

ANNUAL REPORT

LEBANESE CENTER
FOR HUMAN RIGHTS



A WORD BY THE PRESIDENT

As the President of CLDH, I am honored to present this activity report, which encapsulates our unwavering commitment to the universality and indivisibility of human rights. In a world where human rights are the cornerstone of dignity and justice, it is imperative that we recognize their universal nature, transcending borders, cultures, and ideologies. Every individual, regardless of their background, is entitled to the same fundamental rights, and it is our collective responsibility to ensure these rights are upheld.



In Lebanon, the enforcement of human rights remains a pressing need. Our nation has faced numerous challenges, yet the resilience of its people and their unwavering demand for justice and equality inspire us to continue our work with renewed vigor. This report highlights our efforts to advocate for human rights, support victims of violations, and promote a culture of respect and dignity for all.

Through our various initiatives, we have strived to address the most critical human rights issues in Lebanon, from freedom of expression to the right to fair treatment and protection from abuse. Our work is driven by the belief that human rights are indivisible; they must be protected and promoted in their entirety. We cannot afford to prioritize some rights over others, as doing so undermines the very essence of human dignity.

Recent Achievements

In 2024, CLDH demonstrated institutional adaptability and operational breadth amid Lebanon's deteriorating socio-political landscape and the exacerbating effects of regional conflict. Established in 2006 by SOLIDA, CLDH has evolved into a critical actor in the Lebanese human rights ecosystem, with a mandate encompassing legal aid, rehabilitation, advocacy, and capacity-building.

The Legal Aid Program handled a cumulative total of 2,315 cases across detention and non-detention contexts, including 1,793 walk-in cases and 522 detention cases. Complementing its legal interventions, the Nassim Rehabilitation Program provided holistic, interdisciplinary services to 300 beneficiaries. CLDH's advocacy and communication apparatus achieved high-output mobilization in 2024, generating 40 weekly human rights briefs, 28 public statements, 16 letters to international and local authorities, 12 advocacy videos, 13 press releases, and organizing 12 roundtable discussions.

A major advocacy milestone was secured on October 8, 2024, when the European Court of Human Rights invalidated the Cyprus-Lebanon bilateral agreement allowing refugee returns, citing Lebanon's unsafe conditions and ordering reparations exceeding €20,000 to affected Syrian refugees 4. CLDH also invested significantly in organizational development, restructuring its internal hierarchy, issuing a comprehensive Employee Handbook, and standardizing operational procedures across departments.

