavy burden that they are not equipped to address.

The situation is even harder for women-headed returnee households. Women have no formal right to land or inheritance and often fail to be heard by local authorities.

Many are forced to adopt negative coping behavior, such as leaving their children behind to seek work in the cities.



LWF World Service is helping local communities absorb the shock of large scale repatriations and supports women returnees so that they can land back on their feet.

As women-headed households settle, they receive a plot of land to cultivate and build stability for themselves. Both the host community and returnees get the appropriate agricultural inputs (seeds, basic tools, etc.). In addition, an emergency food voucher system is in place to ensure that returnees do not go hungry until their first harvest. Extension services during the growing so that they can cycle further support both locals and returnees cater for their own food needs as quickly as possible. As time goes by, they often manage to sell surpluses locally. One returnee assisted by LWF even made a food donation for the Ukraine crisis response, as reported by the BBC.

In parallel, LWF undertakes a number of measures to foster peaceful coexistence and promote protection and social cohesion. Project work cuts across a wide array of topics, ranging from cultural and sports events to activities aimed at preventing gender-based violence.



**CELEBRATING
INTERNATIONAL
WOMEN'S DAY**



IMAGE ABOVE

A Syrian refugee in Domiz camp, Iraq runs a bakery and creates baklava, ice cream and other sweets to sell. The business is part of the business recovery service and fund project.

Photo: LWF Iraq

IRAQ: SOWING SEEDS FOR THE FUTURE

With the right vocational and technical training, an individual can sow seeds for a more stable future. Agricultural training helps communities in Iraq lay the foundation for a sustainable livelihood. In 2021, LWF World Service worked to increase the use of adapted technologies and innovative practices, partly by training over 1,150 farmers, including women, on how to use new machines. In partnership with Dijla Agricultural Association, LWF World Service distributed 35 milking machines, 50 soil rotavators, 20 weed mowers, 20 electronic sprinklers, and 10 greenhouses with drip irrigation systems. Returnee farmers in Hamdanya, Sinjar, and Mosul in the Ninawa governorate received seeds, fertilizers, pesticides, and agricultural equipment that they can use to apply their new skills with modernized production methods.

Integrating climate adaptation practices in agri-business is a core element of LWF World Service's work with local church-based partner Ankawa Humanitarian Committee (AHC). In the Duhok and Ninawa governorates, AHC is providing awareness sessions on the consequences of improper use and mismanagement of natural resources and the advantage of greenhouses.

In partnership with Christian Aid Program in northern Iraq (CAPNI) and with financial backing from Kerk in Actie, LWF World Service supported 35 Micro, Small & Medium Enterprises (MSME) to access seed capital. This enabled them to scale up existing businesses or establish new income sources.



RICE INTENSIFICATION SYSTEM

IMAGE RIGHT

Farmers planting seedlings in a rice paddy using the SRI Method in Naung Taing Village Hlaingbwe Township, Kayin State.

Photo: Matchless Production.



IMAGE RIGHT

U Taw enthusiastically demonstrates that the family's SRI paddy (left) is healthy and already mature. His neighbor's traditional paddy (right) is growing slower and appears less healthy.

Photo: Khine Khant Maung, LWF.



IMAGE LEFT

A livelihoods project participant proudly displays his green house in the Shekhan District, Qasrok Iraq. Agriculture is the major source of income for community participants.

Photo: LWF Iraq

Climate resilience measures are also a benefit of the initiative as shorter growing seasons lower the risk of exposure to floods or droughts. This new planting technology also results in stronger grain that mills better, with up to ten percent more baskets being produced after the chaff is separated, four baskets instead of just three and a half. As a result, this new technique doubles the net income of farmers with only a fraction of the input costs.

U Taw and Daw Ah are traditional farmers who live with their three sons in Taung Chay Yin, a village in Kayin state. Daw Ah sees new technology as hope for the future.



“We will teach these new techniques and methods to our children. Even though we could not support our children as much as we wished when they were young, now we can share the SRI method as our best gift to the next generation.”

Daw Ah

MYANMAR: FARMING WITH NEW TECHNOLOGY

In 2021 LWF Myanmar trained 37 farmers in the Kayin State in new planting techniques, of which System of Rice Intensification (SRI), that produce more rice, with less labor and less water. The new seedling preparation and transplantation methods require a fraction of the investments, produce higher yields and better quality. They also use organic methods, thus freeing farmers from the endless cycle of debt resulting from purchasing agrichemicals. This process also reduces methane emissions.

Self-reliance groups in the program allow space for farmers to take on more active roles. In parallel, an online forum is in place to foster horizontal networking among farmers.

10,925

individuals received food assistance



96,651

individuals receiving non-food items



484,102

individuals gained access to sufficient drinking water



LWF

6,615

children successfully transitioned to the next level of schooling

20,152

individuals receiving shelter assistance



205,977

individuals applying new personal hygiene methods



Quality services

LWF believes that equitable access to quality services such as education, water, energy, and health care is a right that must be claimed by women and men, and girls and boys, to enjoy a better quality of life, to claim and exercise their human rights, and to fulfill their full potential.



IMAGE LEFT

School kits distribution to students living with disabilities in Meiganga, Mbere division, Adamaoua region.

Photo: LWF Cameroon

The provision of such services is fundamentally the duty of local and national authorities. When service provision breaks down or is unavailable, particularly in times of acute crisis, LWF World Service steps in.

CAMEROON: CARING FOR PEOPLE IN MULTIPLE COUNTRIES

The resilience and plight of communities in Cameroon, the Central African Republic, Nigeria, and Chad are deeply interconnected and interdependent. LWF World Service began accompanying communities in Cameroon in October 2014. A massive wave of incoming Central African Republic refugees increases the demand for access to basic social services and protection, including education for refugee children in the east, Adamaoua, and north regions. In the far north, the LWF World Service country program works with Nigerian refugees and persons internally displaced due to violence and insecurity related to Boko Haram. Today, the projects in Cameroon focus on livelihoods, education, peace and social cohesion, WASH, energy and preserving the environment.

Education is an important aspect of protection and social cohesion. LWF World Service provides resources for students living with disabilities to make education more accessible and foster resilience. Participants of the initiative receive educational kits, tricycles, wheelchairs, and crutches.

In 2021, delegates of the Ministry of Social Affairs in the Kadey, Lom-et-Djerem and Mbéré divisions, government branches responsible for the care of vulnerable people, expressed their support publicly at an event where participants received their kits. The initiative was also commended by education authorities. It was later reported that the kits boosted school attendance and performance.

SOLAR POWERED WATER FOR THE NORTHERN DRY SEASONS

The long dry season, from December to May or April, decreases humidity in the far north of Cameroon, reducing the amount of potable water. Local populations often turn to river water for their supply, the quality of which is seldom good due to contamination. The presence of Nigerian refugees means that the limited existing resources are further stretched. This can lead to a competition and even confrontations between refugees and host communities. To remedy the issue, LWF, in partnership with the United Nations High Commissioner for Refugees, has set up seven boreholes with solar-powered hybrid pumping systems in the Minawao Nigerian refugee camp and the surrounding localities.

