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USAID Youth Power

Community Mapping Analysis Report – Ras El-Ain

ACRONYMS

CAM Community Asset Mapping

CBO Community Based Organization

MEL Monitoring, Evaluation and Learning

USAID U.S. Agency for International Development

YP Youth Power

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1. **Introduction**

**Purpose**

The community asset mapping (CAM) assessment uses a three-fold strategy. Firstly, an institutional mapping tool which consists of a survey that identifies stakeholders/entities, their role in the community, and their service provision. Secondly, a community mapping tool; a survey that aims to capture the community’s needs and barriers. Thirdly, a focus group discussion with youth to digest the results from the two surveys, and identify unique opportunities and challenges in the community that may have not been fully captured. The process of mapping is guided by youth, designed to enhance their agency, self-efficacy, and initiative programming.

**Methodology**

Community asset mapping tools were designed and developed on tablets, for mobile data collection, by the USAID YouthPower MEL team. Data is collected through two types of surveys, and a focus group. The surveys are framed around six main categories which aim to capture a holistic experience of the youth in the community:

1. Youth development
2. Educational environment
3. Health
4. Social environment
5. Inclusion
6. Community services

The institutional mapping survey is used on any institution in the area to inquire about the their services, resources, and challenges. The second is a community mapping survey used to investigate the challenges, barriers, importance, and quality of services and resources in the community. This survey included anyone from the community irrespective of their age.

20 youth from Ras El-Ain are trained on collecting data for the community asset mapping. All the youth are trained on how to conduct both mapping surveys. Youth are then split into groups of four, with one youth leader functioning as a focal point for each team. Each team is assigned a section of their community to map over the upcoming three days. The training in Ras El-Ain took place from the 5th – 6th of November, 2019 and mapping surveys were conducted.

The results from the two mapping surveys are preliminary analyzed to guide the focus group discussions with youth from the community, gaining deeper insight on their priority issues. One focus group was conducted one on the 12th of November 2019 for males and females.

The CAM report is a compilation of all the results and analysis.

1. **Demographic Information**

**Governorate**: Amman

**District**: Ras El-Ain

**Institutional sample size**: 17 institutions

**Community sample size**: 99 participants

**Number of mappers**: 20 participants

**Focus group size**: 15 participants

1. **Overview:**

Below is a general overview of the results:

* The nationalities surveyedfor through the Community Mapping Survey:
	+ 82% Jordanian
	+ 8% Syrian
	+ 7% Palestinian
	+ 3% others
* The age group surveyed ranged from 12-60 years, 72% of the sample were under than 29 years old.
* 38.5% males & 61.5% females.

Below are the sex & age distribution:

A total of 17 institutions were found by the 20 mappers in Ras El-Ain.

Below is the distribution of institutions based on type:

The institutional mapping survey asked what are the needs of youth that did not complete their education. Using cluster analysis the following themes appeared:

1. **Main Findings**

This report uses the outline of the community mapping survey and inserting the relevant information from the institutional mapping results and the focus group discussion. It is broken down into six categories:

1. Youth Development
2. Educational Environment
3. Health
4. Social Environment
5. Inclusion
6. Community Services

**YOUTH DEVELOPMENT**

The first section of the survey examines the opportunities for Youth Development within their community.

1. **How would you rate the following youth outlets in your community?**

Youth outlets with the greatest need for improvement:

* Disability-friendly public spaces- 35% rated this as the youth outlet with the greatest need of improvement.
* Library- 30% rated this as a youth outlet with a great need for improvement.
* Youth clubs and associations- 29% rated this as a youth outlet with a great need for improvement.

Focus group feedback

* Persons with disabilities face various challenges in this community. Firstly they are faced by abuse and bullying, this requires greater awareness in community. Secondly, old parks are not accessible for persons with disabilities, however all new parks are accessible. Thirdly, there is no true inclusion of persons with disabilities into the community. Activities do not cater to the needs of a person who may have a disability.
* Run Jordan was one initiative which attempted to raise awareness and funds for persons with disabilities.
* Youth underscored the importance of having a library that is easily accessible with sufficient books. The youth suggested a space on one of the circles that had a building made by an organization called Makani.
* There is a highly successful initiative where used books are sold every Friday.
* Youth do not know what activities are available because there is no fully inclusive platform that informs them of the events and activities in their communities.
* Youth noted that it is important to have spaces to be part of sports, such as basketball but also spaces for artistic expression. Youth noted having arts, music and theatre.
1. **How accessible are these following out of school services in your community?**

Out of school services that are least accessible or do not exist:

* Other educational resources (scholarship & application info)- 64% said this service is either never accessible or does not exist.
* Business resources (grants, business plans, financial strategy)- 62% said this service is either never accessible or does not exist.
* Internet knowledge station- 57% said this service is either never accessible or does not exist.

