



Annual Report 2018



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Young female students line up at a JRS school in Baalbek, Lebanon. (Entreculturas)

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INTRODUCING THE NEW JRS LOGO

On the cover of this Annual Report you will see our new logo. As JRS seeks to respond to the unprecedented scale of the global refugee situation, our commitment to accompany, serve, and advocate the cause of refugees compels us to adapt and change as circumstances demand. That commitment includes the way we communicate our work in a digital age and how we represent ourselves visually in a world that consumes information in ways unimaginable at the time when our former logo was introduced 23 years ago. While we are updating our look, we remain convinced that the value of accompaniment, journeying with the dispossessed as they seek to rebuild their lives, is at the heart of who we are as an organisation. That's what our new logo continues to tell the world: at JRS, we walk with refugees.

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677,804 people served in 56 countries

Colombia

Ecuador



104,213 1,973 Pastoral Mexico Advocacy/ Protection

6,512 1,478 Central Venezuela Nigeria African Republic Cameroon

> **Democratic** Republic of the Congo

Switzerland

Germany United **Kingdom** <u>Ireland</u>

Belgium

Portugal

Angola

Malta

Latin America & Caribbean

PROGRAMME	
Education	3,568
Livelihoods	1,190
Psychosocial/ Pastoral	, 13,432
Emergency	19,801
Advocacy/ Protection	15,722
Healthcare	568

Southern Africa

PROGRAMME	
Education	13,584
Livelihoods	2,112
Psychosocial/ Pastoral	37,446
Advocacy/ Protection	11,197
Healthcare	18,873

OUR MISSION

Inspired by the generous love and example of Jesus Christ, JRS seeks to accompany, serve, and advocate the cause of refugees and other forcibly displaced people, that they may heal, learn, and determine their own future

Protection

Healthcare

23

169



OUR VISION

A world where refugees and other forcibly displaced people attain protection, opportunity, and participation.

Our context

At the end of 2017, forced displacement had reached historical levels, with 68.5 million people compelled to flee their homes seeking safety and hope. For the 28.5 million refugees and asylum seekers among that number, the opportunities resettlement, social integration, and access to education and livelihoods shrank even as needs increased, with many countries opting to close borders and narrow pathways for viable and dignified movement.

2018 witnessed a surge in these patterns, chiefly in Africa where just four countries -South Sudan, Central African Republic, Burundi, and the Democratic Republic Congo - accounted for over 12 million internally displaced persons (IDPs) and refugees. Ongoing armed conflict, prolonged famine, and general scarcity of resources are the key factors behind these growing numbers, and neighbouring countries such as Uganda, Tanzania, and Ethiopia have shouldered most of the immediate weight of this reality. Meanwhile, in northeast Nigeria, where the newest JRS country office was opened in June 2018, almost two million people were displaced as a result of conflict between the military and non-state armed groups, and the collapse of social infrastructure.

However, two of the most serious humanitarian crises of 2018 unfolded on other continents. In Myanmar, violent persecution of the Rohingya minority caused nearly 1.5 million people to flee across the border into the Cox's Bazar district of neighbouring Bangladesh. where Balukhali-Kutupalong camp now constitutes the world's largest refugee settlement. Similarly, the Venezuelan diaspora grew to nearly four million - more than 12 per cent of the country's population - with nearby Colombia, Ecuador, and Peru providing refuge for many in what is now the largest

recorded refugee exodus in Latin American history.

As 2018 drew to a close. 7.000 Hondurans. over Salvadorans, and Guatemalans travelled northwards caravans for added security as they sought to escape endemic gang violence, and political and economic crises, for a brighter future in Mexico and the United States. Climate disruption and food security are other, often overlooked, factors that could drive even more significant migrant flows in this region over the years to come.

In his message for the 104th World Day of Migrants and Refugees in 2018, Pope Francis spoke of how Jesus Christ "entrusts to the Church's motherly love every person forced to leave their homeland in search of a better future". This call to love is and will continue to be the driving force of the JRS mission to accompany, serve, and advocate the cause of refugees.



Venezuelans cross the Simón Bolívar international bridge into Colombia.

International Director's message

Dear friends and members of the JRS family,

Welcome to our annual report and thank you for making possible the stories in the following pages.

St Bernard of Clairvaux, the founder of the Cistercian monastic movement in the 12th century, began each day with the same question: "Why have I come here?" For the over 670,000 forcibly displaced people JRS accompanied in 2018, that question resonates in many ways.

Why have I come here? Violence, desperate poverty, government corruption, climate change, and drug trafficking have forced 70 million people to leave there to come here, from home to wherever and whatever here may be.

Why have I come here? Refugee life is often bittersweet: the here of a camp or city edge may be safer, but the lacks—employment opportunities, schooling for children, a permanent home, citizenship—are constant reminders of loss.

Why have I come here? When here means JRS, the answer becomes something else. JRS offers a future. By walking with refugees, building solidarity as brothers and sisters, and attending to the psychosocial trauma and pain of past and present, JRS offers a life moving forward from here.

Early in 2018, JRS confirmed our Strategic Framework through 2023. Envisioned as a roadmap for local engagement, our strategic priorities of reconciliation, education, livelihoods and advocacy shape the spirit and focus of our work. In the pages that follow, you will learn about these priorities and how they engaged the refugees we serve in 56 countries around the world. These priorities are changing the lives of the people we serve, people who inspire us by their generosity, their resilience, their faith. *Here* can lead to hope.

Hope fills the pages that follow. In addition to our work in the four priority areas, you will learn how JRS is responding to acute crises in Bangladesh, Greece and Mexico. Two campaigns are also featured in this year's report: our Global Education Initiative's goal of 100,000 more people educated by JRS has been reached, and we are close to achieving the GEI's financial target. Our Global Staff Care Initiative offers cutting-edge and crucial support to JRS team members living and working in challenging contexts. The stories that follow inspire me; I trust they will inspire you as well.

Why have I come *here* is a question for us all. Thank you for helping *here* become hope. Christ's peace,



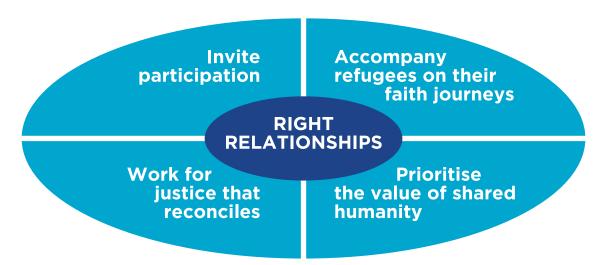
Fr Thomas H. Smolich SJ JRS International Director

Thun H. Sul

Fr Thomas H. Smolich SJ, JRS International Director, visits JRS projects in Chad.



