



The East Jerusalem YMCA Rehabilitation Program

A Survey of the Mental Health and the Psychosocial Support organizations in the West Bank

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By

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A Letter of Appreciation

On my behalf and the behalf of the East Jerusalem YMCA - Rehabilitation Program administration, staff and volunteers I extend great thanks and appreciation to all the institutions that have collaborated and contributed to the completion of this important survey. This survey provides an excellent base for knowledge and facilitates the process of providing services, in addition to supplying an accurate informational background necessary for developing national plans. It also provides social protection services to our people, especially to children whose life, growth and future have been affected by the emergency incidents, caused primarily by the Israeli occupation of Palestine. The occupation's oppressive actions that contradict with the international law and human values became a source of continuous danger, terror, anxiety and tension to the majority of our people especially the children.

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1	Ministry Of Health	Ms. Suher Hamad
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3	Ministry of Education	Ms. Elham Ghnem
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5	Palestinian Red Crescent Society	Mr. Mousa Saya'rah
6	The East Jerusalem YMCA- Rehabilitation program	Husein Warasnah- committee coordinator
7	The East Jerusalem YMCA- Rehabilitation program	Ms. Lama Ouda
8	UNRWA	Ms. Wafa' A'li

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Nader Abu Amsha
The Director of the East Jerusalem YMCA
Rehabilitation Program

List of Contents

Topic		Page
	List of Tables	6
	Executive Summary	9
Chapter I	Introduction	10
	1.1 Introduction	10
	1.2 Survey Objectives	10
	1.3 Report Structure	11
Chapter II	Terms and Concepts	12
Chapter III	Methodology & Data Quality	14
	3.1 The Preparatory Stage	14
	3.2 The Survey Form	14
	3.3 Research Community	14
	3.4 Pilot Experiment	15
	3.5 Field Operations	16
	3.5.1 Manual for researcher and training	16
	3.5.2 Data collection	16
	3.5.3 Response Rate	16
	3.5.4 Supervision and Auditing Mechanisms	16
	3.6 Data Processing	17
	3.6.1 Setting up a Data Entry Program	17
	3.6.2 Data Entry and Verification of Accuracy	17
	3.7 Major Challenges and Difficulties	17
Chapter IV	Main Results and Recommendations	18
	A List of the Organizations in the West Bank	40

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4	Abdallah Jabr	Bethlehem
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6	Fadi Mousa	Jenin
7	Ibrahim Yaseen	Jenin
8	Nahed Awawdeh	Hebron
9	Ayat Tamimi	Hebron
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15	Hana Shaloof	Salfeet
16	Wala' Daraghmeh	Tubas
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6	Ala' Abu Ayyash	Hebron
7	Mustafa Omar	Nablus
8	Mahmud Kettani	Qalqilya
9	Abid Rahman Salman	Salfeet
10	Imad A'rdah	Tubas

List of Tables

Topic		Page
	Tables	62
Table 1	Distribution of organizations based on their type and their branches in the West Bank	62
Table 2	Distribution of organizations' main offices according to the type of organization	62
Table 3	age groups	63
Table 4	Distribution of organizations according to age groups and type of organization	63
Table 5	Distribution of organizations according to gender and type of organization	64
Table 6	Distribution of organizations in the West Bank governorates according to gender	64
Table 7	Distribution of organizations based on the governorate and level of service	65
Table 8	Distribution of organizations according to service level and type of organization	65
Table 9	The geographical distribution of organizations according to governorates and type of service	66
Table 10	Distribution of organizations according to type of service and type of organization	67
Table 11	Distribution of organizations according to governorate and time of service provision	68
Table 12	Distribution of organizations according to type of organization and time of service provision	68
Table 13	Distribution of organizations according to the governorate and boarding services	69
Table 14	Distribution of organizations according to governorate and location of service provision	69
Table 15	Distribution of organizations according to type of organization and location of service provision	70
Table 16	Distribution of organizations based on the governorate and the locality	70
Table 17	Distribution of organizations according to type of organization and locality	71

Topic		Page
Table 18	Distribution of organizations based on the governorate and the service fee	71
Table 19	Distribution of organizations based on organization's type and service fee	71
Table 20	The geographical distribution of organizations according to the type of MHPSS teams	72
Table 21	Distribution of MHPSS teams according to type of organization	73
Table 22	Distribution of organizations according to governorate and type of community group	73
Table 23	Distribution of organizations according to type of organization and type of community group	74
Table 24	Distribution of organizations based on organization's type and the referral system	74
Table 25	Distribution of organizations based on the organization's type and following up on referral cases.	74
Table 26	Distribution of organizations that provide external or internal trainings in the field of mental health and psychosocial services according to the organizational type	75
Table 27	Distribution of organizations based on the organization's type, the availability of a scientific research team and their ability to conduct research	75
Table 28	Distribution of organizations based on the organization's type and their ability to fund research	76
Table 29	Distribution of organizations according to type of organization and received professional supervision	76
Table 30	Distribution of organizations based on organization's type and availability of volunteering opportunities	77
Table 31	The organizations' satisfaction level with cooperation, coordination, and case referral process	77
Table 32	Distribution of organizations based on the type of mental health problems and community groups	77

Executive Summary

Surveying organizations that offer services in mental health and psychosocial support is of great importance, particularly in the absence of sufficient and updated data on these organizations. The aim of the survey is to represent a clear image about the nature of the work of all the organizations and programs that offer their services in the field of mental health and psychosocial support in the West Bank according to predefined criteria, making it easier to access services as quickly as possible.

A survey methodology was adopted in the study, where 255 organizations offering services in the Mental Health and the Psychosocial support field in the West Bank were surveyed. The survey was carried out through a special questionnaire prepared by the Scientific Research Committee.

The field survey team collected the data through personal interviews with the directors of the organizations or those who represent them in the period between 9/2012 till 2/2013.

The main findings revealed that the number of organizations that offer services in the Mental Health and Psychosocial support in the West Bank are 148 organizations distributed over 109 non-governmental organizations (NGOs), ministries, the Palestinian Red Crescent Society, the United Nations Relief and Works Agency of Palestinian Refugees, 27 private sector organizations and 7 international organizations, which makes a total of 255 organizations including the branches. The NGO sector is the largest service provider.

- The data showed that 93% of the organizations work with both sexes. The percentage of organizations that works with females is only 5%, and the percentage of those working with males is 2%. The majority of the organizations totaling 226 organizations are working with children.
- The data revealed that 225/226 organization offers collective psychological counseling, 216/255 organizations offer community support work and 213/255 organizations offers individual counseling and psychological services. In contrast, 61 organizations offer specialized therapy services and 41 organizations offer pharmacological treatment services.
- The data showed that 216\255 organizations provide their services in cities; 212 /255 organizations provide their services in villages compared with 173/255 organizations working in refugee camps and 124/255 organizations working in Bedouin areas. In the same context, organizations services are distributed from the place of the implementation of activities. It was found that 220/255 organizations carry out their activities in centers, 166 organizations in the community, 160 organizations in schools, 127 organizations in houses and 68 organizations in clinics. The data revealed that 81% of the organizations offer their mental health services for free compared to 8.5% of the organizations where the beneficiaries pay the whole amount.
- The data showed that the total number of organizations' staff team in the West Bank is 2725 members and 31% of the team are school counselors, 26% are social workers, 9% are psychologists and 39.1% are psychiatrists.
- The results indicated that 89% of the organizations adopt the referral system whereas 11% of organizations do not. In addition, 64% of the organizations that do refer patients use a particular referral form while 36% of organizations do not use any referral form.
- The results indicated that 68% of organizations conduct trainings in the fields of mental health and psychosocial support while 32% of organizations do not possess the capabilities to conduct trainings.
- The data showed that 85% of the organizations have a professional supervision system to supervise the work of the specialized team whereas 15% of the organizations do not have any supervision.
- The results showed that 17% of the organizations have a scientific research team in the Mental Health where 83% do not. And most of the organizations that do have a scientific research team are local NGO. A percentage of 8.3% of the organizations fund research whereas 96% do not.
- The results indicated that the level of satisfaction among organizations vis-à-vis coordination, cooperation and referral issues is in the medium level and they are unsatisfied about the relations among the organizations.

Chapter I

1: Introduction

There are clear indications that the recurrence of the emergency crises inflicted upon the Palestinian society in the West Bank and caused by the occupation are creating continuous suffering for people. Accordingly, this undermines the mental health work and creates many social and psychological problems on the individual, family and community levels. In addition, it increases the suffering of the marginalized groups and deepens the severity of the already existing problems. Therefore, all active organizations, particularly those working in the mental health and psychosocial support fields are required to work on removing all the obstacles that hinder the development of effective responses to the emergency crises Palestinians are subjected to. To this end, resources and support should be mobilized, joint coordination should be activated, efforts should be unified and quick response mechanisms should be preplanned. This would require a database to map the organizations and the services in the field of mental health and psychosocial support.

The East Jerusalem YMCA- Rehabilitation Program conducted, in June 2012, a study on the availability of updated and comprehensive survey studies for organizations that working in the field of mental health and psychosocial support in the West Bank. The investigatory research showed that an updated and comprehensive survey doesn't exist for the providers of mental health and psychosocial support services, even though there is an urgent need for such a survey to these organizations in the West Bank.

1.2: Survey Objectives

The survey mainly aims to display a larger picture about the size and nature of the work of all the organizations and programs that meet the standards and work in the field of mental health and psychosocial support in the West Bank regardless whether they are governmental, private, NGO, international NGO, the United Nations or Private. In light of the lack of data and qualitative and quantitative information, the sub-objectives can be summarized as follows:

1. To provide an updated database to the organizations that offer services in the mental health and psychosocial support in the West Bank
2. To define the reality of the organizations, services and activities in the mental health and psychosocial support and their geographical distribution in the West Bank.
3. To identify the size of the staff specialized in mental health and psychosocial support and their geographical distribution.
4. To introduce grassroots organizations to the nature of the services and activities and where they are provided in order to access the services.
5. Assisting the mental health and psychosocial support beneficiaries to access the services as quickly as possible.
6. Contributing to developing effective cooperation among organizations working in the field of mental health and psychosocial support and to activate the referral system by providing information on the organizations working in this area.
7. Assisting decision makers in identifying gaps and needs that help in the planning process.

The survey resulted in the following:

- Descriptive report on the Mental Health and Psychosocial Support service providers
- A Directory of related organizations, programs and centers
- A private website has been created for the Mental Health and Psychosocial Support service provider.

1.3: Report Structure:

The report consists of four chapters in addition to the introduction. The first chapter is a general introduction about the survey, its objectives and the report structure. The second chapter deals with the terms and concepts on which the survey is based. The third chapter represents the survey methodology, the field work and data quality. The fourth chapter discusses the outcomes and recommendations.

Chapter II

Terms and Concepts

Government organizations: are the organization that are owned by the state dedicated to serve the community. They are not owned by individuals but are supervised by the state which also provides salaries for its employees.

Local organizations (NGOs): These are local, independent, not-for profit and civil non-governmental organizations work in various developmental fields serving the society without discrimination on the basis of race, religion or sex.

The United Nation: an international organization following the United Nation that provide it services in different and specific sectors such as (UNRWA, UNICEF, UNDP).

International organizations (NGO): are international non-governmental not for profit charitable organizations, organized by a group of people from different countries. Their work is structured around specific missions led by people with common interests and offer a variety of services of general interests.

Private Sector: These are the private centers and organizations, owned by individuals or organizations usually provide paid service, and aim to the profit from providing such services.

Mental Health: Mental health is defined as a state of well-being in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community. (World Health Organization, 1978)

Psychosocial support: A method used to help individuals and groups facing difficult circumstances in order to enhance their ability to endure and adapt to stress; thus facilitating their return to normal life and preventing the implications of traumatic situations.

Psychiatrist: This term is referred to the graduates of the medical faculty and then get a specialty in psychiatry and mental health and could as well specialize in mental and neurological diseases.

Psychologist: Every person who has graduated from one of the departments of psychology and is specialized in measuring, testing and studying the behavior and attitudes of the beneficiaries, and provide a therapeutic services to the beneficiaries

Social Worker: anyone who graduates from one of the departments of sociology.

Psychiatric nurse: Everyone who graduated from nursing school and is studying or being trained in the psychiatric field, and provide services to those who receive medical treatment and been affected psychologically.

Inter-Agency Standing Committee (IASC): Is a committee established by the United Nations Inter Agencies for the mutual coordination among themselves, It includes the UN humanitarian organizations, the Red Cross, the Red Crescent and the large non-governmental organization.

Lobbying: is a group of organized and meaningful activities directed towards decision makers in order to change existing policies and to influence the programs and positions of governments and individuals in the society for the purpose of achieving some rights, justice and equality for a certain group.

Vocational Rehabilitation: is a continuous and coordinated rehabilitation process that includes providing professional services, such as vocational assessment and vocational counselling, vocational training and employment to ensure an improvement in an individual's physical and psychological conditions thus making him a productive individual in the society.

Group Counseling: Helping a number of people with similar problems within small groups using a variety of techniques that help changing the behaviors and attitudes of group members to equip them with skills that would help them adapt and cope with the problems and pressures they face.

Pharmacotherapy: A type of specialized treatment that depends on the use of psychiatric drugs in treating mental, psychological and behavioral disorders.

Individual Counseling: an interactive process within a framework of a clear and planned professional relationship between a counselor and an individual focused on the beneficiary. The counselor helps the beneficiary to overcome difficulties or psychological problems and their personal, social, domestic, academic and cultural implications.

Psychotherapy: is a type of therapy where many methods and approaches are used in order to treat psychological problems or mental illnesses for the sake of solving problems and removing all the symptoms in order to achieve a level of self-adjustment and mental health.

Case Management: is the process of managing and coordinating services needed by the beneficiaries on various dimensions and levels. It also includes evaluating the case, assessing the needs, determining the objectives and referring the case in order to provide the proper care and services.

Chapter III

Methodology

3.1: The Preparatory Phase

The preparatory phase includes the following activities:

1. A preliminary study was conducted by the Jerusalem YMCA- Rehabilitation Program titled “Literature Review of all the survey studies on the services provided by organizations working in the Medical Health and Psychosocial Support in the West Bank, June 2012”. One of the main recommendations was to carry out a study to survey these organizations. The study should be available to all and can be updated constantly.
2. Several meetings were implemented with the active organizations that offer services in the Mental Health and Psychosocial Support field in the West Bank (Governmental, Civil NGO, International). They were informed of the main results of the survey. Moreover, all the organizations affirmed the importance of the implementation of the survey.
3. A science research committee has been formed by organizations working in the Mental Health and Psychosocial Support field in order to supervise the research. It is composed of the Ministry of social Affairs, the Ministry of Health, the Ministry of Education, UNRWA, the Palestinian Red Crescent, the Palestinian Counseling Center, and East Jerusalem YMCA- Rehabilitation Program.
4. Conducting a pilot survey to choose the survey’s tools and methodology.

3.2: The Survey Form

The preparatory phase includes the following activities:

1. The international recommendations in the field of surveying the mental health and psychosocial support service-providers have been reviewed, in addition to the experiences of organizations in implementing the surveys. The research team used the survey tool that was developed by the Inter-Agency Standing Committee in 2012 IASC (4Ws) ASC Reference Group for mental Health and psychosocial Support in Emergency Setting {2012}. Who is Where, When, doing, What {4Ws} mental Health and psychosocial Support: Manual with Activity Codes.

Subsequently, the research team has developed the survey to be compatible with the Palestinian local environment, with the target group and with the purposes of the current survey.

2. The survey included 5 parts:

Part I: General information about the organization

Part II: The target groups were classified according to the age, gender and the problems the organizations address.

Part III: The services that are provided by the organizations, the location and time of providing the service and the current team work.

Part IV: Basic information about the referral system, training, supervision, volunteering and research.

Part V: The level of satisfaction among the organizations’ officials in regarding the process of coordination, cooperation and referral among the organizations working in the field of Mental Health and Psychosocial Support. It also highlighted the problems these organizations face.

3.3: The Research Community

The research community has been identified as all the organizations working in the field of mental health and psychosocial support in the West Bank. Some basic criteria have been identified for the organizations included in the research, namely:

- The organization's headquarter should be in the West Bank;
- The organization, whether NGO or private, should be registered at one of the governmental bodies
- The organization should provide services and activities in the mental health and psychosocial support field. This can be either through permanent or temporary programs;
- The governmental organizations that provide services in the field of the mental health and psychosocial Support.
- The international organizations and the United Nations that offer services in the mental health and psychosocial support.
- Private clinics that offer psychological services.

