Introduction

Mercy Hands for Humanitarian Aid (MH) is a non-profit, non-religious and non-political Non-Governmental Organization (NGO) formed in the aftermath of the 2003 war in Iraq. Mercy Hands is registered in Baghdad with the Federal Government of Iraq, in Kurdistan Iraq with Regional Government of Iraqi Kurdistan, in the Syrian Kurdistan, in the state of Georgia (USA), in Amman (Jordan) and, in Annecy (France).

Mercy Hands has implemented over 160 projects in different humanitarian sectors in partnership with international NGOs, UN agencies and governmental agencies. Some examples are: WFP, UNHCR, UNICEF, UNDP/UNHabitat, IOM, FAO, OCHA, Logistics Cluster, World Bank, Intersos, Mercy Corps, DRC, Malteser International, Tdh-Italy, WHH, AMAR US Foundation, War Child UK, PAH and Al-Khair Foundation.

In addition to projects funded by external parties, Mercy Hands runs small-scale self-funded projects.

Mercy Hands is currently active in the following humanitarian sectors:

- Emergency response and Recovery
- Protection
- Civil society development
- Livelihood
- social cohesion

Mercy hands have Three Department:

- Emergency response and recovery Department
- Protection Department
- Community Development Department

For more information, please visit Mercy Hands website: www.mercyhands.org
Mercy Hands Activities

EMERGANCY RESPONSE AND RECOVERY DEPARTMENT

Given the humanitarian context in Iraq, the Emergency Response and Recovery Department has updated its work strategy to include community recovery and resilience; hence, the Emergency Response and Recovery Department remains the largest program department within Mercy Hands.

The Emergency Response and recovery Department is currently active in four areas:

1. Food and Non-Food Item distribution;  

2. Warehousing and logistics;  

3. Assessments and monitoring;  


The following is an excerpt of the ongoing emergency response and recovery programs:

Distribution

In March, Mercy Hands continued its monthly WFP food rations distribution in Salah Al Din and Ninawa targeting in-camp IDPs.

The distribution in Ninawa:

<table>
<thead>
<tr>
<th>Camp</th>
<th>Project</th>
<th>HHs</th>
<th>Ind</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hamam AL-Alil</td>
<td>E-Voucher</td>
<td>1769</td>
<td>8108</td>
</tr>
<tr>
<td>Jadaah 5</td>
<td>E-Voucher</td>
<td>3551</td>
<td>16468</td>
</tr>
<tr>
<td>Jadaah 1</td>
<td>E-Voucher</td>
<td>932</td>
<td>4192</td>
</tr>
<tr>
<td>Salamiyah</td>
<td>Cash</td>
<td>2888</td>
<td>14213</td>
</tr>
</tbody>
</table>

The distribution in Salah Al Din:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Beneficiaries</th>
<th>EV distribution for March cycle 2020, (11,000) per individual</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
</tr>
<tr>
<td>by age group</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Children (under 5)</td>
<td>89</td>
<td>64</td>
</tr>
<tr>
<td>Children (5-18)</td>
<td>190</td>
<td>192</td>
</tr>
<tr>
<td>Adults (18+)</td>
<td>57</td>
<td>214</td>
</tr>
<tr>
<td>Total</td>
<td>336</td>
<td>470</td>
</tr>
</tbody>
</table>
E-Voucher program in Anbar, funded by WFP

Mercy Hand’s team in AAF and HTC camps is doing the following:

- Coordinating with camps’ central management so they inform the camps’ managers of MH activity start.
- Food items prices’ assessment in the neighboring areas’ local markets.
- Food items quality and expiry dates check-up is in retailers.
- Explain the WFP’s key messages for all beneficiaries in the camps.
- Any technical issue and follow up any complains.
- Tent-by-tent verification process for all IDPs in the camps to match program’s criteria of choosing beneficiaries, which are “all IDPs inside the camps).

MH team and retailer staff has followed the notes came in the key message shared by WFP, following all precaution measures to prevent the spread of COVID-19, like;

- Conducting awareness with camp management, retailers and IDPs.
- Wearing medical masks and gloves.
- Using sanitizers to clean their hands.
- Avoiding the use of fingerprints or signatures by IDPs.
- Considering social distancing.