Focus group feedback

* Educational resources are available however specifically students need more awareness about the existing resources. One example is the organization called Pioneers of Development, another is the Red Cross.
* Business resources are limited, youth noted that it is from a feasibility study to a financial plan, but more importantly the actual funding and space needed to kick start a business.
* The Community Development institution give grants however it is mostly to female elders. Care International provide some support as well as GIZ but it is still not targeting youth properly.
* There was never an Internet Knowledge Station in this community.
1. **Have you heard or been part of (participated in) the following programs in your community?**

Least used methods of mentorship & guidance in the community:

* Community radio- 77% did not hear of this program.
* Girl scouts- 74.5% did not hear of this program.
* Boy scouts- 68.5% did not hear of this program.

Focus group feedback

* Youth expressed high interest in a community radio. A station that can address the challenges, featuring important/influential personalities. It could also serve to inform people of traffic and accidents. The radio is a critical method to raise awareness on problems related to schools, health, and community challenges.
* Scouts do not exist in this community although youth noted that a mentorship program would be highly beneficial. Scouts increase discipline and create proactive youth in the community.
1. **Does your community provide the following to assist the process of entering the workforce?**

Least used form of assistance to enter the workforce:

* Career counselling- 50.5% said that this service was not provided in Ras Al Ain.
* Job fairs- 47.5% said that this service was not provided in Ras Al Ain.
* Training for job placement- 41% said that this service was not provided in Ras Al Ain.

Focus group feedback

* It is important to have more direction prior entering University about the demands of the market. There are a few resources that assist such as SparkJordan however this is not enough. Students need a day or a week where they can learn more about what are the degrees that are in demand.
* Pioneers of Development began working on this however interventions must be on a school level.
1. **Which places do youth gather when in your community? Select all that apply.**

Most used spaces by youth:

* 67% said that youth gather in parks.
* 61% said that youth gather in coffee shops or cafes.
* 57% said that youth gather on the street.

Least used spaces by youth:

* 8% of participants said that youth gather in municipal spaces/halls.
* 13% of participants said that youth gather in sport facilities.
* 15% of participants said that youth gather in CBOs.

Focus group feedback

* Parks are the most youth populated spaces but they need better police patrolling and surveillance. Drugs and harassment are likely to happen.
* Vandalism is also a major issue in public spaces, the element of ownership is missing.
* Municipal halls are readily available and the protocol only requires an official institution to book a hall.
* Sport facilities are non-existent unless with pay. Youth expressed the need for a football field. Females noted that none of the available spaces are acceptable for a female. They said that they need any space for them to play football, basketball, badminton, or just a space for them to gather without being harassed.

**SCHOOL/EDUCATIONAL** **ENVIRONMENT**

This second section is about the environment within schools or surrounding the public educational institutions.

1. **In your opinion what are the three most important issues in schools Ras Al Ain?**

Most important issues in school:

* Attendance- 57% of the participants said that attendance is one of three most important school issues.
* Violence/bullying- 56% of the participants said that violence/bullying is one of three most important school issues.
* Overcrowding- 42% of the participants said that overcrowding is one of three most important school issues.

Focus group feedback

* Bullying in schools is often a consequence of students’ financial status. Poor students get bullied due to the way they look like.
* Students with learning disabilities are also bullied.
* The culture of “an eye for an eye”. So if someone hits someone, they must hit them back.
* Parents are not informed if their kids bullying other kids. Therefore no disciplining occurs.
1. **What do you consider the top three issues with school services in your community?**

Top issues in school services:

* Poor learning conditions- 61.5% of participants when given a list of issues said that this is a top issue in school.
* Lack of tutoring- 53.5% of participants when given a list of issues said that this is a top school issue.
* Lack of mentoring/counseling (feeling connected to the school environment(- 46.5% of participants when given a list of issues said that this is a top school issue.