At that stage, since there is no list available of organizations that offer services in the field of mental health and psychosocial support in the West Bank, an initial list of 340 organizations relevant to this field has been made. These organizations can provide services in the mental health and psychosocial support in the West Bank, provided that they meet the standards mentioned earlier. In addition, the field team should research other organizations that offer services in this field. The following sources were used in registering the list of organizations:

- Civil Society Organizations Directory
- The list of names of organizations participating in the Psychosocial Emergency Support Project in the West Bank
- The survey conducted by The Arab Resources in 2006 in the West Bank
- The organizations' names that are registered in the National Strategic Plan report for the development of the mental health services in Palestine from 2012-2014
- During the field work, an announcement about the survey was published in the AlQuds newspaper for two days (13+15/12/2012)

3.4: The Pilot Experiment

The pilot experiment is considered a sample version of the main survey. It aims at examining several issues, most importantly: the research form and its comprehensiveness, the field work, the training, conducting the interviews and data processing.

The sample consisted of 25 organizations working the Mental Health and Psychosocial Support fields in the West Bank. It was also taken into account the geographical distribution for each provinces and the organization's type.

The fieldwork began in 22/09/2012 and ended in 4/10/2012. After the fieldwork has been completed, an assessment for the experiment has been conducted where the results were discussed, and feedback from volunteers were taken in order to draw conclusions from them. Based on the recommendations, adjustments have been made

Chapter III

3.5: Field Operation

3.5.1 : Instructional Manual for researcher and training

The researchers were equipped with training manuals explaining the ideal way to completing the form and the annexes. It would be used as a main document and an essential reference to the researchers during their field work. 29 social workers who have knowledge and experience in the organizations working in mental health and previously volunteered there were selected to fill out the survey with the organizations' manager or his/her representative.

A training course was conducted for the field researchers for two days during which 29 trainees were trained in two phases:

Phase I: They were trained on the skills of completing the forms, professionalism, scientific research ethics and trust building skills that would increase confidence between the researchers and the research participants in order to obtain more accurate data.

Phase II: after completing the pilot form, all the feedback, assessments, observations and the comments of the interviewee were discussed as well as the difficulties encountered during filling out the form in order to overcome them.

3.5.2: Data Collection

The field survey team in the West Bank consisted of 11 supervisors and 29 field researchers. The data collection process started in all the governorates in the West Bank through direct interviews with organizations' officials or their representatives in the period between 11/10/2012 and 14/2/2013.

3.5.3 : Responsive Rate

A list of the organizations' names was prepared and distributed to the West Bank governorates. The total number of organizations that provide mental health and psychosocial services reached 340. These organizations need to be scrutinized according to the mentioned criteria.

Furthermore, the volunteers and the supervisors should conduct a survey in all the provinces for any organization that meet the standards mentioned above. An announcement about the survey was published in AlQuds Newspaper for two days (13+15/12/2012) to facilitate the work of the field researchers and to serve as an official invitation for all the organizations that offer services in the field of mental health and psychosocial support that the researchers could not access.

The field researchers have visited 360 organizations in the West Bank among which 255 organizations and their branches met the standards while 105 did not.

3.5.4: Supervision and Data Auditing Mechanism

Each supervisor in each province manages and distributes work among the survey team. The supervisor interferes when a problem arises with an organization and visits the organization if necessary. The following auditing mechanism have been developed: following:

- The completed forms are received from the field researchers. It should be done in clear handwriting, signed by the organization's officials or their representatives and are officially sealed.
- The supervisor examines each form separately to make sure every section of the form is answered.
- Incompleted forms or the ones containing errors are returned.
- The field supervisor sends the form to the central research unit where all the forms are collected through an agreed upon mechanism and get reverified.

3.6 : Data Processing

3.6.1 : Setting up Entry Programs

At that stage, a database, using SQL Server, is built to store information and a user front design is done using C # language and ASP.Net technique to facilitate data entry process into the database.

3.6.2: Data Entry and Verification of Accuracy

After the program have been designed and tested in the pilot form and the workers have been trained on how to enter data, the work on entering data has started and the data has been entered into the central office where all the forms are stored. The data entry process began in 30/10/2012 until 14/2/2013.

To verify the accuracy of the data, the extent of its compatibility with the information and the survey form and to avoid mistakes, a set of actions have been taken at different stages. The first procedure is the periodic inspection after entering 20 forms, 2 forms are chosen randomly for audit. The second procedure is calling the field researchers and reviewing all the forms that were completed to correct any errors or unclear phrases. To verify the compatibility of the data on the entry screen. After the completion of the data entry process, 11 forms are selected randomly from all the governorates. They get sent to the field researchers for the purpose of visiting the organization and verifying the accuracy of the information. The last procedure is the selection of 48 organizations as a random sample from the total number of all organizations that were surveyed. The entered data on the entry screen are emailed to them according to the e-mail that is written on the survey form in order to view the information, give their feedback, and verify the accuracy of information within a period of time that does not exceed a week from the date the email was sent, and then the data will be published on the website.

3.7: Major Obstacles and Challenges

During the survey process, the team faced many obstacles and challenges:

1. The lack of an accurate list of organizations offering services in mental health and psychosocial support. Thus, more time and efforts were required to audit the preliminary list, to visit all the 340 organizations registered in the list and to check if they comply with the standards. This is in addition to surveying the organizations that are not registered.
2. Repeated visits to most organizations as most of them had to postpone the interview for private reasons though a pre appointment was made.
3. Some of the managers were abroad and the available staff refused to complete the form.
4. The field researchers experienced difficulties in arranging appointments with some of the organizations as no one picked up the phone. This took lots of time and efforts.
5. Some organizations were hesitant and refused to complete the form. This required a lot of time on the part of the research administration to convince them.
6. The repeated union strikes in the West Bank. This exhausted a lot of time.
7. Discrepancy in information between the main office of the organization and its branch offices. This required making a lot of visits for auditing and verifying the information in the questionnaire.
8. The survey website was exposed to a scientific theft wherein an international organization copied the full information of the organizations working in Hebron district which was in the website of this survey and added only a name of two new NGOs in addition to the Palestinian Ministry of Health, and then printed a manual for Hebron district under its name.

Chapter IV

Main Results and Recommendations

1. Distribution of organizations based on the type of the main office and the branches of the organizations.

The local NGO are the largest provider of mental health and psychosocial support.

The results indicated that the number of organizations offering services in the mental health and psychosocial support in the West bank and their branch offices total 255 organizations 1 distributed according to the organization's type. 58.43% of these organizations are local NGO and are considered the largest service provider. 22.75% are governmental institutions where four ministries provide these services and they are the Ministry of Health, the Ministry of Social Affairs, the Ministry of Education and the Ministry of Detainees Affairs. 10.9% are private sector organizations. 5.10% are United Nations Relief and Works Agency and 2.75% are international organizations.

Percentage of the distribution of organizations working in the Mental Health and Psychosocial Support in the West Bank according to the organization's type

governorate	Type of Organization					Total
	Governmental	Local NGO	UN	International NGO	Private Sector	
Jenin	4	8	0	0	2	14
Tubas	2	5	0	0	0	7
Tulkarem	5	8	1	0	0	14
Qalqiliay	2	5	0	0	1	8
Nablus	6	22	3	2	3	36
Salfit	4	3	0	0	0	7
Ramallah & Bireh	6	18	5	0	7	36
Jerusalem	4	38	1	1	0	44
Jericho	4	3	0	0	1	8
Bethlehem	8	15	1	3	9	36
Hebron	13	24	2	1	5	45
Total	58	149	13	7	28	255
Percentage	22.75%	58.43%	5.10%	2.75%	10.97%	

1.1: The distribution of organizations according to the year of establishment

The period from 1990-1999 witnessed the highest percentage of establishing organizations working in the mental health and psychosocial support.

The results indicate that a percentage of 29% of the organizations working in the field of mental health and psychosocial support were established in the period from 1990-1999. 24% were established between 2000-2009; 5.14% were established between 1980-1989. The percentage of the organizations established in the period prior to the eighties is about the same.

Percentage of the distribution of organizations working in the Mental Health and Psychosocial Support in the West Bank according to the organization's type

%	Number of Organizations	Year of Establishment
3.1	8	Before 1939
4.7	12	1940-1949
4.7	12	1950 – 1959
7.8	20	1960 – 1969
6.6	17	1970 – 1979
14.5	37	1980 – 1989
29.0	74	1990 – 1999
24.3	62	2000 – 2009
5.1	13	After 2010

2. The Target Groups

According to Gender

The data showed that the majority of the organizations in the West Bank governorates work with both genders; males and females, a total of 235 organizations. While 13 organizations only work with females and there are 6 organizations that only work with males.

Percentage of the distribution of organizations working in the Mental Health and Psychosocial Support in the West Bank according to the organization's type

Governorate	Male	Female	Males & Females
	Number of Organizations		
Jenin	0	1	13
Tubas	0	1	6
Tulkarem	0	1	13
Qalqilia	0	0	8
Nablus	0	1	35
Salfit	0	0	7
Ramallah & El Bireh	1	1	33
Jerusalem	3	2	39

Chapter IV

Jericho	0	0	8
Bethlehem	1	2	33
Hebron	1	4	40
Total	6	13	235

According to Age Groups

The majority of organization focuses their work on children

The survey results indicated that organizations providing mental health and psychosocial support services according to the age groups are distributed as follows:

The most age group that receives services from organizations are the children from the age of 13 till 18. 266 organizations provide them with this service. 215 organizations work only with the age group of 7 till 12. 202 organizations working with the age group from 19-24 while 137 organizations provide services to the age groups over 60.

Distribution of organizations in the West Bank governorates according to age groups								
Governorate	Age Group							
	0-6	7-12	13-18	19-24	25-35	36-45	46-60	Above 60
Number of Organizations								
Jenin	7	11	11	11	10	10	8	9
Tubas	5	7	7	6	6	6	6	5
Tulkarem	10	12	13	9	8	8	7	6
Qalqilia	4	8	8	6	6	6	5	5
Nablus	23	33	32	32	29	28	27	22
Salfit	2	6	6	4	4	4	4	3
Ramallah & Al Bireh	24	30	32	29	27	26	25	23
Jerusalem	24	39	42	35	31	27	21	17
Jericho	6	5	7	5	4	4	4	5
Bethlehem	25	28	28	28	27	24	22	17
Hebron	32	36	40	37	34	31	29	25
Total	162	215	226	202	186	174	158	137

According to the community groups and type of mental health and psychosocial support disorders

The community groups that require rehabilitation dominate the majority of the organizations' work

The data showed that 173 organizations are working with the groups that require rehabilitation services. They are the most prominent and promoted problems from the rest of the Mental Health problems. They are followed by the community groups that suffer from psychosocial disorders where 159 organizations work in this field. 122 organizations work with the domestic violence victims while results indicate that the number of organizations addressing addictions, care and chronic diseases, mental and neurological disorders is less in number.

Organization distribution according to community groups and type of problems they suffer from							
	Number of Organizations	Children	Youth	Women	Men	elderly	Household
mental and neurological disorders	41	21	8	11	10	9	10
Chronic Diseases	35	9	5	11	22	20	4
Addiction	15	11	5	1	9	2	0
Rehabilitation	173	91	59	76	61	41	51
Care	12	0	0	0	0	12	0
Victims of violence	112	55	47	95	39	16	35
Hard Circumstances	88	62	20	66	14	16	30
Psychosocial problems	159	121	79	70	69	45	94
Student issues & problems	85	67	26	1	1	0	4

Chapter IV

3. Services and Activities:

The work level of organizations working in the field of mental health and psychosocial support

The results indicate that the work level of organizations working in the field of mental health and psychosocial support is a preventive one. 206 organizations are working in this level. They are followed by the organizations working within the level of rehabilitation where they reach 176 organizations. Then there are the organizations working within the therapeutic level and lastly the promotional level.

Distribution of Organizations according to Service Level				
	Promotion	Prevention	Therapeutic	Rehabilitation
Jenin	8	13	10	10
Tubas	5	7	5	5
Tulkarem	6	13	10	12
Qalqilia	3	6	4	5
Nablus	22	30	19	24
Salfit	2	4	5	5
Ramallah & Al-Bireh	14	26	23	23
Jerusalem	25	35	29	25
Jericho	1	6	6	4
Bethlehem	23	31	25	28
Hebron	31	35	30	35
Total	140	206	166	176

The distribution of organization according to the type of services they provide in the field of mental health and psychosocial support

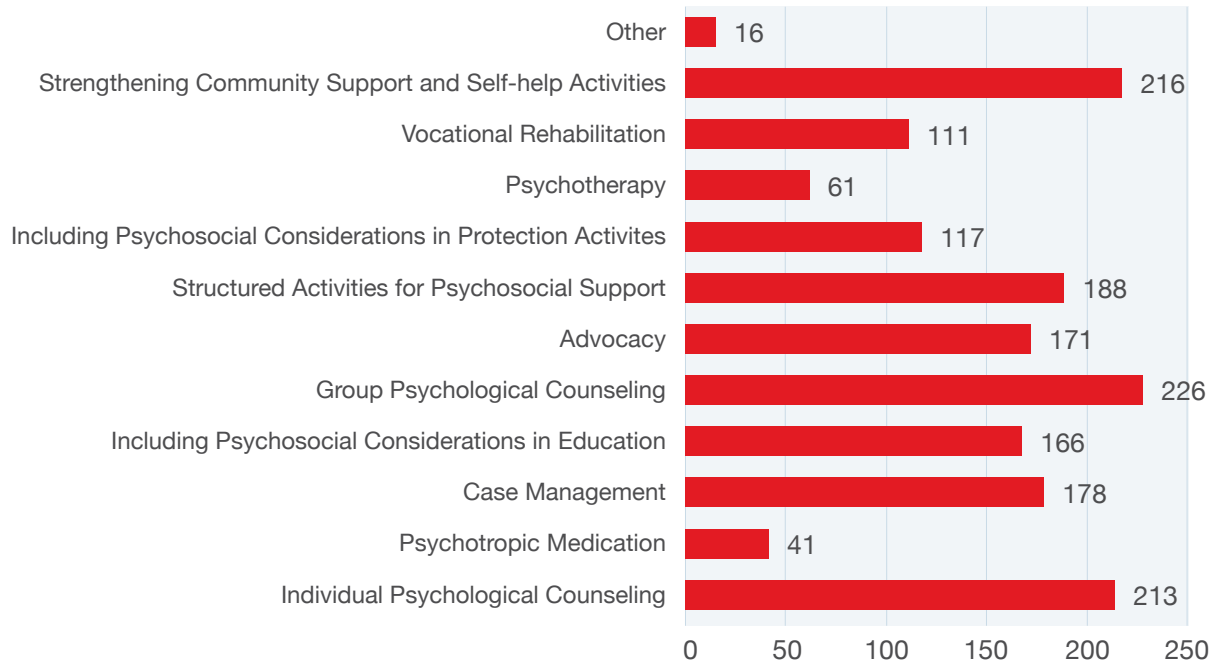
Collective Psychological Counseling is the most dominant

The results indicated that the majority of organizations working in the field of mental health and psychosocial support provide collective psychological counseling service in all the governorates. Out of 255 organizations, 226 organizations offer this service, followed by 216 organizations that offer community support activities. 213 organizations provide individual psychological counseling services. 40 organizations offer Psychotropic Medication services and this is the smallest number of organizations. As for the specialized psychotherapy services only 61 organizations offer this service.