The solar-powered water systems significantly increased the amount of quality drinking water supplies in the camp. They are close to meeting the standard requirements of 20 liters of water per person per day. This system has also made it possible to reduce the fuel consumption of the electric generators initially installed at the seven boreholes.



The community is able to produce an average of 140 cubic meters of water per day for 12,000 people.

IMAGE RIGHT

Tap provided for refugees in the Minawao Camp.

Photo: LWF Cameroon



HAITI: REHABILITATING AND BUILDING RESILIENCE

Communities in Haiti have shown unmatched strength and resilience as they recover from the trials of the past years and a string of disasters in 2021. Haiti faced a 7.2 magnitude earthquake, a devastating hurricane, together with political instability since the assassination of President Jovenel Moïse. To add to this, the rise of COVID-19 cases in Haiti, as many experts noted, threatened to overwhelm an already fragile health care system.



One of the ways LWF World Service has responded is by filling gaps in quality services related to water, sanitation and hygiene (WASH).

Projects include hygiene promotion to protect the communities of Basse-Voldrogue, Jérémie, and improving the drinking water system. The response is carried out with partners through a joint office shared between the LWF, Norwegian Church Aid (NCA), and Diakonie Katastrophenhilfe (DKH). Partnership elevates sustainability and builds trust with the local communities. The water pump is located in the grounds of a local Baptist church, a trusted grassroots faith community. Hand pumps were transformed into solar pumps to make water accessible to more groups. The pump is powered by solar energy and serves a community of over 2,000 families.



“Dlo se lavi (Water is life). It’s important to have it close to home and available. This project makes that possible.”

Prosperity Raymond, LWF Haiti interim Country Director

A drinking water supply system for the market town of Marche Leon (SAEP – Système d’approvisionnement en eau potable) was funded by the Norwegian Ministry for Foreign Affairs. The project rehabilitated the water supply in the region, bringing potable water to five communities. Careful consideration was taken in resolving water management issues in order to avoid conflict between the communities. The collaborative approach adopted by the Joint Office of LWF, NCA and DKH drew on past experiences of working together, which was key to the project’s success. Despite the challenges faced in Haiti, a number of houses built by the LWF following hurricane Matthew in 2016 stood up well to the earthquake in August 2021 and serve as reminders of the enduring hope and resilience there is in the country.

I am the woman of women. I am the brave woman of the village, brave among women. I am an active and voluntary woman in all fields. I am the driver of development for the village. I am the woman-man, the woman wearing pants.

Aminata Arouna Boye, community mobilizer for the LWF and its partner actors

**POEMS OF HOPE
AND PLENTY
FROM THE
MAURITANIAN
DESERT**



Where we work

LWF main offices in our country programs and emergency operations

GENEVA
LWF headquarters

SWITZERLAND

MAURITANIA

CAMEROON

GUATEMALA

HONDURAS

HAITI

EL SALVADOR

NICARAGUA

VENEZUELA
(FROM COLOMBIA)

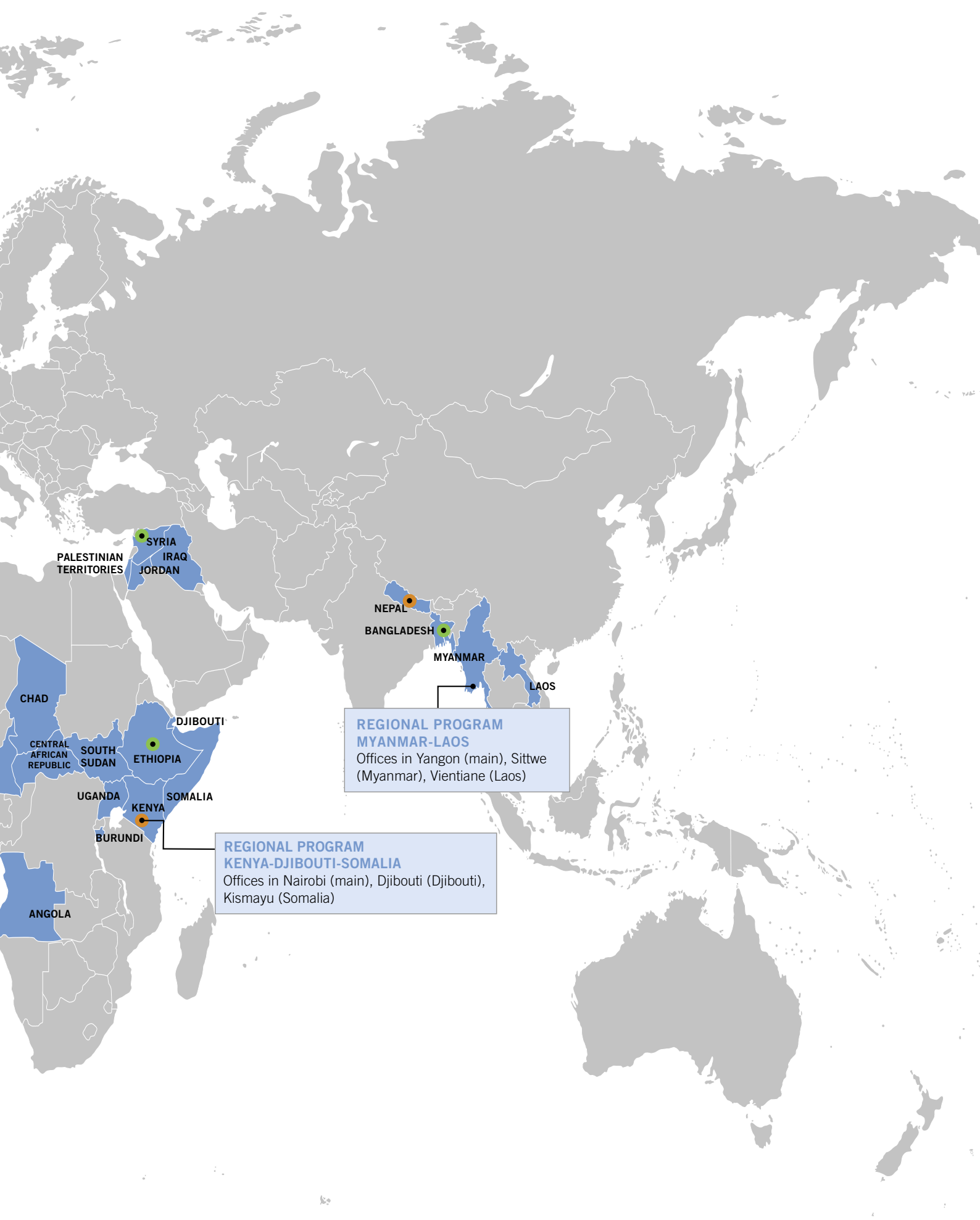
COLOMBIA

REGIONAL PROGRAM CENTRAL AMERICA

Offices in San Salvador (main), Tegucigalpa (Honduras), Managua (Nicaragua), Guatemala City (Guatemala), Petén (joint program with JOTAY in Guatemala)

KEY:

- Emergency hub
- Emergency response



PALESTINIAN TERRITORIES

SYRIA
IRAQ
JORDAN

NEPAL

BANGLADESH

MYANMAR

LAOS

**REGIONAL PROGRAM
MYANMAR-LAOS**
Offices in Yangon (main), Sittwe (Myanmar), Vientiane (Laos)

CHAD

CENTRAL AFRICAN REPUBLIC

SOUTH SUDAN

ETHIOPIA

DJIBOUTI

UGANDA

KENYA

SOMALIA

BURUNDI

**REGIONAL PROGRAM
KENYA-DJIBOUTI-SOMALIA**
Offices in Nairobi (main), Djibouti (Djibouti), Kismayu (Somalia)

ANGOLA



Augusta Victoria Hospital

A center of medical excellence

IMAGE ABOVE

During the occasion of the International Childhood Cancer Day, AVH and the Mariam foundation organized a special day full of activities for the cancer patients and we launched our shared program "Superheroes".