DISTRIBUTION FIGUERS:

<table>
<thead>
<tr>
<th>Camp</th>
<th>Month</th>
<th>HHs</th>
<th>Individuals</th>
<th>Cash amount per individual/IQD</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTC</td>
<td>March</td>
<td>620</td>
<td>3064</td>
<td>11,000</td>
</tr>
<tr>
<td>AAF</td>
<td>March</td>
<td>1139</td>
<td>5700</td>
<td>11,000</td>
</tr>
</tbody>
</table>
Monitoring Core Relief Item (CRI) needs, Managing Warehouse and CRI distribution

Achievements

On a monthly basis, MH is providing an offline stock report for Anbar Salah Al-Din, and Diyala warehouses as requested by UNHCR. The chart below illustrates the stocked items as of 31st March 2020:

In March, Mercy Hands team conducted the following activities:

- Checked all the beneficiaries’ documents, local authority letters, and stock report for warehouses with distribution list (fingerprint) of CRI and tents for 2017, 2018, 2019 and for the first trimester of 2020.

- Data entry of beneficiaries and archiving of the documents for CRI and tents’ distributions. The documents were stored in a case with specific identification code to be able to easily recognize the relevant documents and get rapid access to them in the future. MH team, however, keeps an electronic version of the data uploaded on google drive as a back-up or reference to UNHCR.

MH will continue managing the warehouses in Anbar and Salah Al-Din but with reduced capacity of storage. Only 30 rations for CRI and tents are stored in the warehouses. UNHCR and MH staff have jointly conducted an assessment and shared the results with senior management.

Following the Standard Operating Procedures (SOP) for Warehouse & Inventory Management, MH ensures that all warehouses have:

- Stock cards;
- Bin cards;
- Numbered waybills;
- Numbered goods and receiving notes (GRNs);
- Incoming shipment;
- Outgoing shipments;
Monthly Activities /March 2020

- Physical Inventory/PI of all items;
- Updated weekly of Stock Report and matching with physical inventory for all items.
- Check and ensure fire extinguishers inside the warehouses as safety equipment.
- Warehouse map to describe the location and quantity of the item in the warehouse.
- On a daily and weekly basis, the MH team checks the system work of the cameras inside and outside the warehouse as security equipment.

In March, Mercy Hands received 99 tents from Baghdad Warehouse to AAF warehouse

Mercy Hands team distributed the following to IDPs in the HTC Camps/Anbar:

- Installed one tent for Syrian Refugees who have arrived at the HTC camps/Anbar.
- Distributed one CRI Kit, which consists of 10 items: 6 Blankets, 3 Mattresses, 1 plastic sheet, 3 Sleeping mats, 1 Stove, 1 Water jerry can, 1 Kerosene jerry can, 1 Kitchen set, 1 Cooking stove, and 1 Solar lamp.

Mercy Hands team distributed the following to IDPs in Al-Latifiea Camp/Baghdad:

- Distributed 40 CRI Kits, which consists of 8 items: 6 Quilts, 6 Mattresses, 1 plastic sheet, 1 Fan, 1 Water jerry can, 1 Kerosene jerry can, 1 Hygiene kit, and 1 Solar lamp.

Mercy Hands team distributed CRI rations which included 1 Hygiene Kit per family, 1 Mattress per individual and 1 Quilt per individual for scabies cases in Al-Karama camp/Tikrit.
- The kits arrived direct from Baghdad warehouse to the camp and were distributed on the same day, as per UNHCR instruction. Therefore, there was no need for the release request or release waybill from the Al-Alam warehouse.
Assessments and Monitoring
Cash Based Transfer (CBT) Monitoring in Baghdad

Mercy Hands for Humanitarian Aid had implemented the program of Cash Based Transfer (CBT) in various governorates in Iraq to end up covering (4 IDPs camps in Baghdad governorate) now. In partnership with UN-WFP and in direct contact and coordination with WFP Baghdad Sub-office.

MH-CBT team handling an important mission of how to distribute the cash assistance to all HHs who resides in these IDPs camps, work under time compression, and follow the policy and criteria of WFP in every step and all manners.