The geographical distribution of organizations according to governorates and type of service												
	Total	Jenin	Tubas	Tulkarem	Qalqilia	Nablus	Salfit	Ramallah	Jerusalem	Jericho	Bethlehem	Hebron
Individual Psychological Support	213	14	6	12	8	25	4	32	32	8	32	40
Psychotropic Medication	41	3	0	1	0	4	1	9	5	2	7	9
Case management	178	9	7	9	4	23	2	27	24	5	34	34
Psychosocial Considerations in Education	166	11	4	9	4	24	3	22	24	5	25	35
Group Psychological Counseling	226	13	5	11	8	33	5	32	37	8	32	42
Advocacy	171	10	4	8	5	18	3	25	28	3	32	35
Structured Activities for Psychosocial Support	188	13	7	10	6	28	5	23	29	5	27	35
Psychosocial Considerations in Protection Activities	117	7	2	7	4	17	4	17	18	6	20	15
Psychotherapy	61	3	0	2	2	7	1	18	6	2	13	7
Vocational Rehabilitation	111	7	3	8	4	15	1	16	17	5	16	19
Strengthening Community Support and Self-help Activities	216	13	7	11	6	31	6	25	40	8	30	39
Other	16	1	0	1	0	1	0	2	4	0	4	3

Chapter IV

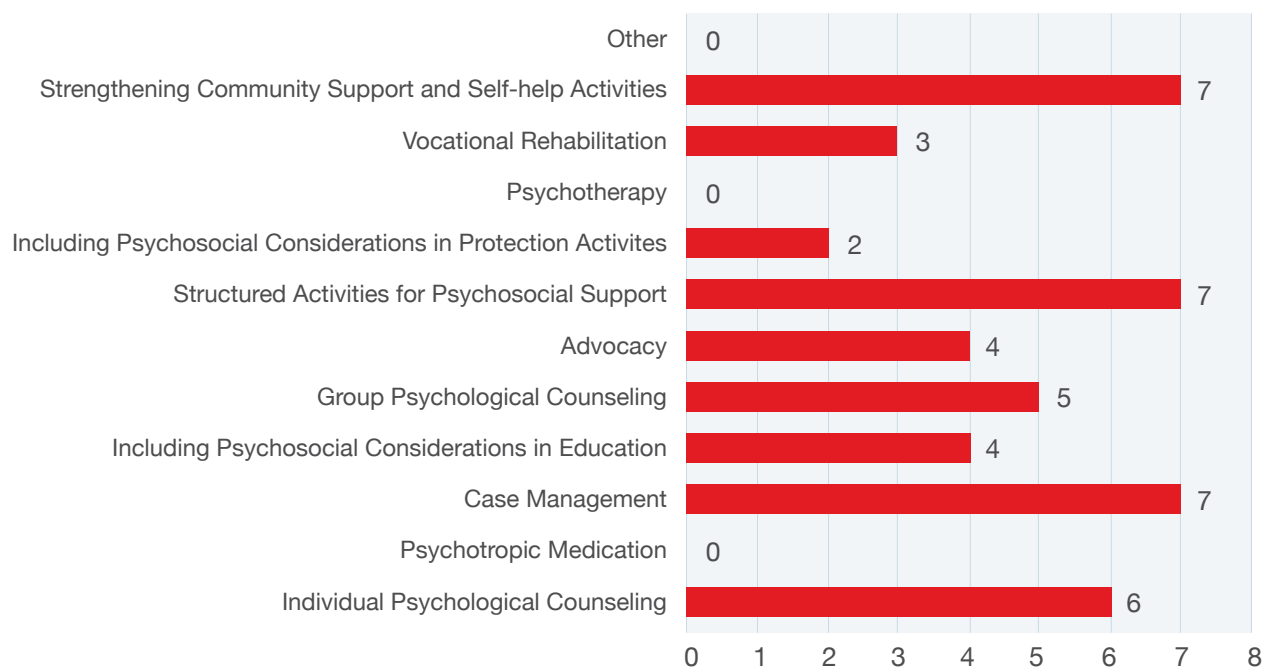
Distribution of Organizations according to the type of service in the WB



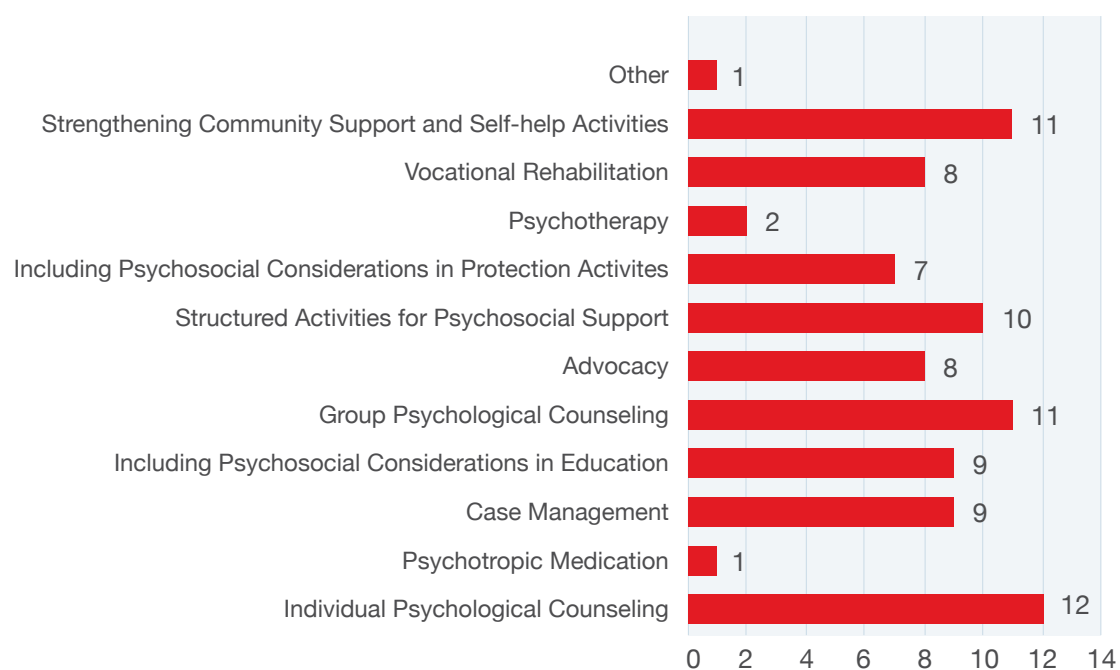
Distribution of Organizations in Jenin according to Type of Service



Distribution of Organizations according to Type of Service

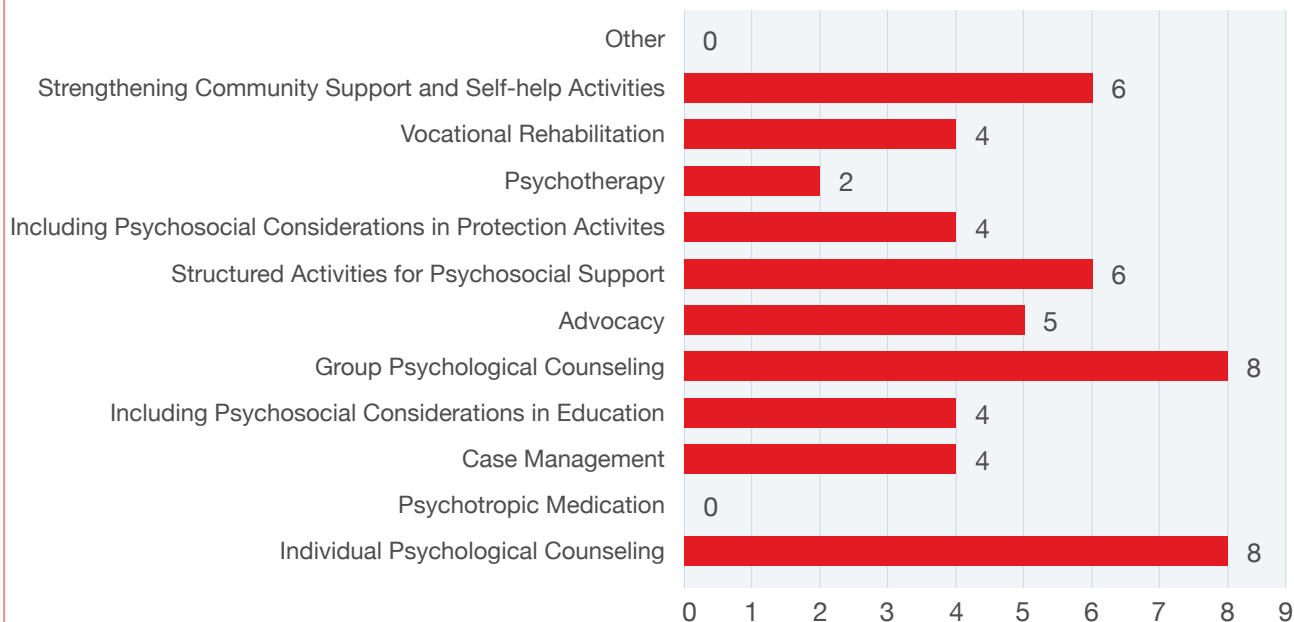


Distribution of Organizations in Tulkarem according to Type of Service

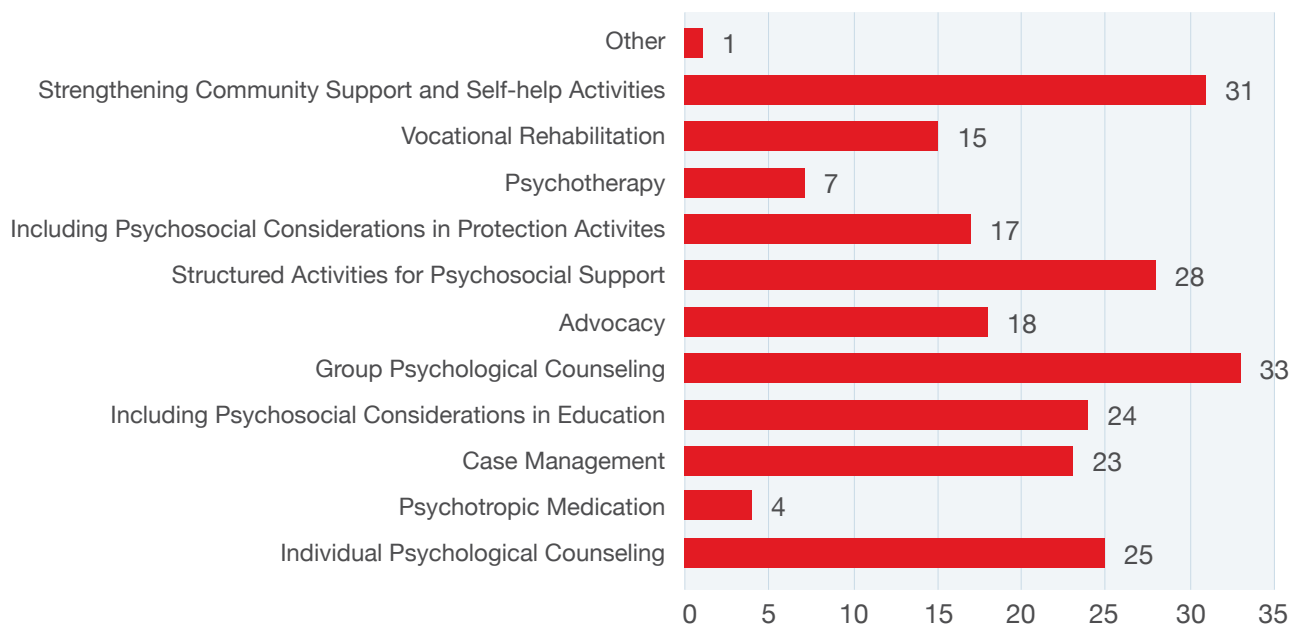


Chapter IV

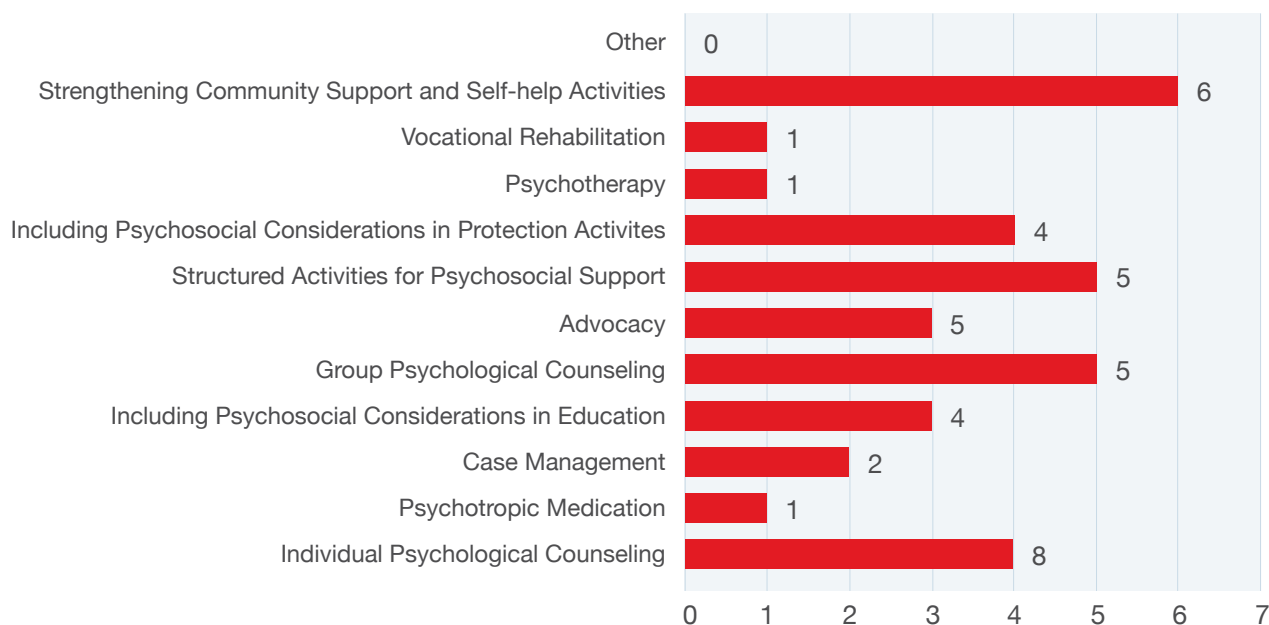
Distribution of Organizations in Qalqilia according to Type of Service



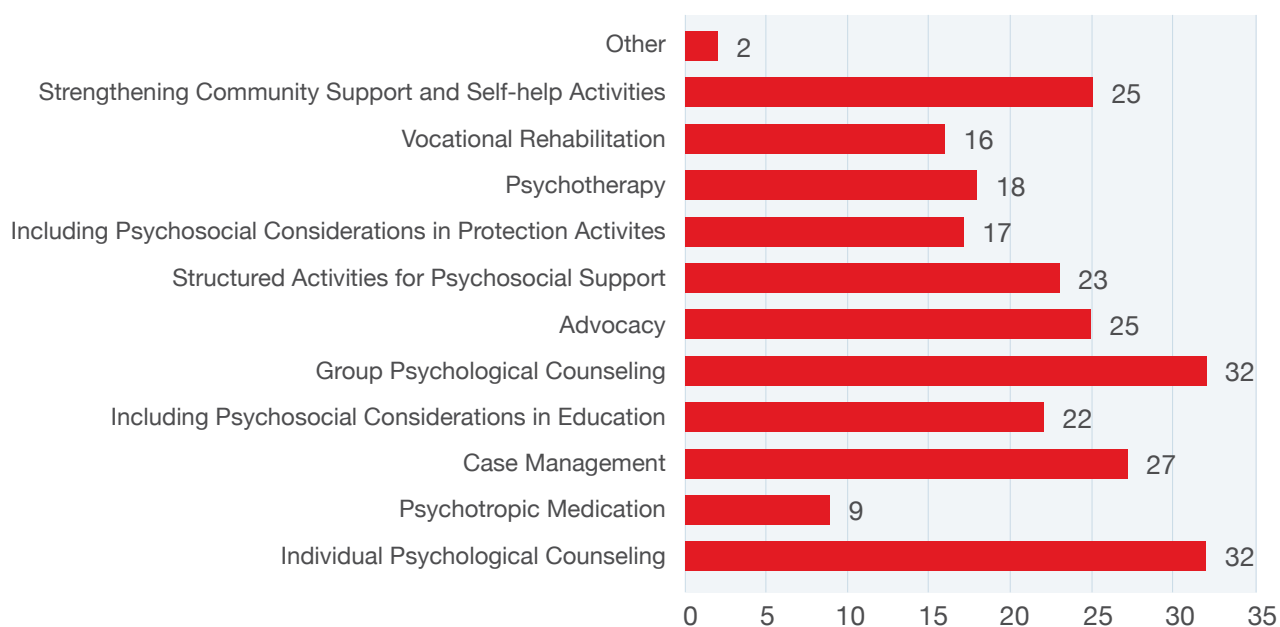
Distribution of Organizations in Nablus Governorate according to the type of service