Focus group feedback

* There is no mentorship. Youth have no guidance in school. Their feeling of belonging in school is further limited because they do not have anyone that listens to them.
* Only paid private tutoring is available.
1. **Have you or has someone you know experienced these safety related issues in school in your community?**

Greatest issues related to safety in schools:

* Bullying (physical/verbal)- 81.5% selected this as a safety related issue in schools.
* Physical abuse (from students/teachers)- 64% selected this as a safety related issue in schools.
* Unsafe conditions (infrastructural)- 49% selected this as a safety related issue in schools.
1. **Have you or someone you know experience the following school issues in your community?**

Most frequent general issues in schools (safety issues not included):

* Inadequate bathrooms- 60.5% selected this as a frequently occurring issue in schools.
* Poor maintenance- 51% selected this as a frequently occurring issue in schools.
* Not enough space in the classroom- 48.5% selected this as a frequently occurring issue in schools.
1. **Have you or has someone you know experienced these barriers to schools in your community?**

Top three barriers to education:

* Transportation from/to school- 69% of the participants said that this is either a problem that occurs frequently or sometimes.
* Financial reasons (uniform, books, tuition)- 64% of the participants said that this is either a problem that occurs frequently or sometimes.
* Parents/family situation (not allowed by family/spouse)- 51.5% of the participants said that this is either a problem that occurs frequently or sometimes.

Focus group feedback

* The safety of students when coming from/to school is needed. Buses would be the ultimate solution. The students using public buses are prone to harassment while on the bus.
1. **Do the following exist in schools in your community?**

The least existent student leadership activities in schools:

* Student led extracurricular activities- 64% of participants said this does not exist.
* School improvement activities- 51% of participants said this does not exist.

Focus group feedback

* An important after school activity is a computer course. In school students are not allowed to use the computers. The students who do have a computer course have a total of two hours of computer time. The youth noted the importance of learning how to program to keep up with the direction work is going.
* The youth said that creating activities in school will help youth find their talents that stretch beyond the curriculum subjects.

**HEALTH**

1. **Please select three of the following that you consider the most important for youth:**

Most important health related topics for youth:

* Smoking- 62.5% rated this as one of the most important youth health issues.
* Nutrition- 56.5% rated this as one of the most important youth health issues.
* Health education- 46.5% rated this as one of the most important youth health issues.
* Drugs- 45.5% rated this as one of the most important youth health issues.

Focus group feedback

* There are various campaigns about stopping smoking. However, it is important to educate how to stop. The techniques that may be effective. The youth suggested using art to educate the community.
* There is high malnutrition. In part, this is due to parents not knowing what to feed their kids.
* First aid is critical for the community as a whole.
1. **Do you consider the following to be problems in your local health facilities?**

Most problematic issues in Ras Al Ain local health facilities:

* Availability of specialized physicians- 54.5% rated this as majorly problematic.
* Low quality of service- 54% rated this as majorly problematic.
* Lack of staff capacities- 51.5% rated this as majorly problematic.
* High number of patients- 50.5% rated this as majorly problematic.
1. **Which of the following do you consider barriers to health care in Ras Al Ain (choose 2 - 3).**

Top barriers to health care:

* Financial barriers- 45% said that this is a frequently occurring issue.
* Capacities of the center- 44% said that this is a frequently occurring issue.
* Delays in receiving care- 41% said that this is a frequently occurring issue.

**SOCIAL ENVIRONMENT**

1. **Have you or has someone you know experience the following issues in Ras Al Ain?**

Most frequent community issues related to the social environment:

* Bullying (Neighborhood/work)- 86.5% reported that they/someone they know experienced bullying.
* Verbal/emotional/ psychological abuse (partner/family)- 79% reported that they/someone they know experienced this form of abuse.
* Gender bias- 76.5% reported that they/someone they know experienced gender bias.

**INCLUSION**

1. **Do you feel that in your community there equal access to activities/facilities for males & females?**
* 47% said yes, males and females have equal access to activities/facilities.

1. **Which of the following have you considered barriers to inclusion (persons with disabilities, refugees, women) in Ras Al Ain?**

Top barriers to inclusion:

* Social norms were selected by 62% of participants as a barrier to inclusion.
* Lack of community awareness was selected by 59% of participants as a barrier to inclusion.
* Racism/sexism was selected by 46% of participants as a barrier to inclusion.

Focus group feedback

* There need to be women empowerment training. Females need to understand the importance of financially supporting themselves.
* Discrimination occurs on various fronts. Discrimination against nationality, and disability.
1. **To what degree do you think the following groups are accepted in Ras Al Ain?**

Least accepted groups in society:

* Divorcees were the least accepted group, 29% said that this group is rarely accepted.
* Other nationalities were the second least accepted group, 25% saying that this group is rarely accepted.
* Persons of other social classes were the third least accepted group, 23% saying that this group is rarely accepted.