Photo: AVH/A. Jabr

Operating from the Mount of Olives in Jerusalem, Augusta Victoria Hospital (AVH) is one of the largest projects of the Lutheran World Federation.

Launched in 1950, AVH has mainly served Palestinian Refugees in coordination with UNRWA. AVH is now the main cancer referral center providing comprehensive and integrated services for cancer patients from the West Bank (54%) and Gaza Strip (38%). Medical services rendered at AVH include cancer care, hematology and bone marrow transplantation, kidney care including dialysis, surgery, onco-surgery, palliative care, skilled nursing, and together with long-term care, advanced laboratory diagnostic, radiology, and a community program. The hospital also has an extensive community outreach program for diabetes and early breast cancer detection.

AVH provides its wide range of services thanks to the financial support of donors and the local Palestinian institutions and communities, that offer social activities and other services such as providing accommodation and transportation for patients and companions.

A PIONEER IN CANCER TREATMENTS FOR PALESTINIANS

One of AVH's unique features, CEO of Augusta Victoria Hospital Dr Fadi Atrash says, "is the introduction of a concept known as comprehensive cancer care, paying attention not only to the medical aspects but also to the social, economic and mental health needs of our patients." Another pioneering aspect of the work, he continues "is our attention to gender equality and women's empowerment, especially through our community outreach which includes remote areas of the West Bank.

IMAGE LEFT

AVH receives support from local Palestinian institutions and communities. Volunteers are a large part of the life of the hospital and its patients.

Photo: AVH/ Palestinian Telecommunication Group (Paltel)



IMAGE RIGHT

Dr. Wajd Almadi, Medical House Officer at AVH, on her way to check up on patients in the medical oncology department.

Photo: AVH

We have had mobile clinics since the 1950s, offering high quality services and promoting health education, screening and early detection of diseases.” The outreach service has enabled AVH to dramatically improve the prognosis for women diagnosed with breast cancer in Palestine.

Before the establishment of AVH’s radiotherapy program in 2005, Palestinians in the West Bank and Gaza, over five million inhabitants, had to travel to other countries such as Egypt and Jordan for cancer treatment.



“The hospital is now a pioneering institution in this field, trying to implement the vision of the LWF to give care and dignity to all people, regardless of their origins or ethnicity.”

Dr Fadi Atrash



A PIONEER IN CANCER TREATMENTS FOR PALESTINIANS

People Served:



29,528
radiation sessions



22,149
dialysis sessions



18,794
chemotherapy sessions



20,216
inpatient admissions

COVID-19 statistics:



78,254
COVID-19 tests



12,635
COVID-19 vaccine doses



IMAGE ABOVE

During one of the activities of the Community Outreach Program/Mobile Diabetes Unit in Palestine Marathon, where nurses examined the runners of the marathon for diabetes.

Photo: AVH

REACHING OUT TO MEET COMMUNITY NEEDS

The community outreach program has been successful in providing health services and raising awareness about diabetes and breast cancer. The mammography clinic provides women with early detection services including clinical breast exams, lessons for women on breast self-exam, and mammography screening. The diabetes clinic provides diabetes screening for non-diabetics and holistic diabetes care for diabetic patients including foot screening, retinal screening and nutrition counseling.

The mobile clinic makes these services more accessible for vulnerable groups by working within marginalized communities and using portable devices to cater to disabled patients. In addition to screening and promoting healthy lifestyles, the program offers capacity-building training for health professionals and the Palestinian Ministry of Health (MoH). AVH trained 96 frontline workers on how to better diagnose and treat diabetes.



“In 2021, we were able to reach many more patients than the previous year. Restrictions from COVID-19 safety measures were less of an obstacle.”

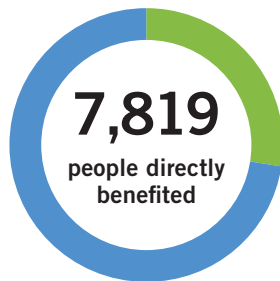
Lana Nasser El Din, the chief of the community outreach program at AVH

The diabetes mobile clinic visited 57 of our partner clinics with the MoH and the United Nations Relief and Works Agency for Palestine Refugees in the Near East. 7,819 people directly benefited from the education, awareness, screening, and the comprehensive diabetes care services provided by the mobile clinic. 2,965 out of the 7,819 were diabetics. “We also performed 1,788 diabetes foot screenings. Thanks to those screenings, 206 patients were saved from an eventual amputation. 136 disabled persons were also able to receive screenings,” said Dr El Din.

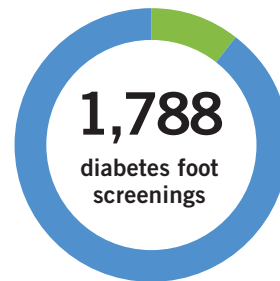
IMAGE RIGHT

AVH is the main cancer referral center providing comprehensive and integrated services for cancer patients from the West Bank and Gaza Strip.

Photo: AVH



2,965
out of the 7,819 were diabetics



206
patients saved from amputation

The mammography mobile unit reached 9,185 women and female students. Many who came were trained in how to perform a breast self-exam. Out of 2,168 women who received a mammography 804 showed abnormalities and were fortunately, offered a referral for further examination.



“AVH works to reduce the time it would normally take to receive a diagnosis after performing the mammography by receiving at risk patients at AVH for further screening including ultrasounds and Tru-Cut biopsy. What would normally take over two weeks is decreased to 7–10 days.”

Lana Nasser El Din, the chief of the community outreach program at AVH

IMAGE RIGHT

Augusta Victoria Hospital, a specialized cancer care center on the Mount of Olives in East Jerusalem.

Photo: LWF/M. Renaux

Often patients then become advocates of the program and services and encourage others to stay up-to-date with their health screenings. The community outreach program is intentional about meeting people where they are. Initiatives include an interactive live radio spot, live videos on social media to answer questions, and small interactive musical performances at AVH for all patients. The Minister of Health participated in one of the events to support the initiatives, highlight the importance addressing these health issues, and encourage the community and staff.





As camp manager in Mbera, LWF worked on shelter, medical evacuations and upgrading of health services.

IMAGES RIGHT

Left: Access to quality medical care is not easy in remote parts of Mauritania. Here a doctor provides an ultrasound to an expecting mother.

Right: LWF World Service worked on advocating on issues spanning from women's rights to natural resources governance.

Photos: LWF/J. Pasz



Mauritania

In 2021, LWF Mauritania completed its activities after 48 years. It began in 1974 at the invitation of the Mauritanian Red Crescent.

