



FACE

for Children in Need

من أجل مستقبل أفضل للأطفال

Annual Report
2018

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Key Figures

FACE teams' main achievements in 2018

FACE teams reached
4,000 children



**2 mobile
Outreach teams**
operating 5 days/nights per week

1 Transitional Home
for street children

FACE teams were composed of
189 Egyptian staff
(64% females)



1 Drop-In Center
opened 5 days per week

4 Homes
for abandoned children, orphans
and victims of abuse



FACE Outreach team reached 1,900
children on the streets



FACE Outreach team reached 400
children in Ministry of Social Solidarity
institutions



800 street children accessed services in
the FACE Drop-In Center



330 former street children, orphans and
abandoned children stayed in residence
in the FACE Transitional Home



3200 children received medical care on
the streets, in detention centers and in
the FACE centers and homes



1426 children accessed psychosocial
support on the streets, in detention
centers and in the FACE centers



2330 street children, orphans and
abandoned children accessed non-formal
education



3200 children accessed recreational,
sports, arts activities



587 street children, orphans and
abandoned children were supported to
remain into school or to reintegrate



48 children reintegrated their family,
extended family or Kafala family



14 youth accessed vocational training



92 children were given support for job
placement



163 children received legal support



8 families received support to start an
income-generating activity (25 children
indirect beneficiaries)

25,626 children helped
since 2003

A Word

from FACE Executive Director

Wavre, 9 June 2019



Dear Friends of FACE,

It is, as every year, with immense pride that I am introducing FACE's 2018 Annual Report to present the results of the dedication and hard work carried out by our team in order to improve the lives of children affected by situations of vulnerability or abuse.

This year has been a difficult one for our organisation but it has also been filled with important successes and achievements.

Our teams have continued to bring their support, on a daily basis, to the most vulnerable and most marginalised children, in the FACE centers, on the streets of Cairo, in government-run institutions, in poor urban communities and in detention centers. To enable us to answer the different needs of each individual child or youth that we support and protect, our work has required a holistic approach including medical, social, educational, psychological and legal services.

In parallel to our work in direct support of children, FACE has also carried on its important role of supporting local and national authorities to reinforce the Child Protection system in Egypt. Since 2014, FACE has initiated an important effort of advocacy and technical support for Egyptian authorities with the objective to improve the system of child placement into alternative family care (Kafala) in Egypt, where traditionally, the Child Protection system still relies heavily on the long-term institutionalisation of children from a very young age. Adoption in a western country's definition does not exist in Egypt and the system of Kafala placement is a specific structure, which could be considered equivalent to the system of placement into foster care or guardianship. After several years of work in collaboration with the Ministry of Social Solidarity (MoSS), our teams' efforts have been rewarded by the recent announcement by the MoSS of a new plan of the progressive closing of publicly run orphanages and



institutions in Egypt, and to enhance the system of placement into Kafala and alternative family care options in Egypt. This represents a great achievement for our Organisation. It encourages us to pursue our work in support of MoSS, in order to improve the legal and operational system ruling the placement of children into alternative family care, as well as to support a gradual change of the child protection model in Egypt, ensuring safe family placements and the upholding of the best interest of children.

Our successes should however not hide our difficult financial situation, which is quite preoccupying. We have indeed been affected, as the majority of the country, by the 50% devaluation of the Egyptian currency at the end of 2016. Our teams have been able to maintain the services and the quality of care provided to children in our care, but we will not be able to continue to do better with less resources. More than ever, we count on the support of all our friends and partners so we can continue to implement our objectives in the coming years.

In conclusion, I would like to express to all of you my deepest thanks and all my gratitude for your past and future support to the FACE Organisation and to all our actions in favour of the most vulnerable children in Egypt.

Thank you!

Flavia Shaw-Jackson
Founder & Executive Director

New Projects

European Union Action

Supporting children in closed institutions

FACE runs a 3-year program, supported by the European Union, aiming “to improve the child protection system and the access to rights based services and legal support for street children in Greater Cairo and children in



MOSS (Ministry of Social Solidarity) run institutions in Egypt.” The project started in January 2017 and consists of further developing the work initiated by FACE in 2015 with MOSS institutions. 35 staff from MOSS institutions have already received training during the first two years and FACE has been able to access a new detention center in 2018.