Distribution of Organizations in Salfit Governorate according to the type of Service

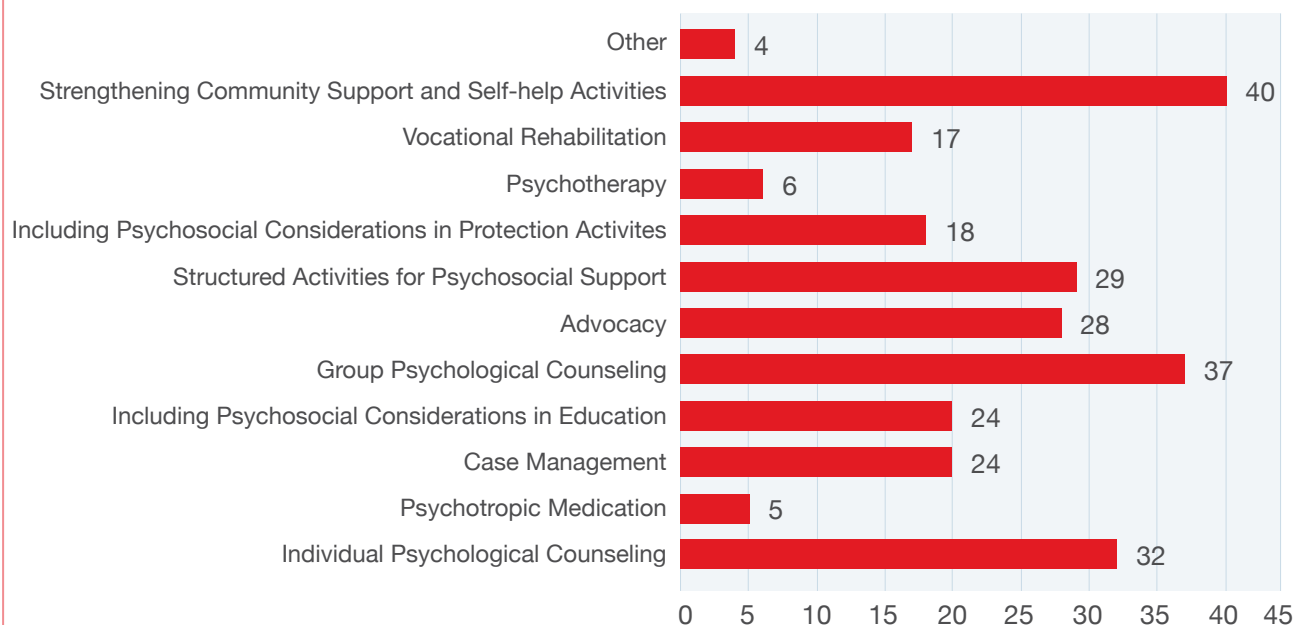


Distribution of Organizations in Ramallah & Al-Bireh according to the type of Service

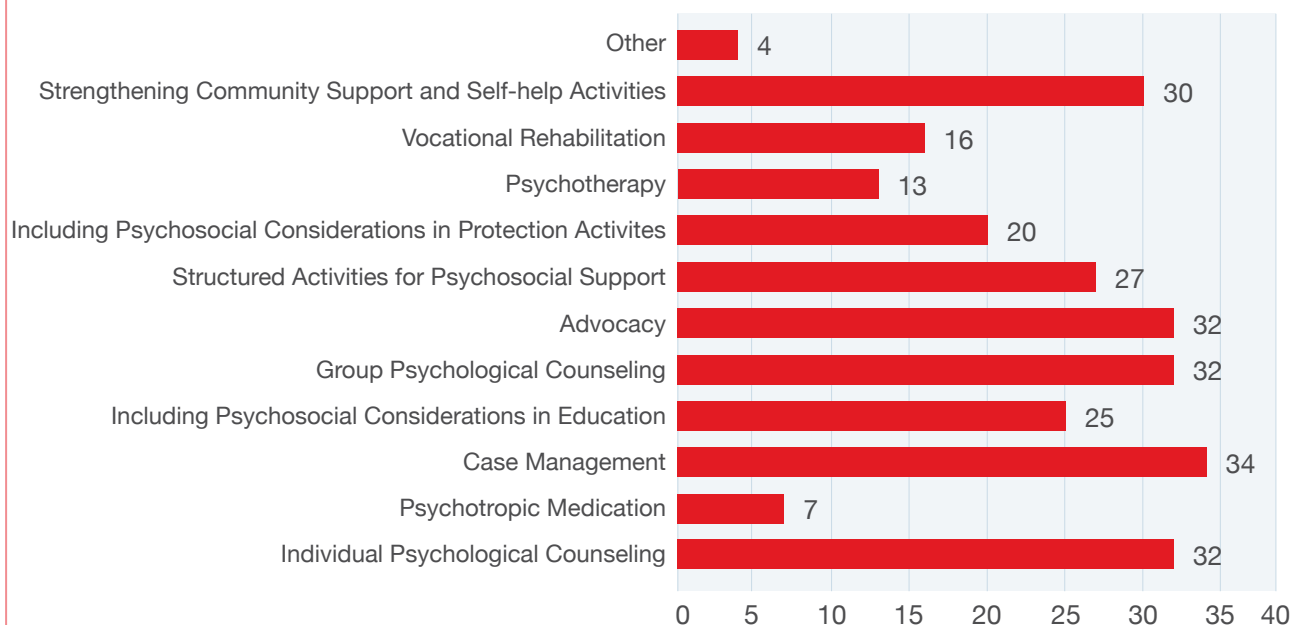


Chapter IV

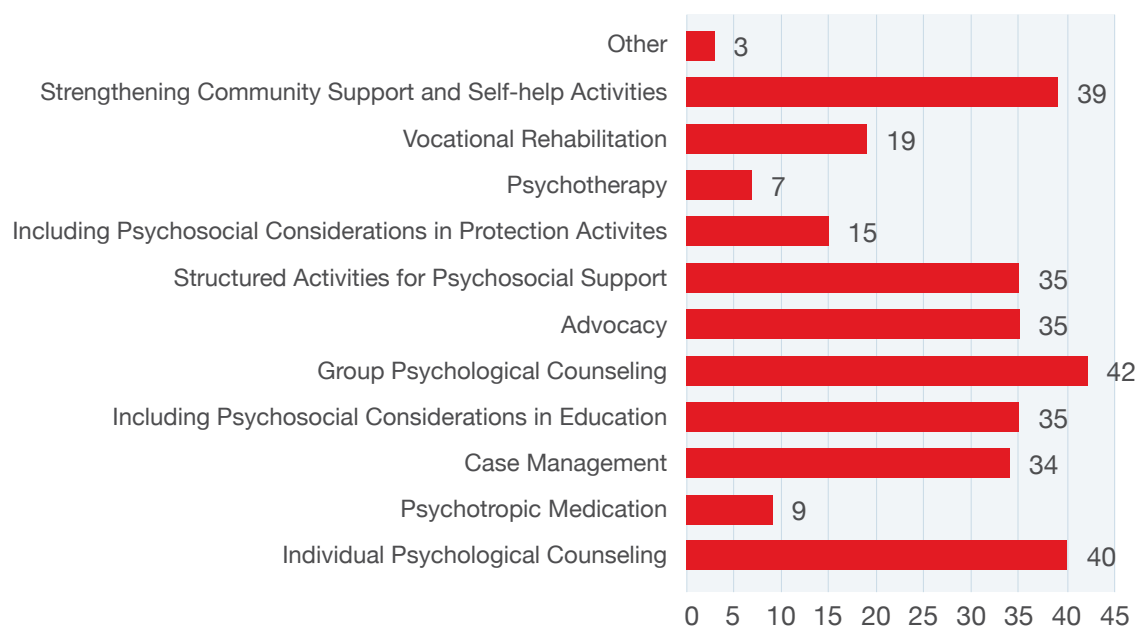
Distribution of Organizations in Jerusalem according to the Type of Service



Distribution of Organizations in Bethlehem according to Type of Service



Distribution of Organizations in Hebron according to Type of Service



According to the service provision time

The results indicated that all the organizations that were covered in the survey provide services during the day and a total of 44 organizations provide services during the night. The results also indicated that a total of 44 organizations offer boarding services.

Boarding Services

The results indicated that a total of 44 out of 254 organizations offer boarding services in the West Bank. The Jerusalem Governorate has the biggest number of organizations offering this service where they reach 10 organizations. 9 organizations offer boarding services in the Bethlehem Governorate and 5 organizations in the Hebron Governorate. The lowest number of organizations offering this service is in the Jenin and Tubas Governorates.

Distribution of Organizations according to Service Level

	Yes	No
Jenin	1	13
Tubas	1	6
Tulkarem	2	12
Qalqilia	2	6
Nablus	3	33
Salfit	3	4
Ramallah & Al-Bireh	5	30
Jerusalem	10	34
Jericho	3	5
Bethlehem	9	27
Hebron	5	40
Total	44	210

Chapter IV

Location of Service Provision

The survey results indicated that the majority of organizations, 220 organizations, provides their services in their own centers followed by 166 organizations that provide their services in the community. 160 organizations provide their services in schools while 127 organizations provide services at homes and 68 organizations provide their services in clinics.

Distribution of Organizations according to governorate and service provision location						
	Center	Home	School	Clinic	Community	Other
Jenin	10	8	10	4	11	1
Tubas	6	5	7	3	6	0
Tulkarem	13	5	9	2	9	0
Qalqilia	7	3	6	4	4	0
Nablus	30	20	24	10	25	1
Salfit	6	2	2	2	5	0
Ramallah & Al-Bireh	27	16	25	13	25	3
Jerusalem	41	17	26	4	25	1
Jericho	7	2	3	1	4	0
Bethlehem	33	23	20	7	23	3
Hebron	40	26	28	18	29	3
Total	220	127	160	68	166	12

Distribution of the organizations according to population

The data showed that there is proximity in the number of organizations that provide services in urban and rural areas, where there are 212 organizations that provide services in cites and 216 organizations in villages. 173 organizations provide services in refugee camps and 124 in Bedouin areas.

Geographical Distributions according to the area			
	City	Village	Camp
Jenin	12	12	11
Tubas	5	6	5
Tulkarem	12	8	8
Qaliqilia	8	7	1
Nablus	30	31	30
Salfit	7	6	1
Ramallah & Al-Bireh	29	30	29
Jerusalem	33	34	19
Jericho	8	8	7
Bethlehem	33	32	29
Hebron	38	41	34
Total	215	215	174

Distribution of services according to the cost of services provided by organizations

The services provided by the majority of the organizations are free

The data showed that the majority of the organizations, 207 organizations, offer free services; while 80 organizations provide services for very trifle cost. 25 organizations demand the beneficiaries to have health insurance while 15 organizations demand the beneficiaries to pay the full cost of service.

Distribution of organizations according to the organization's type and cost of service				
	Free	Partial cost	Health Insurance	High cost
Governmental	56	8	20	2
NGO Local	119	64	3	6
UN	12	2	0	0
NGO International	4	3	2	0
Private Sector	16	11	0	7
Total	207	88	25	15

Chapter IV

4. The Distribution of the Team in the West Bank

The total number of the team members is 2725. Most of them are counselors and social workers.

The survey data showed that the educational counselors and social workers are the most specialized teams where they total 847, followed by 709 social workers, 348 community worker, 239 psychologists, 147 vocational specialist, 106 mental health nurses, 79 physiotherapists, 67 speech therapist, 38 psychiatric, 49 occupational therapists and 23 pharmacists. Furthermore, the results indicated that the Hebron Governorate has the most specialized teams, followed by Nablus Governorate. Jericho and Tubas have the least specialized teams, taking into account the unavailability of some teams in these governorates.

The distribution of the Mental Health and Psychosocial Support team work according to the Governorates													
Team	Jenin	Tubas	Tulkarem	Qalqilia	Nablus	Salfit	Ramallah	Jerusalem	Jericho	Bethlehem	Hebron	Total	%
Psychologist	4	0	1	1	3	1	9	7	1	13	10	38	1.38
Psychiatrist	16	5	14	3	40	4	62	44	1	27	35	251	9.21
Mental Health Nurse	1	0	1	1	1	3	3	10	0	74	3	97	3.56
Social specialists	43	17	44	28	100	19	148	107	12	109	86	713	26.17
Vocational specialist	6	0	11	11	12	0	38	7	12	11	49	157	5.76
Social worker	21	2	13	0	81	5	82	26	0	24	94	348	12.77
Vocational Therapist	3	0	2	0	5	2	9	10	1	13	4	49	1.8
Physiotherapist	4	2	1	0	18	2	12	9	4	11	16	79	2.9
Speech Therapist	3	1	2	0	12	2	18	4	2	7	14	65	2.39
Pharmacist	1	0	0	1	2	1	0	8	0	7	4	24	0.88
Educational Counsel	97	23	64	37	137	38	129	101	1	6	214	847	31.08
Other	1	0	4	0	14	0	3	11	1	18	5	57	2.09
Total	200	50	157	82	425	77	513	344	35	320	534	2737	100

5. Case referral and the availability of a special form

The majority of the organizations have a special form

The data showed that 10% of the organizations, 27 organizations, do not refer cases to other organizations; while 89% of organizations, 228 organizations, do refer cases. In addition, 146 of the organizations that do refer cases have a special form that is used in the referral process while 82 organizations do not have any form.

Distribution of organizations that have referral system and referral form divided according to type.				
Organization Type	Case Referral		Referral with a form	
	Yes	No	Yes	No
Governmental	51	7	39	12
NGO Local	135	14	82	53
UN	13	0	11	2
NGO International	6	1	3	3
Private Sector	23	5	11	12
Total	228	27	146	82

Follow up on the referral cases

The follow up process of referred cases has a high percentage

Almost 5.92% of the organizations that transfer cases to other organizations do follow-up work with the cases, while 4.7% of the organizations do not.

The distribution of the organizations according to the organization's type and follow-up on the transferred cases				
	Yes		No	
	#	%	#	%
Governmental	46	20.1	5	2.1
NGO Local	127	55.7	8	3.5
UN	10	4.3	3	1.3
NGO International	6	2.6	0	0.0
Private Sector	22	9.6	1	0.4
Total	211	92.5	17	7.4

Chapter IV

6. The number of organizations that offer training in Mental Health and Psychosocial Support services

The results indicated that 173 organizations or 68% offer training in the field of mental health and psychosocial support, while 81 organizations or 31%, do not have the capability to carry out training in the field of mental health. Additionally, 53% of the organizations have received external training while 46% of organizations did not receive training from any external source.

Distribution of organizations that provide external or internal trainings in the field of mental health and psychosocial services according to the organizational type								
	Organizations providing Training				Organization received external training			
	Yes		No		Yes		No	
	#	%	#	%	#	%	#	%
Governmental	34	13.3	23	9.0	30	11.8	27	10.6
NGO Local	104	40.9	45	17.7	74	29.1	75	29.5
UN	11	4.3	2	0.7	8	3.1	5	1.9
International NGO	6	2.3	1	0.3	5	1.9	2	0.7
Private Sector	18	7.0	10	3.9	18	7.0	10	3.9
Total	173	68.1	81	31.8	135	53.1	119	46.8

7. Research

NGOs that have the largest research team and low research funding

17% of the organizations working in the field of mental health has a scientific research team; 13% of them are civil organizations and 3% are governmental organizations. The results also indicated that 24% of the organizations carry out research in the field of mental health while the majority of the organizations, 75%, do not conduct research in this area.

Distribution of the organizations in accordance to their ability to carry out mental health and psychosocial support research

	Scientific Research Team				Conducting Scientific Research			
	Yes		No		Yes		No	
	#	%	#	%	#	%	#	%
Governmental	7	2.7	50	19.6	12	4.7	45	17.7
Local NGO	35	13.7	114	44.8	41	16.1	108	42.5
UN	0	0.0	13	5.1	2	0.7	11	4.3
International NGO	1	0.3	6	2.3	1	0.3	6	2.3
Private Sector	1	0.3	27	10.6	5	1.9	23	9.0
Total	44	17.3	210	82.6	61	24.0	193	75.9

Research Funding

The results indicated that 10/255 organizations provide research funding service by the percentage of 9.3%.