Future Goals

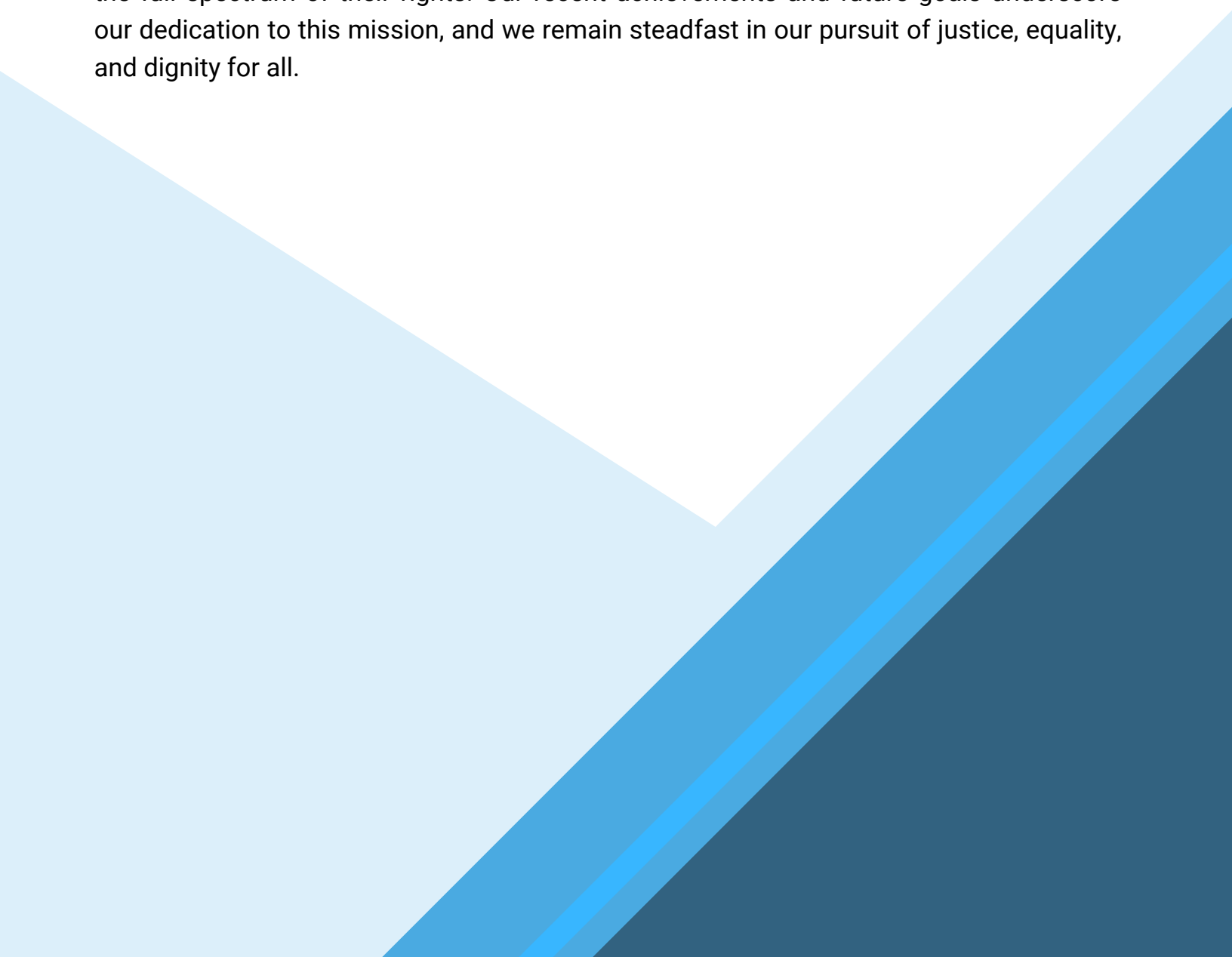
Looking ahead, CLDH is committed to furthering its mission by setting ambitious goals for the future. Our primary objectives include:

- **Expanding Legal Aid Services:** We aim to increase the reach and impact of our legal aid program by enhancing our capacity to handle more cases, particularly in underserved regions. This includes recruiting additional lawyers and legal professionals to ensure timely and effective legal support for all beneficiaries.
- **Strengthening Rehabilitation Programs:** We plan to expand the Nassim Rehabilitation Program by increasing the number of beneficiaries and enhancing the quality of services provided. This includes integrating more specialized medical and psychological support to address the diverse needs of our beneficiaries.
- **Enhancing Advocacy Efforts:** CLDH will continue to advocate for human rights at both local and international levels. We aim to increase our advocacy outputs, including public statements, letters, and media campaigns, to raise awareness and drive policy changes.

- **Building Organizational Capacity:** We are committed to further developing our internal capacities by investing in staff training, updating policies and procedures, and enhancing our monitoring and evaluation frameworks. This will ensure that CLDH remains a resilient and effective organization capable of adapting to changing circumstances.
- **Promoting Community Engagement:** CLDH will focus on empowering local communities by providing training and support to community leaders and activists. This includes building local leadership and capacity for community-driven initiatives, particularly in marginalized regions.

Conclusion

As you delve into this report, I invite you to reflect on the importance of enforcing human rights in Lebanon. Let us reaffirm our commitment to this noble cause and work together to build a society where every individual can live free from fear and oppression, enjoying the full spectrum of their rights. Our recent achievements and future goals underscore our dedication to this mission, and we remain steadfast in our pursuit of justice, equality, and dignity for all.

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EXECUTIVE SUMMARY

In 2024, the Lebanese Center for Human Rights (CLDH) demonstrated institutional adaptability and operational breadth amid Lebanon's deteriorating socio-political landscape and the exacerbating effects of regional conflict. Established in 2006 by SOLIDA, CLDH has evolved into a critical actor in the Lebanese human rights ecosystem, with a mandate encompassing legal aid, rehabilitation, advocacy, and capacity-building. With its main offices in Beirut, and regional offices in Tripoli and the Bekaa, CLDH continued to implement a decentralized yet integrated service delivery model, maintaining its commitment to legal empowerment, psychosocial support, and systemic reform.