Principles that guide the reconciliation and social cohesion strategy



Reconciliation

Refugees and IDPs are forced from their homes by violence and conflict, and they frequently continue to encounter antagonism and rejection during their flight to safety and in the place where they settle. In 2018, JRS developed an international strategy to make reconciliation and social cohesion an integral priority of our mission by strengthening the capacity of JRS teams, refugees, and host communities to resolve conflict, to address drivers of discrimination and violence, and to work together for transformation.

The approach is based on our long-term experience of building bridges through our projects and presence, and reflects the priority given by the Jesuits to reconciliation articulated as "rebuilding right relationships".

"May the God of peace arouse in all an authentic desire for dialogue and reconciliation. Violence cannot be overcome with violence. Violence is overcome with peace."

Pope Francis

JRS emphasises the contribution of faith to the journey of reconciliation, because religious beliefs offer a strong foundation for values and resilience, not least among refugees and in conflict settings.

JRS launched our strategy with pilots in Ethiopia and Afghanistan to test conflict assessment and training tools that will eventually be utilised throughout JRS.

COLOMBIA AND VENEZUELA - Coexistence, community, and communion

The Táchira river forms a natural border between Colombia and Venezuela. For decades, Colombians have crossed the Táchira into Venezuela to seek safety from armed conflict; Venezuelans have been making the journey in opposite direction since 2014 to escape the most severe humanitarian crisis of the modern era in Latin America. In the small border villages of La Siberia. Colombia and Betania, Venezuela, where Venezuelans and Colombians live side by side, JRS Colombia has worked to restore the social fabric of both communities through a focus on coexistence (coexistencia), community (convivencia), communion (comunión). cultivating programmes |

that build on the shared religious faith of the people.

On 20 May 2000 -Mother's Day - three residents of La Siberia were murdered by paramilitary forces, inflicting a deep wound that has festered in this small community for nearly two decades. JRS has been running peacebuilding educational programmes for the children of the village, thereby sowing in young minds the seeds of nonviolent coexistence that will grow, if well nurtured, into something more: social cohesion that brings about a sense of common good, shared solidarity, and communal healing. a cooperative Similarly, approach towards fostering livelihoods through the local cultivation of berries has created a more integrated sense of community among 28 local farming families in 2018.

"The challenge is involving the whole community more widely in this enterprise," says Fr Mauricio García-Durán SJ, regional director of JRS Latin America and the Caribbean, "without losing sight of the priority the victims hold in the healing and reconstruction of the social fabric." To this end, Venezuelans and Colombians in La Siberia. together with JRS, have designated 20 May as a day of commemoration and healing through communion - a time for the whole community to reclaim Mother's Day as a celebration of life and transformation their common bonds of

AFGHANISTAN - "The students carry forward the process"

In the heart of Afghanistan's long-embattled capital city of Kabul, Sayed Khalid Sadaat, a 2011 graduate of the JRS teacher training programme in Afghanistan, is working to introduce a framework for intercultural peace and restoration with three of the country's ethnic groups: Pashtuns, Tajiks, and Hazaras. Mirroring the impact of the Each One Teach Some programme, a JRS Afghanistan education initiative that includes girls in mainstream schooling and fosters cooperation among children of different ethnicities, Khalid and his team trained approximately 100 Afghan teachers over the course of 2018 to be practitioners of peace and reconciliation. The teachers were thus equipped to bring their newfound skills to 10,600 students in four locations: Kabul, Bamiyan, Herat, and Daikundi. "The students carry forward the process," Khalid explains. "I train the teachers, the teachers train the students, and the students motivate their families."

Afghan children are bombarded daily by political messages that seek to divide the Afghan nation by appealing to ethnic loyalties and privileges. This divisive rhetoric works against the wellbeing of Afghan IDPs and returnees from neighbouring countries such as Iran and Pakistan. all of whom have sought stability and a sense of belonging for decades. "Afghanistan was originally established as a country for all," says Khalid, "not for any one ethnic community." The initial success of the reconciliation training pilots in Kabul and Herat has fostered a sense of hope in the participants that the continued implementation of the pilots, scheduled for the summer of 2019 in Bamiyan and Daikundi, will realise the shared vision of an Afghanistan that welcomes people of every ethnic background.

"I train the teachers, the teachers train the students, and the students motivate their families."



ETHIOPIA - Building a trust that lasts

In July 2018, the Eritrea-Ethiopia peace summit ended two decades of border conflict, allowing long-separated families on both sides to reunite. The celebrations quickly gave way to severe challenges, however, as over 27.000 Eritrean refugees relocated to northern Ethiopia seeking safety from an authoritarian government that has been accused by the United Nations of systematic human rights violations. While the refugees were initially received in a spirit of welcome - northern Ethiopians and Eritreans share a common language and culture - a perceived scarcity of resources has given rise to conflicts between both groups. As a result of workshops led by JRS, community leaders from each group have established a peace committee in Mai Aini, one of the two refugee camps in the region where JRS is present, and initiated other activities that bring together the refugee and host communities.

In the Dollo Ado region southeast Ethiopia, clan-based tensions and conflicts, both within the Somali refugee community as well as between them and neighbouring host communities, are stark reminders of the need for peace and reconciliation. Clans occupy different levels of the social hierarchy, leading to the unjust distribution of resources and other inequalities. The JRS team has worked with clan and Muslim religious leaders for the respectful treatment and inclusion of so-called "inferior" clans. This approach requires the building of trust between the Muslim community and a Catholic organisation whose motives might otherwise be regarded with suspicion.

JRS Ethiopia country director, Mulugeta Haybano, notes that JRS has been unofficially working to foster peace and reconciliation since 2010 in northern Ethiopia and 2011 in the Dollo Ado region. The launching of the reconciliation programme pilots in 2018 is a source of great hope and anticipation across the country. "People trust us and are appreciative of this project. We are getting to know these people very fast. This year, unlike previous years, we have resources to run the projects." Mulugeta. "This notes is an opportunity for us."







Education

Education speaks to fundamental human needs: to understand the world, to belong, and to prepare for the future. Refugees, even in the immediate aftermath of a crisis, often rank education as one of their most pressing needs – alongside food, shelter, and protection. Access to quality education offers stability and heals the mental wounds that occur in displacement, serving as a lifeline of hope. This vision of education – as a force that stabilises, protects, and ultimately transforms – motivates JRS education projects worldwide.

In 2018, JRS continued training teachers around the world to become nurturers, healers, and leaders within their classrooms and communities. Increasing access to education was another key focus,

"The role of imagination, affection, will, as well as intellect are central to an Ignatian approach. Thus, Jesuit education involves formation of the whole person."

Fr Peter-Hans Kolvenbach SJ, Superior General of the Society of Jesus (1983-2008)

particularly for young girls and youth with disabilities. In every educational endeavour, JRS focuses on providing care for the whole person, whether by providing learners with individual psychosocial support, creating safe and inclusive learning environments, or employing innovative approaches that address the wellbeing and mental health of learners.

