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](http://www.mercyhands.org)
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 April, 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>1767</td>
<td>7913</td>
</tr>
<tr>
<td>Jadaah 5</td>
<td>E-Voucher</td>
<td>3581</td>
<td>16264</td>
</tr>
<tr>
<td>Jadaah 1</td>
<td>E-Voucher</td>
<td>929</td>
<td>4130</td>
</tr>
<tr>
<td>Salamiyh</td>
<td>Cash</td>
<td>2906</td>
<td>14300</td>
</tr>
</tbody>
</table>
E-Voucher program in Anbar, funded by WFP

Mercy Hands’ team for E-Voucher program in partnership with WFP in Anbar governorate, has completed April 2020 cycle of food assistance for beneficiaries in Anbar’s IDPs Camps.

Total number of assisted households was 1644 HHs (8251 individuals).

- Number of households in Amiriyat Al Fallujah Camps (AAF) was 1047 (5302 individuals).
- Number of households in Habbaniyah Tourist City (HTC) was 597 (2949 individuals).

The distribution Cycle has started on 22nd April 2020 with Top-Up process to activate SCOPE cards, then the beneficiaries started shopping in 23rd April. The distribution cycle continued until 3rd May.

MH team has previously coordinated with;
• local authorities in Anbar province regarding access for both camps in AAF and HTC.
• NGOs’ Affairs Departments in Anbar Governorate.
• Emergency Cell in HTC Camps.

MH team and retailer staff has carefully implemented the key message shared by WFP, following all precaution measures to prevent the spread of COVID-19, like;
1. MH team conducted awareness meetings with; Camps’ Central Management, camp managers and IDPs.
2. MH team and retailer staff wore medical masks and gloves all days.
3. MH team and retailer staff used sanitizers to clean; their hands, mOPS devices and SCOPE cards.
4. No fingerprint or signatures were used in this distribution.
5. Only 4 HHs available in the retailer at a time.
6. Beneficiaries' queue was in the shade taking in consideration the social distancing to leave at least 1-meter distance to separate between beneficiaries.
7. Only one individual (in some cases 2) representing one HH was allowed to enter the retailer to do shopping.
8. MH team advised HHs to try avoiding the presence of elderly and children when possible.

On 3rd of May MH team distributed Food Kits (IRR) to 499 HHs in Habbaniyah Tourist City Camps.
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 30th April 2020:

In April, 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;
- 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 April, 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.
- Our team had distribution one CRI kit to the IDP (New arrival) in Al-Karama Camp/Tikrit/Salah Al-Din.
- Installation 73 Tents for the Iraqi IDPs in HTC camps /Anbar.

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 Ghraib, Baghdad.
  - Al-Shams Camp located at Abu Ghraib, 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 April 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>123</td>
<td>690</td>
</tr>
<tr>
<td>2</td>
<td>Al-Ahal Camp</td>
<td>72</td>
<td>427</td>
</tr>
<tr>
<td>3</td>
<td>Maryam Al-Athra’a Camp</td>
<td>79</td>
<td>309</td>
</tr>
<tr>
<td>4</td>
<td>Nabi Younis Camp</td>
<td>49</td>
<td>240</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 April verification happened alongside with the new IDPs targeting in February.
The 2\textsuperscript{nd} 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.

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).

\textbf{DISTRIBUTION ACTIVITY}

During April, schools were closed due to the separation of COVID-19 in the world, as a result the distribution activities have been stopped.

\begin{itemize}
  \item MH distributed 21529 Juice, 60526 Water, and 66240 Cheese to the poor student's families.
  \item MH shared with WFP the final report that contain all the project activities during the project period.
  \item MH made asset inventory
\end{itemize}

In Basra, MH with WFP in coordination with Ministry of education distributed 100 tons of food and water to the families of students 60 primary schools in Shatt Al Arab District in Basra governorate.
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

In general, the security situation in the Nineveh governorate is relatively good. Due to the COVID-19 outbreak, the governorate of Ninewa extended the curfew till 19. April.2020. MH in coordination with Ninawa governor to exemption letter of movement for its staff and vehicles under current situation. MH staff return work from office in 06-April 2020.

Project components Progress/ Achievement

1- Installing new water network in Shayla and Ghardhra villages-Makhmur district
   Number of direct & indirect beneficiaries: 1,190

   The project already completed in 18-Jan 2020iability period has been finished in 18-April-2020, MH WASH team paid site visit along with communicating with Mukhtars and DoW staff to check the project functionality and there are no defects recorded during this period in the project elements and accordingly, we release remaining 10% payment.

2- Rehabilitation of water network in western nieborhoods of Mosul city, Number of direct & indirect beneficiaries: 38250

   MH has coordinated with Ninawa government to resume the pending work under curfew shade, An exemption letter for company staff and vehicles has been issued by Ninawa governorate. Company resumed implementation for remaining activities which are casting 1200-meter length in Al-Refaee, 1000-meter length Althwora, casting 510-meter length in Al-Abar, casting 850-meter length in Wadi Alein. Pave Asphlet 520M.L in Al-Abar, 200 Al-Refaee, 150 Althowra, 521 in Wadi Alen. casting 4 manholes in Althwora, Al-Abar, Wadi Alein, Al-Refaee.

3- Replacement of 900mm ductile pipeline in Al-Kask sub-district, Talafer district, Nineveh Governorate. Total No. of beneficiaries are 250,000 Individual. The whole project has completed in 15-Mar2020 and was handed over to DoW.

4- Rehabilitation of Al-Mulautha Water Pumping Station. Total population of 50,000 individuals.
5- Supplying and transporting spare parts to Ninawa Directorate of Water.

6- Rehabilitation of water network in Abo-Woni village, Total No. of beneficiaries are 5000 individuals.

