



**COLLATERAL  
REPAIR PROJECT  
ANNUAL REPORT  
2021-2022**

# MISSION

## **Collateral Repair Project (CRP)**

Is a grassroots effort in Amman, Jordan, providing needed assistance and education to vulnerable communities since 2006. Founded initially to aid Iraqi refugees fleeing from the Second Gulf War, CRP now hosts families of diverse nationalities, including, but not limited to Iraqi, Syrian, Sudanese, Yemeni, Somali, and vulnerable Jordanians.

Our holistic approach empowers refugees and disadvantaged Jordanians to care for their most pressing basic needs by providing food vouchers, cash assistance, and other needed items through our Emergency Assistance Program. In addition, CRP encourages participants to attend a rich program of activities hosted at our two CRP community centers in Amman. Activities promote education and wellness in addition to mental health awareness and support. The work at CRP centers on trauma recovery and teaching valuable skills to build and give back to the host communities. Lastly, we provide leadership and community service opportunities for members of our community, as this is a key driver of their resilience.





We are committed to community-based engagement because our greatest strength lies in the close ties and honest conversations we have with the community we serve. CRP is registered as a 501(c)(3) charity in the US and as an international NGO with the Ministry of Social Development in Jordan.



# CRP supports vulnerable Jordanians as well as the integration of refugees in Amman, Jordan, and is grounded in three core values that help us determine if we are on the right path and guide us in fulfilling our goals.



## WE ARE COMMUNITY FOCUSED:

- We welcome everyone equally, regardless of faith, nationality, or gender, and we view diversity as a source of strength and opportunity.
- We deeply listen to the voices of the community in all decisions.
- We are creative and innovative with limited resources.



## WE STRIVE FOR HOLISTIC HUMAN DEVELOPMENT:

- We make a difference in the lives of others every day.
- We provide opportunities for everyone to grow, make friends, heal, and become resilient.
- We build a supportive and encouraging environment for everyone.



## WE ARE PROFESSIONAL & RESPECTFUL:

- We create extraordinary and unique experiences.
- We always act with kindness to everyone and each other.
- We are open, honest, and prompt.

“Imagine a quiet day in an ordinary East Amman neighborhood in the summer. You pass by a window of a small classroom and you hear someone playing a Piazzolla tango piece on a keyboard. The students are playing it back with joy and in harmony, and you feel there’s hope in the world after all for those children and some gratification for that Iraqi music teacher who must’ve been a legend back in his country before all this mess! This is what I come across in my day at the CRP community center in Hashemi. It makes me smile for being a part in making experiences like this happen.”

***Ruba Hatter***

*Grants and Partnerships Manager*

“Since I came to Jordan from Iraq, CRP has become my second home. I’m there from morning until night, leading sessions, being involved with SuperGirls, volunteering, and helping with the Women’s Empowerment program.”

***Hiba***

*Volunteer*



“I donate to CRP because I see the impact they are making on vulnerable displaced communities. I see how hope shines through the eyes of the mothers, fathers, and children when they finally feel that they belong to a community, and how that brings them closer to a place they can call home. I appreciate CRP’s focus on self-development and healing programs, as these are often overlooked in humanitarian efforts but can make a significant difference in helping refugees regain a sense of normalcy and rebuild their lives.”

***Salwa Katkhuda***

*Donor*





“From the start I liked the group’s name. I always thought “collateral damage” was the worst euphemism so if I sent money to CRP this would be an affirmation for repair as opposed to damage. It feels good to be a monthly sustainer. When I see the faces of those aided by CRP I’m glad I’m able to help out the cause. I truly believe in the work of the Collateral Repair Project.”

**David Keenan**  
*Partner in Repair*



“CRP gave the Somali community a place to go. They have gained a space where they can receive aid and attend programs. Now they have somewhere where they can express themselves.”

**Majed**  
*Programs Officer*

“I used to never leave the house, and I didn’t have friends. Thanks to the After School Club I started to be social and to go out more. I am not on my own anymore.”

**Emad**  
*Youth Participant*







“I started attending Mind Body Medicine to break up my routine. I didn’t see friends or go out a lot, and the program helped me to change my mindset, reflect on things, and combat stress and negative energy.”

***Manal***

*Mind Body Medicine participant*

“The big positive effect that CRP has had upon my life is that the staff gives me encouragement. I had hobbies, but I didn’t know how to use them or how to take the chance to develop them and put them to use. CRP has supported me in this.”