The Legal Aid Program handled a cumulative total of 2,315 cases across detention and non-detention contexts, including 1,793 walk-in cases and 522 detention cases (408 male, 114 female). These were supported by 100 field visits to informal tented settlements and 553 to detention centers. Of the detention cases, 299 resulted in favorable outcomes such as bail releases and mitigated sentencing. The program's dual structure—In-House Legal Services and Detention Legal Services—ensured procedural parity and access to justice for marginalized populations, including stateless individuals, victims of torture, migrant workers, refugees, LGBTQ+ persons, and minors. Service provision was underpinned by a structured intake mechanism, daily legal hotlines, and routine follow-ups. Systemic impediments, including prolonged judicial delays, missing case files, and administrative malfeasance, were frequent; in one critical case, a detainee's two-year illegal incarceration due to clerical oversight was rectified following CLDH's intervention. Complementing its legal interventions, the Nassim Rehabilitation Program provided holistic, interdisciplinary services to 300 beneficiaries. These included individualized psychological treatment, psychiatric evaluation, medical consultation, physiotherapy, and legal support. Beneficiaries spanned a diverse demographic, including war survivors, internally displaced persons, victims of gender-based violence, and individuals subjected to institutional neglect or discrimination.

The program's framework relied on needs-based assessments, goal-oriented action plans, and interdisciplinary case conferencing. A notable strategic pivot in 2024 included the reinstatement of safe migration pathway facilitation, previously suspended due to UNHCR protocol changes, and reintroduced through partnerships with humanitarian corridors. The center's operations were strained by personnel shortages, infrastructural constraints in

detention facilities, and elevated demand due to war-related displacement. Nevertheless, the program maintained its service integrity and therapeutic continuity.

CLDH's advocacy and communication apparatus achieved high-output mobilization in 2024, generating 40 weekly human rights briefs, 28 public statements, 16 letters to international and local authorities, 12 advocacy videos, 13 press releases, and organizing 12 roundtable discussions. These outputs addressed structural issues such as torture in detention, freedom of expression, and war crimes. A major advocacy milestone was secured on October 8, 2024, when the European Court of Human Rights invalidated the Cyprus-Lebanon bilateral agreement allowing refugee returns, citing Lebanon's unsafe conditions and ordering reparations exceeding €20,000 to affected Syrian refugees. This decision was precipitated by sustained advocacy and legal interventions by CLDH and its partners. The organization also held 137 advocacy meetings and actively participated in multi-stakeholder coalitions, including the Freedom of Expression Coalition and Refugee Protection Watch.

In parallel, CLDH's BRIDGE Capacity Building Center conducted targeted technical trainings to enhance stakeholder capabilities in legal practice, community-based protection, and rights monitoring. Notable modules included Training of Trainers (TOT) for security officers, civil documentation workshops, and mental health support training for frontline workers. These sessions addressed identified capacity gaps and facilitated institutional learning across state and civil sectors. The center played a strategic role in promoting sustainable rights-based development through skills transfer, decentralization of knowledge, and reinforcement of referral networks.

CLDH also invested significantly in organizational development, restructuring its internal hierarchy, issuing a comprehensive Employee Handbook, and standardizing operational procedures across departments. Key policy reforms included the update of the Code of Conduct, implementation of a Competency-Based HR Manual, and development of a Monitoring and Evaluation (M&E) manual. The M&E department underwent substantial transformation, incorporating research functions, enhancing database architecture, and integrating both qualitative and quantitative tracking systems to improve program responsiveness and outcome measurement.

Despite considerable operational constraints, including judicial inefficiencies, staff turnover, warfare, regional instability, and resource limitations, CLDH maintained its institutional integrity and impact. Through synergistic legal, psychosocial, advocacy, and capacity-building interventions, the organization significantly advanced its mission to

uphold human rights, combat impunity, and facilitate systemic transformation in Lebanon's human rights framework.