FACE advocacy in favour of alternative family care

FACE advocacy in favour of the placement of children into alternative family care (Kafala) in Egypt has achieved important results in 2018. FACE took a large part in initiating the reform of the system since the conduction of a Research on Kafala / alternative family care in 2014 and the sharing of the research results with Ministry of Social Solidarity and number of national stakeholders. **FACE advocacy has paid off, and the Ministry of Social Solidarity has announced new measures, in October 2018, to develop the placement of children into Kafala families and the**



Alternative Family System in Egypt, and the announcement by authorities of a plan to close all orphanages by 2025.

Education on reproductive health and sexuality

In 2018, FACE has initiated a new collaboration with the Ministry of Social Solidarity to develop education on reproductive health and sexuality with young people in MOSS institutions. FACE has realized that there is a major issue in Egypt regarding sexual abuse in orphanages



جمهورية مصر العربية
وزارة التضامن الإجتماعي

and institutions and wants to try and initiate sexual education as a first step to prevention. FACE feels that children and staff need to be educated on these issues to increase their awareness and give them knowledge and power, to often young children, regarding what is allowed and not allowed with their bodies. The collaboration FACE has asked for with the MOSS has aims at educating staff and children and prevent issues related to harassment, sexual abuse in MOSS centers, and at aiming to provide information and better equip Egyptian children to remain safe and protected in their adult lives. The content of the curriculum and trainings created by FACE will be finalized with MOSS in 2019, while FACE will look for long-term funding to implement the trainings with MOSS in coming years.



Salam Street Children Program

Outreach Team

2 teams (8 staff, including 2 females) work on a daily basis on the streets of Cairo, in MOSS institutions and in poor communities in Cairo, during night and day, in order to provide support to children living and working on the streets to remain safe and find alternatives to their lives on the streets.

During 2018, the team made 17 132 contacts with 2 200 individual children on the streets of Cairo.

The Outreach team has considerably developed prevention activities in some of the poorest slums and communities in Cairo, where the team is providing support to children and families: hygiene, health, basic non-formal education, recreation activities, school support, family support, case management support with children at risk and with families in need. The Outreach team has also managed to receive access to a new MOSS institution during 2018, gaining access to new children in detention.



Drop-In Center (DIC)

is located in Cairo's suburb. The center is open daily and provides street children and youth with a wide range of services aimed at facilitating their reintegration including education, medical, counselling, legal support, arts, sports and games, etc. 4642 contacts were made in FACE DIC during 2018 with 800 individuals (18% females); 271 children visited for the first time.



Transitional Home (TH)

looks to offer a transitional shelter to children and youth wishing to pursue a life away from the streets and to follow either vocational training or full-time education, whilst being prepared for social reintegration into a family or alternative setting: 92 children stayed in the TH over the year (36 new children).



Reintegration Team

opened 135 individual new case management files (21% females), and 21 family case management files during the year. 142 children received support towards their reintegration during 2018: 17 children to reintegrate back into their family, 2 children have been placed in other NGOs. 92 youth have been placed in employment (in sewing factory, as secretary, in restaurants...) and 32 children have been reintegrated into school. 407 children have received support in order to remain in school and prevent drop out. 163 children have received legal support and 7 families have received support from FACE through a grant aimed at starting up a small business, profiting indirectly to 25 children. 2024 follow up visits were conducted by FACE social workers visiting children in their families, schools, and places of work.

Abandoned Children Program

Prevention – Gatekeeping

FACE Family program works to prevent family break up and to prevent child abandonment or unnecessary placement into institutional care. FACE Case Management team ensures children referred to FACE centers are placed as a last resort, after all possibilities of family/ community-based placement have been assessed.



FACE Homes

4 FACE homes provide high quality care to orphans, abandoned children and children victims of abuse. Children receive support to reintegrate their family when possible, or to be placed in a Kafala family. Long- term institutional stay is only considered as a last resort

246 children (51 females) have been staying and served in the 4 FACE centers.

61 new children have joined the Family program in 2018 (representing a 20% decrease in comparison with 2017 but a 100% increase in comparison to 2016 and previous years).

113 children have stayed in the Maadi Home (16 girls)

44 children have stayed in the Benha Home (7 girls)

41 children have stayed in the Obour Home (28 girls)

51 children have stayed in the new Obour 2 Home (all males)

All Children received access to regular medical check-ups, medical care and vaccinations.

FACE provided 2274 medical acts (1741 in-house and 493 through referrals to specialised hospitals). Children benefited from 3956 psychomotricity/psychological sessions. 2124 individual sessions and 1832 group sessions. Maadi center psychometrician provided 2425 massages during the year.