Mauritania ranks 157 in the United Nations Development Programme's 2020 Human Development Index. The fallout of the COVID-19 pandemic has compounded poverty, and many are vulnerable to climatic disasters. Despite these difficulties, the country welcomed over 70,000 refugees fleeing violence from Mali, with most of them settling at Mbera refugee camp.

The reforestation of a "green belt" around Nouakchott was one of the early achievements of LWF World Service, and contribute to stemming desertification. Over the years, the LWF country program has reached most of the country's regions with the exception of the northeast.



Mauritania welcomed over 70,000 refugees fleeing violence from Mali.

The wide range of program work included projects focused on:

- Livelihoods to promote vegetable gardening, market rehabilitation, and support income generation
- Camp management for shelters, medical evacuations, and hospital strengthening around the Mbera camp
- Disaster risk reduction to equip communities with preparedness, mainly in the drought and flood affected south
- Education and vocational training, including for street-children
- Non-Food Items distribution, cash-based interventions and other relief operations
- Improving water access for people, livestock and agriculture in otherwise inhospitable lands
- Advocacy on issues spanning from women's rights to natural resource governance

In recognition of this work, the President of Mauritania granted LWF registration as an independent entity in 1981. In a Muslim country, where some Christian organizations have been accused of proselytizing, this official recognition acknowledges that LWF has stayed true to humanitarian principles.



**LWF MAURITANIA
2022**

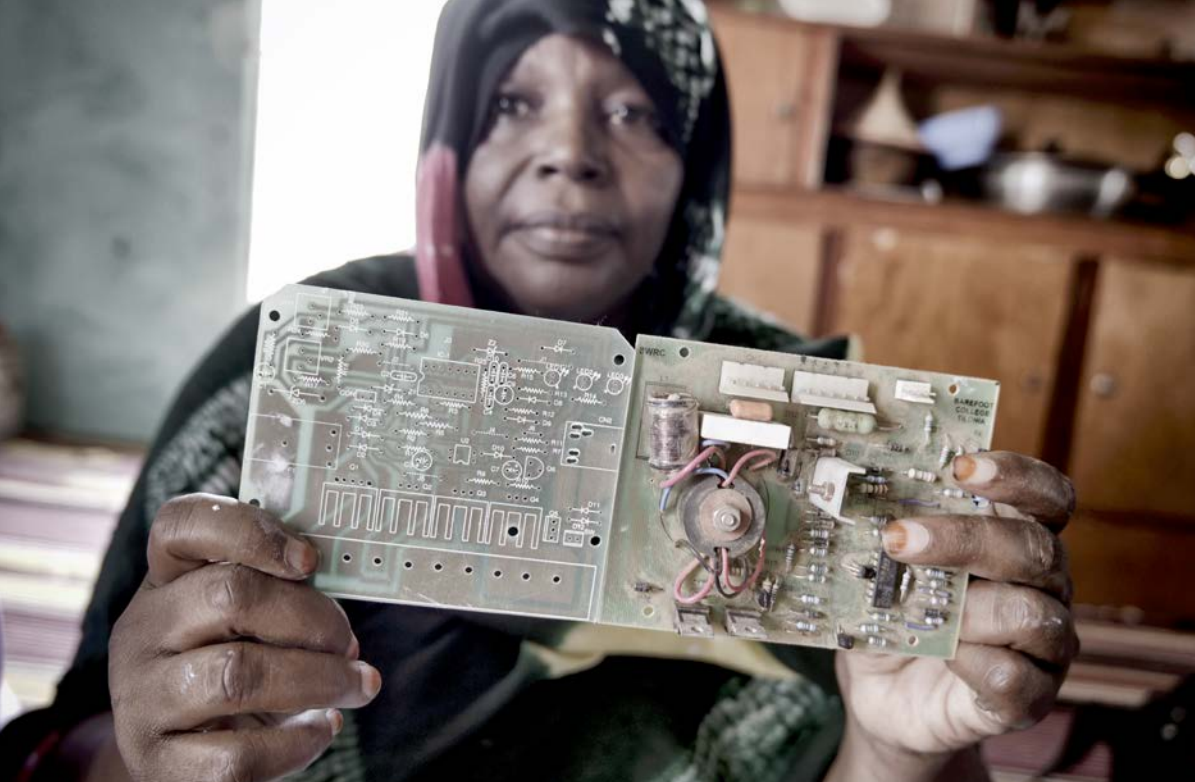


IMAGE LEFT

LWF “women solar engineers” are leading the way in both technological change and adjusting gender perceptions.

Photo: LWF/J. Pasz

MANAGING MBERA SINCE THE 2012

LWF World Service was on the ground to respond to the first wave of refugees from Mali in 2011. When the office of the United Nations High Commissioner for Refugees set up Mbera camp in 2012, LWF World Service was retained as camp manager. The country program also runs programs for peaceful cohabitation with local communities. Camp management responsibilities have now been smoothly transferred onto another international NGO.

HANDING OVER THE BATON TO LOCAL PARTNERS

In parallel, LWF World Service has worked actively through local non-governmental organizations as part of its long-term institutional capacity building and localization agenda.

After years of capacity-building, our local partners will now take over a big portion of LWF’s work. Actions, Bienfaisance Sans Frontières, Publish What You Pay Coalition, the Mauritanian Red Crescent, Initiative pour le Développement, as well as Mutuelle Féminine de Solidarité, d’Entraide, d’Epargne et de Crédit continue to partner with the local communities that have demonstrated their resilience time and again.

MOVING ON WITH A HEAVY HEART BUT WITH PRIDE FOR A JOB WELL DONE

LWF World Service exits with a heavy heart, but with the satisfaction of having contributed toward making Mauritania a better place. The country program has widely established a reputation for quality programmatic work, having assembled a team of dedicated professionals.

Looking at the work LWF World Service has built across the years, the management team listed their proudest achievements.

IMAGE RIGHT

Arguably the best baguette south of the Eiffel tower, made outdoors by the village baker.

Photo: LWF/J. Pasz



IMAGES RIGHT

Left: Over 150,000 people gained access to health services that were out of reach to them in the past.

Photo: LWF/J. Pasz

Right: Program work in Mauritania included projects that improved water access for livestock and agriculture.

Photo: LWF/J. Pasz



PROUDEST ACHIEVEMENTS OF LWF WORLD SERVICE



Moussa Gandega, Country Director, mentioned the refurbishment of the Health Centre in Bassikounou, funded with the support of Evangelical Church of Czech Brethren Diaconia and the Czech government. The project has made available to over 150,000 people health services that were out of reach to them before.



Diagana Bailou, HR and Admin Manager, was particularly touched for the LWF World Service humanitarian response in Mbera Camp, which provided much needed relief for vulnerable people fleeing violence from neighboring Mali.



Mariem Mint Ahmed, Program Coordinator, highlighted the support provided to almost 24,000 people across poor areas of the country, to develop sources of income, consolidate social cohesion and increase disaster preparedness. The last phase of this project was funded through the support of the German National Committee, the Evangelical Lutheran Church of America and the Finnish Evangelical Lutheran Mission (FELM).