About CLDH

The Lebanese Center for Human Rights (CLDH) is a local non-profit, non-partisan Lebanese human rights organization based in Beirut. CLDH was created in 2006 by the Franco-Lebanese Movement SOLIDA (Support for Lebanese Detained Arbitrarily), which had been active since 1996 in the struggle against arbitrary detention, enforced disappearance, torture, and the impunity of those perpetrating gross human rights violations.

CLDH's complementary components include advocacy, public mobilization, rehabilitation for victims of torture and families of enforced disappearances, and the provision of pro-bono legal services for vulnerable groups.

Mission

CLDH advocates for the enforcement of human rights for all, denounces human rights violations, and fights impunity by providing legal and rehabilitation services

Vision

We envision a country free from human rights violations and discrimination.

Goals

Fight against all human rights violations; monitor, protect, and rehabilitate victims of torture and families of victims of enforced disappearances.

Offices

Beirut Headquarters and Administrative Office

The Beirut operations include two key offices: the Beirut Headquarters in Dora and a newly established administrative office in Baouchriyeh. The Dora office remains a bustling center for rehabilitation services, legal support, and program operations. It serves as a central hub for overseeing service implementation across all locations. It also operates as a community center offering social services, psychotherapy, psychiatric aid, general medical consultations, and physiotherapy. This office continues to host regular

meetings for lawyers and serves as a venue for training sessions, workshops, and organizational meetings. Led by the Programs Manager and Programs Officers, and the Head of Legal Aid, the team includes social workers, psychologists, psychiatrists, medical doctors, lawyers, and administrative staff.

The Baouchriyeh administrative office functions as the backbone for CLDH's operational and administrative processes. It houses the administrative and finance departments, ensuring streamlined support and coordination for all offices and programs across Lebanon. The establishment of this office has enhanced communication and organizational efficiency, allowing the Dora office to focus primarily on direct service delivery and beneficiary support.