All children under 3 and a half years have accessed non-formal education, 118 children from the age of 3 and a half years attended full-time schooling.



Reinforcement of family placement within FACE projects and other public / private institutions

6 Case Managers/Social Workers are working full time on the in-depth assessment of the possibilities of placement into family and Kafala families for all children staying in FACE centers.

31 children were placed or reintegrated during 2018.

FACE teams reintegrated 28 children into Kafala (foster families) and 3 children into their families (or extended family).

1 family has been supported for starting an income generation activity in order to allow them to take care of their children. This has been a new activity for the Family program in 2018, aiming supporting families and avoid the unnecessary placement of children into institutions for economic reasons (4 children benefited indirectly of this support) care according to their needs.

National Family Reintegration Program

Besides its direct work to protect and support children,

FACE works actively to support local and national authorities in charge of child protection in Egypt

to improve the child protection system in the country and create a positive impact for a much larger number of children in the long term.

Support to government, civil society and foster (Kafala) families

- Support to Government and Civil Society to improve the existing legal framework and to create operational procedures to reinforce family-based care in Egypt. FACE is a member of MOSS High Committee for Alternative Care (Kafala), in charge of improving the current System of Placement into Kafala for children living outside of parental care, and to re-evaluate and discuss the complaints made by rejected families applying to take children into Kafala. In 2018, FACE has started working very actively in collaboration with the local NGO Wataneya to create new improved procedures for the Kafala placement system in Egypt. Both NGOs have provided ongoing support to MOSS to improve the Kafala procedures and implementing tools. FACE and Wataneya have created a set of forms to support MOSS teams in charge of Kafala placement preparation



and monitoring in order to create unified and safer procedures for the placement of children into Kafala in Egypt. The new procedures have been presented to receive authorities feedbacks and will be finalized in 2019.

- Support to foster (Kafala) families: considering the strong demand for support from Kafala families, FACE conducted several trainings in 2018 with families receiving children into Kafala care, providing them with a mix of legal information and information about positive parenting.

Advocacy / Information about the advantages of family based care models

- Advocacy with Government in favour of family-based care for children (versus institutions) in Egypt through regular participation with the National Kafala Committee.

- Advocacy with Government and Civil Society for the establishment of social safety nets for families at risk, and to prevent the unnecessary placement of children into institutions.
- FACE has initiated a collaboration with a UK-based researcher from Durham University to conduct a research on kafala in Egypt to “improve the visibility and understanding of the formal Kafala system by assessing and analyzing its operation and implementation as perceived by the decision makers, field staff and families involved in the process.”



Training Program

93
days of training

were conducted
with FACE teams in 2018
(691 staff participations)

FACE Training Program ensures continuous and high-quality capacity building for FACE teams for existing and new staff, taking into account the changing landscape and needs, and best practices in child welfare. It also aims at training government and civil society partners.

A large part of these trainings consisted in field coaching and training by experienced trainers to provide concrete and on the job training to newly recruited staff members, which is essential for FACE to ensure the highest quality of service by the teams.

Our main topics of training:

- FACE introduction/Basic training (child development/social work/communication skills)
- Case Management
- FACE Child Protection Policy
- Non-formal education
- Life skills
- Basic medical care
- Prevention of violence
- Prevention of harassment
- Psycho-social support and learning through Art
- Fire safety
- Specific childcare techniques for very young children,
- Psychomotricity and massages for newborns



Training to partners: the following 64 staff members have received 70 days of training from FACE in 2018.

- Banaty NGO (working with girls in street situation); 36 staff trained in Case Management by FACE; with a mix of theoretical (10 days) and practical training (40 days of field coaching in the presence of FACE case managers).
- New training initiated with the German Hotel School in El Gouna Scholarship Program. 20 staff trained by FACE during 14 days: social work, Child protection, working with children families, prevention of bullying.
- FACE training program has provided training on child protection to 8 staff of the MOSS detention center for girls in Agouza. The training was held during 5 days and was followed by regular team visits by the FACE outreach team.



Stories

Case story

We have chosen this time to share a rather unsuccessful case story which is an example of the huge difficulties of our team's work to maintain or reactivate the links between children and their families. The situation involved two male children from Jordan (Abdallah* who is 7 and Ziad* who is 9 years old) referred to FACE in 2016 by authorities after their father abandoned them on the streets in Cairo. After weeks in the FACE Transitional Home the case managers were looking actively for their parents in Cairo but without success.