**COMMUNITY SERVICES**

1. **How would you rate these municipal related services?**

31% rated general municipal services as ‘bad’.

1. **Are there issues with the following services in your community?**

Top services that were selected as problematic or non-existent:

* Transportation- 58% rated this service as problematic or non-existent.
* Governmental services- 51% rated this service as problematic or non-existent.
* Elderly services- 51% rated this service as problematic or non-existent.
* Cleanliness- 50% rated this service as problematic or non-existent.
* Garbage collection- 49% rated this service as problematic or non-existent.

Focus group feedback

* Service cars only reach the area.
* Sadaqa organization found that about 70% quit their jobs due to harassment.
* In Irbid they introduced a Pink Taxi where females drive females. This assisted in decreasing the harassment rate.
* Elderly services and entertainment is critical. The elderly have no choices of where to go, to gather or feel that they are part of a community.
1. **How reliable and safe is the infrastructure in Ras Al Ain?**

Least reliable & safe forms of infrastructure:

* Sewage/plumbing were reported unsafe and unreliable by 31.5% of participants.
* Safe/reliable water was reported unsafe and unreliable by 27.5% of participants.
* Roads were reported unsafe and unreliable by 26% of participants.

Focus group feedback

* Water comes once every week. Therefore the community needs to learn how to preserve water. There are periods when it cuts off.
* Water is also very unclean and needs a filter.
1. **Are these issues in your community?**

Top pollution/resource related issues in the community:

* Water scarcity was rated by 62% as a pollution/resource issue in Ras Al Ain.
* Desertification was rated by 61% as a pollution/resource issue in Ras Al Ain.
* Waste Management (sewage, chemicals, contaminants) was rated by 57% as a pollution/resource issue in Ras Al Ain.

Focus group feedback

* Trash collection times are inconsistent.
* People must stop throwing trash out of their cars and onto the floor.
* Often families have bread which they leave out for others to eat, however, it is placed at the side of the bin. Youth said that they need to come up with a creative solution to move bread away from bins but still accessible to families in need.
* Recycling is effective in schools, however, it is not widespread to the community. An organization is now trying to promote recycling by giving people money as an exchange for recycling.
1. **Analysis Tables:**

**Community Survey Analysis**

|  |  |
| --- | --- |
| **% 29 & under** | **% 30 & over** |
| **72%** | **28%** |
| **%Males** | **%Females** |
| 38% | 62% |

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| **Jordanian**  | **Palestinian** | **Syrian** | Other |
| 81 | 7 | 8 | 3 |

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| **Q1: How would you rate the following youth outlets in your community?** |
| **Options** | Good | Average | Bad | I don’t know | Doesn’t exist |
| Disability-friendly public spaces | 13 | 16 | 35 | 17 | 18 |
|  Library | 41 | 17 | 11 | 11 | 19 |
| Youth clubs and associations | 33 | 17 | 20 | 16 | 13 |
|  Learning opportunities in the community (outside school) | 30 | 24 | 20 | 12 | 13 |
| Sport teams/competitions (football team/basketball/swimming) | 34 | 22 | 19 | 10 | 14 |
| Organized activities (@CBOs, @NGOs, youth leaders) | 41 | 30 | 6 | 13 | 9 |
| Sports (basketball/football /swimming) | 32 | 29 | 16 | 10 | 12 |
| Spaces for youth to gather (CBOs, parks, municipality space, schools) | 45 | 24 | 12 | 11 | 7 |
| Spaces for men to gather (streets, houses, café, mosques, clubs) | 56 | 13 | 12 | 9 | 9 |
|  Spaces for women to gather (houses, mosques, café, clubs) | 45 | 23 | 14 | 8 | 9 |
|  Entertainment (movie theater, public parks, café, internet café) | 36 | 32 | 18 | 4 | 9 |