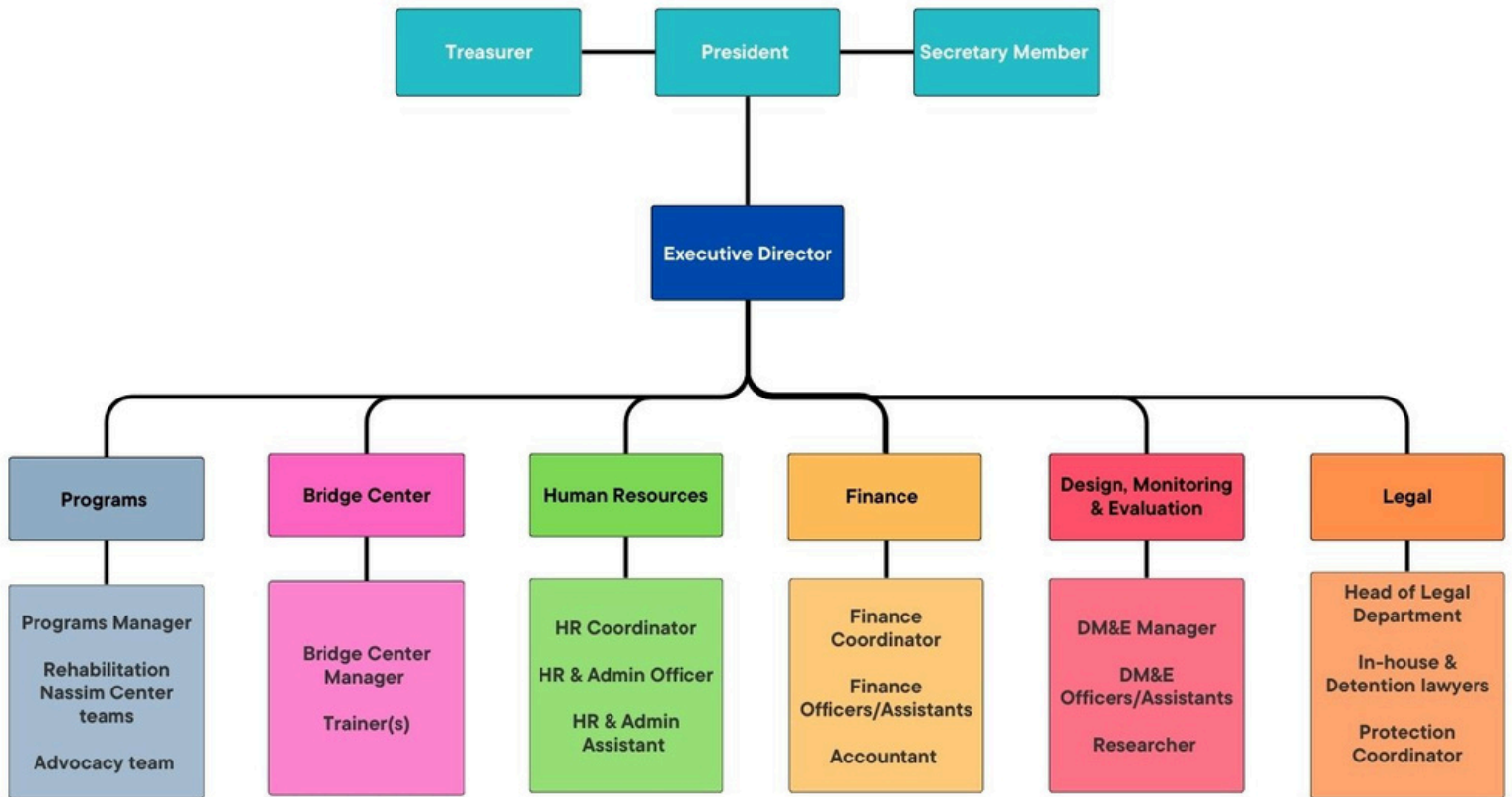
Tripoli Office

The Tripoli office continues to focus on legal and rehabilitation services, catering specifically to walk-in and detention cases and those who are victims of torture or other gross human rights violations. It provides a meeting space for both internal coordination and external engagements. The office plays a critical role in overseeing operations and directly serving beneficiaries, offering legal awareness sessions through fieldwork. Led by the Deputy Programs Manager and supported by an administrative officer and service provision staff, the team ensures seamless service delivery. The office emphasizes community legal education and fieldwork, reinforcing CLDH's commitment to empowering communities and facilitating access to justice.

Bekaa Office

The Bekaa office, despite its relatively smaller size, remains essential for community engagement and legal assistance. With a primary focus on fieldwork, it provides vital legal awareness sessions and consultations, prioritizing legal and social support for the residents of the area through comprehensive legal educational activities and support services. The office ensures the effective execution of field activities, in alignment with CLDH's mission and strategy.

CLDH organizational Chart



Programs

Advocacy & Communication

Our advocacy efforts encompass lobbying with governmental entities and collaborating with key regional and international stakeholders to implement necessary amendments to laws and practices related to human rights. The advocacy program spearheads research initiatives, monitors media outlets, organizes online and offline campaigns, and leads on lobbying efforts mostly presented in roundtable discussions, and one-on-one meetings aimed at addressing policy gaps, challenges, and violations as well as enhancing awareness of legal and human rights issues.

Through 2024, CLDH advocacy and communication department succeeded in the delivery of a number of outputs regardless of contextual regional and local challenges that were present.

Research activities

One position paper on judicial independence through the lens of the Beirut blast.

One report detailing the violations committed by Israel during the war on Lebanon from September 2024 to October 2024.