Coumba Ba, Finance Manager, singled out the FELM-funded RECAP project, which allowed to prepare our local partners for the transition.



These talented individuals were inspired by a line of committed country representatives, namely, Arnulf Tujgen (1974–1978), Gerrit ten Velde (1978–1983), Bartus Tijman (1983–1987), Eric Celiz, (acting, 1988–1990), Niels Nikolaisen (1990–1994), John Damerell (1995–1997), Arno Coerver (1997–2003), Collette Bouka Coula (2003–2008), Jaap Aantjies (2008–2011), Kasongo Mutshaila (2011–2018), and Moussa Gandega (2018–2022). LWF is grateful to them and to each team member.

In loving memory of Macky Coulibaly, Louloud, and Houleye Tall, whose many achievements, including the women solar engineer project, live on.



These and many other achievements were only possible because of the women and men who made LWF World Service in Mauritania. Their daily work over almost half a century contributed to alleviate the many challenges facing Mauritania.



Rights-based approach

The distinctive “local to global” system used by LWF World Service is a valuable tool in the rights-based approach.

IMAGE ABOVE

Mariam Mohammed, 42, stands by her goats she bought through the startup capital she received from the RBA L2G project, implemented by LWF. Mariam lives in Shedder refugee camp in Somali regional state, Ethiopia.

*Photo: LWF/
G. Eshetu.*

Adopting a “rights-based approach” means supporting people to organize and empower themselves, respecting above all their dignity in working with a “people-centered” approach.

LWF World Service aims to ensure that the voices of accompanied communities are heard at all levels – local, national and international – and that decisions and promises made at the international and national levels are translated into concrete improvements in people’s lives at local level. The ‘local to global’ (L2G) methodology – perhaps better described as the “local to global to local” (L2G2L) – emphasizes that the intended impact of the approach is made evident in the lives of people in the communities where it is implemented.

This approach requires facilitating and enabling cooperation with other actors in local and national civil society, and international actors.

LWF World Service’s global presence in Geneva allows for a close collaboration with related agencies and international partners working on the same issues and the possibility to connect with decision makers with authentic and credible leverage to improve the living conditions and rights of their communities. Some of these important international actors include the United Nations (UN), governments, the private sector and other “duty-bearers.”

KENYA: REFUGEES SPEAK FOR THEMSELVES AT LOCAL, NATIONAL AND INTERNATIONAL LEVELS

In 2021, the Kenyan platform Refugees for Refugees was legally established thanks to the support of LWF World Service. All one hundred members received coaching from an expert to set up the structure to run operations, from finance and procurement to governance and communications.

IMAGE RIGHT

Meeting with the Santhal community in Morang district, Nepal, to collect the issues and challenges they are facing.

Photo: CAHURAST Nepal



2021 WORLD REFUGEE DAY



UPR ETHIOPIA

IMAGE BELOW

LWF World Service supports communities in contributing to the UPR process to enhance their capacity to respect and protect human rights.

Photo: LWF/A. Hillert



Building on several years of training, the platform brings together refugees from three different locations and is called KADANA (deriving from the first letter of the three locations where refugees live in Kenya: Kakuma, Dadaab and Nairobi). At the local level they facilitate dialogues with host communities to increase understanding and social integration in the long term. They also partner with existing organizations for indigenous communities. Nationally, since actively participating in the process of drafting the Refugee Bill, they now take part in civil society coalitions that previously did not have refugees represented. Their presence has placed refugees' rights on the country's human rights map. The Kenya Human Rights Commission conducted various missions in the two refugee camps of the country to understand better the reality and report to the government accordingly. As a result, the commission is now actively involved in the process of repatriation of Somali refugees.

At the international level, despite the effects and restrictions brought by COVID-19, refugees from the three locations were able to raise their voice at the highest level in a compelling and original way. LWF World Service gathered poems

of hope created by the refugees themselves in a booklet that was launched in an online event for World Refugee Day attended by panelists from United Nations High Commissioner for Refugees (UNHCR) and Office of the High Commissioner for Human Rights (OHCHR). The poems captured the reality and resilience of refugees with dignity. The event offered space to discuss the challenges that refugees are facing and raise awareness among a wide international audience. This resource is also gaining interest among different partners: it was taken up in morning worship by WCC and presented at the University of Geneva as an educational material.

UNIVERSAL PERIODIC REVIEW OF HUMAN RIGHTS

LWF World Service with support from the LWF advocacy hub, Action for Justice Unit, works with governments, local authorities and communities alike with a non-confrontational approach to enhance their capacity to respect and protect human rights through the United Nations Universal Periodic Review (UPR). The UPR is a mechanism that helps streamline recommendations to state actors that can improve the lives of their citizens. By working with national coalitions of civil society organizations LWF World Service can support local communities in contributing to the processes. In Uganda and South Sudan, LWF accompanied partners as they collected information from the communities and submitted reports to the UN Human Rights Council in 2021. LWF also supported delegations of civil society to present their findings and speak with diplomatic missions through modalities that had turned on-line due to COVID-19. In addition, LWF facilitated the submission of three alternative UPR reports from local actors in Nepal, Myanmar, and Mozambique.

IMAGE RIGHT

The Gender Justice Project works to build the skills of Burundian women and empower them to defend and promote their social and economic rights.

Photo: LWF/ C. Honyorerako



BURUNDI: NEW GENDER JUSTICE PROJECT

During 2021, the Gender Justice Project worked to build the skills of Burundian women and empower them to defend and promote their social and economic rights at the local and national levels. Women leaders were informed of their social and economic rights and of ways to advocate for these rights. In the process they took charge in identifying a social and economic rights issue, analyzing it, and presenting their findings to the local duty bearers.

The training was comprised of:

- **Rights holders:** 20 women leaders from the communes of Cendajuru and Gisuru including eight returnees, five internally displaced persons (IDPs), and seven from the host community.
- **Homeworkers:** 10 homeworkers including seven men and three women. They are the communal administrators of the communes of Cendajuru and Gisuru, assistants of the Family and Community Development Center (CDFC) of these communes, members of the National Women's Forum, presiding judges of the courts of residence, and communal police commissioners.



“After this training, in collaboration with other women leaders from my hill, we were able to identify a problem that many women in our community face. The LWF, after hearing about the problem, helped organize a round table at the communal level where we were able to expose the problem. The judicial police officer and the presiding judge promised to receive our complaints whenever we refer to their authorities. This makes me hopeful.”