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| **Q2: How accessible are these following out of school services in your community?** |
| Options | Always accessible | Sometimes | Never accessible | Doesn’t exist |
| Other educational resources (scholarship & application info) | 9 | 26 | 27 | 34 |
| Business resources (grants, business plan, financial guidance) | 9 | 27 | 28 | 31 |
| Internet knowledge station  | 9 | 33 | 34 | 21 |
| Computer center  | 11 | 34 | 24 | 28 |
| Computer courses | 18 | 27 | 26 | 26 |
| Employment skills training  | 13 | 30 | 25 | 27 |
| Access to computers at computer center  | 16 | 31 | 25 | 25 |
| Debates/ Structured Youth Conversations | 13 | 36 | 24 | 23 |
| Art, music, theatre activities | 20 | 32 | 21 | 24 |
| Life skills/activities (communication, teamwork) | 20 | 31 | 23 | 21 |
| English language courses | 30 | 37 | 15 | 15 |

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| **Q3: Have you heard or been part of (participated in) the following programs in your community?** |
| Options | Yes |
| Girl scouts  | 25 |
| Boy scouts | 31 |
| Religious guidance/counselling | 49 |
| Mentorship (psychological, career) | 37 |
| Community radio | 22 |
| NGO-CBO guidance/counselling activities | 38 |

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| **Q4: Does your community provide the following to assist the process of entering the workforce?** |
| Options | Yes | Somewhat | No | I don’t know |
| Job fairs | 14 | 17 | 47 | 21 |
| Career counseling  | 14 | 18 | 50 | 17 |
| Internships | 31 | 20 | 38 | 9 |
| Volunteering in the workforce | 25 | 28 | 34 | 11 |
| Training for job placement | 22 | 22 | 40 | 13 |
| Vocational training | 25 | 29 | 28 | 17 |
| Entrepreneurial support | 13 | 25 | 37 | 24 |

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| **Q5: Which places do youth gather when in your community? Select all that apply.** |
| **Options** | **Count** |
| Parks | 66 |
| Coffee-shops-or-cafes | 60 |
| On-the-street | 56 |
| Football-playgrounds | 50 |
| Clubs | 30 |
| University | 25 |
| Community-centers-/-Youth-center | 20 |
| Private-homes | 16 |
| CBOs | 15 |
| Sports-facilities | 13 |
| Municipal-spaces/halls | 8 |
| None | 4 |
| Other | 2 |

SCHOOL EDUCATION ENVIRONMENT

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| **Q6: In your opinion what are the three most important issues in schools Ras El-Ain?** |
| **Options** | **Count** |
| Attendance | 56 |
| Violence/-bullying | 55 |
| Overcrowded | 41 |
| Poor-quality-education | 31 |
| Teacher-student-relationship | 26 |
| Late-school-shift-for-students- | 18 |
| Distance-from-my-home-or-community | 16 |
| No-support-for-people-with-learning-difficulties | 14 |
| Teacher-parent-relationship | 13 |
| Too-many-school-related-expenses | 12 |
| Bad-curriculum | 12 |
| No-additional-subject-support | 11 |
| Limited-or-restricted-transportation | 11 |
| Student-to-student-relationship | 10 |
| Limited-or-no-access-to-school-facilities-(locked) | 8 |
| Infrastructural-issues | 8 |
| Drop-outs | 7 |
| Other | 1 |

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| **Q7: What do you consider the top three issues with school services in your community?** |
|  | **Count** |
| Poor-learning-conditions | 61 |
| Lack-of-tutoring | 53 |
| Lack-of-mentoring/counseling-(feeling-connected-to-the-school-environment) | 46 |
| Lack-of-private-student-to-teacher-time | 35 |
| Lack-of-sports | 30 |
| Lack-of-subject-matter-choices-(Vocational-training,-computer,-English) | 28 |
| After-school-activities | 23 |
| Other | 5 |

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| **Q8: Have you or has someone you know experienced these safety related issues in school in your community?** |
|  | **Yes** |
| Bullying (physical/verbal) | 79 |
| Physical abuse (by students and/or teachers) | 61 |
| Unsafe conditions (infrastructural) | 47 |
| Safety issues to/from school | 53 |
| Harassment (from students &/or teachers) | 31 |

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| **Q9: Have you or someone you know experience the following school issues in your community?** |
|  | Frequently | Sometimes | Rarely | I don’t know |
| Inadequate bathrooms | 60 | 15 | 19 | 5 |
| Poor maintenance | 50 | 26 | 16 | 6 |
| Not enough space in classroom | 47 | 23 | 22 | 5 |
| Unhygienic | 43 | 32 | 17 | 6 |
| Disconnectedness to school environment | 41 | 17 | 25 | 13 |
| Violence, bullying, harassment | 40 | 34 | 15 | 9 |
| Low quality education | 36 | 24 | 21 | 16 |
| Teachers lacking experience | 30 | 37 | 22 | 9 |
| Understaffed | 28 | 28 | 22 | 20 |
| Unsafe conditions (bad wiring, infrastructure) | 27 | 33 | 26 | 13 |
| Lack of equipment (books, recreational equipment, computers) | 25 | 39 | 23 | 10 |