One factsheet on Israeli war crimes in Lebanon

A report on NHRC/ CPT work in Lebanon

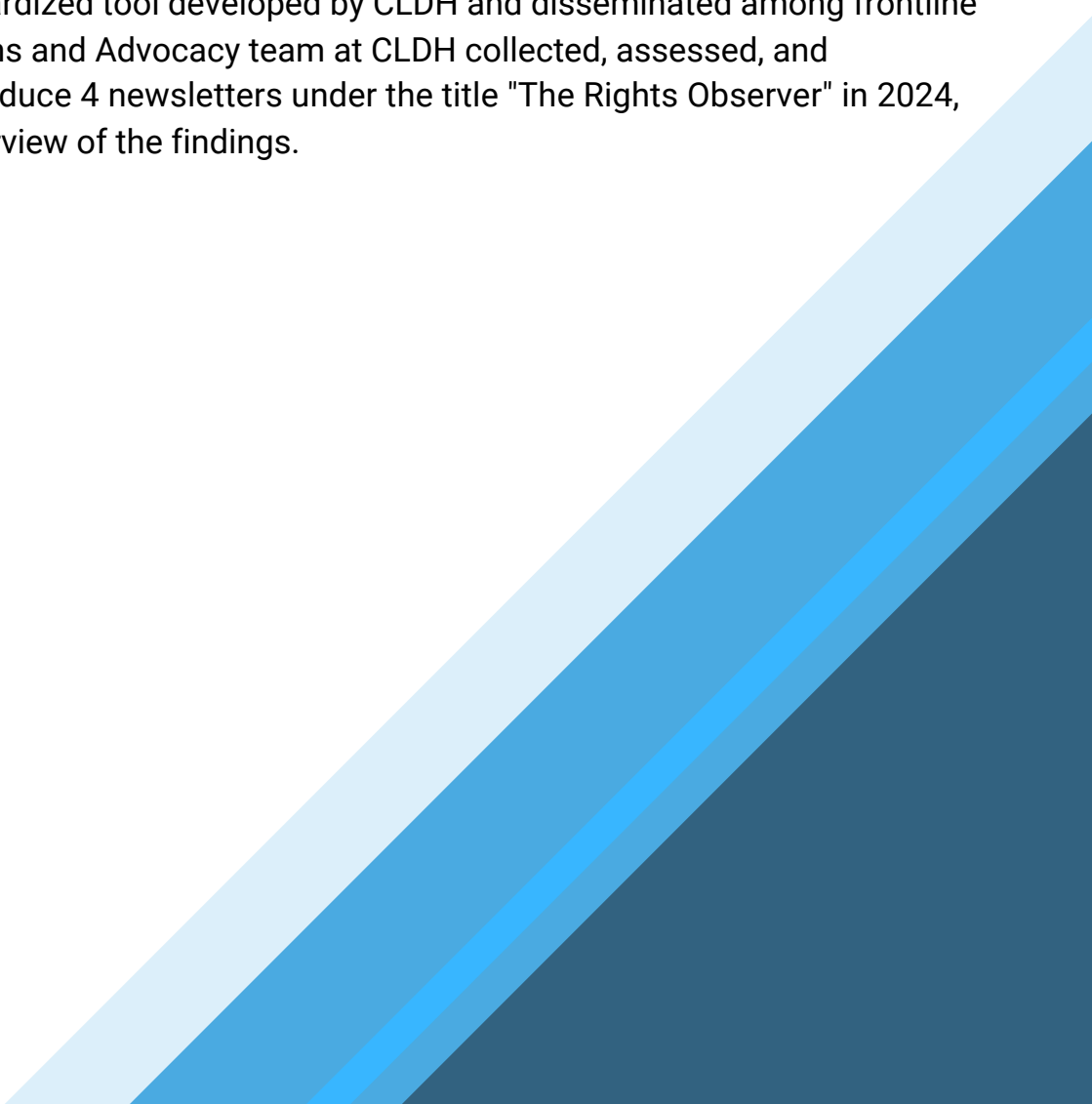
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Advocacy Activities

Human Rights handbook: CLDH produced a manual handbook on how to monitor, identify and report human rights violation cases against targeted categories. The handbook is grounded in relevant international frameworks, treaties, and conventions. It provides definitions, typology of cases, key steps for reporting, essential information to collect information, guidance on maintaining confidentiality and consent, sample templates and examples of reporting and monitoring cases, and instruction on fact-checking.

Human Rights Briefs: Human rights briefs are concise weekly documents that summarize all recorded human rights violations and developments in Lebanon. The briefs are disseminated among well-targeted audiences, including stakeholders, embassies, donors, partners, human rights organizations, journalists, frontline workers, and monitoring organizations. In total, 40 human rights briefs were shared on social media platforms for broader public access during 2024.

The Rights Observer Newsletter: CLDH's frontline workers, as part of their field work, systematically monitor and document various human rights violations and developments on a monthly basis using a standardized tool developed by CLDH and disseminated among frontline workers. The Communications and Advocacy team at CLDH collected, assessed, and consolidated this data to produce 4 newsletters under the title "The Rights Observer" in 2024, providing an informative overview of the findings.