Distribution of organizations according to the organizations type and their ability to fund mental health research

	Scientific Research Team			
	Yes		No	
	#	%	#	%
governmental	1	0.3	56	22.0
local NGO	6	2.3	143	56.3
UN	1	0.3	12	4.7
International NGO	0	0.0	7	2.7
Private Sector	2	0.7	26	10.2
Total	10	3.9	244	96.0

Obstacles facing conducting research

The results indicated that the major difficulties and obstacles in producing scientific research for organizations working in the field of mental health and psychosocial support are the following:

1. The lack of a professional staff specialized in research.

Chapter IV

2. Financial difficulties and lack of funding sources for research.
3. The existence of private research organizations, which have become an alternative to the research team in the organizations.

8. Professional Supervision

The majority of organizations have professional supervision

The results indicated that 217 organizations have a professional supervision system out of which 103 organizations receive internal and external supervision from local organizations. In addition, 91 organizations receive internal supervision, 23 organizations receive only external supervision while 37 organizations do not receive any type of professional supervision.

Distribution of organizations that provide external or internal trainings in the field of mental health and psychosocial services according to the organizational type										
	Organizations receive professional supervision				Kind of Supervision					
	Yes		No		Internal		External		Both	
	#	%	#	%	#	%	#	%	#	%
Governmental	49	19.2	9	3.5	33	15.2	2	0.9	14	6.4
Local NGO	129	50.5	20	7.8	43	19.8	16	7.3	70	32.2
UN	13	5.1	0	0.0	5	2.3	0	0.0	8	3.6
International NGO	6	2.3	1	0.3	0	0.0	2	0.9	4	1.8
Private Sector	20	7.8	8	3.1	10	4.6	3	1.3	7	3.2
Total	217	85.1	38	14.9	91	41.9	23	10.6	103	47.4

9. Volunteering

The majority of the organizations offer volunteering opportunities.

The results indicated that 219 organizations, 85%, offer volunteering opportunities while 35 organizations, 3%, do not.

	Yes		No	
	#	%	#	%
Government	41	16.0	17	6.6
Local NGO	144	56.4	5	1.9
UN	10	3.9	3	1.1
International NGO	4	1.5	3	1.1
Private Sector	20	7.8	8	3.1
Total	219	85.8	36	14.1

10. The satisfaction level with the coordination and cooperation among the organizations working in the field of mental health and psychosocial support.

The level of the satisfaction is average and below in the areas of cooperation, coordination, and case referral process among organizations,.

The results indicated that the organizations' satisfaction level with the coordination and cooperation between the organizations working in the field of mental health and psychosocial support is average and below. 3.41% of the organizations' answers showed that their satisfaction level with the cooperation is average: 35% on coordination and 6.34% on case referral among organizations. The results indicated that the organizations that have low satisfaction level, the answers were: 4.29% on cooperation, 33% on coordination and 1.38% on case referral. Meanwhile, the organizations with high satisfaction level, the answers were: 1.29% on cooperation, 8.31% on coordination and 1.27% on case referral.

satisfaction level %					Paragraphs
Very high	High	Average	Low	Very Low	
5.9	23.2	41.3	20.0	9.4	Cooperation Satisfaction Level
6.6	25.2	35.0	22.4	10.6	Coordination Satisfaction Level
6.3	20.8	34.6	28.7	9.4	Referral Satisfaction Level

Chapter IV

Major proposals to strengthen the coordination and cooperation

The results showed a number of proposals to strengthen the coordination and cooperation summarized as follows:

1. To strengthen mutual projects between organizations through regular meetings, exchange of expertise and implementation of mutual activities. Moreover, this could not be achieved unless there is a permanent coordinating committee to represent all the organizations.
2. To establish a website for the mental health organizations that could be utilized to achieve coordination and cooperation among the organizations.
3. To hold conferences, seminars, and joint workshops among the organizations.
4. To abide by the cooperation and coordination principles and to avoid competition and duplication of work
5. To Adopt a unified national form for various fields of work particularly for the referral system.
6. To maintain and strengthen professional structures such as psychosocial support teams in the West Bank.

11. Major Challenges and obstacles facing the organizations

1. Lack of financial resources, decline in funding and the emerging of temporary unsustainable projects;
2. Lack of experienced professional staff and the lack of specialists in the field of mental health;
3. Lack of coordination and cooperation among the organizations.
4. Difficulties due to the occupation practices, such as closures and checkpoints that restrict the the movement of the specialists and prevent them from providing the services;
5. The society's negative perception towards the organizations working in the field of mental health and psychosocial support.
6. Lack of specialized services

Recommendations

The survey data showed that there are some changes and shortages that need evaluation and re-planning in the organizations working in the field of mental health and psychosocial support, namely:

1. To enhance the capacity of the professional staff specialized in providing psychotherapy and to redistribute the service on the governorate level. This specialized service is missing in many governorates and no psychiatrists is available in some governorates. In the best cases, there is only one psychiatrist for the whole governorate
2. To scrutinize the quality of the services provided by the mental health organizations since there is no professional accountability. Some organizations provide this service without a professional supervisor available for the team.
3. To find appropriate mechanisms to promote cooperation and coordination among the organizations working in the field of mental health and psychosocial support and to examine the obstacles and current issues that prevent the development of connections between the institutions.
4. To exert more effort in developing a joint referral system and to promote it among the organizations as many of those organizations don't have a referral form.
5. To pay serious attention to scientific research in light of the lack of attention to relevant research in the mental health and psychosocial support in the West Bank.
6. Not to use this survey only for information sharing and activation of coordination and the referral system; rather, the results and the website should be invested to encourage initiatives that would enhance mental health and psychosocial support.

Website: www.mhpss.ps

A List of the Organizations in the West Bank

Jericho Governorate						
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Al Bir Society	Private	02-2322641	02-2322583	Tarek Zaki Mohammad Sa'eed Abu Youssef	Head of the Institution	albirsoc@gmail.com
Jericho Municipality Community Center	Local NGO	02-2326082	02-2326082	Mahera Fawzi Shab-Al-Din Jaber	Director	reemahamdan88@yahoo.com
Directorate of Health	Governmental	02-2322573	02-2321292	Dr. Arb Youness Anani	Director	
Directorate of Social Affairs	Governmental	02-2322504	02-2324290	Ghassan Mohammad Shahlawy	Director	jericho.mosa@gmail.com
Beit Al- Ajdad for ELderly Care	Governmental	02-2322319	02-2316172	Manal Tawfeeq Mahmoud Al Nabreesi	Director	beitalajdad@gmail.com
Vocational Training Center	Local NGO	02-2322649	02-2321375	Ismael Saleh Hamdan	Director	ymcavtc@palnet.com
Palestine Red Crescent Society / Dr. Fathi Arafat Center	Red Crescent	02-2325212	02-2324345	Maher Sleimi Khamis Al Natour	Director	arafatcenter@palestinercs.org
Directorate of Education	Governmental	02-2321244	02-2321278	Maison Daoud Salameh	Head of Counseling and Special Education Department	hawash-m@yahoo.com

Hebron Governorate						
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Aman Counseling Center	Local NGO	02-2214805	02-2214805	Dr. Mariam Abu Turki	Director	info@aman.org.ps
Palestine Red Crescent Society / Mental Health Center	Red Crescent	02-2406515	02-2406518	Moussa Ali Abu Al Jarayesh	Center Coordinator	info@palestinercs.org

Blind Charitable Society	Local NGO	02-2225278	02-2213278	Eng. Rateb Al Bakri	Head of the Society	blind_hebron@yahoo.com
Yatta Municipality Community Center	Local NGO	02-2270330	02-2270330	Omar Khalil Mohammad	Director	omar_alihsan@yahoo.com
Rasmat Amal Center	Local NGO	02-2217017	02-2217017	Munjed al Ja'bari	Director	hcharity@palnet.com
Social Rehabilitation Society	Local NGO	02-2283980	02-2283980	Mohammad Jaber El shadfan	Head of social rehabilitation association	CRCFawwar@yahoo.com
Doctors Without Borders - Spain	International NGO	02-2226803	02-2226804	Christina Falconi	Head of Mission	msfe-hebron@barcelona.msf.org
Directorate of Education	Governmental	02-2321244	02-2321278	Maison Daoud Salameh	Head of Counseling and Special Education Department	hawash-m@yahoo.com
Nahdit Bent Al-Ref Charitable Society	Local NGO	02-2280792	02-2280792	Kawthar Mohammad Al Hroob	Director of the Institution	bentalreef2000@yahoo.com
Directorate of Social Affairs	Governmental	02-2227653	02-2290389	Suzanne Silmi	Director	suzan_silmi@hotmail.com
Directorate of Social Affairs	Governmental	02-2280075	02-2280075	Jihad Ahmad Mahmoud Al Tal	Office manager	jehad.tel@yahoo.com
Directorate of Social Affairs	Governmental	02-2279364	02-2270767	Majed Jaradat	Director	yatta@mosa.gov.ps
Al- Ihsan Charitable Society	Local NGO	02-2215037	02-2224742	Iyad Srour	Public relations and projects	info@al-ihsan.org
Al-Amal Society for Deaf Children	Private	02-2220114	02-2220114	Rashid Abdeen	Head of the Society	alamal_society@yahoo.com
HEBRON Community Mental Health Center	Governmental	02-2293721	02-2293721	Dr. Iyad El Azzeh	Director	amiralazzehe@yahoo.com
Palestinian Medical Relief Society	Local NGO	02-2969970	02-2969991	Othman Mohammad Othman Abu Sabha	Director of Hebron branch	pmrs@pmrs.ps
Palestinian Family Planning and Protection Association	Local NGO	02-2217284	02-2217284	Maissa' Issa Shalaldeh	Social Worker	info@pfppa.org

A List of the Organizations in the West Bank

Directorate of Health	Governmental				Dr. Ali Zain Hleihel	Director	
Sheikha Fatima bint Mubarak Vocational Rehabilitation Center	Governmental	02-2525570	02-2525570	02-2525570	Tharwa Mahmood Abu Farrah	Director	tharwatbaker@yahoo.com
Halhul Community Mental Health Center for Children and Adolescents	Governmental	02-2212419	02-2212419	02-2212420	Dr. Iyad El Azzeh	Director	halhulcca@gmail.com
Social Rehabilitation Center	Governmental	02-2228214	02-2228214	02-2228214	Akram Saleem Al Kamary	The Director	kamary_akram@yahoo.com
Idna Municipality Community Center	Local NGO	02-2296112	02-2296112	02-2296112	Ayman Etmizi	Director of the Department of Social Services	idna-muni-center@hotmail.com
As-Samou Community Center	Local NGO	02-2263189	02-2263189	02-2263189	Mohammad Abu A'keel	Director	ssd_samou@hotmail.com
Palestinian Center for Democracy and Conflict Resolution	Local NGO	02-2296669	02-2296669	02-2296669	Sa'ad Shalaldeh	Director of Hebron branch	yahoo.com@pcdcrz
Roles for Social Change Association	Local NGO	02-2257859	02-2257859	02-2257859	Sahar Al Qawasmeh	General Manager	info@adwar.ps
S.K.Society for the Disabled	Local NGO	02-2293310	02-2293310	02-2293310	Feda Mohammad Halaheh	Manager	sks-halhul@yahoo.com
Halhul Municipality Community Center	Local NGO	02-2228305	02-2228305	02-2227666	Haitham Mer'eb	Director	halhul_2005@yahoo.com
Hebron University	Private	02-2220995	02-2220995	02-2229303	Ala' Hazem Hameedeh	Psycho-Social Worker	info@hebron.edu
Palestine Polytechnic University	Private	02-2233050	02-2233050	02-2233050	Ibrahim Al Masri	Chancellor of the University	info@ppu.edu

Palestine Technical College	Governmental	02-2522346/7	02-2522347	Sherin Hassan Ahmaro	Social Worker	info@ptca.edu.ps
UNRWA	UN	02-2220688/7	02-2228137	Issa Abu Khairan	Deputy for Hebron office	i.ammam@unrwa.org
Dr. Sahib al Sahib Clinic	Private	02-2220260		Dr Saheb Al Saheb	Psychiatrist	Joseashhab@gmail.com
Dr. As'ad Abu Ghaliyoon Clinic	Private	02-2227029		Dr. Assad Abu Ghaliouin	Psychiatrist	ag_asad@yahoo.com
Palestinian Family Planning and Protection Association	Local NGO	02-2219187	02-2219187	Mohammad Ahmad Abdallah Abu A'reesh	Director	pfppa@palnet.com
Treatment and Rehabilitation Center for Victims of Torture	Local NGO	02-2298020	02-2298020	Sana' Karajeh	Director	info@trc-pal.org
Directorate of Education	Governmental	02-2280002	02-2282366	A'yed Ahmad Al-Faqieh	Head of Counseling and Special Education Department	relations.janoob@gmail.com
Woman Programe Center	Local NGO	02-2224954	02-2224954	Rushdeieh Na'im Qunaibi	Executive Director	wp_center_hebron@hotmail.com
Directorate of Education	Governmental	02-2292890	02-2292891	Fayez Shehdeh Ahmad Sharaf	Head of Counseling and special education department	zsharaf200@yahoo.com
Directorate of Education / Division of Counseling and Special Education	Governmental	02-2227862/3	02-2228990	Khader Deeb Hassan Mubarak	Head of Counseling and special education department	educationhebron@yahoo.com
The East Jerusalem Young Men Christian Association Rehabilitation Program	Local NGO	02-2253773	02-2253773	Ala' Abu Ayyash	Supervisor of Hebron area	ymcarp@ej-ymca.org

A List of the Organizations in the West Bank

UNRWA / Community Mental Health Program	UN				Ahmad Ayyadeh	Supervisor	a.ayaydeh@unrwa.org
Palestinian Working Woman's Society for Development	Local NGO	02-2273070	02-2273070	02-2273070	Afaf Moussa Abu A'zizeh	Director	afaf_mousa1@hotmail.com
Women's Program Center	Local NGO	02-2282088	02-2282088	02-2282088	Rahmeh Mahmoud Alkhmuz	Director	w.p.c_fawwar@hotmail.com
Women's Program Center	Local NGO	02-2525783	02-2522016	02-2522016	Hiyam Hassan Al Sharif	Director	m2055m2005@hotmail.com
Society for Rehabilitation Handicapped	Local NGO	02-2522016	02-2522016	02-2522016	Salah Al-Din Mahdi	Director	yousef_m_1@yahoo.com
Ministry of Detainees and Ex-Detainees Affairs	Governmental	02-2228423	02-2228423	02-2213993	Jamal Jaradat	Head of Counseling Unit	info@freedom.ps

Jerusalem Governorate							
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email	
Arab Institute School	Local NGO	02-2790270	02-2796659	Dr.Ali Mohammad Abu Ras	Director	info@arabinst.sch.ps	
Al- Marfa Mental Health	Local NGO	02-2794433	02-2794433	Fadia Al Radayda	Psychologist	elmarfa@yahoo.com	
Rose of Jerusalem Association	Local NGO	02-2791002	02-2791002	Yaseen Awad Hamdan	Director	roseofjerusalem@yahoo.com	
Social Solidarity Association- Jerusalem	Local NGO	02-2791070	02-2790887	Ali Mohammad Hussein	Chairman of the Board of Directors	takaful_2007@hotmail.com	
Al- Sadiq Al- Taieb	Local NGO	02-2799593	02-2799593	Majed A'loosh	Director	alsadiq-3@p.oi.com	
Four Homes of Mercy	Local NGO	02-2798890	02-2798890	Usama Khalilieh	Director	usama.khalilieh@gmail.com	