MALAWI - The Naweza Project: the gift of inner strength

For the past 25 years, Dzaleka - a refugee camp with a population of approximately 40,000 has hosted displaced people from countries such as Democratic Republic of Congo, Burundi, and Somalia. During that time, quality education in the camp has been a need that JRS has met for thousands of refugee youth. In 2018, the Naweza Project meaning "I can" in Kiswahili - was launched to address myriad difficulties that refugee girls face in accessing education and attaining overall security and wellbeing.

In its initial phase, the Naweza Project is set to address current identifiable challenges such as a shortage of classrooms, early marriage, and reproductive and sexual health issues. After a second phase consisting of a thorough analysis of these problems, the project will conclude with the implementation of sustainable responses. Seventeen young women, completed having competitive examinations, benefitted as recipients of scholarships in the first phase during 2018. Ten began secondary studies at a boarding school outside Dzaleka. while seven started tertiary education at the Catholic University Malawi and Mzuzu University. Over 100 others were trained in menstrual, sexual, and reproductive health, as well as "soft skills" such as leadership and self-esteem, in an effort to remove common barriers that stand in the way of refugee girls having access to education. "When we give them inner strength," reflects Edith Amin, Naweza Project director for JRS Malawi, "then everything else becomes easier."

The Naweza Project also sees investing in the young men of Dzaleka as an integral part of the community effort to improve girls' education. "In this second research phase, we want to learn how to involve boys meaningfully," Edith remarks, "not just to check a box to show we've involved everyone." By mobilising the entire Dzaleka community behind the Naweza Project, she believes a sustainable path toward gender equality in education can be created.

SOUTH SUDAN - JRS teacher training programme

Alima is one of 18 teacher tutors in the Maban region of South Sudan working with JRS to train a new generation of teachers simultaneously while sharing capacity with those who already teach in the region's four refugee camps - Kaya, Gendrassa, Doro, and Yusuf Batil. In 2018, 26 trainee teachers graduated after completing two years of intensive training in class management, material preparation, and curriculum planning, in addition to immersive classroom experience. This pre-service teacher training is one of two avenues by which JRS South Sudan addresses a shortage of qualified educators in a region with over 140,000 refugees, predominantly from the Blue Nile and South Kordofan areas of Sudan. Pre-service trainee teacher candidates must complete a rigorous assessment prior to acceptance into the programme. When accepted, they are given lodging, basic living necessities, and the Pedro Arrupe Scholarship that provides a stipend to help them support their families.

Over 450 other teachers participated in the ongoing in-service teacher training programme in 2018. The huge demand for basic education in the four camps has resulted in underqualified teachers having to deliver courses; JRS's in-service programme, delivered in four stages over four years, is designed to certify these teachers fully as they continue teaching.

Through the Maban teacher training programme, students from rival groups segregated by camps come together with the common goal of learning to lead their communities as future educators. "It's something you cannot measure - the hope they are giving," explains Nyamweya Omari, education coordinator for JRS South Sudan in Maban. "but it's something you can see from the reality of their wanting to come for our services."

"It's something you cannot measure - the hope they are giving."



MYANMAR - JRS teacher training programme

The 2018 calendar year was particularly significant for IDPs as well as returnees in Myanmar. Less visible in the global spotlight than the mass exodus of the Rohingya from Rakhine State to neighbouring Bangladesh have been the protracted conflicts between the military and local ethnic armed organisations that have displaced hundreds thousands from Kayah state and Kachin state. JRS Myanmar has established teacher training programmes in Kayah and Kachin to provide learning opportunities to internally displaced children as well as to returnees.

In Kachin state, located in the far north of Myanmar, JRS has partnered with the Diocesan Education Commission to administer an annual nine-month training programme; 20

new teachers graduated in May 2018. By the end of the calendar year, an additional 191 community volunteer teachers had received some form of training, coaching, or material support as they teach in schools in remote, conflict-affected areas of the state.

"We are here to fill the gaps," says JRS Myanmar country director, Rosalyn "especially promoting quality education for disadvantaged children in remote areas." Community volunteer teachers, once trained, commit to serve for two years in villages that take two to three days to reach by foot. Where emergency situations arise. responds by collaborating in the construction of learning spaces, the provision of educational materials, and visits to displaced families.

In Kayah state, eight

mobile education assistants and their partners trained 129 community teachers to provide both basic and nursery education to over 40 schools in the remote Shadaw and Mawchi areas of the state. Most of the children in these schools are IDPs, IDP returnees, or disadvantaged children areas outside state control. With inadequate educational provision made for returnees at the federal and state levels in Myanmar. **JRS** has worked streamline the educational re-entry process for returnee students while bridging the learning gap between their previous life in IDP camps and their new life back home in Kayah State.



IRAQ - Availability and empathy in our service to Yazidis

JRS The approach to education for Yazidi internally displaced persons (IDPs) in northern Iraq is imbued with a strong element of psychosocial support. ISIL's seizure of Mosul and surrounding regions in 2014 displaced hundreds of thousands of Yazidis - a people with ethnic ties to their northern Kurdish neighbours but a separate religious faith. Many Yazidis, chiefly women and children, spent the subsequent four years in captivity, after losing friends, family, and property during ISIL's violent occupation. As they are gradually released, most make their way to Duhok governorate, particularly to the town of Sharya where the majority of their kin who were able to escape have resettled.

Nariman Mohammad, education coordinator at the JRS-run Sharya Community Centre (SCC), notes that Yazidi culture tends to stigmatise people who seek

mental health care. Most rescued Yazidi youth are girls who have suffered unspeakable abuses at the hands of their captors, and their psychological trauma is a formidable roadblock to furthering education. From October through December 2018, Nariman and her team facilitated the Yazidi Girls English Language Programme, which provided language courses for 62 Yazidi girls, aged 13 to 18. The girls also participated in sports activities, art classes. and personal care and hygiene awareness training. The initial positive impact of these programmes has set the stage for their further expansion in 2019.

Sido Dawood and Firas Suleiman oversee mental health and psychosocial services (MHPSS) at the SCC. Firas, a survivor of the Yazidi genocide, brings a unique understanding to the burdens carried by his fellow Yazidis. In addition to accompanying over 200

"Sometimes your availability and empathy are the best way to serve that person."

Yazidi youth with personal psychological care, Firas and Sido host training sessions at the SCC on topics ranging from suicide prevention to sexual and gender-based violence. Open accessibility to these programmes has helped many Yazidi youth find the courage to overcome the stigma of receiving psychosocial support as they adapt to a new form of living and thinking, bolstered by education and empowerment.

With much of their home region of Sinjar still in ruins, very few Yazidi youth see a viable future for themselves in Iraq. Thus, the depth of care and consistent presence required to both plant and cultivate seeds of genuine hope in each individual is both time- and labour-intensive. "It's not just about providing things to someone in need." notes Hussein Abdullah Qader, project director of the SCC. "Sometimes your availability and empathy are the best way to serve that person." For young Yazidis and their families, the accompaniment provided by the SCC staff has already begun to bear good fruit.