***Haifaa***

*Entrepreneurship Participant*

“There are so many pressures and things that have happened to our family, but since the program brought us all together in one room, it has been a really great experience. My boys share their feelings with me, and my husband and I also try to share more about the problems we face. We try to fix these issues as a unit.”

***Sana***

*Family Counseling Participant*





# LETTER FROM LEADERSHIP

We will remember 2021 as a year we were finally able to come back together since the start of the COVID19 pandemic. After a 15 month suspension of public activities, we were able to be a fully functioning in-person community center once more. The excitement has been palpable after such a long time apart, and we have moved quickly to get our centers reactivated. That momentum continues, as CRP regularly adds new activities requested by our community and offers more opportunities for people to gather together, learn, and heal than ever before.

Not only has activity sprung up all around us, but we have taken what we learned during the pandemic to better inform our approach and offerings. We know from running children's programs virtually that parents in our community are extraordinary allies who actively look to CRP for support.

Similarly, we know that kids continue to be a critical focus of ours--supporting them after a year of lockdown as well as addressing their significant gap in education after an entire year of school closure. This year saw us ramp up tutoring and educational support for our youth, activities for them to play and have fun together, and regular parents' sessions where caregivers can learn how to better give their children the support they need.



CRP also pushed new boundaries by leading the Heart of Amman project, which focused on Iraqi and Jordanian inhabitants of the neighborhoods surrounding Amman's central historical district. Our staff and community leaders coordinated 250 volunteers who descended upon rundown areas of their neighborhoods to speak with residents and undertake revitalization activities that brought new life to their surroundings.

The volunteers also engaged with city decision makers to raise awareness about the challenges they face in their communities. We're thrilled with the many connections the participants made and the new skills they developed to make these wide-reaching endeavors possible.

One of the most exciting recent events was the opening of our Help Desk, which provides our community with a one-stop point of contact to register, inquire and learn about our offerings, and efficiently register to participate.

Alongside our Help Desk we established powerful new monitoring and evaluation systems built in-house for us to better track how people interact with us so we can best serve them.

It has truly been a great year for CRP and our dynamic community. People are together once again and there is a palpable sense of energy and enthusiasm.

As we emerge from a time like no other, we are buoyed to come back together and witness the wonderful community that has developed over the years around the Collateral Repair Project. The sheer variety of nationalities and lived experiences of the people who come together at our community centers to volunteer or participate in activities, and of those who do what they can to support CRP's work near and far, is a testament to the richness of the international community of care we have built together.



**Amanda Lane**  
*Executive Director*



**Monica Greco**  
*Board Chair*

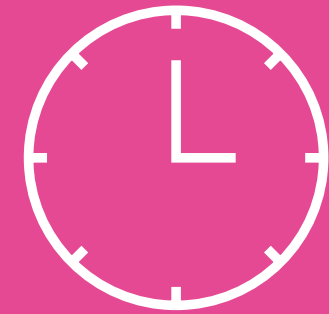


# IMPACT



**1886**

**families served**  
in the emergency  
assistance program



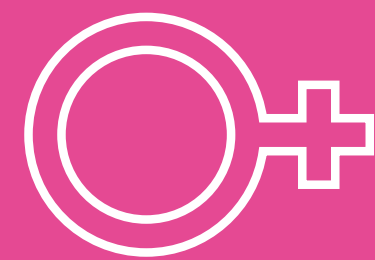
**10**

hours spent per week  
conducting interviews  
by our EAP staff



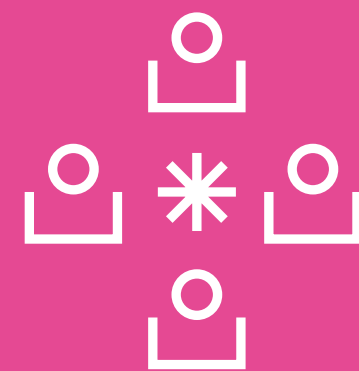
**26%**

of the families that we  
serve have a **female**  
**head of household**



**55%**

of our activity attendees  
are **female**



**1752**

**participants** in  
programs



**27**

active program  
**categories**



**152**

**volunteers** helped make  
our programs possible



**41%**

of our participants are  
**under the age of 18**



**1547**

emergency assistance  
**interviews** conducted



# STORIES



## Introduction of Family Counseling at CRP

We love all our programs, but Family Counseling is easily one of the most exciting additions this year. Over 40 families got to be in session together to connect, talk about their particular challenges, and learn tools to improve their communication and support for one another. From non-violent communication to financial literacy, everyone learned the skills needed to promote healthy relationships inside the family thanks to a generous grant provided by War Child Holland in partnership with GIZ. And due to a better understanding of emotional well-being and the impact of stress, our participants report deeper connections and stronger relationships within their families.