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| **10. Have you or has someone you know experienced these barriers to schools in your community?** |
|  | Frequently | Sometimes | Rarely | I don’t know |
| Transportation/ location of the school | 36 | 32 | 24 | 7 |
| Financial reasons (uniform, books, tuition) | 27 | 36 | 28 | 7 |
| Parents/family situation (not allowed by family/spouse) | 17 | 33 | 36 | 11 |
| Stray animals | 12 | 17 | 45 | 23 |
| Need to take care of siblings/children/ elderly | 11 | 19 | 45 | 21 |
| Need to work to support family | 12 | 24 | 44 | 18 |
| Lacks accessibility for persons with disabilities | 18 | 20 | 33 | 26 |
| No assistance for people with learning difficulties | 22 | 35 | 28 | 14 |

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| **11. Do the following exist in schools in your community?** |
|  | Yes |
| School leadership (student council) | 52 |
| Student-led extra -curricular activities | 35 |
| Volunteering activities  | 54 |
| School improvement activities | 48 |

HEALTH

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| **12. Please select three of the following that you consider the most important for youth**  |
|  | **Frequency** |
| Smoking | 62 |
| Nutrition | 56 |
| Health-education | 46 |
| Drugs | 45 |
| Physical-activity | 29 |
| Environmental-problems | 27 |
| Alcohol | 27 |
| Obesity | 18 |
| Other | 0 |

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| **13. Do you consider the following to be problems in your local health facilities?** |
|  | Majorly problematic | Not problematic | Do not know |
| Low quality of service | 53 | 31 | 14 |
| Availability of specialized physicians  | 53 | 28 | 16 |
| Availability of mental health services (psychologist, institute) | 47 | 25 | 25 |
| Limited operating hours | 40 | 48 | 11 |
| Lack of staff capacities | 50 | 30 | 17 |
| Availability of equipment | 46 | 38 | 13 |
| Availability of Pharmacy/medication  | 37 | 50 | 10 |
| Lack of hygiene | 41 | 42 | 15 |
| High number of patients | 50 | 41 | 8 |

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| **14. Which of the following do you consider barriers to health care in Ras El-Ain (choose 2-3)** |
|  | **Frequency** |
| Financial-barriers | 44 |
| Capacity-of-the-center | 43 |
| Delays-in-receiving-care | 40 |
| Services-needed-yet-unavailable | 37 |
| Unable-to-reach-the-health-facility | 36 |
| Discrimination-(gender,-tribe,-origin) | 20 |
| Female-related-health-challenges | 11 |
| Unsure-what-services-are-available | 8 |
| Other | 5 |

SOCIAL ENVIRONMENT

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| **15. Have you or has someone you know experience the following issues in your community?**  |
|  | Yes | Sometimes | No |
| Bullying (Neighborhood/work) | 51 | 34 | 13 |
| Physical abuse (partner/family) | 27 | 40 | 30 |
| Verbal/emotional/ psychological abuse (partner/family) | 45 | 31 | 20 |
| Gender bias (towards females) | 37 | 38 | 23 |
| Sexual harassment (workplace/community) | 25 | 25 | 48 |
| Physical harassment (workplace/community) | 26 | 32 | 38 |

INCLUSION

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| **16. Do you feel that in your community there equal access to activities/facilities for males & females?**  |
| **Yes %** |
| 47% |

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| **17. Which of the following have you considered barriers to inclusion (persons with disabilities, refugees, women) in Ras El-Ain?**  |
|  | **Count** |
| Social norms | 60 |
| Lack of community awareness | 57 |
| Racism/sexism | 45 |
| Local policies | 24 |
| Laws & legal framework | 23 |
| Individual perceptions and biases | 20 |
| Infrastructure (disabilities) | 17 |
| None of the above | 5 |