Campaign Update: The Global Education Initiative

At the end of 2015, in response to a global situation of forced displacement on unprecedented scale. JRS launched the Global Education Initiative (GEI) to increase the total number of people served by our education and livelihoods training programmes from 150,000 to 250,000 by 2020, and to raise sufficient funds to sustain these programmes. We were inspired by Pope Francis saying to JRS, "To give a child a seat at school is the finest gift you can give."

As 2018 drew to a close, we realised that one part of this ambitious initiative had been achieved: two years before the end of the campaign, JRS has accomplished the first of the GEI goals, reaching 253,496 people through our education and livelihoods programmes.

Some 13 million people are trapped in the limbo defined as "protracted refugee situations": people who believed that they would be staying temporarily in a host country find themselves

in a prolonged state of dependence and With half of all refugees being children, and half again of these children out of school, the fact that JRS has surpassed our goal of additional educating an 100,000 refugees within three years gives us scant consolation. We cannot rest while millions more face a future devoid of opportunities.

JRS projects provide countless instances of the transformative power of education in refugee For example, situations. the Naweza Project provides voung women with extracurricular activities that complement academic learning, nurture leadership skills, and hone critical thinking about issues such as human rights and reproductive health.

The GEI has a second goal: to raise USD 35 million to sustain our programmes. We are on track to achieve this as well: by the end of 2018, we had raised USD 28.3 million, 81 per cent of our target. **This means that**

Goals of the Global Education Initiative (2015-2020)

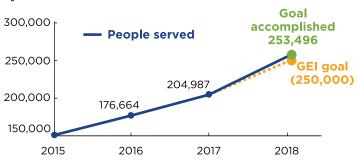
- Increase the number of people served in JRS's education and livelihoods training programmes from 150,000 to 250,000
- Focus on out-ofschool children and youth, teacher training, and post-secondary education that leads to employment
- Raise USD 35 million to implement education programmes

we still need your support to raise USD 6.7 million by 2020 to keep providing quality education and training to over 250,000 students.

Education saves lives. Refugee children in school are protected from risks such as labour and sexual exploitation, early marriage, and recruitment into armed groups. In possession of new skills and knowledge, refugees of all ages find it easier to integrate into host communities. All this is made possible by your support and generosity.

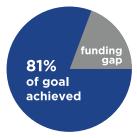
Global Education Initiative goal

100,000 more in JRS's education and livelihood programmes by 2020



Financial goal

raise USD 35 million to implement education programmes







Livelihoods

The greatest desire of refugees once they reach a place of safety is to begin to support themselves and their dependants as they rebuild their lives. To this endeavour, they bring their own experience and expertise. JRS livelihoods programmes aim not only to equip refugees with skills for employment or running a business, but also help build capacity for "soft skills" and resilience to make a meaningful living. These programmes are based on local market analyses to identify skills that are in demand, and also to identify gaps - and therefore opportunities - in the service economy. They also take advantage of the opportunities provided by the digital economy and the ability of trained refugees to overcome geographical isolation by working online. Refugees who continue to build their skills and capacities bring

"Economic inclusion...is one of the most important keys to enhancing protection and unlocking solutions for refugees."

> Filippo Grandi, United Nations High Commissioner for Refugees

benefits to the countries where they settle. In cases where they are able to return to their countries of origin, they can play an essential role in the reconstruction efforts in places once ravaged by conflict and disaster.

UGANDA - "After getting a job, something has changed"

David became an adult while on the run from the violent conflict involving various armed groups and, at times, the Congolese army in the South Kivu region of the Democratic Republic of Congo (DRC). The unrelenting violence in 2017 severely hampered access to vital resources for more than 400,000 internally displaced people in the region: it also claimed the lives of David's parents, leaving him as the sole breadwinner for his three vounger brothers. "We chose to come to Uganda," he says, "because people informed us that they help refugees here."

David and his brothers found their way to the capital, Kampala, where there are 61,000 urban refugees and asylum seekers, the majority from the DRC. David's decision to settle in Kampala is one that Fr Frido Pflueger SJ, country director of JRS Uganda, identifies as a risky yet understandable trend among urban refugees. Since refugees in Uganda have freedom of movement, some opt for the food, shelter. and medical care provided in rural settlements, but many are increasingly moving to the city for access to specialised healthcare and sustainable

employment prospects.

Since 2011, the JRS team in Kampala has been offering urban refugees a comprehensive livelihoods programme aimed equipping them with practical tools for gainful employment and income generation, as well as sharpening business skills and inner resilience. JRS livelihoods programmes which include hairdressing, computer networking, electronics repairs, fashion desian. handicrafts. and catering - take into account market analyses of in-demand skills in the local economy, and their success in getting people into the

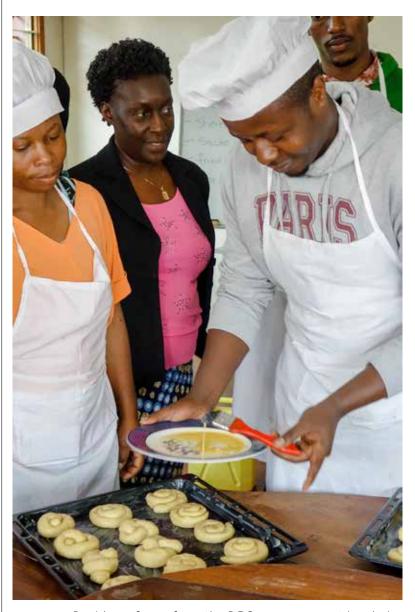
"I can help my brothers get what they want."

jobs and enterprise markets has been a big draw for the urban refugee community in Kampala. For example, the 2018 Fashion Design cohort, which started class in January and graduated in December, consisted of 17 women and 8 men selected from a pool of more than 100 applicants.

Graduates of the livelihoods programme go on to complete a local internship before getting a job or starting a small business. "Uganda is ranked as one of the world's most entrepreneurial countries," notes JRS Uganda project director, Godfrey Ogena, "but it also suffers high rates of business failure. Only one out of five business ventures survives to see its first birthday." To help its programme graduates beat these odds, JRS Uganda offers them the option of applying for small annual business grants in addition to providing mentorship support, training, proactive diagnoses from business development experts.

David, now 20 years old, graduated in 2018 from the JRS Uganda catering programme. His threemonth internship at a local Kampala hotel gave him

a chance to work in each department before he was offered a full-time position to work in his favourite place: the kitchen. David can now support his three younger brothers as they seek to complete their education. The four of them hope to start a family business one day. "After getting a job," he says confidently, "something has changed. I can help my brothers get what they want."



David, a refugee from the DRC, prepares pastries during a JRS catering course in Kampala, Uganda.