Adelaide M., resident of Kiruhura hill, Cendajuru commune of Cankuzo province

**POEMS OF HOPE
AND PLENTY
FROM THE
MAURITANIAN
DESERT**

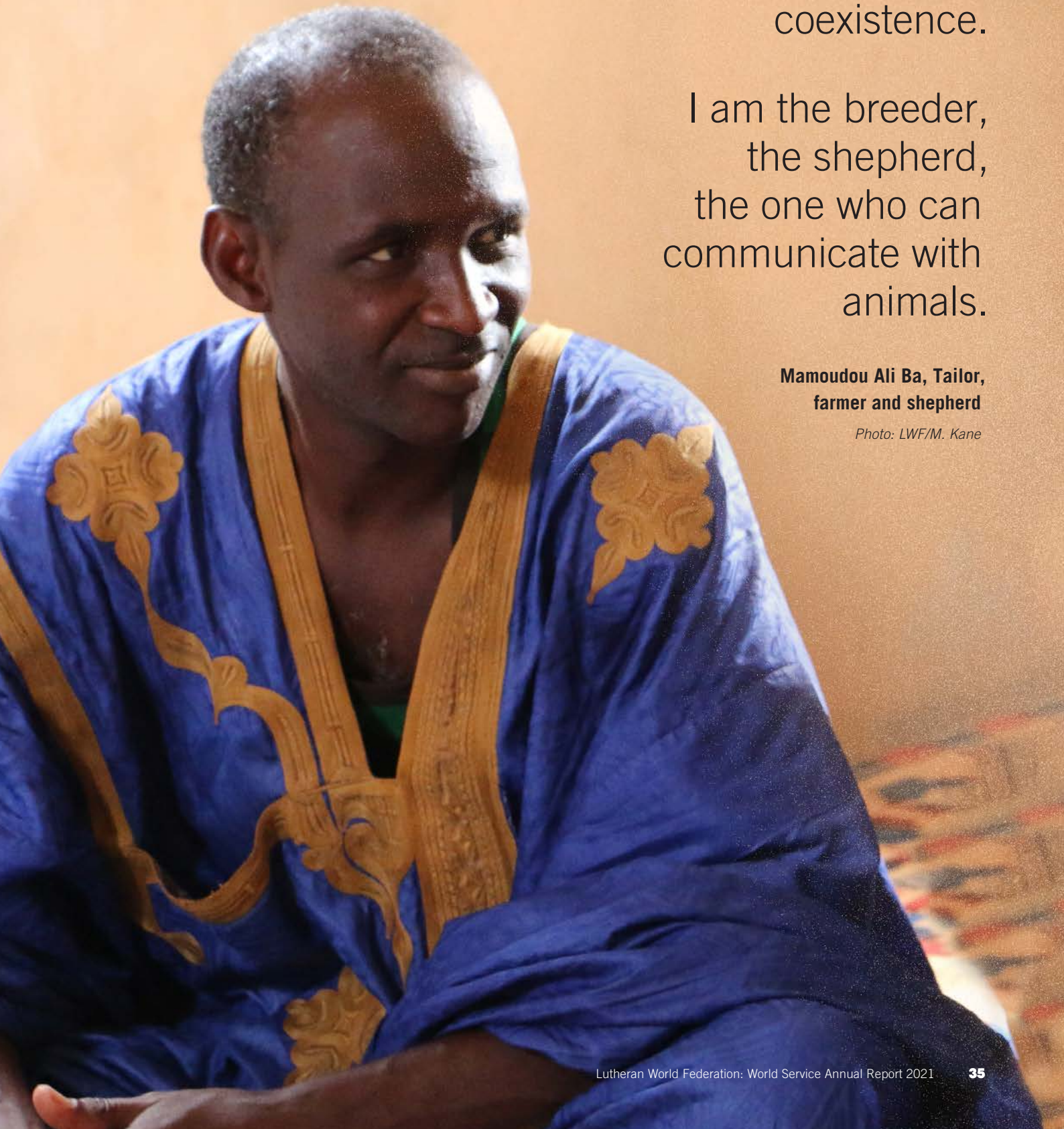
In my family, I cater
for everyone's needs,
big and small.

My life in the village
is about peaceful
coexistence.

I am the breeder,
the shepherd,
the one who can
communicate with
animals.

**Mamoudou Ali Ba, Tailor,
farmer and shepherd**

Photo: LWF/M. Kane





Systems and processes

LWF World Service uses accountability and compliance mechanisms to uphold our commitment of providing services at the highest standards

We value meeting the needs and expectations that are in the best interest of the populations we serve, our governance and our donors. In an ever-changing and increasingly insecure world, our vision mandates the continued pursuit of the top, most effective global standards for efficient systems and processes.

QUALITY AND ACCOUNTABILITY

In 2021 the Quality and Accountability team expanded to meet the need for improved quality projects and programs. The team's structure changed, and three units were created for planning, monitoring, evaluation, reporting and learning (PMERL), digital data management (DDM) and compliance and complaints (C&C). All three units assist LWF World Service country programs and teams within their respective area of expertise.

IMAGE LEFT

Placing LWF's logo on project constructions provides communities with a means and the opportunity to share feedback on program quality as an accountability mechanism.

Photo: LWF/L. Gillibert

COMPLIANCE AND COMPLAINTS (C&C) UNIT

LWF is committed to maintain its status of being an accountable and trustworthy organisation. The C&C unit ensures that a tangible mechanism keeps an accountability line open to build trust among our stakeholders. The unit builds and maintains effective feedback and complaints system. Serious misconduct by staff in the field can be identified and addressed appropriately.



Preventing sexual exploitation and abuse is a high priority of the unit, to protect project participants and staff in all operations around the globe.

Overall, the unit is an application of the LWF Staff Code of Conduct, the World Service PSEA policy, and other related policies, across LWF World Service and its country programs.

PLANNING, MONITORING, EVALUATION, REPORTING AND LEARNING (PMER) UNIT

Recruitment and on-boarding of two new PMER advisors in the second quarter of 2021 was followed by planning and distributions of roles and responsibilities. Besides relationship building, the advisors have regularly reached out to all country programs, providing induction to new field staff, training and advice. The unit supported key global processes such as the midterm review of the department of World Service strategy, the country programs and the annual global planning processes. Despite COVID restrictions, two PMER visits to South Sudan and Iraq and one virtual visit to Kenya took place. The unit had developed during the past years a joint understanding on the qualities of PMER field based systems. This year, the unit focused on finalizing a self-assessment tool that allows country programs to benchmark their own PMER system against the recommended standard. During the visits, the advisors introduced and piloted this tool and finalized the guidelines that would be rolled out in the following year.

IMAGE RIGHT

As part of its systems and processes, LWF World service applies the LWF Staff Code of Conduct, the World Service PSEA policy, and other related policies, across country programs.

Photo: LWF/L. Alalu

DIGITAL DATA MANAGEMENT (DDM)

The DDM unit maintains and develops relevant digital systems, processes, and standards across LWF World Service and its country programs, to optimize and enhance effectiveness and efficiency. In 2021, the DDM unit supported the SurveyCTO roll out, a mobile data collection platform that allows tracking the project participants through the life of a project. The unit successfully extended the use of SurveyCTO in 12 country programs, developed and maintained its digital infrastructure and finalized Data Protection Guidelines for projects in country programs. The unit started the roll-out of document management on the SharePoint platform for all country programs which will finish by the end of 2022.

The unit addresses the different and growing technical needs of LWF World Service and contributes actively to the overall systems development. Currently, the unit has four members, with one Global Coordinator for data management based in Geneva.



Every LWF staff member commits to the highest standards of accountability, fairness, and responsible stewardship, be it in the exercise of power or use of financial and other resources. LWF has a zero-tolerance policy for any form of sexual abuse, exploitation or harassment, fraud, corruption, or other unethical business practices.





Safety and security

Threats against the safety and security of humanitarian and development actors are one of the main barriers to humanitarian access and reaching the people we serve.