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| **18. To what degree do you think the following groups are accepted in Ras El-Ain?** |
|  | Frequently | Sometimes | Rarely | I don’t know  |
| Divorcees | 33 | 22 | 28 | 14 |
| Other nationalities | 40 | 17 | 23 | 14 |
| Persons of other social classes  | 37 | 23 | 22 | 14 |
| People with disabilities | 27 | 28 | 21 | 18 |
| Children of divorced parents | 39 | 23 | 19 | 16 |
| Other Religions  | 47 | 15 | 17 | 17 |
| Refugees | 29 | 36 | 17 | 14 |
| Orphans | 45 | 22 | 14 | 15 |
| Persons of other educational backgrounds | 35 | 26 | 13 | 23 |
| Other tribes | 37 | 32 | 12 | 16 |

COMMUNITY SERVICES

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| **19. How would you rate these municipal related services?** |
|  | Good | Neutral | Bad | I don't know |
| General municipal services | 28 | 27 | 30 | 12 |
| Providing municipal licenses (building, business, sidewalks) | 20 | 30 | 26 | 20 |
| Providing official documents | 23 | 38 | 21 | 15 |

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| **20. Are there issues with the following services in your community?** |
|  | Yes | No | Doesn't exist | I don’t know |
| Transportation | 57 | 30 | 7 | 4 |
| Government Services | 49 | 34 | 11 | 2 |
| Elderly Services | 49 | 27 | 10 | 10 |
| Cleanliness | 48 | 34 | 8 | 6 |
| Garbage collection | 48 | 35 | 9 | 6 |
| Sustainable energy | 44 | 25 | 15 | 14 |
| Roads & Sidewalks | 43 | 37 | 11 | 7 |
| Children Daycare | 37 | 29 | 23 | 8 |
| Promotion of tourist places | 35 | 29 | 19 | 14 |
| Access to Internet | 35 | 35 | 13 | 14 |
| Electricity | 34 | 42 | 13 | 8 |
| Water | 32 | 48 | 8 | 9 |

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| **21. How reliable and safe is the infrastructure in Ras El-Ain?** |
|  | Excellent | Average | Very poor | Doesn't exist |
| Sewage/ Plumbing | 16 | 45 | 31 | 6 |
| Safe/reliable water | 28 | 39 | 27 | 4 |
| Roads | 18 | 52 | 25 | 2 |
| Street lights | 31 | 41 | 22 | 3 |
| Bridges | 9 | 38 | 19 | 29 |
| Buildings | 25 | 48 | 13 | 12 |
| Electricity | 40 | 45 | 8 | 5 |

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| **22. Are these issues in your community?**  |
|  | Yes | No | I don’t know |
| Water scarcity | 61 | 30 | 7 |
| Desertification | 60 | 33 | 5 |
| Litter | 47 | 47 | 4 |
| Air pollution | 44 | 43 | 10 |
| Waste Management(sewage, chemicals, contaminants) | 56 | 27 | 15 |

**Institutional Survey Analysis**

Number of Institutions in Ras El-Ain

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| **Types of Organizations** |
| Governmental |  |
| Private |  |
| For-Profit |  |
| CBO |  |
| Religious  |  |
| Non-Profit | 2 |

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| **Closest type of transportation** |
| Walking | 7 |
| Taxi | 1 |
| Bus | 8 |
| walking & bus | 2 |
| Walking & Taxi & Bus | 1 |

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| **Fees for services** |
| Yes | 3 |
| Some Program Services | 7 |
| No | 9 |

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| **Youth Development** |
| Art & Music Activities | 3 |
| Cultural Activities | 7 |
| Theatre | 4 |
| Summer Camps | 4 |
| Edu.Support- Tutoring  | 2 |
| Edu.Support- Financial Aid | 0 |
| Edu.Support- Scholarship | 0 |
| Religious Services & Education | 3 |
| Life Skills Training | 1 |
| Computer | 1 |
| On Job Training | 0 |
| Vocational | 0 |
| Internship | 1 |
| Employment Skills | 3 |
| Business Development | 0 |
| Debates | 1 |
| Volunteering Opportunities | 1 |
| Football Training | 1 |
| Football Teams | 0 |
| Swimming Training | 0 |
| Competitions | 0 |
| Athletes Support | 0 |
| Leadership- Boy Guides | 1 |
| Leadership- Girl Guides | 1 |
| Youth Mentorship | 4 |

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| **Spaces for Youth Development** |
| Community/Youth Centers | 4 |
| Club | 0 |
| Football Field | 3 |
| Playground | 3 |
| Parks | 6 |
| Pool | 1 |
| Sports Facilities | 0 |
| Library  | 1 |
| Movie Theater | 0 |
| Museum/Cultural Centers  | 0 |
| Amusement Park | 1 |
| Restaurants | 0 |
| Coffee Shops/Café's | 0 |
| Municipal Spaces/Halls | 4 |
| Meeting Space | 1 |