ECUADOR - A holistic approach toward equipping refugee entrepreneurs

When Pablo arrived in Quito in early 2018 with his 16-year-old son Tomás, they joined another 250,000 Venezuelans who no longer regard Ecuador as just a transit country on the way to a better life in Peru, Argentina, and Chile. Pablo and Tomás are part of the latest wave of forcibly displaced people from Colombia and Venezuela who have begun to see Ecuador as a place to call home. Within a short time, however, Pablo began to wonder if he had made the right choice to remain in Ecuador; without a job, and with no social network, he sank into a depression.

Near the end of the year, while staying at the Mitad del Mundo shelter in the northern suburbs of Quito. Pablo and Tomás had the opportunity to participate in a month-long livelihoods training session with JRS Ecuador. Alongside 57 other Venezuelan and Colombian newcomers, he and Tomás learned to create a viable business plan to salchipapas (fried sausages and potatoes) from a food cart in the streets of Quito. Upon presentation to his peers and trainers at JRS Ecuador, his venture was selected to receive \$600 in seed money. In early 2019, Pablo will continue taking development business and certification courses through local partners.

"We don't simply maintain a cold business relationship with our students, it's a holistic approach."

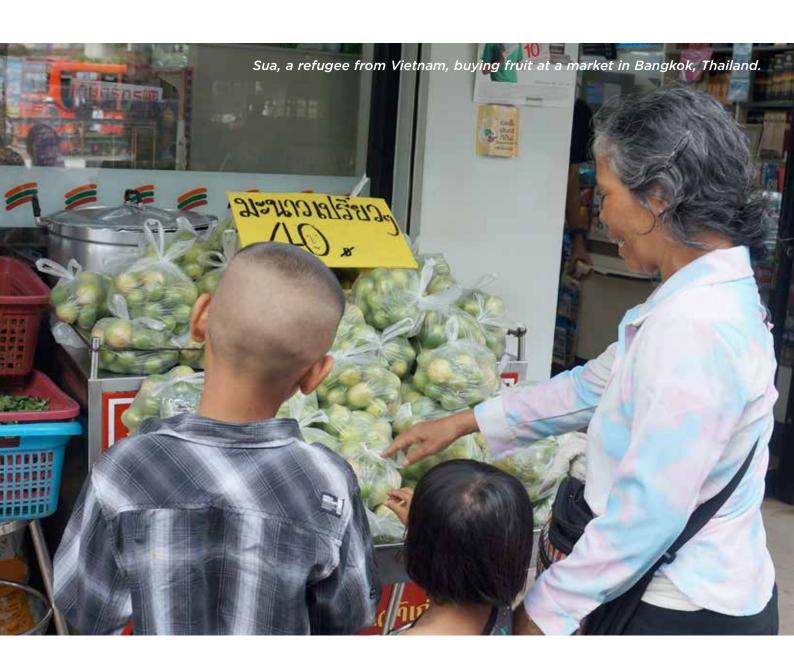
Pablo stays in close touch with his friends and mentors at JRS, sending photos of his food cart and giving updates on Tomás progress at the local high school. "We don't simply maintain a cold business relationship with our students," says Maria Fabiola Cordero, coordinator **JRS** the Ecuador livelihoods initiative. "It's a holistic approach." This accompaniment of people they serve, according to Maria Fabiola and JRS Ecuador country director José Fernando López, is one manifestation of their team's dedication to atención integral ("comprehensive service"), an approach that seeks to meet the needs of each individual's heart, mind, and body by providing psychosocial support, legal services, basic humanitarian assistance. and opportunities for social integration.

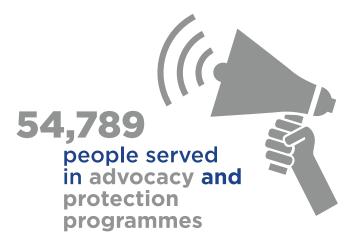
When JRS first developed livelihoods models in 2005, their approach consisted of simply providing seed money to individuals and families looking to launch subsistence ventures. They

quickly learnt that the seed money was used primarily for meeting immediate family needs, with little to no focus on reinvesting profits into the sustainable development of the venture.

JRS now vets wouldbe entrepreneurs before delivering the kind of business development and financial management training that Pablo and Tomás received. From there, the most promising ventures are awarded opportunities not only to access seed money for start-up expenses but also cooperative credit. Through JRS, these new entrepreneurs were also put in touch with other entrepreneurs who share an interest in sustainable best practices.

With this latest livelihoods model in full swing across four northern regions of Ecuador - Esmeraldas, Tulcan, Lago Agrio, and Quito - Pablo and Tomás, along with 86 other families, are gearing up to expand their fledgling business ventures in early 2019 as a new story of hope and dignity unfolds before them.





Advocacy

For JRS, advocacy means ensuring that refugees receive legal and humane treatment. Advocacy is one of the three "pillars" of JRS, together with service and accompaniment, because we believe that refugees are not passive objects of our pity and charity, but people who have rights under international law when they cross a border, and who retain their rights as citizens if they are displaced in their own countries.

The work of advocacy involves supporting refugees who are often their own best advocates: who better to tell their story than the people who have been driven into exile; made perilous journeys to seek protection; and seen their loved ones detained, drown at sea, or sent back to the very dangers they sought to escape?

"What refugees need and appreciate most is friendship, trust, and a shared understanding of the reasons why they are forced to flee their country."

Fr Peter-Hans Kolvenbach SJ, Superior General of the Society of Jesus (1983-2008)

We also work directly with governments to get better protection outcomes for refugees, and we never underestimate the power of the stories of the people we accompany and serve to bring about positive change for the dispossessed.

THAILAND - Eleven urban refugee caregivers set for release from detention

Sua turned 60 with her 55-year-old husband and ten-year-old grandson by her side at the immigration detention centre (IDC) in Bangkok. As members of the Ede minority group in Vietnam, Sua and her entire family endured sustained persecution - including torture and house arrest - at the hands of local authorities on account of their Christian faith. They fled Cambodia in 2015 and continued their journey into Thailand two years later. In August 2018, however, all three were detained by Thai authorities and Sua was separated from her husband and grandson.

Sua and her family are just three of over 5,600 urban refugees - from

countries such as Vietnam. Iraq. and Somalia temporarily calling Bangkok home. Most of these urban refugees are hoping to be recognised as refugees by the United Nations refugee agency (UNHCR) thereby rendered eligible for resettlement to a third country, a process that can take more than three years. While awaiting the initial asylum interview, a refugee in Bangkok is subject to possible detention and deportation because the government considers all refugees to be illegal migrants.

Three months before her arrest, Sua found JRS Thailand through wordof-mouth in her local community. Upon learning of Sua's detention, with young grandson separated from his only family members. JRS partnered with several local NGOs and lobbied the Thai government for the release of mothers and children from the IDC. The release of all eleven women in this situation is scheduled for early 2019, and Sua looks forward to being reunited with her grandson, and eventually her husband, as they continue their search for a life of freedom, safety, and happiness.