IMAGE ABOVE

Gado refugee camp, Cameroon

Photo: LWF/L. Alalu

To overcome these barriers and fulfill its duty of care, LWF World Service uses security risk management mechanisms to protect programs, the participating communities, assets, and the name and reputation of the LWF.

In 2021, LWF World Service was able to stay rooted in vulnerable communities facing insecurity in countries like Central African Republic. (like Ethiopia, Central African Republic (CAR), Chad, South Sudan, Haiti, Myanmar, Colombia, Venezuela.).

Political instability, ethnic violence, and targeted threats often obstruct programs, staff and the population we serve. In insecure areas deliberate attacks on humanitarian personnel is unfortunately a reality that LWF staff and many other humanitarian organizations face too. Monitoring of potential risks and trends is key to strengthening and assessing the most effective responses.

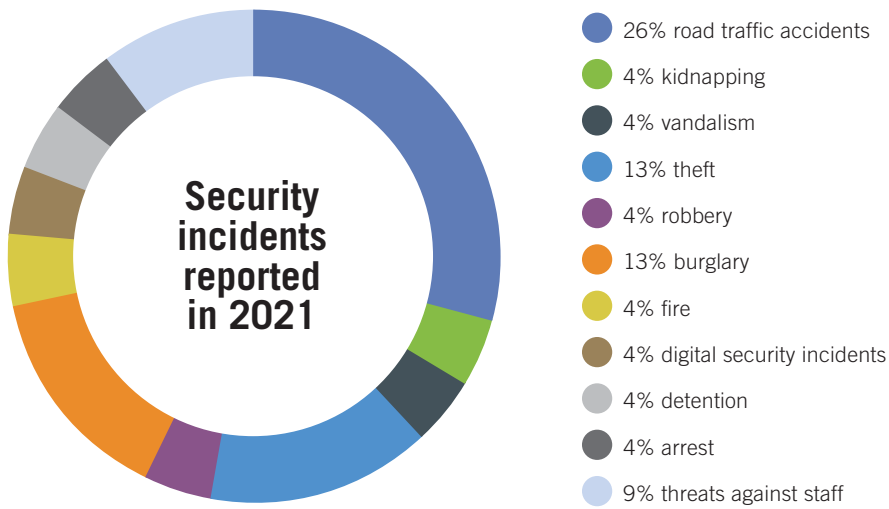


IMAGE RIGHT

LWF World Service with the support of the Bureau of Population, Refugees, and Migration (PRM) of the US government aims to provide quality and protective education services to 21 primary schools in the Kakuma Refugee Camp.

Photo: LWF/L. Gillibert





INCIDENTS AT A GLANCE

Two serious incidents in two different countries required the set-up of a crisis management team. During those situations staff safety was at stake; fortunately the outcome positive (no fatalities reported).

SECURITY TRENDS CAUTION

More incidents in 2021 have been reported than in 2020. Most incidents (25%) were traffic accidents, followed by 13% theft and 13% burglary cases. Threats against staff, detentions, robberies, abduction, fire accidents, and cyber incidents were also reported.

Most reported incidents came from South Sudan, followed by Uganda, Angola, Myanmar and Ethiopia.



SAFETY AND SECURITY SPOTLIGHTS FROM 2021

During 2021, the LWF Safety and Security team:

- Provided context-specific safety and security briefings for new staff
- Reviewed and developed security risk assessments for existing and new insecure locations, some together with the World Service Emergency hub
- Provided safety and security advice, and support for staff and visitors
- Supported security incident management and crisis management teams
- Developed LWF safety and security newsletter
- Trained staff via online sessions and face to face training
- Provided Covid-19 advice.

Please note: Many of our staff and partners continue to face security challenges in contexts of unrest, conflict and natural disasters. To protect them we are not listing all ongoing issues. We acknowledge that country program staff are exposed daily to safety and security threats and have continued to show their strong commitment to supporting the communities we care for.

IMAGE RIGHT

Philbert Habonimana, Country Representative, greets Usman Fatou (left) chairlady of the Women's Empowerment site in Gado refugee camp, Cameroon.

Photo: LWF/A. Hillert



Partners

The work of LWF World Service is only possible through the support of partners and donors. Committed to cooperation, transparency, and accountability, we aim to strategically nurture those partnerships in the best interest of the people we serve.

RELATED ORGANIZATIONS

World Service has long-standing, vital relationships with agencies of LWF member churches and other churches involved in humanitarian assistance and development. Related organizations provide a major share of program funding and collaborate closely in areas such as program planning and operations, strategy, policy development, joint advocacy, and staff secondment.



INTERNATIONAL ORGANIZATIONS

World Service's long history and successful track record in aid and development work make us a major, trusted implementing partner of international organizations. These are often agencies belonging to the United Nations Organization or closely affiliated with it, as well as organizations representing the European Union in humanitarian affairs.



NATIONAL GOVERNMENTS

Financial and technical support is also received from national governments, usually through our partnership with related organizations.



ECUMENICAL AND INTERFAITH PARTNERS

As a founding member of ACT Alliance, World Service continues to play an active role with other members on the ground, in country forums, with regional offices, and within the Geneva secretariat. We strive to respond to emergencies through ACT mechanisms in a coordinated, timely, and effective manner. Following the Memorandum of Understanding with Islamic Relief Worldwide (renewed in 2017), and the Joint Declaration of Intent with Caritas Internationalis (2016), we aim to strengthen our relationship with the Islamic community and Roman Catholic Church to create sustainable change in the lives of those who suffer from poverty, disaster, and marginalization.



NETWORKS

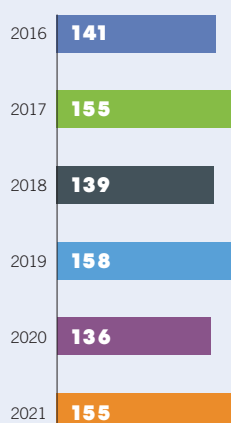
With its head office in Geneva, World Service actively participates and contributes in other international humanitarian networks and organizations, linking its operational presence and experience to influence global policy and advocacy efforts.



2021 Financial Overview

Ensuring a sustainable future

Income trend (in Million euros)



Full financial statements can be accessed through the LWF website:
www.lutheranworld.org

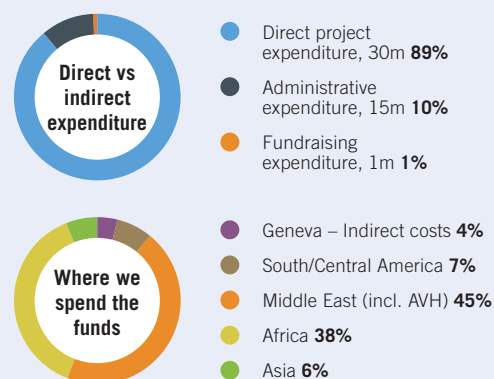
The 2021 financial statements were issued on 23rd May 2022. The clean audit opinion was issued following a series of independent audits on our country programs and on the consolidated global finances.

The audited financial statements consistently show that out of every euro spent, at least 89 cents go directly towards helping the most vulnerable people, the refugees, internally displaced persons (IDPs), returnees and communities at risk who are at the center of our strategy. LWF World Service has a proven track record of using donations efficiently and effectively. We keep administrative costs low with a clear objective of putting more funds on direct program expenses.