To distribute the cash, the program passes through the below steps:

1ST step is The Verification Cycle which includes:

- Collecting Data:
  Every verification cycle starts with collecting data of the IDPs directly on the field, the MH team follows an accurate system in collecting data to avoid the mistakes and get better results through managing the below camps in Baghdad:

  - Maryam Al-Athra’a Camp located at Zayounah, Baghdad.
  - Nabi Younis Camp located at Nahrawan, Baghdad.
  - Al-Ahal Camp located at Abu Ghaiba, Baghdad.
  - Al-Shams Camp located at Abu Ghaiba, Baghdad.

There is a strong, efficient, and accurate mechanism that the MH-CBT team has to follow in order to collect data in (4 Camps) into about (314 HHs) and about (1,632) individuals, collecting data required more than one level to be successfully completed. Therefore, the MH team split into many teams and started individually to check and update the IDPs documents, names, age, phone number and other details by meeting the IDPs according to their place of living (tent by tent) at every section and asking them about their families’ information also update the beneficiaries’ data who obtained new documents and advice the beneficiaries who have NO IDs, to issue new documents.

This mechanism of the verification did not end here but followed by more Double Check and No Show Activities to include all the beneficiaries inside these camps, the double check activity is the same as the verification mechanism but it focuses on the IDPs who were absent during the verification cycle to do various daily activities like work, shopping, and even relatives visits. All of the targeted beneficiaries are inside the camps and subjected to UN_WFP criteria to be included with the cash assistance.

The following table shows the verification data of the March cycle:

<table>
<thead>
<tr>
<th>#</th>
<th>Camp Name</th>
<th>House Holds No.</th>
<th>Individual No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Al-Shams Camp</td>
<td>124</td>
<td>694</td>
</tr>
<tr>
<td>2</td>
<td>Al-Ahal Camp</td>
<td>68</td>
<td>412</td>
</tr>
<tr>
<td>3</td>
<td>Maryam Al-Athra’a Camp</td>
<td>74</td>
<td>293</td>
</tr>
<tr>
<td>4</td>
<td>Nabi Younis Camp</td>
<td>48</td>
<td>233</td>
</tr>
</tbody>
</table>

Also, The Verification steps care about the most important points that MH have to care about it, like the complaints desk, gender separation, and WFP visibility. As for March verification happened alongside with the new IDPs targeting in February.
The 2nd step is The Cash-Out Cycle:

At this cycle the MH-team monitoring the delivering process which passes through these steps:

- The beneficiary coming into the Point of sales (POSs) to receive their cash assistance.
- The beneficiary shows the message on their phone to the agent of the POS to check the amount of cash assistance by sending the code to the POS agent phone.
- Finally, the beneficiary received the cash assistance and received a message proofing that on their phone.

In order to facilitate the IDPs to release their cash-out, the MH staff coordinate with many main people regarding this matter like (camp managers, Qaymaqam, Asia Hawala, MOMD manager, the Head of the committee of NGOs and the POSs agents) and finally the process completed at these camps.

In the end the monitoring process was successful, there weren’t any complaints from the beneficiaries regarding the distribution process or bribes cases but there are HHs who are out of Baghdad before the curfew and couldn’t return until now so these HHs may cash-out from other governorates.

School Feeding Program in partnership with UN-WFP:

In Muthanna and Basrah

The School Feeding Program (SFP) has been started actually on Thursday 26th of December 2019 and suspended on 24th March 2020 for force majeure for current COVID-19 circumstances that Iraq faces. March was the last month for the project, many activities recorded in March (Food analysis test by DOH, internal training, and program closure process).

DISTRIBUTION ACTIVITY

During March, schools were closed due to the separation of COVID-19 in the world, as a result the distribution activities have been stopped. The team has been participated in several workshop and internal training, below are list of these training:

- Child safeguards.
- Corona Virus promotion
HYGIENE AWARENESS ACTIVITIES

On the first of March, the team was prepared plan for second part of the academic year, and they were prepared training and presentation on presented sessions about COVID-19, solidify how to be careful of hand wash and protected the children by using cloves and mask. Therefore, the attending some trainings and workshop. They had the proper knowledge about how to deal with students, classes, and the schools under the current health case.