UNITED KINGDOM - Addressing homelessness and human trafficking among asylum seekers

In the UK, people refused asylum are made destitute. Virtually all asylum seekers are banned from working. Refused asylum seekers do not get any support and are subject to policies and laws designed to make their lives unbearable. For example, everyday activities like working and driving are criminal offences for them, and they face barriers to essential services such as healthcare. They may also be detained for an indefinite period of time.

JRS UK runs a day centre and hosting scheme for destitute asylum seekers, and visits people in detention. In January 2018, JRS UK published its first policy report, "Out

in the Cold", about the living situations of those in our day centre, based on surveys taken by them. This revealed harrowing patterns of sporadic street homelessness and vulnerability to abuse: 62 per cent of respondents had slept outdoors in the last year; a third were afraid of those with whom they lived but forced to accept accommodation on any terms. The JRS hosting scheme. by contrast. provides safety and builds relationship. One refugee on the scheme said, "It's because of JRS that I've got somewhere to stay today. If JRS were a football team...I would support them."

This year JRS accom-

panied 12 victims of trafficking held for months in immigration detention. They had been convicted of crimes they were forced to commit by their traffickers and transferred to detention from prison. The government held them because of their convictions. One was recognised by the government as a victim of trafficking but still detained. situation is uncommon. Feeling called to act, JRS told their stories in a report and consequently secured a meeting with government officials, who agreed to examine the issue. In 2019, JRS representatives will meet officials again to discuss their findings.

CANADA - Accompanying the accompaniers

The collective responsibility for receiving and resettling refugees in most countries is seen traditionally as a charge of the national government. In the Canadian province of Quebec. however, the staff at JRS Canada filed 97 private sponsorships in 2018 on behalf of individuals, families, communities who committed their financial and moral support to resettle 265 refugees. JRS Canada serves as the sponsorship agreement holder - a guarantor - in Canada's Private Sponsorship of Refugees Programme, where members of the public can sponsor and support refugees in numbers exceeding the government's annual refugee resettlement quotas, insofar as they are able to prove they possess the means to sustain a refugee family for a year.

"It is accompanying the accompaniers," says JRS Canada country director,

Norbert Piché, describing the project. With over 4000 refugees receiving resettlement opportunities through the generous goodwill of everyday Quebecois citizens and residents. permanent the "accompaniers" are numerous, and JRS Canada assists them from the initial application right through the completion of the sponsorship year.

In addition to the private sponsorship program, JRS Canada facilitated a simulation exercise called Journey Into Exile seven times in 2018. Hosted in schools. churches, community centres, among other venues. Journey Into Exile invites anywhere from 15 to 42 locals to play the role of a refugee. For an hour and a half, each person faces daunting decisions that often result in harrowing consequences. At the end of the simulation, a JRS Canada representative "When people learn to empathise, then we have made a step forward for them to do advocacy for refugees."

walks the group through a debriefing period that deeply alters the perspective of the participants. "This experience has allowed me to step back and get out of my little bubble for once and see another facet of the world," says Pierre, a university student at Hautes Études Commerciales in Montreal.

With another five volunteer facilitators trained to continue offering the Journey Into Exile experience in Montreal and Toronto, Norbert is hopeful that 2019 and the years ahead will see a positive change in Canadian society. "When people learn to empathise," he says, "then we have made a step forward for them to do advocacy for refugees."





400,000 people travel through Mexico each year



150,000 in need of international protection

October - December 2018: JRS team in **Tapachula** accompanied **4,662 people**

JRS MEXICO AND THE CARAVANS

On 19 October 2018, a caravan of approximately 7,000 Central American migrants arrived at the River Suchiate, the natural southern boundary between Mexico and Guatemala. Originating in San Pedro Sula, Honduras, the caravan, the first of several, drew international attention to the unfolding crisis in the so-called "Northern Triangle" countries, as Hondurans, Salvadorans, and Guatemalans alike sought refuge from gang violence, domestic abuse, poverty, and civic corruption.

JRS Mexico responded by assisting in the legal processing of asylum claims and offering a variety of psychosocial support services in Tapachula, where many of the migrants were placed by Mexican authorities.

David Rivera is one of two licensed psychologists at JRS's Tapachula office who leads weekly *grupos de confianza* ("trust groups") for men and women seeking asylum. Having emigrated from his home country of Venezuela in 2017, he lends a uniquely empathetic perspective to his work: "Offering psychosocial services as a form of accompaniment is to live through the experience with the person you serve." Over the course of 2018, he and his team provided psychological support to over 500 men, women, and children seeking refuge in Mexico.

Patricia and her husband Antonio benefitted greatly from both the legal and psychosocial support offered by the JRS team in Tapachula. After spending most of their lives in Tegucigalpa, the capital of Honduras, they and their two young daughters fled just a week before the caravans arrived at the border in mid-October. Antonio had provided for his family selling windshield wipers, but he fitted the profile of the ideal recruit for criminal gangs - a young, able-bodied, resourceful male - and the local gang made every effort to recruit him. Persuasion eventually turned into personal threats, ultimately culminating in an attempted kidnapping of Patricia that triggered the family's flight to Mexico.

"To live through the experience with the person you serve"

With the help of the JRS legal team in Tapachula, the family is on track to receive approval for their asylum plea. From there, they hope to move to Monterrey in northeast Mexico to reunite with Antonio's mother, who was resettled there a few years earlier. Though leaving Patricia's family behind is a burden they struggle to bear daily, the warm reception they have received at JRS has sustained a glimmer of hope for a better future for their girls.

Further south, political and social conflict in Nicaragua is driving a new wave of forced migration. Natalia and her husband Emilio witnessed personally the terror of the Mother's Day massacre in Managua, the capital, during which over 15 antigovernment protestors were killed and more than 200 injured. The authorities went so far as to order medical professionals not to treat protestors. When pro-government paramilitary forces assaulted Emilio one day in the street, simply for wearing a t-shirt printed with the Nicaraguan flag, they knew the time had come to flee. They chose faraway Mexico rather than neighbouring Costa Rica because they heard that Nicaraguan agents were abducting and repatriating anyone seeking refuge there.

Their current situation, with neither steady work nor a social network in Tapachula, is challenging. "Each day, I don't know where we can find the strength, but God always provides it. And we continue fighting," he says with a shy smile. Emilio says that the welcome and care that he has received from JRS has inspired him to consider a future career in humanitarian work, but all that he and Natalia want at the moment is for the situation in Nicaragua to improve so that they can return to the only place they have ever considered to be home.