We are pleased to report that our funding has remained strong and continues to grow at a controlled level. During the year, the funding grew by 14% from 136 million Euros in 2020 to 155 million Euros in 2021.

The funds came from long-term supporters, the Related Agencies and member churches who have traditionally funded the diaconal work of the LWF. Other important funding sources were the United Nations and government agencies who have consistently supported our humanitarian and development work over the years. Expenditures from received funds were in line with the 2019-2024 strategy. We thank you and we cherish all of our supporters.

LWF is a Swiss registered organization and is required to provide an additional disclosure in relation to Zentralstelle für Wohlfahrtsunternehmen (ZEWO) the schedule below is in line with the Consolidated LWF 2021 report.



DISCLOSURE ON EXPENDITURE CLASSIFICATION

In order to provide additional disclosures required by the Swiss ZEWO certification (standard 9 of Zentralstelle für Wohlfahrtsunternehmen), specific schedules have been added to the consolidated financial audit statements. The expenditure classification is based on the overall LWF financial statements for the year ended 31/12/2021 in euros:

Zewo Classification	Project-related Expenditures	Fundraising-related Expenditures	Administrative-related Expenditures
Staff-related expenditures	45,462,710	1,472,399	14,469,570
Operating expenditures (other than payroll)	86,965,156	394,719	3,770,446
Contributions made to implementing partners	0	0	0
Depreciation of fixed assets	0	0	1,017,878
Total expenses	132,427,866	1,867,118	19,257,894
Share of each category in %	86%	1%	13%

Governance

The Committee for World Service

The Committee for World Service acts as the board for LWF World Service. It consists of LWF Council members, as well as representatives of related agencies.



Bishop Henrik Stubkjaer (chairperson) is Bishop of Viborg of the Evangelical Lutheran Church in Denmark, and Chairman of the National Council of Churches in Denmark. Until 2014, he served as General Secretary of DanChurchAid, Denmark. Bishop Stubkjaer was elected to the LWF Council in 2017.



Rev. Dr Karin Achtelstetter is Executive Director for Canadian Lutheran World Relief, a related agency of LWF World Service. Achtelstetter was ordained to the Evangelical Lutheran Church in Bavaria (Germany), an LWF member church.



Ms Jamieson Davies has been Executive Director of the Australian Lutheran World Service (ALWS), the aid and resettlement agency of the Lutheran Church of Australia, since 2018. Before, she was Head of International Programs with Caritas Australia.



Dr Rebecca Duerst serves as Director for Diakonia with the Global Mission unit of the Evangelical Lutheran Church in America, a member church of the LWF. She served with ELCA Global Mission as Program Director for Global Health.



Rev. Dr Nestor Friedrich was President of the Evangelical Church of the Lutheran Confession in Brazil until 2019. Rev. Friedrich was elected to the LWF Council in 2017 and serves as LWF Vice-President for Latin America and the Caribbean.



Mr Lennart Hernander is International Program Director of ACT Church of Sweden, a related agency of LWF World Service and an LWF member church. Since 2009, he has been working in leadership positions with LWF World Service in Uganda, Kenya, Djibouti, Somalia and Jerusalem.



Mr Tomi Järvinen is the Director of International Cooperation and Strategy and Program Development at Finn Church Aid (FCA). FCA is one of the largest Finnish providers of development cooperation and emergency assistance.



Bishop Dr h.c. Frank O. July has been Bishop of the Evangelical Lutheran Church in Württemberg since 2005. From 2010–2017, he was the LWF Vice President for the Central Western European region. Bishop July was elected onto the LWF Council in 2010.



Mr Martin Kessler has been Director of Diakonie Katastrophenhilfe (DKH), Germany, since 2011. DKH provides humanitarian aid worldwide and is part of the Evangelisches Werk für Diakonie und Entwicklung, the social service agency of the German Protestant Church. In the committee, he also represents Bread for the World (Brot für die Welt).



Bishop Milos Klatik is bishop of the Evangelical Church of the Augsburg Confession (ECAC) in the Slovak Republic. Bishop Klatik was first elected to the LWF Council in 2010, and then re-elected in 2017.



Bishop Veikko Munyika has been a bishop for the Western Diocese of the Evangelical Lutheran Church in Namibia since 2013. Bishop Munyika was elected to the LWF Council in 2017. He previously worked as the HIV and AIDS Coordinator for LWF.



Mr Jonas Vejsager Nøddekær is the International Director in DanChurchAid (DCA) since 2017. Jonas Vejsager Nøddekær has extensive senior management experience from previous positions in DCA and worked eight years abroad as DCA's Country Representative in Ethiopia, Cambodia, and Myanmar.



Mr Lasse Schmidt-Klie works as a research assistant for a member of parliament in Berlin, Germany. He belongs to the Evangelical Lutheran Church of Hannover. Mr Schmidt-Klie was elected to the LWF Council in 2017.



Ms Desri Maria Sumbayak is an English lecturer at the State University in Pekanbaru, Indonesia. She belongs to the Indonesian Christian Church (Huria Kristen Indonesia, HKI), working as an advisor for the women's fellowship at the church. Ms Sumbayak was elected to the LWF Council in 2017 and serves as LWF Vice-President for Asia.

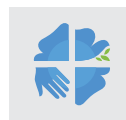


Ms Faith Mwikali Wambua is a graduate of Communication and Geography & Environmental Studies, pursuing a Masters in Environmental Planning and Management in the University of Nairobi. She belongs to the Kenya Evangelical Lutheran Church. Ms Wambua was elected to the LWF Council in 2017.

LWF World Service Extended Management Team



Ms Maria Immonen is the Director for LWF World Service. Immonen is also co-chair of the Steering Committee for Humanitarian Response (SCHR).



Dr Petra Feil is Global Coordinator for Systems Development, Quality Assurance, Accountability and Compliance for LWF World Service.



Mr Chey Mattner is Head of Operations for LWF World Service.



Mr Bobby Waddell is Global Funding Coordinator for LWF World Service.



Mr Leonard Kwelu is Global Finance Coordinator for LWF World Service.

BACK COVER IMAGE

LWF logo surrounded by children and other community members' handprints decorate a wall of the Lutheran World Federation community center in Zarqa, Jordan.

Photo: LWF/A. Hillert

Ways to give

Your support is key to our mission to empower people around the world. LWF World Service will use your contribution to support our projects.

Your donations help us protect the most vulnerable, provide emergency relief in times of crisis, build schools, train teachers, and provide quality education to children.

They also help us build capacities for adults to improve their livelihoods and food security, ensure better access to drinking water in remote areas, and more.

Your partnership truly makes a difference.

Together, a better world is possible.

For hope and a future



**Your donation
in good hands.**

3 WAYS TO PARTNER WITH US:

**ONLINE
DONATIONS**



**BANK TRANSFER
& INTERNET
BANKING**



**SEND A
CHECK**

The Lutheran World Federation,
route de Ferney 150,
P.O. Box 2100, CH-1211
Geneva 2, Switzerland



THE
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WORLD
FEDERATION

World Service

Member of **actalliance**