The Case Management team stayed in contact and visited the Jordanian embassy many times as well as the Ministry of Foreign Affairs, and even the Jordanian Child helpline to find their family in Jordan, however all in vain. The case managers then had no other choice than to

place the two children for long-term residence in the FACE Family Program center in Obour after nearly 2 years. The teams continue to try to identify their close or extended relatives in Jordan. The Street Children Program makes no discrimination among children in street situation, and the team often receive children from foreign nationalities (Sudan and Jordan mainly). The team has been successful in reintegrating a number of children in other countries such as Jordan, Sudan, Eritrea, Somalia (and even once in Australia) on several occasions with the collaboration of other organisations such as UNHCR.

Child story detention centers April 2018

Since 2015, FACE started working in MOSS detention centres to answer to the growing number of street children arrests. Social workers provide a variety of support services to children during their detention and support them to prepare their reintegration. FACE outreach team works every week in Dar Al Shaabya detention center.

During their visits, FACE social workers have met a 13-year-old boy named Hanafy*. They discovered that he had left home to start begging on the streets. The child lived in the streets for two months before being arrested by police. He had been in detention for three months when FACE social workers first met him and was completely cut off from the world as many other children in detention centers. Nobody knew he was there or tried to inform his family. The FACE social workers offered Hanafy emotional support and counselling, support for hygiene and medical care, skills



education and recreational activities. FACE also did the necessary to find his family and after much work was able to meet the child's father.

Hanafy's father was very upset. He explained that his son had left the house on many occasions but only for few hours at a time. He had no idea about the arrest of his son and had been looking for him for weeks, contacting police stations and hospitals all over Cairo. When FACE social workers explained to Hanafy they had found his family and about the possibility for him to go back home, Hanafy refused and asked to stay in the FACE Transitional Home (TH). After discussions with his family, it was finally agreed to place Hanafy into the FACE home, so he could take the time to decide of his future.

Hanafy stayed in the FACE TH and was immediately registered into the local school. The FACE psychologist worked with him in trying to understand the reasons why the boy did not want to stay with his family. Hanafy started to open up and eventually explained that one of his friends took him to play video games.

He liked playing so much that he stole some money from his parents to be able to play with his friend. After he had stolen the money,

he was very scared that his parents would discover what he had done, and fled.

After understanding the reasons why Hanafy had left home, and being reassured that the relationship between the boy and his parents was still positive, social workers worked with Hanafy and his parents to facilitate the boy's reintegration. It took one visit for Hanafy to realise that he really wanted to go back home with his parents. FACE social workers also made sure to work with Hanafy's parents to help them understand the basis of positive and non-violent education.

FACE social worker specialised in case management has accompanied Hanafy for two preparation visits to his family and is conducting regular follow up visits to ensure the boy's well-being.

This is an example of how something simple ends up sometimes in a tragic situation. Hanafy could have been lost, abandoned in a detention center, as many others. Hence the importance of FACE's work to get legal support to the children and to help find and inform their families.



The Way Forward - 2019



FACE will be facing new challenges in the coming years due to the difficulties in placing children living outside of family care into alternative forms of care in Egypt. A number of children for whom no family placement has been possible, are growing up in the FACE homes and are reaching adolescence. FACE knows by experience that it will be extremely difficult to place these children into families, considering the weak family placement system, and the extreme difficulty to place older children and adolescents into families. FACE is working hard to try to find relatives and family members for these children but we need to get prepared to accompany a large proportion of these children and adolescents until they become adults and fully independent. This will require FACE to prepare new skills and resources for its teams to be able to accompany adolescents through their studies, and to help them to prepare their future independent lives, as any young Egyptian adult would do.

Considering the decreasing number of children living on the streets in Cairo over the last few years, FACE will also study the possibilities to develop further its prevention services. This evolution aims at reducing the number of new children coming to the streets in Cairo (mainly through outreach work in poor communities, reinforcement of family support for income generation, reinforcement of school support, medical support to children and families at risk). This will also allow FACE to reach a larger number of beneficiaries and to multiply its social impact.