71,200 people of concern in Greece at the end of 2018 (UNHCR)

78 people (from 26 families) provided shelter by JRS Greece in 2018



2,094 people (from 602 families) provided basic household goods at the JRS basic goods store

20,850 visitors at JRS Greece afternoon tea sessions in 2018.

JRS GREECE AND URBAN REFUGEES

Omar journeyed alone from Afghanistan to Greece in 2017 shortly after the Balkan migratory route was sealed off by Greece's northern neighbours in response to the increased flow of refugees in the previous two years. At the end of 2018, he found himself among over 70,000 refugees and asylum seekers stalled in a country whose lingering economic struggles only intensify the precariousness of daily life for host and migrant communities alike.

"Most people live in the street," says Omar. "They don't have money in the family. They don't have anything - clothes, food, or housing." Omar lives in a camp of urban refugees from countries such as Iran, Cameroon, Turkey, and Democratic Republic of Congo. The Afghan community, however, is one of the most visible presences at the JRS Greece facilities in Athens - the reception shelter, the *Magazi* (Greek for "storehouses") basic goods store, the Pedro Arrupe Centre, and the Hub Community.

In 2018, the reception shelter provided shelter, psychosocial services, medication, and social integration opportunities for 78 people, many of whom were single women and their children. The nearby Magazi store, meanwhile, took a personal approach to meeting the basic needs of over 2,000 refugee and asylum seekers by assigning specific appointments for 602 families to get acquainted with JRS staff and volunteers as they select clothes, household goods, and children's toys.

The Pedro Arrupe Centre, founded in 2011, provided after-school social and educational support for 169 children (94 girls and 75 boys). For a student body representing both children born in Greece as well as those more recently arrived in the country, the Centre served as a

"A spirit of welcome to combat boredom and despair"

second home from 3pm until 7pm, four days a week. The students worked to overcome the language barriers that often hamper their educational trajectories by participating in music, theatre, and arts classes. Parents were also welcomed to participate in the services offered, from family therapy sessions to collaboration with the Centre on the educational futures of their children. Since the opening of the Centre, five students have proceeded to enrol in local universities.

Further opportunities for social integration with the Athens host community and the broader migrant population were made available at the Hub Community, where an afternoon tea was hosted four days a week, with alternating days for men and women. Boredom, resulting from scarce access to livelihoods and a prolonged bureaucratic process for refugee status determination, often permeates the urban refugee community of Athens, and Omar sees the afternoon tea sessions and the various courses - including foreign language, computing, and social integration training - offered by the Hub Community as an antidote to apathy and despair. In just two years, he has mastered the English language enough to facilitate the two weekly afternoon tea sessions for men.

"One thing is very certain: the welcoming spirit toward every person is something very special," remarks Francisca Onofre, country director of JRS Greece. "We are ultimately here for each person to feel at home when entering our doors."



More than 1.1 million Rohingya living in Bangladesh at the end of 2018



55% of Rohingya population estimated to be **children**

6 JRS-Caritas Child Friendly Spaces (CFS)

250 children served daily at each CFS

JRS BANGLADESH AND THE ROHINGYA

Between August and December 2017, approximately 700,000 Rohingya fled Myanmar and made their way to the Cox's Bazar district of neighbouring Bangladesh. Seeking refuge from religious and ethnic persecution at the hands of Myanmar armed forces and hostile ethnic Rakhine Buddhist nationalists, they settled into over 30 makeshift camps in the Teknaf and Ukhiya sub-districts of Cox's Bazar, joining an additional 300,000 fellow Rohingya who had previously settled there in waves since 1978. By the start of 2018, over one million Rohingya had relocated to Cox's Bazar, and many of the makeshift camps had grown and merged with one another. One of these merged camps, known as the Balukhali-Kutupalong expansion site, is the world's largest refugee settlement.

JRS has responded to this humanitarian crisis by partnering with Caritas Bangladesh to create Child Friendly Spaces (CFS), safe places to protect and support children. Fr Jeyaraj Veluswamy SJ and Fr Francis Dores SJ arrived in Cox's Bazar on behalf of JRS to accompany Ambrose Gomes and Collins Lawrence, CFS and Psychosocial Services (PSS) coordinators for Caritas Bangladesh, and their team of case managers and CFS facilitators. Children make up 55 per cent of the refugee population in Cox's Bazar, making the need for CFS facilities crucial. In these facilities, children receive counselling and psychosocial support and have opportunities to learn, express themselves, and enjoy their childhood. Together with the Caritas team, in 2018 Fr Jeyaraj and Fr Francis oversaw six CFS centres, each with two classrooms that can accommodate up to 50 children at a time. On a normal day, each centre welcomes up to 250 children in four shifts that are grouped according to age. Each child then benefits from the personalised care and attention of a diverse team of facilitators, caregivers, and volunteers from the Rohingya and host communities.

"Cultivating creativity and hope among Rohingya youth"

"We have gained great trust from the Rohingya community," says Fr Jeyaraj. "That gives us much consolation and pride." This pride in what has been accomplished through the CFS centres is not misplaced. Most Rohingya are orthodox Muslims who have suffered greatly for their faith back home, and many have fallen victim to human traffickers and exploitative labour. The prolonged and systematic persecution that the community has endured makes them justifiably suspicious of outsiders.

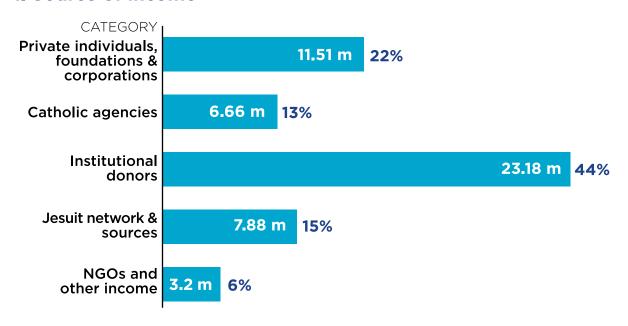
One of the greatest challenges of 2018, notes Fr Jeyaraj, was incorporating adolescent girls into the CFS programmes because of traditional conventions about how women should interact with persons outside the family. Over the course of the year, the teams at each CFS – a mix of Muslims, Hindus, Christians, and Buddhists who all speak the Rohingya language – were able gradually to earn the trust of the Rohingya community, and Rohingya girls now participate freely in the activities at the CFS centres.

With five new CFS centres set to open in January 2019, the JRS-Caritas team will double the number of children it served in the previous year, with 3,400 children enrolled in 11 centres. The emphasis, however, is on quality over quantity; the staff spend significant time with the children and work assiduously to strengthen peer group relationships as well as the children's bonds with the larger community. The CFS centres ultimately function as communityintervention programmes aimed at inspiring creativity and banishing the despair that has long haunted the Rohingya, giving the younger generations a sense of hope and the resilience to imagine and pursue a brighter future.