Zahra Home for Orphaned Girls - Friends Society of the Islamic Orphanage	Local NGO	02-2794667	02-2794668	Fadwa Zalateemo	Head of the Administration body	beit.alzahra@gmail.com
Al-Quds Gate Society	Local NGO	02-2790404	02-2790404	Sahab Abdallah Nasrallah	Administrative board member	info@alqudsqate.org
Care for children with special needs	Local NGO	02-2794602	02-2794602	Izz El Deen Abu Taha	Director	
Directorate of Social Affairs	Governmental	02-2799962	02-2971333	Amal Ma'ali + Jamal Abu Hilal	Director + deputy	abuhilajamal@yahoo.com
Palestinian Family Planning and Protection Association	Local NGO	02-6283636	02-6261675			info@pfppa.org
Burj Al-Luqluq Community Center Association	Local NGO	02-6277626	02-6264863	Muntaser Ayyoub Dkedek	Executive Director	info@burjaluqluq.org
Union of Charitable Society -Jerusalem	Local NGO	02-6285870	02-6285361	Youssef Salem Kirry	Director	info@ucs-pal.org
Industrial Islamic Orphanage School	Governmental	02-2799771	02-2790140	Ibrahim Salameh Za'atreh	Temporary Supervisor	dar_al_tam@hotmail.com
Jeel Al Amal	Local NGO	02-2798550	02-6262294	Mohammad Moussa	Director	jel_al_amal@gmail.com
Future Builders Forum	Local NGO	02-2791060	02-2791060	Dina Abed Al Razzak Far'on	Administrative director	pal_fbf@hotmail.com
The Orthodox School Of Bethany	Private	02-2799797	02-2798840	Sister Martha	Principle	bethany.girls.school@gmail.com
Women's Centre for Legal Aid and Counselling	Local NGO	02-6281497	02-6281497	Dima Favez Al Nashashibi	Coordinator	wclac@palnet.com
Jerusalem Society for Directing the Family	Local NGO	02-6283928	02-6284036	Abdel Salam Al Annabi	Director	jerusalem_osra@hotmail.com

A List of the Organizations in the West Bank

Al Saraya Center for Community Services	Local NGO	02-6260017	02-6283374	Hiam Mahmood Allyan	Executive Director	admin@alsaraya-center.org
The Trust of Programs for Early Childhood Family	Local NGO	02-6260836	02-6260837	Nabeel Sulaiman Al-Haj Yaseen	Director	trust@trust-programs.org
Palestinian Counseling Center	Local NGO	02-2562272	02-2562271	Rana Al Nashashibi	Director	pcc@palnet.com
Augusta Victoria Hospital	International NGO	02-6279902	02-6279959	Dr. Tawfeeq Nasser	CEO	info@avh.org
Jerusalem Autistic Child Care Organization	Local NGO	02-6525965	02-6525965	Khalil Sami Jaradat	Director	info@jacco.org.ps
Jerusalem Community Advocacy	Local NGO	02-6275760	02-6275762	Manar Nijim	Director	hiba.s.87@gmail.com
Madaa Center	Local NGO	02-6278003		Jawad Seyam	Director	info@madaasilwan.org
Al-Maqdese for Society Development	Local NGO	02-2347077	02-2349149	Anas Abdeen	Administrative Manager	info@al-maqdese.org
Al Razi Association	Local NGO	02-2347593	02-2347593	Jameel Kamel El Dweik	Chairman of the Administrative body	alrazi2002@gmail.org
Faisal Hussein Foundation	Local NGO	02-2342686	02-2345521	Mohammad Abdel Qader Al Hussein	Chairman of the Board of Directors	info@fhfpal.org
Mount of Olive Club	Local NGO	02-6261793	02-6261793	Abdallah Fahmi Awad Allah	Director	a.kisswoni@yahoo.com
Al Quds University / Community Development Center	Local NGO	02-6264435	02-6261793	Wafa' Hassan Al Bukhari	Coordinator	cdc.alqudsuni@yahoo.com
UNRWA	UN	02-5890502	02-5890513	Dr. Umiayyah Khammash	.Head of health dept	u.khammash@unrwa.org

Al-Quds Charitable Society for Disabled and Special Education	Local NGO	0543945327		Ashjan Mohammad Abu Rmaleh Abdel Rahman	Director	a.ashgan@yahoo.com
Directorate of Education	Governmental	02-6270700	02-6270727	Sameer Mustafa Jibreel	Director	info@jdoe.edu.ps
Directorate of Education	Governmental	02-2348627	02-2344455	Mona Husain Shalaldeh	Head of Counseling and Special Education Department	munashalaldeh@yahoo.com
Al Thori Family Center	Local NGO	0522389983		Ziad Zayyad	Director	ziadzayyad@live.com
Women Center Al thawri Siliwan	Local NGO	0542296602/4	02-6719278	Abeer Zeyad	Head of the administrative body	abeerrizeq@hotmail.com
African Community Society	Local NGO	02-6288711	02-6288711	Nasser Mohammad Qaws	Head of the Administration body	african.1983@gmail.com
Sparford Children's Center	Local NGO	02-6284875	02-6282631	Marwan Wadi' Khader	Director	spafford.jerusalem@gmail.com
Palestinian Counseling Center	Local NGO	02-6277360	02-6277360	Mansour Al-Julani	Administrative coordinator	pcc@palnet.com
The East Jerusalem Young Men Christian Association Rehabilitation Program	Local NGO	02-6277966	02-6277966	Ibtisam A'dee'leh	Supervisor of Jerusalem area	ymcarp_jer@ej-ymca.org
Al Quds University / Community Action Center	Local NGO	02-6273352	02-6274547	Najwa Silwady	Director	cac@cac-alquds.org
Social Rehabilitation Association	Local NGO	02-2346534	02-2346534	Jamal Jahjoh	Chairman of the Board	sra.kalandia@yahoo.com
Makassed Hospital	Local NGO	02-6270281	02-6270181	Ahmad Jadallah	-	makassedsocialw@yahoo.com

A List of the Organizations in the West Bank

Bethlehem Governorate							
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email	
The Rural Women's Development Society	Local NGO	02-2770812	02-2770812	Majdal Ahmad Abbas Al Shamarkha	Project Coordinator	info@rwds.ps	
Jemima	International NGO	02-2750044	02-2777922	Raed Hanania	Director	info@beitjemima.org	
Mehwar Center	Governmental	02-2748660	02-2748660	Maysoon Mamoud Atieh Ramadan	Director	yahoo.com@maysoon_r.ﺍﺗﯩﻪ	
Daughters of Charity	Local NGO	02-2744142/3	02-2745277	Sister Elizabeth Noiroi	Director	creche@p-ol.com	
Al-Amal Center for Rehabilitation / The Local Association for Handicapped Rehabilitation	Local NGO	02-2761771	02-2761771	'Dr. Dauod Al Akra	Head of the Administration body	amall_center@yahoo.com	
Wings of Hope for Trauma	Local NGO	02-2767413	02-2767413	Ursula Mukarker	Manager	info@woh-for-trauma.com	
Aida Youth Center	Private	02-2770877	02-2770877	Mohammad Lutfi Ahmad Youssef	Project Coordinator	habashe88@hotmail.com	
Beit Fajar Municipality / Department of Social Services	Local NGO	02-2769490	02-2769755	Fares Al Atrash	Head of Social .Services dept	bmfcc-2012@hotmail.com	
Bethlehem Arab Society for Rehabilitation / Ghirass Cultural Center	Private	02-2742617	02-2742617	Ibtisam Zghayyar	Director of the Institution	info@ghirass.org	
Palestinian Union Social Workers and Psychologists	Local NGO	02-2766930	02-2766930	Ra'ed Amireh	Secretary of the union	puswp-wfo@yahoo.com	

Directorate of Social Affairs	Governmental	02-2751565	02-2770518	Badran Budeir	General Manager	badran_2100@hotmail.com
Girls' Care Home	Governmental	02-2742667	02-2742667	Rose Michael Elias "Anestas "Nustas	Director	g_c_h_2000@live.com
Nahalin Society and School for Special Needs	Local NGO	02-2771908	02-2771908	Hadia Abdel Hamid Najajreh	Director	sun_sunny_2009@live.com
IBDAA Cultural Center	Local NGO	02-2767997	02-2776444	Khaled Al Saifi	Director	info@ibdaa194.org
Life Gate	International NGO	02-2741373	02-2741065	Bongart Shankhart	Director of the Institution	lifegate@netvision.net.il
Psycho-Social Counseling for Woman	Local NGO	02-2750895	02-2745578	Khawia Qaraqa	Director	info@psccw.org
Dr. Kamal Mental Health Hospital	Governmental	02-2741156	02-2741657	Dr. Mohammad Jubran	Director	kamal-h@moh.ps
Directorate of Health	Governmental	02-2741756	02-2741023	Hisham Jameel Daoud Salameh	Administrative director	salamehhisham@yahoo.com
The National Society for the Visually Handicapped	Private	02-2766151	02-2766151	Ruba Mukarker Abu Rdeneh	School Director (Head (Mistress	info@nsfvh.org
Ministry of Detainees and Ex-Detainees Affairs	Governmental	02-2741642	02-2428529	Munketh Mohammad Abu Atwan	Director	info@freedom.ps
Health Work Committees	Local NGO	02-2772277	02-2772277	Roula Khair	Social Worker	info@hwc-pal.org
Alayaih School	Governmental	02-2742426	02-2742426	Misbah Hijazi	Director	alschool38@gmail.com
Bethlehem Arab Society for Rehabilitation	Private	02-2744050	02-2744053	Imad Abu Mohor	Deputy General Manager	basr@basr.org

A List of the Organizations in the West Bank

Guidance and Training Center for the Child and Family	Local NGO	02-2770489	02-2770488	Fadia Saleh	Administrative and financial director	gtc@gtc.ps
Children's Village	International NGO	02-2765671	02-2765230	Mohammad Sa'eed	Director	secretary@sos-palestine.org
Swedish International Relief Association	Private	02-2742597	02-2741254	Amal Handal	Social worker	launette.sira@p-d.com
Basma Society	Private	02-2760053	02-2760053	Amneh Agha	Director	basmasociety@hotmail.com
Directorate of Education	Governmental	02-2741271	02-2749243	Muawiah Awwad	Head of Counseling and special education department	muawiah65@yahoo.com
Bethlehem University	Private	02-2741241	02-2744440	Mary Sabella	Head of Guidance Office	info@bethlehem.edu
Al- Sadeel Society	Local NGO	02-2775773	02-2775773	Amal Thoweib	Acting Manager/ director of programs	info@sadeel.org
Dr. Tawfiq Salman Clinic	Private	02-2767888	02-2750790	Tawfeeq Ali Mohammad Suleiman	Psychologist	tawfiq.salman@gmail.com
Dr. Issam Banoura Clinic	Private	02-2777528		Dr. Issam Jerjes Bannoura	Psychiatrist	drissamban@yahoo.com
UNRWA	UN			Raed Na'im A'meereh	Director of relief and social services / Bethlehem	r.amira@unrwa.org
The East Jerusalem Young Men Christian Association - Rehabilitation Program	Local NGO	02-2772713	02-2772203	Nader Abu Amsha	Director of Rehabilitation Program	ymcarp@ej-ymca.org
Palestinian Working Woman's Society for Development	Local NGO	02-2765926	02-2765926	Wejdan Hussni Al Azzeh	Coordinator	bethlehem.pwwsd@gmail.com
Women's Center For Legal Aid and Counselling	Local NGO	02-2760780	02-2760780	Yasmeen A'dawi	Social Worker	info@wclac.org

Jenin Governorate							
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email	
Community Mental Health Center	Governmental	04-2502608	04-2502607	Malek Muhammad Hassaan	Director	cmh.jenin@gmail.com	
Palestinian Medical Relief Society	Local NGO	04-2430981	04-2430981	Dr. Jamil Khamis Al Hamad	Director of Jenin Branch	pmrs@pmrs.ps	
Directorate of Social Affairs	Governmental	04-2501033	04-2501033	Sulleman Mahmood Bisharat	Director		
Not to Forget Society	Local NGO	04-2430198	04-2430198	'Farha Abu Al Haija	Director	farahcamp@yahoo.com	
Palestine Red Crescent Society	Red Crescent	04-2450668	04-2450663	Joudat Deeb	Project Coordinator	riskandar@palestinercs.org	
Palestinian Working Woman's Society for Development	Local NGO	04-2501610	04-2501610	Suzanne Jarrar	Coordinator	pwwsd@palnet.com	
The Elderly Charitable Society	Local NGO	04-2430195	04-2502483	Fuad Husain Ahmad Atrash	Director	info@almosenin.org	
Treatment and Rehabilitation Center for Victims of Torture	Local NGO	04-2430362	04-2430363	Wael Dawabsheh	Director of North district	info@trc-pal.org	
AL Jaleel Society for Care and Rehabilitation the Charity	Local NGO	04-2435640	04-2439353	Jamal Abu Al Izz	Director	locore2000@yahoo.com	
Directorate of Education	Governmental	04-2501138	04-2503503	Salam Nabeel Faddel Al Taher	Director	jenin_dir@hotmail.com	
Psychiatric clinic	Private	0598931831		Dr. Khader Fayez Rawajbeh	Psychiatrist	dr_khader2005@yahoo.com	

A List of the Organizations in the West Bank

Arab American University	Private	04-2418888	04-2510811	Layla Fouad Youssef Hirzallah	Social Worker	laila.herzallah@aaui.edu
The East Jerusalem Young Men Christian Association Rehabilitation Program	Local NGO	04-2504167	04-2437766	Mohammad Mahajneh	Supervisor of Jenin and Tubas Teams	ymcarp_j@ej-ymca.org
Directorate of Education	Governmental	04-2522602/3	04-2522604	Abdel Min'em Mahmoud Najj Lahlooh	Head of Counseling and special education department	abed.lahlooh@yahoo.com

Ramallah & Al-Bireh Governorate

Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Nafs Empowerment	Local NGO	02-2421196	02-2421196	Nahed Youssef Mattar	Executive Director	info@nafs.ps
Dar Alamal	Governmental	02-2956030	02-2956030	Imad Mustafa Omran	Director of the Institution	daralamal1954@yahoo.com
Jasmine Charitable Society for Children with Special Needs	Private	02-2951144	02-2951145	Omar Mohammad Amin	Head of Executive Committee	jasminesociety@palnet.com
Star Mountain Rehabilitation Center	Local NGO	02-2962705/6	02-2962715	Ghada Nasser	Director	starmountaincenter@gmail.com
Treatment and Rehabilitation Center for Victims of Torture	Local NGO	02-2961710	02-2989123	Khader Mahmood Rasras	Executive Director	info@trc-pal.org
Palestinian Happy Child Center	Local NGO	02-2964482	02-2964482	Dr. Jumana Hasan Odeh	Director	phcc99@palnet.com
Friends of Autistic Children Society	Local NGO	02-2413387	02-2413387	Abdel Mohsen Mahmood Saleem Ayda	Executive Director	tawahod_pal@yahoo.com

Ministry of Social Affairs	Governmental	02-2405641	02-2405642	Jamil Abu Zaytoon	Deputy Director	jzaitoon@gmail.com
Palestinian Center for Growth Human Development	Local NGO	02-2961220	02-2961221	Mohammad Bregeith	Manager	pcghd.ps@gmail.com
Rawan Association for Child Development	Local NGO	02-2412588	02-2412588	Salam Asia	General Executive Manager	rawanassociation@gmail.com
Al-Sadiq Al-Taieb Association for the Social Awareness of the Dangerous Outcomes of Drug Abuse and Alcohol Use	Local NGO	02-2407619	02-2407618	Majed Mohammad Mustafa A'loosh	Director	alsadiq_3@p-ol.com
Annahda Women's Association	Private	02-2956853	02-2966064	George Rantissi	Director	annahdac@palnet.com
Birzeit University	Private	02-2982000	02-2982000	Amal Khalil Waseel/Suliman	Psychologist	adeheidel@birzeit.edu
Palestinian Working Woman's Society for Development	Local NGO	02-2986761	02-2963288	Amal Bader Khreisha	Director	pwwsd@palnet.com
The Charity Association for Disabled Rehabilitation and Family Counseling	Private	02-2813187	02-2813187	Hussam Alyyan	Director	al.karmal@hotmail.com
Dr. Bassam Al-Ashhab Clinic	Private	02-2956511		Dr. Bassam Al Ashhab	the clinic owner	
Palestine Red Crescent Society	Red Crescent	02-2406515	02-2406518	Fathi Sulieman Hassan Fleifel	Director of Mental Health dep	info@palestinercs.org
Community Mental Health Center	Governmental	02-2408596	02-2408594	Dr. Samah Jabr	Head of Department of Mental Health	samahjabr@hotmail.com