# CRP centers re-open fully since onset of COVID-19 pandemic

CRP's community centers began opening back up in July 2021 amid the devastating impact of the COVID 19 pandemic. It was CRP's goal to reopen both centers at their full capacity by the beginning of 2022 and return the majority of programming to in person. We are pleased to report that the community worked hard to make this a reality. It took time to return the centers to full capacity due to the safety challenges presented by the continuation of COVID19 (specifically the Delta and Omicron waves) in addition to countrywide public health restrictions like social distancing and vaccination requirements for entering public spaces.

After being shut down for so long, we are beyond grateful that we can serve our community to our fullest extent yet again. Our centers are once more bustling with activity and filled with the palpable energy we all treasure.





# Launch of new Help Desk at CRP



In November 2021 CRP broke ground on a new and exciting project--a brick and mortar Help Desk to support community members in learning about, and enrolling, in CRP programs, and seeking referrals for other specialized services. We launched a soft opening of the new service in January and February 2022 and full opening in March 2022 following recruitment and training of a community volunteer team. The Help Desk is a major step in meeting organizational values of being more accessible, transparent, and responsive to community members' needs.

These efforts have translated into developing a new, centralized registration system for participant data and extending CRP's reach in the local community.

The Help Desk could not have been more timely to expand our efforts to support our community at a difficult period for those already suffering from the economic and social effects of the pandemic.



# CRP leads the dynamic Heart of Amman project

Dynamic is an understatement when it comes to describing this nearly yearlong program. In connection with the United Nations Development Programme (UNDP) CRP organized 15 thematic dialogue sessions to discuss vulnerable Iraqi and Jordanian groups' needs with decision makers, community members, and local and international organizations.

And between April and December 2021, an interesting project resulted. Over 250 Iraqi and Jordanian volunteers joined together and took part in implementing 10 ambitious urban revitalization initiatives in three different neighborhoods in East Amman.

This project was not only a great success in terms of coordination for the small CRP team implementing this massive endeavor, but also for the leadership and community building that occurred among the volunteers who donated their time and skills. The teams were also able to leave a lasting impression and a renewed sense of pride in each of the neighborhoods we visited.





# **In addition to these new endeavors, CRP continued our Emergency Assistance and over twenty-seven other program categories including...**

## **EDUCATION AND SKILL-BUILDING**

Advanced Computer  
After School Club  
Barber  
Beauty Salon  
Crochet  
Daycare  
English  
ICDL (International Computer Driver's License)  
Parent's Awareness  
Preschool  
Supergirls  
Teen Community Service  
Tutoring for Primary and Middle School

## **ECONOMIC EMPOWERMENT**

Business Skills Training  
Hope Workshop (craft collective) and Kitchen

## **GENDER AWARENESS AND LEADERSHIP**

GBVAP (Gender-Based Violence and Prevention)  
Women's Empowerment

## **HEALTH AND WELLNESS**

Calligraphy  
Drawing and Painting  
Keystone (physical fitness for senior men)  
Music  
Woodcarving  
Mind Body Medicine (trauma relief)  
Men's Yoga  
Women's Yoga  
Heart of Amman (leadership and community)  
Sports for All



# FUNDERS & PARTNERS:

Collateral Repair Project extends our deepest gratitude to our supporters, who help us build a resilient community and give hope to people whose lives are profoundly affected by conflict, war, and poverty. The commitment of our donors--individuals, foundations, businesses, governments, and non-governmental organizations--enables us to respond to emergencies and help Amman's most vulnerable communities recover from crises.



blossom hill





# We would like to thank our interns for their hard work and dedication:

Aneela Iqbal

Benjamin Richard Luxford Lee

Bishoy Nabil

Caroline Johansen

Dareen Al Baya'a

Dina Rodehorst

Elena Marita Beck

Eliza Ward

Eman Mehyar

Graeme Ross Maccallum

Imogen Learmonth

Lauren Mitra

Leen Abd Elfattah Ali Al-Rashdan

Mahmoud Hussam Mohammad Ratrout

Maya Salama

Mohamad Burhan Alasmi

Mohammad Shehadat

Nada Saad

Patrick McKenzie

Philippe Ducamin

Rand Halasa

Rebecca Kay Johnson

Sarah Bacher Hannah

Tariq El-Saleh

Terese Lindegaard Andreassen

Zainab AlDoory

## **INTERNS:**

Collateral Repair Project is recognized to be one of the top non-profit organizations in Jordan for internships and volunteering. Over the years we have built a reputation as a dynamic organization where interns and volunteers are asked to do challenging work and where they have an opportunity to make a tangible difference in the lives of others. Typically, internships range from 3 to 6 months in length and are unpaid.