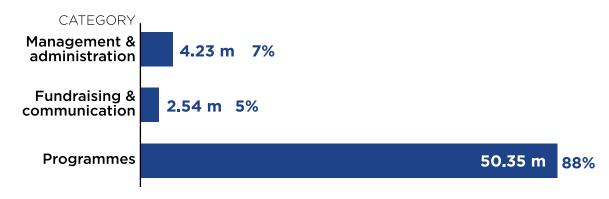
Financial summary (in USD)



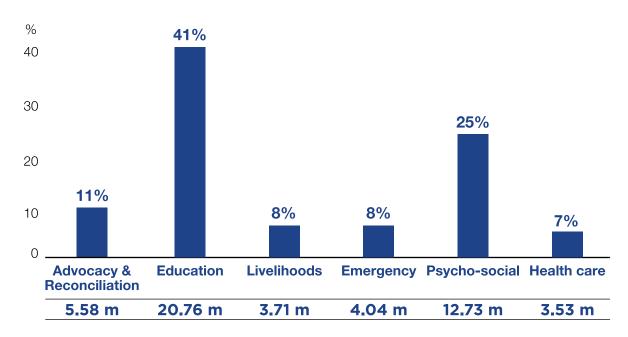
1. Source of income



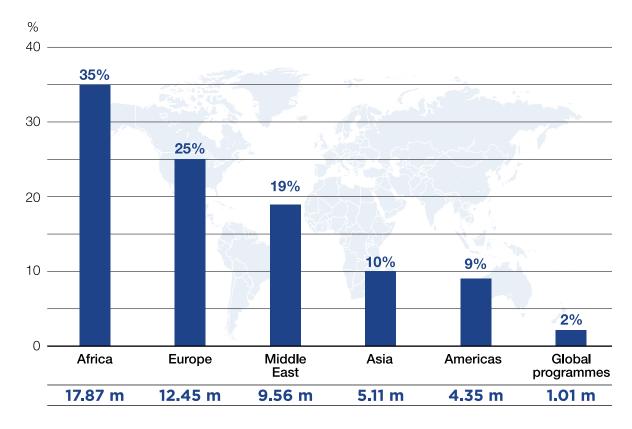
2. Expenditure



3. Programmes expenditure



4. Programmes expenditure by continent



JRS Global Staff Care Initiative

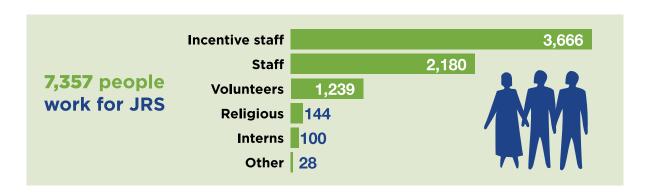
In 2018, the JRS Global Staff Care Initiative completed a comprehensive needs assessment, with the participation of staff, volunteers, and interns in 12 countries across six of JRS's ten regions. "Generally, the response rate for electronic surveys is notoriously low," says JRS staff care consultant, Melissa Hallisey. "We had an exceptional rate of response." After administering more than 250 surveys and nearly 100 interviews, Melissa and her team were encouraged by the eagerness of JRS staff to share their experiences and provide recommendations for improving the internal processes that undergird their efforts to accompany refugees and displaced people around the world.

The Global Staff Care Initiative began in early 2017 when the international human resources director, Melly Preira, identified a growing need for policies and systems that could improve the holistic wellbeing and retention rates of staff. After establishing the Global Staff Care advisory board – a council of seven experts in the fields of social work, psychology, and international security, chaired by Sr Maryanne Loughry RSM the human resources department hired a consultant, Stewart Simms, to conduct a pilot needs assessment in JRS East Africa before launching the organisation-wide needs assessment in 2018, with Melissa as a second consultant. Drawing on tools and research from UNHCR, the Antares Foundation, and the KonTerra Group, the success of this assessment has set the stage for JRS to take part in what Melissa calls a "growing trend" amongst international

NGOs: the establishment of organisational policies and provisions that retain staff while sustaining the value they contribute.

While the staff care team has compiled research from other NGOs in this area, the approach has been tailored to suit the unique values and commitment of JRS, for both staff and for the people they serve. "We do not see staff care as only psychosocial support for staff," explains Melissa. "It's safety and security, working environment and conditions, organisational policy, and psychosocial support - how all these elements overlap and interact to form one's experience working within the organisation." These four priorities have defined the holistic approach of the Global Staff Care Initiative as it begins to transition out of the research phase into an effective global strategy that both benefits and unifies JRS staff in over 50 countries.

In addition to drafting the first official JRS Global Staff Care policy with the advisory board, the staff care team plans to launch three pilot projects in 2019: an online/over-the-phone incident reporting mechanism for staff to share issues of concern anonymously; a third-party telephone counselling service for staff; and a Psychological First Aid training kit adapted for staff care. "Although we are working towards a global strategy, we need to remember that every JRS context is unique and will require local adaption. The Staff Care Initiative is driven by staff experiences and powered by staff input," says Melissa. "We hope it will create a culture of wellbeing among staff."



Advocate, partner, and give with Jesuit Refugee Service

Advocate

You can keep yourself informed about our work and share our messages and stories. Sign up for the JRS newsletter on our website (jrs.net) and follow us on social media.

Donate

The current global refugee situation can appear so overwhelming that people wonder how they could possibly make a meaningful difference. Public funders and the worldwide Jesuit network are crucial for our work, but tackling this growing global challenge takes the effort of a growing global team. JRS looks for individuals and organisations to partner alongside us at every level as we seek to accompany, serve, and advocate for refugees everywhere and in every way we can.

Your support could provide even more refugees the tools to build strength, stability, and self-reliance for themselves and for their families.

You can make a gift online in the currency of your choice at jrs.net/donate.

Or via bank transfer to the following accounts:

Bank name	Currency	IBAN	SWIFT Code
Banca Popolare di Sondrio	Euro	IT 86 Y 05696 03212 0000 03410 X05	POSOIT22
Banca Popolare di Sondrio	USD	IT 97 O 05696 03212 VARUS 0003410	POSOIT22

You can also contact the JRS office in your country or the International Office in Rome:

Jesuit Refugee Service Borgo Santo Spirito 4 I-00193 Rome - Italy Tel.: +39 06 69868605 Email: donate@jrs.net

Partnerships

JRS believes in the power of partnership. As part of the Jesuit network, we know it will take a broad and diverse coalition of changemakers to accompany refugees in their journey toward self-reliance. JRS seeks organisations in the public and private sectors to partner alongside us at *international, regional and country levels* as we aim to implement long-term solutions for refugees. If you wish to help us develop and expand such solutions, please contact us at partnerships@jrs.net.

Thank you in the name of our refugee sisters and brothers.

Website: jrs.net

Facebook: @JesuitRefugeeService

Twitter: @JesuitRefugee

Instagram: @jesuitrefugeeservice YouTube: Jesuit Refugee Service

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