A List of the Organizations in the West Bank

Directorate of Education	Governmental	02-2404714/5	02-2404749	Khawla Al Sarhan	Head of department	khawlasarhan@yahoo.com
Sawa	Local NGO	02-2418100	02-2418111	Aheela Shomar	Director	info@sawa.ps
Hayat Society	Private	02-2486606	02-2486606	Rabab Azmi Darwish	Social Worker	hayat.society@yahoo.com
Tawasol Center for Mental Health	Private	0543019307		Sherin Abdeen	Administrative director	tawasolcent@gmail.com
Palestinian Counseling Center	Local NGO	02-2989788	02-2950841	Munira Batat	Director	pcc@palnet.com
UNRWA	UN	02-2812582				
UNRWA	UN	02-2425638		Nasser Matar	Supervisor of Counseling and Guiding	n.mattar@unrwa.org
The East Jerusalem Young Men Christian Association Rehabilitation Program	Local NGO	02-2959990	02-2959990	Lama O'odeh	Ramallah Supervisor	ymcarp_r@ej-ymca.org
UNRWA / Deir Ammar Clinic	UN	02-2486908		Hana' Basheer Shaker Al Rashak	Social Worker	d.healthcenter3@unrwa.org
Women's Program Center	UN	02-2981970	02-2981970	Nadia Habboub	Supervisor	wc_amily@yahoo.com
Women's Center for Legal Aid and Counselling	Local NGO	02-2956146/7	02-2956148	Maha Abu Dayya	General Manager	info@wclac.org
UNRWA / Community Mental Health Program	UN	02-2427138	02-2427138	Luai Fawadleh	The Supervisor of The Community Mental Health Program	l.fawadleh@unrwa.org
Ministry of Detainees and Ex-Detainees Affairs	Governmental	02-2420010	02-2428602	Somoud Al-A'dleh	Director of Health Department	info@freedom.ps

Health Work Committees	Local NGO	02-2427518	02-2427517	Shatha Mostafa Odeh	General Manager	info@hwc-pal.org
Palestinian Medical Relief Society	Local NGO	02-2969970		Dr. Mahmoud Bargheeth	General Manager	pmrs@pmrs.ps
Patients Friends Society/ K. abu raya Rehabilitation Center	Local NGO	02-2957060/1	02-2957062	Mostafa Abdel Hadi	The Chief	aburia@palnet.com
The Rural Women's Development Society	Local NGO	02-2964585	02-2964587	Nadia Harb	Manager	info@rwds.ps
Ministry of Education	Governmental	02-2983200	02-2983222	Rima Zaid Al-Kilani	Director of the General Administration for guidance and special education	moeh.p@gmail.com

Nablus Governorate						
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Sheikh Kalifa Bin Zayed Vocational Rehabilitation Center	Governmental	09-2327485	09-2327692	Mohammad Rawhi Afif Lam'ani	Director	skvrtc@gmail.com
Médecins Du Monde	International NGO	09-2335103	09-2398303	Malake El Turk	Field coordinator	fieldco.nablus.palestine@medecinsdumonde.net
Madeed Center	Local NGO	09-2383458	09-2383458	Ahmad Hussein Duaikat	Director	info@madeed.org
Mother's School Society	Local NGO	09-2327992	09-2327992	Nadia Daoud Saleem Doueikat	Director of the Institution	mo_society@yahoo.com
Palestinian Center for Democracy and Conflict Resolution	Local NGO	09-2338288	09-2338287	Ahmad Abu Ayeshe	Director	pchr2@gmail.com
Palestinian Medical Relief Society	Local NGO	09-2335616	09-2387174	Ghassan Ahmad Hamdan	Director	ghassan@pmrs.ps

A List of the Organizations in the West Bank

Family Defense Society	Local NGO	09-2341117	09-2341117	09-2341117	Shaden Mohammad Mara'eyeh	Director of the Institution	info@fds-pal.org
Human Supporters Association	Local NGO	09-2398079	09-2398079	09-2398079	Ali Fattah Allah Al Nobani	Director	human.supporters.association@gmail.com
Arab Women Union Society	Local NGO	09-2389104	09-2389104	09-2383110	Ohood Ya'eesh Qanadeelo	Director of the Institution	society1921@yahoo.com
Multi-Purpose Community Resource CENTER	Local NGO	09-2392141	09-2392141	09-2392142	Ayman Wassef Mohammad Al Shak'a	Director	mcrn@yahoo.com
Ministry of Detainees and Ex-Detainees Affairs	Governmental	09-2374125	09-2374125	09-2330123	Samer Mohammad Samara	Administrative Director	info@freedom.ps
Directorate of Social Affairs	Governmental	09-2387758/6	09-2387758/6	09-2388020	Khawla Abbas Al Nabelsi	Director	nabuls@mosa.gov.ps
The Palestinian Prisoners Society	Local NGO	09-2384438	09-2384438	09-2384438	Raed Mohammad Mahmood Amer	Club president of prisoners in Israeli Jails in Nablus and external relations officer	playfd2002@yahoo.com
Care for Children with Special Needs Society	Local NGO	09-2386097	09-2386097	09-2386097	Rima Hassan Bakeer	Director	info@ccsns.org
Tomorrows Youth Organization	Local NGO	09-2380352	09-2380352	09-2384126	Hani Hikmat Al Masri	Director	info@tomorrowseyouth.org
Woman Study Center	Local NGO	09-2375545	09-2375545	09-2375545	Rawda Jamil Khalil Al Baseer	Director of North district	wameed@palnet.com
Palestine Red Crescent Society	Red Crescent	09-2380215	09-2380215	09-2384151	Khaled Mu'aweyah Nasser	Director	prcsnbr@p-ol.com
Palestinian Working Woman's Society for Development	Local NGO	09-2347383	09-2347383	09-2347384	Samar Mohammad Mesbah Hawwash	Project Coordinator	nablus2010@pwwsd.org
UNRWA	UN	09-2333660	09-2333660	09-2381201	Awni Abdel Hadi Mashaki	Director	a.mashaqj@unrwa.org

An-Najah National University / Department of Social Guidance	Private	09-2345113	09-2345982	Faten Adnan Mohammad Abu Za'rou	Social Worker	faten_az@najah.edu
Ei-Lid Charitable Society	Local NGO	09-2328081	09-2328630	Ala' Youssef Darwish	Executive Director	ceo@elidpal.org
Community Based Rehabilitation	Local NGO	09-2386272	09-2386272	Dr. Allam Mohammad Al Jarar	Regional Manager of CBR	cbr.nablus@hotmail.com
Doctors Without Borders - France	International NGO	09-2339491	09-2339489	Marine HENRIO	Project Coordinator	msff-nablus@paris.msf.org
Directorate of Social Affairs	Governmental	09-2590875	09-2590875	Issam Nasser Abu Haweeleh	Director	esamha1972@hotmail.com
SOS Children's Villages Palestine	Private	09-2385955	09-2385955	Dr. Tawfeeq Al Silman	Director of guidance centers	nablus@sos-palestine.org
Directorate of Education / Division of Counseling and Special Education	Governmental	09-2591010/114	09-2591006	Munir Hassan Nofal	Head of Counseling and special education department	muneer_hasan@hotmail.com
Directorate of Education	Governmental	09-2382820	09-2389495	Hakmeh Jaber	Responsible of education guidance	edunab@hotmail.com
The East Jerusalem Young Men Christian Association Rehabilitation Program	Local NGO	09-2371598	09-2371598	Mostafa Omar	Supervisor of Nablus and Salfeet Teams	ymcarp_n@ej-ymca.org
Palestinian Counseling Center	Local NGO	09-2335946	09-2395177	Masa' A'shour	Administrative coordinator	pcc@palnet.com
Women Program Center	Local NGO	09-2324052	09-2324052	Ibtisam Abdel Fattah Youssef Mezher	President of the administrative body	samsom_miz1982@hotmail.com
Local Association Community Rehabilitation	Local NGO	09-2324997		Sahar Mohammad Sarhan	Deputy Director	balata.ja@hotmail.com
The Local Committee for Rehabilitation	Local NGO	09-2327680		Nahed Ali Abu Zer	Activities Coordinator	lolu_naser@hotmail.com

A List of the Organizations in the West Bank

Women's Program Center	Private	09-2327873	Shujoun Seyam	Executive director	sh-syam@hotmail.com
Yafa Cultural Center / Mental Health	Local NGO	09-2324553	Mohammad Suboh	Project Director	info@yafacult.ps
UNRWA / Community Mental Health Program	UN	09-2333660	Shareef Nassar	The Supervisor of Mental health Program	s.nasser2@unrwa.org
UNRWA	UN	09-2371628	Mu'aweya A'imer	Director of Nablus District	m.amar@unrwa.org

Salfit Governorate						
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Community Mental Health Center	Governmental	09-2515620	09-2515066	Jamil Youssef Saleh Naseef	Head of department	salfitcmhc@gmail.com
Alwafa Elderly Care Association	Local NGO	09-2515121	09-2515121	Fouad Hussein Abood	Chairman of the Board of Directors	fuad@alwafa.ps
Directorate of Social Affairs	Governmental	09-2515722	09-2515191	Amani Abdel Rahim Shahin	Deputy Director of Social Affairs	salfet@gov.giml
Directorate of Social Affairs / Casablanca Center of Mental Disability	Governmental	09-2515734	09-2515734	Rowayda Thiab	Director	ruwayda11@yahoo.com
Partners for Sustainable Development	Local NGO	09-2517901	09-2517901	Nasfat Hafez Al Khafsh	Director	info@psdpal.org
Women for Life	Local NGO	09-2993392	09-2994133	Fatmeh Assi	Director	women_forlife@yahoo.com
Directorate of Education	Governmental	09-2515665	09-2515664	Rassem Sabra	Head of the Federation and Special Education department	salfitedu@yahoo.com

Community Mental Health Center	Governmental	09-2515620	09-2515066	Jamil Youssef Saleh Naseef	Head of department	salfitcmhc@gmail.com
Alwafa Elderly Care Association	Local NGO	09-2515121	09-2515121	Fouad Hussein Abood	Chairman of the Board of Directors	fuaad@alwafa.ps
Directorate of Social Affairs	Governmental	09-2515722	09-2515191	Amani Abdel Rahim Shahin	Deputy Director of Social Affairs	salfet@gov.giml
Directorate of Social Affairs / Casablanca Center of Mental Disability	Governmental	09-2515734	09-2515734	Rowayda Thiab	Director	ruwayda111@yahoo.com
Partners for Sustainable Development	Local NGO	09-2517901	09-2517901	Nasfat Hafez Al Khafsh	Director	info@psdpal.org
Women for Life	Local NGO	09-2993392	09-2994133	Fatmeh Assi	Director	women_forlife@yahoo.com
Directorate of Education	Governmental	09-2515665	09-2515664	Rassem Sabra	Head of the Federation and Special Education department	salfitedu@yahoo.com

Tubas Governorate						
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Women Social Center Society	Local NGO	09-2578834	09-2578834	Laila Sa'eed As'ad Nimeh	Head of the administrative body	laila_said_pal@hotmail.com
Palestine Red Crescent Society	Red Crescent	09-2574445	09-2574445	Dr. Jamal Ahmad Daraghme	Director	jjamaldr@yahoo.com
The Local Committee for Social Rehabilitation	Local NGO	09-2578413	09-2578413	Masoud Ahmad	Executive Director	a.kareem1960@yahoo.com
Palestinian Medical Relief Society	Local NGO	04-2430981	04-2430981	Iman Mustafa Mas'oud Daraghme	Rehabilitation supervisor	mrc_jenin@hotmail.com

A List of the Organizations in the West Bank

Directorate of Social Affairs	Governmental	09-2575622	09-2574869	Khaled 'Mohammad Fa'iq' Al Kakhan	Director	tubass.gov.2011@gmail.com
Tubas Charitable Society	Local NGO	09-2573110	09-2573110	Maha Najji Atieh Daraghme	Director	info@tcs-pal.org
Directorate of Education	Governmental	09-2571145	09-2571113	Sa'ed Yaseen As'adathaha	Deputy manager	doe_mz@yahoo.com

Tulkarem Governorate						
Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Youth Rehabilitation	Governmental	09-2691619	09-2691619	Assad Abdel Rahim Assad Odeh	Director	asadodeh@hotmail.com
Directorate of Social Affairs	Governmental	09-2662398	09-2662398	Mohammad Ahmad Mohammad Abdallah	Director	Hammar@mosa.gov.ps
The Rehabilitation Children Autism and Learning Difficulties	Local NGO	09-2688958	09-2688958	Tarek Zeyad Ahmad Al-Tanneh	Director	autism_id@hotmail.com
Directorate of Social Affairs	Governmental	09-2671171	09-2674244	Sabah Salim Al Shersheer	Director	hammar@mosa.gov.ps
The Arab Society for Orphans	Local NGO	09-2671191	09-2674040	Ra'fat Al Qab	Director	darelyateem1961@yahoo.com
Directorate of Health / Mental Health Community	Governmental			Dr. Mahmoud Abdel Fattah Khreishi	Head of mental health department	thinnaha@yahoo.com
Cultural Center for Development Child	Local NGO	09-2680787	09-2680787	Kolthoom Abdel Rahim Assad Odeh	manager	cultural_98@yahoo.com
Palestinian Women's Development Society	Local NGO	09-2687672	09-2672003	Nada Twair	Deputy Director	annajdeh-tul@hotmail.com
Noor Al Shams Women Society	Local NGO	09-2691326	09-2691326	Hala Suleiman Moussa Alyyan	Administrative supervisor	hala-pl2009@live.com

Al- Awda Center	Local NGO	09-2670430	09-2670430	09-2670430	Salam Abdel Fattah Hassan Issa	Director	alawdames@yahoo.com
Directorate of Education	Governmental	09-2671153	09-2672353	09-2672353	Basem Mohammad Ahmad Zahran	Head of Counseling Department	zahran_basem@yahoo.com
Palestinian Working Woman's Society for Development	Local NGO	09-2681210	09-2682844	09-2682844	Ma'ali Wael Taher Abu Moussa	Director	pwvwd_org@yahoo.com
The East Jerusalem Young Men Christian Association Rehabilitation Program	Local NGO	09-2676512	09-2676512	09-2676512	Umayma Shahrour	Supervisor	ymcarp_t@ej-ymca.org
UNRWA	UN	09-2684944			Tayseer Moussa Barham Daoud	Director of relief and social services	t.daowd2@unrwa.org

Qalqilya Governorate

Organization Name	Type of Organization	Telephone	Fax	Person in Charge	Position	Email
Al Murabitat Charitable Society	Local NGO	09-2940074	09-2940074	Lina Saleh Abdel Rahman Jabr	Director	almurabitsociety@yahoo.com
Qalqilia Charitable Society for the Blind	Local NGO	09-2948411	09-2948411	Nai'm "Mohammad Sa'eed" Swaim	Director of the Institution	qa_chsoc_blinds@yahoo.com
Directorate of Social Affairs	Governmental	09-2940036	09-2940036	Izza Mohammad Abdallah Malooh	Director	ezzat.maloh@hotmail.com
Association House of Faith for the Care and Orphanage	Private	09-2942678	09-2942678	Hassan Shreim	Director	dar.al2eman@hotmail.com
Palestinian Medical Relief Society	Local NGO	09-2945221	09-2945221	Samih Mousa Othman	Director	pmrs@pmrs.ps
Palestine Red Crescent Society	Red Crescent	09-2946604	09-2946604	Faisal Abu Saleh	Center Coordinator	jodeh@palestinercs.org
Directorate of Education	Governmental	09-2940001	09-2942415	Nariman Khalifeh	Director	qaledu@yahoo.com
Palestinian Counseling Center	Local NGO	09-2902462	09-2902463	Ahiam A'mmar	Administrative Assistant	pcc@palnet.com

Tables

1- Distribution of organizations based on their type and their branches in the West Bank

	Governmental	Local NGO	UN	International NGO	Private	Total
Jenin	4	8	0	0	2	14
Tubas	2	5	0	0	0	7
Tulkarem	5	8	1	0	0	14
Qalqilya	2	5	0	0	1	8
Nablus	6	22	3	2	3	36
Salfit	4	3	0	0	0	7
Ramallah & Al-Bireh	6	18	5	0	7	36
Jerusalem	4	38	1	1	0	44
Jericho	4	3	0	0	1	8
Bethlehem	8	15	1	3	9	36
Hebron	13	24	2	1	5	45
Total	58	149	13	7	28	255

2- Distribution of organizations' main offices according to the type of organization