7- Rehabilitation of Al-Istikhrajia water treatment plant in Badoush sub-district/Mosul/ Ninawa, Total No. of beneficiaries are 5000 individual.

8- Rehabilitation of Water Network in Eastern Neighborhoods of Mosul city, Number of direct & indirect beneficiaries: 3400
The Protection Department is the second largest program department at Mercy Hands. It is currently implementing the Tow protection program, as follows:

- Covering of immediate humanitarian need of conflict-affected IDPs, Host-Communities, Returnees and Remainees in selected locations in Anbar, Ninewa and Dohuk through provision of primary health care services, multi-purpose cash support as well as access to livelihood and protection services. Funded by Malteser International.

- Promoting Resilience for Returnees and Host Communities in Ninewa (TAGHIR) In Partnership with Mercy Corps funded by SIDA - Swedish International Development Cooperation Agency

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 Ninewa Governorate. The household income for vulnerable Returnees and Remainees in Tal Afar 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 Tal Afar through Mercy Hands. In Partnership with Malteser International.

April Achievement

During this reporting period, MH continued its GBV and CP case management by phone. However, all the other protection activities had suspended given the ongoing lockdown and restrictions. MH case managers attended CP and GBV Sub-Cluster training on remote case management to meet inter-agency standards. Additionally, MH conducted a rapid needs assessment to measure the HLP impact of COVID-19 on the beneficiaries of legal assistance. Regarding livelihoods, MH managed to finish the assessment for the SEVAT, reaching a total of 1019 HHs. The Cash Working Group has done the scoring for the data and a total of 445 HHs were identified for potential MPCA. However, MH will conduct a verification exercise in early May and only select HHs after this. All other livelihoods activities were on hold in April due to COVID-19. Finally, MH submitted a plan forward on how to continue with activities in case implementation is possible from June onward.
PROTECTION Activity: (ACHIEVEMENTS TO DATE)

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 # children1= 13
After school PSS support for # Students (number of sessions) = 5

Livelihood Activity: Assessments = 924

Promoting Resilience for Returnees and Host Communities in Ninewa (TAGHIR) In Partnership with Mercy Corps funded by SIDA - Swedish International Development Cooperation Agency

The project promotes peaceful coexistence and wellbeing for returnees and host communities in conflict affected communities in Ninewa trough psychosocial resilience, social cohesion and livelihood restoration. Mercy Hands will set up three Adolescent and Youth Friendly Spaces (AYFS) in Mosul, Telkaif and Sinjar. In cooperation with Mercy Corps, activities for children, youth, and parents and caregivers will be implemented in the three AYFSs to mitigate protection risks, avoid negative coping behaviors, promote social cohesion and increase livelihood opportunities.

Overall BNF numbers: 112,265 individuals (sorry, do not know families/HHs)

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.
- Agriculture.
- Health.

Youth Centers

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

In April, Postponed, the whole activity has been suspended due to COVID-19 outbreak.
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 April

❖ Vaccination

MH Veterinarian Continued his Visits to the Livestock BNFs in order to see and follow up their work and see how they take care of their animals, also to Vaccinate those Animals Against Enterotoxaemia Disease which is an infectious and sometimes fatal disease that Appears usually at this Part of the year. The Visits continued after cancelling the full-day curfew on 20 / April / 2020 and Targeted only the remaining villages in Al-Hamdania District. The Vaccination Process is a part of the tender that Mercy hands prepared and Monitored its implementation by Tareeq Al-Areen Company and all that was under the Supervision of Malteser International.

❖ Small and medium Sized Enterprises (SME):

MH Business Advisor continued his visits to the BNFs of small and medium Sized Enterprises in order to follow up their work and provide the assistant they need, also to see the materials they bought if those materials mentioned in the proposals they had provided earlier or not.

❖ visiting the Orchards BNFs:

MH Agronomist Continued his visits to the BNFs of the Orchards to monitor the work process of Al-Khora Company that was chosen previously to implement the orchard tender, also the MH agronomist met the BNFs to see their needs.

❖ The Restoration of Orchards:

MH Civil Engineer continued his visits to the orchards (3 in Talkaif & 3 in Hamdania District) in order to follow up the work process that Al-Khora company was assigned to implement, and to provide the assistant the BNFs need.

❖ Greenhouse BNF:

MH agronomist conducted some visits to the BNFs of Green houses in Hamdania and Talkaif villages to follow up their work and to provide his assistant. Note the size of the green house is about 500m.

❖ Agriculture Grants BNF:

In April, MH agronomist and business advisor went to Ashur bank with the BNFs of the Agriculture Grants to open new accounts for BNFs so, they can get their second grants which is 5000 $ for each BNF and they are 7 BNFs. these grants are the second and the last ones and soon they will get. When they get their grants, the agronomist will begin visiting them to follow their work and provide the help and assistant they need.
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.

The refugee’s families in Domis 1 Camp wearing gloves and masks during harvesting vegetables from the greenhouses.
Health Project/ Cash for Work (CFW)

With HELP support, Mercy Hands is planning to start a new project to minimize the spread the COVID-19. Mercy Hands recently conducted a quick survey regarding the distributed precaution and sterilizers items inside all camps of Ninawa, Anbar, Baghdad and Salah Al Din, our team found out that the supplies in the camps to prevent COVID-19 is highly variable, limited and masks are either not provided or one disposable mask is provided per camp staff or one for each resident. Therefore, we are implementing this new project which will be focusing on women in Hamim Al Alil camp with Cash for Work (CFW) activities that can provide additional safety against COVID-19, and also generate some revenue within the camps, the women will be trained on how to make a mask with the needed materials (sewing machine, cotton fabric and elastic ribbons), these women will take some classes in how to use the sewing machine which will be given by a qualified trainer.