Sustainable improvement of access to clean drinking water for residents of the liberated areas of the Northern Nineveh Governorate

WASH Water Supply Funded by Help

Project components Progress/ Achievement

- Installing new water network in Shayla and Ghardahra villages-Makhmur district. Total No. of beneficiaries in both villages are 1190 individuals
- Water pipelines rehabilitation in Western neighborhoods of Mosul city, Nineveh Governorate. Total No. of beneficiaries are 38,250 individual.
- Replacement of 900mm ductile pipeline in Al-Kask sub-district, Talafer district, Nineveh Governorate. Total No. of beneficiaries are 250,000 Individual.
- Rehabilitation of Al-Mulautha Water Pumping Station. Total population of 50,000 individuals.
- Supply Spare Parts to Nineveh Directorate of Water: We were informed by DoW officials about their WASH requirements, obstacles, needed materials and equipment, after reporting it to donator, we have got their approval on the provision of all needed requirements of DoW, thus we started the tendering process and announced the project through internet to find the Qualified vender according to Help & MH methodology specified for such activity, then chosen vender provided all needed equipment successfully under our WASH engineers supervision.
- Rehabilitation of water network in Abo-Woni village, Total No. of beneficiaries are 5000 individual
- Rehabilitation of Al-Istikhrajiya water treatment plant in Badoush sub-district/Mosul/ Ninawa, Total No. of beneficiaries are 5000 individual.
- 16 Water Pipelines Rehabilitation in Eastern Neighborhoods of Mosul city, total No. of beneficiaries are 3410 individuals.

PROTECTION DEPARTMENT

The Protection Department is the second largest program department at Mercy Hands. It is currently implementing one protection program, as follows:

- Legal Assistance (HLP+CD+SGBV+CP) in Telafar. Funded by Malteser International
  Legal Assistance (HLP+CD+SGBV+CP) in Telafar Covering of immediate humanitarian need of conflict-affected IDPs, Host-Communities, Returnees and Rema
  inees in selected locations in Anbar, Nine
  wa and Dohuk through provision of primary health care services, multi-purpose cash support as well as access to livelihood and protection services. In cooperation with Malteser International and the German Federal Foreign Office (Auswärtiges Amt).

In partnership with Malteser International. This is a complementary humanitarian assistance including multi-purpose cash to conflict affected IDPs, host communities, returnees and remains in Nine
  wa Governorate. The household income for vulnerable Returnees and Rema
  inees in Telafar is increased through livelihood measures and direct financial support through Mercy Hands in form of multi-purpose cash transfers. Moreover, the protection services are done in order to strengthen highly
vulnerable women, men, girls and boys affected by the conflict are provided in Telafer through Mercy Hands. In Partnership with Malteser International.

**March Achievement**

**PROTECTION Activity:**

Legal Assistance (HLP, CD, SGBV) achieved 375
Awareness sessions (legal)=503
Awareness sessions GBV = 468
Awareness sessions CP = 468
Legal leaflets =1550
CP leaflets =495
MHPSS case management for # SGBV survivors =12
MHPSS-case management for # children= 13
After school PSS support for # Students (number of sessions) = 5

**Livelihood Activity:** Assessments = 924

**COMMUNITY DEVELOPMENT**

The Community Development Department is the third largest program department at Mercy Hands. It is currently having Four Sectors, as follows:

- Youth Centers.
- Livelihood.
- Civil society Broadcasting (CSB) Radio and TV.
- Agriculture.

**Youth Centers**

**Private Sector Development (Youth Training Center), Funded by GIZ**

In March and up until the enforcement of the center shut down by the local authority, the divisions were going smoothly according to the weekly plan; in all courses, the curriculums were mostly covered. A health awareness session was given in advance of every class, English and accounting had witnessed a large enrollment, and as far as PSS sessions and the Human Rights workshops participant's interaction was high. Many had requested private sessions with the social worker. As far as a daycare, the center received a good number of children. Through our trained staff, we were able to witness some progress in the mental health and behavior of the children with speech difficulties. Through coordination with different institutes and personals and like NGOs and government authorities, we are making certain that the center's activities are moving fluently. The center promotion is a continuous process by outreaching our campaign to the public in social gatherings and social media.
Livelihood