Our Huge Thanks

Sustainable Members



Institutional Donors



Other Supporters



Networks/Alliances



Finance and Administration

Board of Directors

President: Flavia Shaw-Jackson

Trustees: Nicolas Hollanders de Ouderaen, Patrick Staar

Income and Charges Statement (in €)

Income	2018	2017
Operating income	948,028.74	955,030.87
<i>Individual donations</i>	146,041.62	123,125.17
<i>Sustainable Member donations</i>	452,269.97	438,245.11
<i>Events and Sponsorship</i>	31,044.33	43,584.57
<i>Private Company and Foundation donations</i>	207,519.45	215,364.38
<i>Institutional grants</i>	111,153.37	134,711.64
Other interest and financial income	11,929.67	3,759.56
Other income	344.55	8.00
Total Income	960,302.96	958,798.43

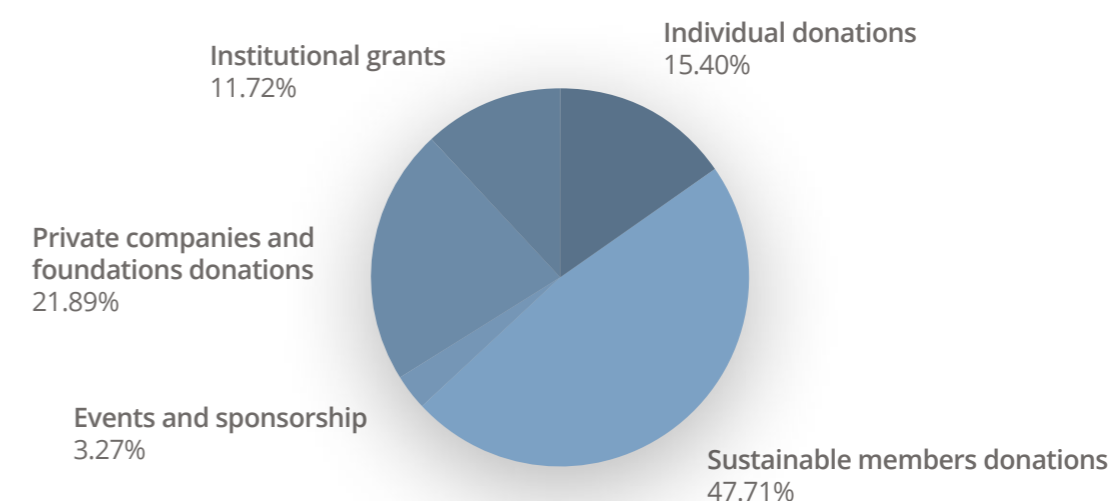
Charges	2018	2017
Operating charges	989,948.66	1,166,291.65
<i>Program services</i>	907,889.26	1,076,700.99
<i>Fundraising, Communication and Events</i>	45,083.49	47,359.20
<i>Administration and General</i>	36,975.91	42,231.46
Value adjustments on fixed assets	820.00	203.44
Other interest and financial charges	5,505.30	2,531.66
Other charges	53.91	0.00
Total Charges	996,327.87	1,169,026.75

Deficit for the financial year	36,024.91	210,228.32
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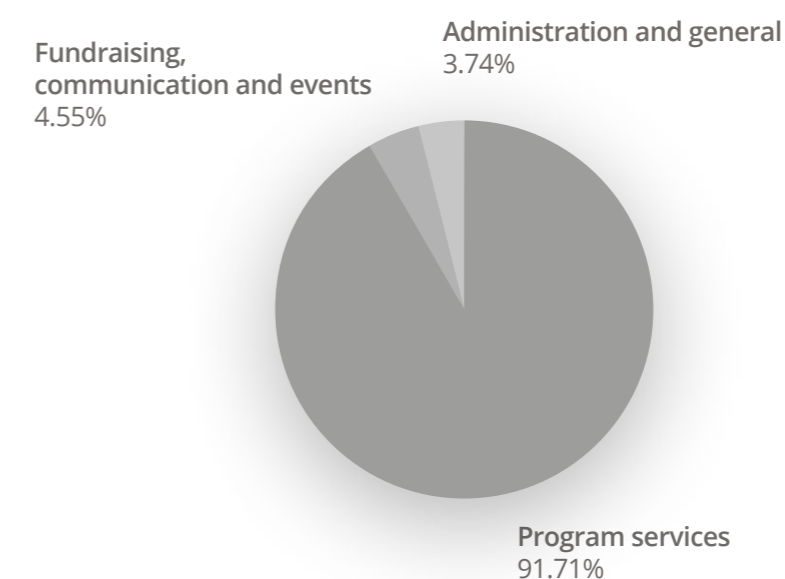
Annual expenses for 2018
996,327.87 euros

All FACE accounts are audited annually by independent auditors - Deloitte.
FACE follows very strict financial procedures to ensure the best use of its funds.

Operating income repartition (as at 31 December 2018)



Operating charges repartition (as at 31 December 2018)





FACE

for Children in Need

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