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Videos: The communications and advocacy team at CLDH is dedicated to highlighting the organization's work, raising awareness, and advocating for the rights of vulnerable communities through the creation of various videos and visuals. These videos may be part of larger campaigns, specific projects, or used to draw attention to urgent issues within the community. The team also tracks the video's impact by monitoring views and engagement, ensuring it reaches the right audience. Throughout 2024, the advocacy and communications department has produced 12 videos.

Media Campaigns: CLDH utilizes media and social media campaigns to engage their varied audiences and stakeholders, and to put pressure on human rights violators in some cases. These campaigns play a vital role in raising awareness, fostering dialogue, and mobilizing support for specific issues. The key tools used in media campaigns are visuals, videos and factsheets that present messages to raise public awareness, drive policy change, and gain the support of likeminded organizations. An example of a media campaign CLDH has worked on is a campaign to raise awareness of juveniles' law in which CLDH has interviewed MP Halima Kaakour who talked about ways of protecting juveniles.

Letters: Throughout 2024, CLDH utilized letters as a means to advocate for change, report human rights violations, and seek responses or actions. These letters served as a tool to influence decision-makers and promote accountability over human rights issues. CLDH has sent 16 separate and joint letters over the course of last year addressed to UN special rapporteurs, embassies, international organizations and ministries and legal entities in Lebanon.

Statements: As part of its advocacy efforts, CLDH publishes statements when there is a need to employ this tool. The statements are published to address breaches of the Lebanese constitution as well as international treaties and conventions and patterns of violations. They aim to raise awareness, call for accountability, advocate for justice policy change and implementation of the rule of law. The communications and advocacy team published 28 individual and joint statements in 2024, condemning several human rights violations including Israel's targeting of medical personnel, the forcefully disappeared and tortured Lebanese in Syria, and calling for the protection of journalists in times of war.


Press Releases: CLDH regularly publishes and distributes press releases to its media contacts to highlight the outcomes of its advocacy efforts, such as training, roundtables, and expert meetings. This is important because press releases help raise public awareness about the organization's advocacy work, aiming to reach a wider audience. By keeping media contacts informed, CLDH can amplify its message, attract support, and influence policy or public opinion. The 13 press releases published in 2024 also help establish credibility and maintain transparency, showing the impact of our efforts in real time.

Advocacy Meetings: The executive director and advocacy department at CLDH take part in advocacy meetings to devise strategies, coordinate efforts, and build stronger partnerships with other organizations and key stakeholders, including members of parliament. These meetings are crucial for advancing collaborative efforts to address human rights violations and achieve common goals. They usually amount to a shared advocacy product like a statement, a policy brief or a short position paper on the common interests found between organizations. It could also amount to shared strategizing and targeting of specific stakeholders and decision-makers with whom meetings should be held, or letters should be sent. Throughout 2024, CLDH's team has taken part in 137 advocacy meeting covering a variety of topics that include torture in prisons and detention centers, the Israeli war on Lebanon, freedom of expression in Lebanon and the violations against refugees and migrants in Lebanon.

Media Interviews: Through media interviews and articles, CLDH strives to shape public opinion, influence policymakers, and engage other stakeholders in support of human rights causes to foster meaningful change. Media interviews are used to amplify the voices of individuals affected by human rights violations and highlight urgent issues that need attention. CLDH's advocacy team has conducted 10 media interviews covering the situation of human rights in Lebanon, violations against Syrian refugees and human rights violations faced by IDPs during the war, among other topics.