Supporting Economic Development in the Ninawa Plains through Restoration of Sustainable Livelihoods - in cooperation with Malteser International and the German Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung (BMZ)

Activities and achievements during March

- **Restoration of Olive & Fruit Orchards:** In March, civil works, electrical works and agricultural works continued on all 6 orchards. MH monitoring teams and the civil engineer visited each orchard regularly to supervise the works and ensure high quality. Until 17-Mar, the following works were completed:

1. **Orchard #1** (al-Quba): installation of irrigation system, distribution of agricultural equipment, ploughing of soil for planting potato seeds
   - A. Monitoring visits on 3-Mar, 12-Mar
   - B. Level of completion: 80% of irrigation works, 75% of agriculture works, 100% of electrical works, 75% of civil works.

2. **Orchard #2** (Shereikhan Alia): installation of irrigation system, distribution of agricultural equipment, ploughing of soil for planting potato seeds
   - A. Monitoring visit on 5-Mar
   - B. Level of completion: 85% of irrigation works, 75% of agriculture works, 100% of electrical works, 75% of civil works.

3. **Orchard #3** (al-Qaim): distribution of agricultural equipment, ploughing of soil for planting potato seeds, start installation of drip irrigation system
   - A. Monitoring visit on 12-Mar
   - B. Level of completion: 75% of irrigation works, 75% of agriculture works, 100% of electrical works, 70% of civil works.

4. **Orchard #4** (Tahrawa): installation of irrigation system, distribution of agricultural inputs (incl. seeds, fertilizer), cultivation of potato
   - A. Monitoring visits on 1-Mar, 10-Mar
   - B. Level of completion: 100% of work is completed but final site visit still needs to be conducted.

5. **Orchard #5** (Kaberly): installation of irrigation system and connection to well, soil preparation for planting of trees
   - A. Monitoring visit on 10-Mar
   - B. Level of completion: 85% of irrigation works, 75% of agriculture works, 100% of electrical and civil works.

6. **Orchard #6** (Kaberly): installation of irrigation system and connection to well, connection of well to electricity
   - A. Monitoring visit on 10-Mar
   - B. Level of completion: 80% of irrigation works, 70% of agriculture works, 100% of electrical and civil works.

- **Provision of livestock and starter-kits:** In March, the MH veterinary continued the follow-up visits to livestock beneficiaries to check on their work and how they care for the animals. In addition, he facilitated vaccinations against Enterotoxaemia Disease between 8-Mar and
17-Mar for the livestock of 29 beneficiaries in Hamdania (Tahrawa, Sheikh Mohammed, Badana Sagheer, Badana Kabeer, Shaquli, Kabarly, Al-Kaser). Pregnant animals were excluded from the vaccination exercise as it could harm or terminate the pregnancy.

- **Greenhouse distribution:** Monitoring visits for the 12 distributed greenhouses finished in early February. In March, MH conducted the PDM survey for all beneficiaries who received the greenhouses.
- **Small business grants for construction and food processing:** The MH business advisor continued with follow-up visits for the beneficiaries in March to monitor the progress of the businesses and to see if additional support was needed.
- **Community-suggested agriculture trainings:** Following the training and the selection of 14 proposals, MH planned to provide the beneficiaries with the inputs in March.
- **Construction Training with apprenticeship/job placement:** Follow-up visits for construction grants continued throughout March to monitor the progress of the purchases and projects.

**Irrigation Project:**

- **Construction of a rainwater dam (calm basin) to the left of the main canal:** DoWR conducted a final inspection visit to the calm basis in February, which concluded the project. They provided MH with a handover letter in March. The activity is thus finalized.

- **Sandwich Panels for Al-Salamiya water pumping station:** Construction for the Sandwich panel was planned to start in March. On 12-Mar, the contract was signed with Ammar al-Hadith company. On 17-Mar, the handover visit at the site (36.142023-43.308198) was conducted with representative from the DoWR, the contractor, MH and an MI site engineer. However, on 18-Mar, the corona-related lockdown started in Ninewa, which halted all planned activities. Once the lockdown is over, the contractor needs 15-20 days to complete the works.