	Governmental	Local NGO	UN	International NGO	Private	Total
Jenin	0	3	0	0	2	5
Tubas	0	3	0	0	0	3
Tulkarem	0	6	0	0	0	6
Qalqilya	0	2	0	0	1	3
Nablus	0	14	0	2	2	18
Salfit	0	2	0	0	0	2
Ramallah & Al-Bireh	4	16	0	0	7	27
Jerusalem	0	33	1	1	0	35
Jericho	0	2	0	0	1	3
Bethlehem	0	11	0	3	9	23
Hebron	0	17	0	1	5	23
Total	4	109	1	7	27	148

3- age groups								
	0-6	7-12	13-18	19-24	25-35	36-45	46-60	Above 60
Jenin	7	11	11	11	10	10	8	9
Tubas	5	7	7	6	6	6	6	5
Tulkarem	10	12	13	9	8	8	7	6
Qalqilya	4	8	8	6	6	6	5	5
Nablus	23	33	32	32	29	28	27	22
Salfit	2	6	6	4	4	4	4	3
Ramallah & Al-Bireh	24	30	32	29	27	26	25	23
Jerusalem	24	39	42	35	31	27	21	17
Jericho	6	5	7	5	4	4	4	5
Bethlehem	25	28	28	28	27	24	22	17
Hebron	32	36	40	37	34	31	29	25
Total	162	215	226	202	186	174	158	137

4- Distribution of organizations according to age groups and type of organization								
	0-6	7-12	13-18	19-24	25-35	36-45	46-60	Above 60
Governmental	29	46	52	33	31	29	29	30
Local NGO	96	128	134	130	122	114	98	79
UN	11	13	13	11	11	11	11	11
International NGO	7	7	7	6	6	5	5	4
Private	19	21	20	22	16	15	15	13
Total	162	215	226	202	186	174	158	137

Tables

5- Distribution of organizations according to gender and type of organization

	Male	Female	Males & Females
Governmental	4	2	51
Local NGO	2	11	136
UN	0	0	13
International NGO	0	0	7
Private	0	0	28
Total	6	13	235

6- Distribution of organizations in the West Bank governorates according to gender

	Male	Female	Males & Females
Jenin	0	1	13
Tubas	0	1	6
Tulkarem	0	1	13
Qalqilya	0	0	8
Nablus	0	1	35
Salfit	0	0	7
Ramallah & Al-Bireh	1	1	33
Jerusalem	3	2	39
Jericho	0	0	8
Bethlehem	1	2	33
Hebron	1	4	40
Total	6	13	235

7- Distribution of organizations based on the governorate and level of service				
	Promotion	Prevention	Treatment	Rehabilitation
Jenin	8	13	10	10
Tubas	5	7	5	5
Tulkarem	6	13	10	12
Qalqilya	3	6	4	5
Nablus	22	30	19	24
Salfit	2	4	5	5
Ramallah & Al-Bireh	14	26	23	23
Jerusalem	25	35	29	25
Jericho	1	6	6	4
Bethlehem	23	31	25	28
Hebron	31	35	30	35
Total	140	206	166	176

8- Distribution of organizations according to service level and type of organization				
	Promotion	Prevention	Treatment	Rehabilitation
Governmental	24	47	43	40
Local NGO	88	120	92	104
UN	9	12	8	11
International NGO	5	5	6	5
Private	14	22	17	16
Total	140	206	166	176

Tables

9- The geographical distribution of organizations according to governorates and type of service												
	Jenin	Tubas	Tulkarem	Qalqiya	Nablus	Salfit	Ramallah & Al-Bireh	Jerusalem	Jericho	Bethlehem	Hebron	Total
Individual Psychological Counseling	14	6	12	8	25	4	32	32	8	32	40	213
Psychootropic Medication	3	0	1	0	4	1	9	5	2	7	9	41
Case Management	9	7	9	4	23	2	27	24	5	34	34	178
Including Psychosocial Considerations in Education	11	4	9	4	24	3	22	24	5	25	35	166
Group Psychological Counseling	13	5	11	8	33	5	32	37	8	32	42	226
Advocacy	10	4	8	5	18	3	25	28	3	32	35	171
Structured Activities for Psychosocial Support	13	7	10	6	28	5	23	29	5	27	35	188
Including Psychosocial Considerations in Protection Activities	7	2	7	4	17	4	17	18	6	20	15	117
Psychotherapy	3	0	2	2	7	1	18	6	2	13	7	61
Vocational Rehabilitation	7	3	8	4	15	1	16	17	5	16	19	111
Strengthening Community Support and Self-help Activities	13	7	11	6	31	6	25	40	8	30	39	216
Other	1	0	1	0	1	0	2	4	0	4	3	16

10- Distribution of organizations according to type of service and type of organization							
	Governmental	Local NGO	UN	International NGO	Private	Total	Percentage
Individual Psychological Counseling	51	121	12	3	26	213	83.53%
Psychotropic Medication	12	15	2	2	10	41	16.08%
Case Management	49	93	10	3	23	178	69.80%
Including Psychosocial Considerations in Education	41	98	10	2	15	166	65.10%
Group Psychological Counseling	49	136	13	5	23	226	88.63%
Advocacy	36	104	9	5	17	171	67.06%
Structured Activities for Psychosocial Support	41	110	13	6	18	188	73.73%
Including Psychosocial Considerations in Protection Activities	34	58	12	3	10	117	45.88%
Psychotherapy	9	32	3	3	14	61	23.92%
Vocational Rehabilitation	35	57	8	4	7	111	43.53%
Strengthening Community Support and Self-help Activities	44	133	13	6	20	216	84.71%
Other	2	12	0	0	2	16	6.27%

Tables

11- Distribution of organizations according to governorate and time of service provision		
	Day	Night
Jenin	14	2
Tubas	7	1
Tulkarem	14	1
Qalqilya	8	3
Nablus	36	3
Salfit	7	2
Ramallah & Al-Bireh	35	5
Jerusalem	44	11
Jericho	8	4
Bethlehem	36	9
Hebron	45	3
Total	254	44

12- Distribution of organizations according to type of organization and time of service provision		
	Day	Night
Governmental	57	13
Local NGO	149	23
UN	13	0
International NGO	7	3
Private	28	5
Total	254	44

13- Distribution of organizations according to the governorate and boarding services		
	Yes	No
Jenin	1	13
Tubas	1	6
Tulkarem	2	12
Qalqilya	2	6
Nablus	3	33
Salfit	3	4
Ramallah & Al-Bireh	5	30
Jerusalem	10	34
Jericho	3	5
Bethlehem	9	27
Hebron	5	40
Total	44	210

14- Distribution of organizations according to governorate and location of service provision						
	Center	Home	School	Clinic	Society	Other
Jenin	10	8	10	4	11	1
Tubas	6	5	7	3	6	0
Tulkarem	13	5	9	2	9	0
Qalqilya	7	3	6	4	4	0
Nablus	30	20	24	10	25	1
Salfit	6	2	2	2	5	0
Ramallah & Al-Bireh	27	16	25	13	25	3
Jerusalem	41	17	26	4	25	1
Jericho	7	2	3	1	4	0
Bethlehem	33	23	20	7	23	3
Hebron	40	26	28	18	29	3
Total	220	127	160	68	166	12

Tables

15- Distribution of organizations according to type of organization and location of service provision

	Center	Home	School	Clinic	Society	Other
Governmental	41	23	30	7	34	5
Local NGO	145	76	104	40	105	4
UN	7	10	10	9	11	0
International NGO	6	5	4	1	5	0
Private	21	13	12	11	11	3
Total	220	127	160	68	166	12

16- Distribution of organizations based on the governorate and the locality

	City	Village	Refugee Camp
Jenin	12	12	11
Tubas	5	6	5
Tulkarem	12	8	8
Qalqilya	8	7	1
Nablus	30	31	30
Salfit	7	6	1
Ramallah & Al-Bireh	29	30	29
Jerusalem	33	34	19
Jericho	8	8	7
Bethlehem	33	32	29
Hebron	38	41	34
Total	215	215	174

17- Distribution of organizations according to type of organization and locality			
	City	Village	Refugee Camp
Governmental	53	52	38
Local NGO	120	122	95
UN	10	11	13
International NGO	7	7	6
Private	25	23	22
Total	215	215	174

18- Distribution of organizations based on the governorate and the service fee				
	Free	Partial Cost	Health Insurance	Full Cost
Jenin	13	3	1	2
Tubas	6	1	0	0
Tulkarem	11	4	1	0
Qalqilya	6	3	0	0
Nablus	32	8	3	0
Salfit	7	2	2	0
Ramallah & Al-Bireh	26	17	4	4
Jerusalem	36	20	3	3
Jericho	7	3	1	1
Bethlehem	27	16	4	3
Hebron	36	11	6	2
Total	207	88	25	15

19- Distribution of organizations based on organization's type and service fee				
	Free	Partial Cost	Health Insurance	Full Cost
Governmental	56	8	20	2
Local NGO	119	64	3	6
UN	12	2	0	0
International NGO	4	3	2	0
Private	16	11	0	7
Total	207	88	25	15

20- The geographical distribution of organizations according to the type of MHPSS teams												
Jenin	Tu- bas	Tulkarem	Qalqiya	Nablus	Salfit	Ramallah & Al-Bireh	Jerusalem	Jericho	Bethlehem	Hebron	Total	Percentage
Psychiatrist	4	0	1	3	1	9	7	1	13	10	50	1.83%
Psychologist	16	5	14	3	4	62	44	1	27	35	251	9.19%
Psychiatric Nurse	1	0	1	1	3	3	10	0	74	3	97	3.55%
Social Worker	43	17	44	28	19	148	107	12	109	86	713	26.10%
Vocational specialist	6	0	11	11	0	38	7	12	11	49	157	5.75%
Community Worker	21	2	13	0	5	82	26	0	24	94	348	12.74%
Occupational Therapist	3	0	2	0	2	9	10	1	13	4	49	1.79%
Physiotherapist	4	2	1	0	2	12	9	4	11	16	79	2.89%
Speech Therapist	3	1	2	0	2	18	4	2	7	14	65	2.38%
Pharmacist	1	0	0	1	1	0	8	0	7	4	24	0.88%
Educational Counselor	97	23	64	37	38	129	101	1	6	214	847	31.00%
Other	1	0	4	0	0	3	11	1	18	5	57	2.09%

21- Distribution of MHPSS teams according to type of organization							
	Governmental	Local NGO	UN	International NGO	Private	Total	Percentage
Psychiatrist	15	24	0	1	10	50	1.83%
Psychologist	37	171	18	9	16	251	9.19%
Psychiatric Nurse	81	15	0	0	1	97	3.55%
Social Worker	278	317	65	15	38	713	26.10%
Vocational Specialist	71	50	0	1	35	157	5.75%
Community Worker	49	256	28	6	9	348	12.74%
Occupational Therapist	5	34	0	6	4	49	1.79%
Physiotherapist	5	60	0	9	5	79	2.89%
Speech Therapist	4	38	8	2	13	65	2.38%
Pharmacist	10	9	0	5	0	24	0.88%
Educational Counselor	679	87	74	0	7	847	31.00%
Other	15	39	0	0	3	57	2.09%

22- Distribution of organizations according to governorate and type of community group						
	Children	Youth	Women	Men	Elderly	Families
Jenin	11	9	8	7	7	9
Tubas	7	4	6	4	6	3
Tulkarem	11	6	7	4	1	5
Qalqilya	8	2	6	5	2	2
Nablus	33	29	29	18	19	25
Salfit	5	2	3	2	3	3
Ramallah & Al-Bireh	32	27	29	21	17	18
Jerusalem	41	28	32	22	14	25
Jericho	7	6	5	4	5	3
Bethlehem	31	19	26	19	15	29
Hebron	33	29	32	25	23	24
Total	219	161	183	131	112	146

Tables

23- Distribution of organizations according to type of organization and type of community group

	Children	Youth	Women	Men	Elderly	Families
Governmental	50	26	31	29	26	29
Local NGO	128	101	121	75	64	87
UN	13	8	12	10	8	11
International NGO	7	6	6	6	4	7
Private	21	20	13	11	10	12
Total	219	161	183	131	112	146

24- Distribution of organizations based on organization's type and the referral system

Type of Organization	Case Referral		Referral using a form	
	Yes	No	Yes	No
Governmental	51	7	39	12
Local NGO	135	14	82	53
UN	13	0	11	2
International NGO	6	1	3	3
Private	23	5	11	12
Total	228	27	146	82

25- Distribution of organizations based on the organization's type and following up on referral cases.

Type of Organization	Yes		No	
	#	%	Yes	%
Governmental	46	20.1	5	2.1
Local NGO	127	55.7	8	3.5
UN	10	4.3	3	1.3
International NGO	6	2.6	0	0
Private	22	9.6	1	0.4
Total	211	92.5	17	7.4

26- Distribution of organizations that provide external or internal trainings in the field of mental health and psychosocial services according to the organizational type

	Organizations that offer training				Organizations that received external training			
	Yes		No		Yes		No	
	#	%	#	%	#	%	#	%
Governmental	34	13.3	23	9	30	11.8	27	10.6
Local NGO	104	40.9	45	17.7	74	29.1	75	29.5
UN	11	4.3	2	0.7	8	3.1	5	1.9
International NGO	6	2.3	1	0.3	5	1.9	2	0.7
Private	18	7	10	3.9	18	7	10	3.9
Total	173	68.1	81	31.8	135	53.1	119	46.8

27- Distribution of organizations based on the organization's type, the availability of a scientific research team and their ability to conduct research

	Scientific Research Team				Conduct Scientific Research			
	Yes		No		Yes		No	
	#	%	#	%	#	%	#	%
Governmental	7	2.7	50	19.6	12	4.7	45	17.7
Local NGO	35	13.7	114	44.8	41	16.1	108	42.5
UN	0	0	13	5.1	2	0.7	11	4.3
International NGO	1	0.3	6	2.3	1	0.3	6	2.3
Private	1	0.3	27	10.6	5	1.9	23	9
Total	44	17.3	210	82.6	61	24	193	75.9

Tables

28- Distribution of organizations based on the organization's type and their ability to fund research

Type of Organization	Case Referral		Referral using a form	
	Yes	No	Yes	No
Governmental	1	0.3	56	22
Local NGO	6	2.3	143	56.3
UN	1	0.3	12	4.7
International NGO	0	0	7	2.7
Private	2	0.7	26	10.2
Total	10	3.9	244	96

29- Distribution of organizations according to type of organization and received professional supervision

	Organizations that receive vocational supervision				Type of supervision					
	Yes		No		Internal		External		Both	
	#	%	#	%	#	%	#	%	#	%
Governmental	49	19.2	9	3.5	33	15.2	2	0.9	14	6.4
Local NGO	129	50.5	20	7.8	43	19.8	16	7.3	70	32.2
UN	13	5.1	0	0	5	2.3	0	0	8	3.6
International NGO	6	2.3	1	0.3	0	0	2	0.9	4	1.8
Private	20	7.8	8	3.1	10	4.6	3	1.3	7	3.2
Total	217	85.1	38	14.9	91	41.9	23	10.6	103	47.4

30- Distribution of organizations based on organization's type and availability of volunteering opportunities

	Yes		No	
	#	%	#	%
Governmental	41	16	17	6.6
Local NGO	144	56.4	5	1.9
UN	10	3.9	3	1.1
International NGO	4	1.5	3	1.1
Private	20	7.8	8	3.1
Total	219	85.8	36	14.1

31- The organizations' satisfaction level with cooperation, coordination, and case referral process

Paragraphs	satisfaction level %				
	Very Low	Low	Average	High	Very High
Cooperation Satisfaction Level	9.4	20	41.3	23.2	5.9
Coordination Satisfaction Level	10.6	22.4	35	25.2	6.6
Referral Satisfaction Level	9.4	28.7	34.6	20.8	6.3

32- Distribution of organizations based on the type of mental health problems and community groups

	Children	Youth	Women	Men	Elderly	Families
mental and neurological disorders	21	8	11	10	9	10
Chronic Diseases	9	5	11	22	20	4
Addiction	11	5	1	9	2	0
Rehabilitation	91	59	76	61	41	51
Care	0	0	0	0	12	0
Victims of violence	55	47	95	39	16	35
Hard Circumstances	62	20	66	14	16	30
Psychosocial problems	121	79	70	69	45	94
Student issues & problems	67	26	1	1	0	4

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