# BOARD OF DIRECTORS

**Amanda Lane**

*Executive Director*

*Amman, Jordan*

**Monica Greco**

*President*

*New York, USA*

**Patrick Gaffney**

*Treasurer*

*Berlin, Germany*

**Hind Katkhuda**

*Secretary*

*San Francisco, USA*

**Allison Monroe**

*Dallas, USA*

**Melinda Wells**

*Ottawa, Canada*

**Michael Reeber**

*New York, USA*

**Tara Sutton**

*Toronto, Canada*



# FINANCIAL SUMMARY

## EXPENSES



Total

**\$1,119,105**

---

EAP (Emergency Assistance)

**\$187,384**

---

Community Centers

**\$698,118**

---

Marketing/Donor Comms

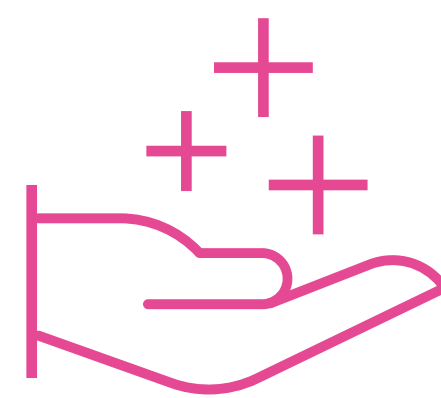
**\$81,344**

---

Admin

**\$152,259**

## INCOME



Total

**\$1,239,643**

---

Foundations/Grants

**\$513,642**

---

In-Kind

**\$12,000**

---

Monthly

**\$182,072**

---

One-time

**\$531,929**



# HOW YOU CAN HELP

## **ADVOCATE**

Join CRP's online global family at <https://www.collateralrepairproject.org/sign-up-for-our-newsletter/> and receive advocacy alerts, updates, and news about the humanitarian issues that are important to you.

## **VOLUNTEER/INTERN**

CRP relies on volunteers and interns to support our work aiding vulnerable Jordanians and helping refugees adjust to a new life in Jordan. For information on how you can volunteer or intern in Amman or remotely, visit [collateralrepairproject.org/intern-or-volunteer-with-us/](https://www.collateralrepairproject.org/intern-or-volunteer-with-us/).

## **FUNDRAISE**

Start your own fundraising initiative, such as organizing an event in your school, community, or workplace, to support CRP and make a difference. And find out how you can take advantage of your workplace's matching gift program to benefit our community. Reach out to us at [donors@collateralrepairproject.org](mailto:donors@collateralrepairproject.org) for support and ideas.

## **DONATE**

Make a one-time (or multiple time!) online gift by visiting us at <https://www.collateralrepairproject.org/donatetocrp/>. We, at CRP, appreciate the small donations and the large because every dollar here counts.

## **BECOME A PARTNER IN REPAIR**

Sign up today as a monthly donor to help our refugee and Jordanian families and to ensure CRP has the ongoing funds necessary for the community's

most critical needs. Our monthly donors make it possible for us to know what is coming in each month so we can plan for a sustainable future. Sign up at [collateralrepairproject.org/become-a-monthly-donor/](https://www.collateralrepairproject.org/become-a-monthly-donor/).

## **PLANNED GIVING**

Remembering CRP in your will is an act that is generous, powerful, and surprisingly simple. When you include us in your estate plan, your generosity makes it possible for future generations to continue to receive strong community and unwavering support. Making a planned gift is a wonderful way to show your support and appreciation for the CRP mission while protecting your assets, providing for your family, and guaranteeing a lasting legacy. Email [donors@collateralrepairproject.org](mailto:donors@collateralrepairproject.org) to set up your planned giving.





Collateral Repair Project is a registered 501(c)(3) not-for-profit organization in the United States providing emergency services and community programming to urban refugees in Jordan.

Join the conversation



CRProject



crp\_amman



crp\_amman



The Collateral Repair Project

[www.collateralrepairproject.org](http://www.collateralrepairproject.org)  
[info@collateralrepairproject.org](mailto:info@collateralrepairproject.org)