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| **Educational Environment** |
| After School Programs | 7 |
| Education- Secondary/Middle School | 3 |
| Alternative High Schools | 2 |
| Colleges/Universities | 0 |
| Computer Training | 4 |
| Learning Difficulties in Early Childhood | 2 |
| Learning Difficulties | 0 |
| Person with Disability | 1 |
| Tutoring | 2 |
| Student Exchange | 2 |
| Other | 0 |

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| **Health** |
|  Family Planning | 2 |
| Health Awareness Campaigns | 3 |
|  Dental Clinic | 2 |
|  Family Health Clinic | 2 |
|  Specialized Health Clinic | 0 |
|  Public Hospital | 2 |
|  Mental Health Services | 0 |
|  Pediatric Care | 1 |
|  Pre Natal Care | 0 |
|  Health Insurance | 0 |
|  Drugs Rehabilitation Centers | 0 |
|  Other | 1 |

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| **Social Environment** |
|  Women support | 3 |
|  Anti-Corruption Association | 2 |
|  Family Support Services | 5 |
|  Family Concern's Centers | 1 |
|  Charity | 2 |
|  Other | 1 |

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| **Inclusion** |
|  Sr. Citizens Services | 2 |
|  Orphan Shelters | 2 |
|  Refugee Services | 1 |
|  Persons with Disability Services | 1 |
|  Learning Support Person w/Disability | 1 |
|  Learning Support Learning Difficulties Services | 3 |
|  Other | 1 |

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| **Community Services** |
| Water Safety | 2 |
| Pollution Control | 2 |
| Street Maintenance | 3 |
| Sewage Control | 2 |
| Farming | 3 |
| Sustainable Agriculture | 2 |
| Renewable energy | 1 |
| Internet Access | 2 |
| Public Officials and Offices | 0 |
| Community Development | 9 |
| Services Related to Tourism | 1 |
| Other | 0 |

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| **Other Programs Services** |
|  Daily Nurseries | 0 |
|  Day Care Kindergarten | 3 |
|  Day Care School Age | 1 |
|  Parenting Assistance | 4 |
|  Sponsor Special Events/Activities | 1 |
|  Event Organizing | 5 |
|  Other | 1 |

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| **Services for Education Incompleters** |
| Reading, writing and math skills | 7 |
| Developing practical and vocational skills | 5 |
| Providing job opportunities | 4 |
| Youth Counseling | 9 |
| Life Skills | 3 |
| We don't offer any services for youths who didn't complete their education | 2 |
| Other | 0 |

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| **Needs of youth that did not complete their education** |
| **Need 1** | **Need 2** | **Need 3** |
| Work culture | Humanitarian support |  |
| Skills | General support | Development opportunities |
| Skills | Crafts  | Literacy |
| Self confidence | Computer courses |  |
| Quraan courses | Computer courses | Vocational training |
| Guidance | Literacy | Literacy |
| Guidance | Literacy | Awareness |
| Financial support | Civil society organizations |  |
| Employment support | Health care insurance | Housing |
| Employment support | Guidance | Courses |
| Employment support | Financial support |  |
| Employment support | Computer courses |   |
| Employment support | Computer courses | Conversational courses |
| Employment support | Awareness |  |
| Employment research | Literacy | Vocational training |
| Continuing education | Employment support |   |
| Basic need assistance | Employment support |  |

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| **No. of beneficiaries/month** |
| 1 to 25 | 0 |
| 26 to 50 | 1 |
| 51 to 100 | 2 |
| 101 to 200 | 4 |
| 201 to 500 | 5 |
| 501 to 1000 | 2 |
| 1001 & more | 5 |
| Do not provide services to youth | 0 |

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| **Do you have adequate facilities and resources to meet the demands of all youth who seek services from your organization?** |
| Yes | 14 |
| No | 2 |
| Does not offer any youth services | 3 |

**Focus group questions**

1. Which of these are a priority for your community?

2. Why does this happen/exist?

3. Why is this important?

4. What are the other things happening (issues by this) because of this?

5. Who else is responsible for this?

6. What has been done in the past to resolve/address this?

Probe:

* Are the activities/initiatives that addressed this issue? Why did they not work?
* If yes, what parts were effective, and what parts were not effective?
* Are there reasons why this service/resource does not exist that you are aware of?
* What are more specific barriers?
* Are there any other ideas?