- **CFW activity in al-Zab:** In March, MH conducted a post-activity monitoring exercise for 30% of the BNFs (i.e. 65 BNFs).
Sustainable Livelihood Center for Women in Al Midaina City, Basra Governorate.

Mercy Hands conducted the last cycle of the women training center in Basra- Al Midaina district in partnership with Grace Initiative. According to the below information. This project designed to address the vulnerability of women in Al Midaina city by improving their economic conditions and integrating them into the local economy by assisting them in securing employment through employment fairs. It will address women empowerment through life-skills training in order for participating females to establish sustainable livelihoods after the completion of training. Equally important, the center will aid in prevention of communicable and infectious disease through health-based educational events – creating a safe space for the women of the Basra governorate.

The targeted beneficiaries: 50 of widows, divorced and female led households.

The program Objective:

Empower women and work towards solutions in sustainable livelihoods, improve women’s economic conditions by integrating them into the local economy, and aid in the prevention of communicable and infectious disease through health-based educational events. The WTC will offer two jobs skills training courses: Level I English, IT, literacy and Hairdressing course. These courses are planned for eight weeks, with two to three session per week, approximately 15 women per course. Due to high levels of trauma experienced by the Al Midaina community, psychosocial support will be offered through individual and group sessions; ensuring participants receive any needed mental health care is vital to their success in the workplace. Supplement center activities will also include public health workshops, employment fairs to coordinate networking between participants and local companies, and the establishment of a childcare center for participants' children.

Mercy Hands implemented the following activities:
- Urban Horticulture,
- Food and Dairy production,
- Animal Husbandry,
- Hairdressing & Makeup,
- Literacy sessions.

Also, the WTC offered a child care center and various sessions on health awareness.

The main topics were:

- **Horticulture**
  1. Mushroom breeding - types, benefits, conditions suitable for cultivation
  2. Mint cultivation - benefits, conditions suitable for cultivation
  3. Parsley - types, its nutritional benefits, uses
  4. Thyme - types, benefits, medical uses
  5. How to grow herbs from seeds and off shoots

- **Animal husbandry**
  1. Beekeeping
  2. Milk and dairy production
  3. Poultry raising

- **Food & Dairy production, Cheese & yogurt making**
Civil Society Broadcasting (CSB)

CSB is considered a subsidiary of Mercy Hands for Humanitarian Aid, i.e. legally and Financially affiliated to Mercy Hands and the manager of CSB reports directly to Mercy Hands’ Board of Directors. CSB is registered at the Iraqi Journalist Syndicate, a Governmental agency, as a media agency.

Mission

CSB is a nonprofit, nonpolitical, Nonreligious, and nonsectarian Media agency. CSB’s aim is to Educate, inform, inspire, and entertain the public in non-biased and professional manner. CSB tries through its audio, video, and text programs to contribute to building a healthy community by spreading the concepts of civic values while respecting the community’s identity, customs, and traditions.

In March 2020, our Activities:

- Produce Five episodes of (people and Government) writing, Photograph and Produce.
- Reporting in the medicine city for the Ministry of Health conference.
- Coordination with Baghdad’s operations to make a facilitation letter for Mercy Hands staff.
- Write Five episode of COC series.
- Recording sound for COC series.
- Write two episodes for (Do you know) program.

You can listen to CSB on:
- Mercy Hands website: http://www.mercyhands.net/csb/
- Mixlr: http://mixlr.com/csb-
- Radio Garden http://radio.garden/live/baghdad/civil-society-broadcasting
- TuneIn https://tunein.com/radio/CSB-Civil-Society-Broadcasting-s295707

CSB is also available Facebook @csbiraq and on Twitter @csbiraq

Agriculture

Vocational Training and Food Security through Horticulture for Syrian Refugees in Domiz Camp, Dohuk Governorate – Iraq

In partnership with Lemon Tree Trust (LTT) and funded by Mercy Hands

Mercy Hands is implementing its 6th season in and around our greenhouses in Domiz Camp. We provide growing space, all inputs and materials, water, training and guidance for 20 beneficiary families. All produce grown belongs to them.
So far this season, each of the 20 beneficiary families have grown and brought home between 30-65 kg of cucumbers and 40-70 kg of molokhia. In 2 weeks they will begin harvesting peppers and aborigine.