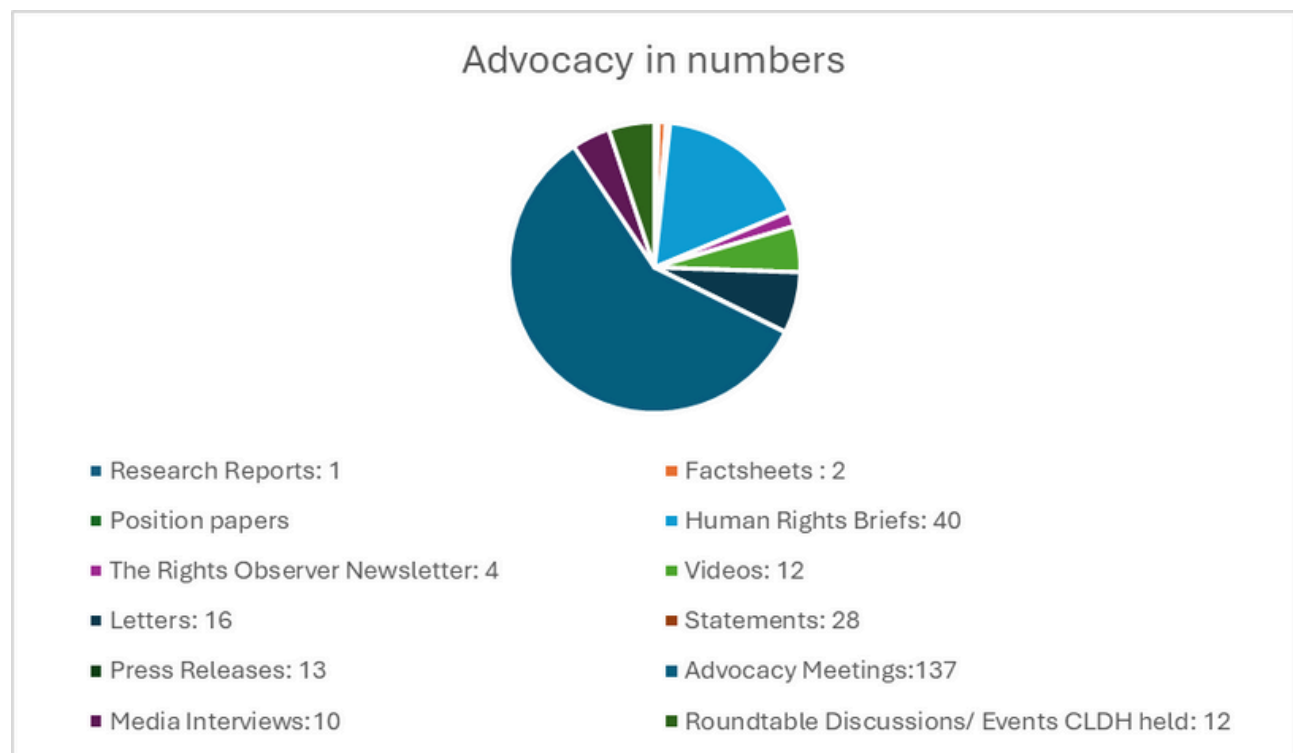
Roundtable Discussions and Events: CLDH’s advocacy team consistently organizes roundtable discussions and events to engage stakeholders, decision-makers, and other organizations in addressing human rights issues, sharing insights, and advocating for policy reforms. These activities create platforms for dialogue, collaboration, and action aimed at promoting human rights and social justice. Most roundtables are integral to broader projects CLDH is involved in and align with one of its strategic goals. Participants are selected based on their relevance to the topic, as well as their level of influence and involvement. Since these roundtables often result in recommendations or action plans, the participants play a key role in shaping the steps CLDH will take to implement them. CLDH has organized 12 roundtable discussions and events including kicking off “Lebanon’s Future Watchers” fellowship that equipped journalists to work on topics related to human rights. CLDH has also organized a hybrid workshop entitled “Content Moderation & Human Rights: Can We Navigate the Challenge?” that highlighted issues related to freedom of expression in the virtual world.

Freedom of Expression Coalition: CLDH is an active participant in the national coalition known as the Freedom of Expression (FoE) Coalition, which aims to protect freedom of expression, freedom of speech and freedom of the press, by denouncing violations, advocating for policy changes and swaying public opinion. Through this coalition we publish joint statements, press releases and our stance as a coalition on social media to put pressure and drive change in cases of violations of people and journalists' basic right for free speech. CLDH served as the coalition coordinator from September 2023 till September 2024.



Refugee Protection Watch: CLDH is a member of the Refugee Protection Watch (RPW) coalition, which brings together the strengths and experiences of Lebanese, Syrian and European organizations working in the human rights, peacebuilding, development and humanitarian fields, as well as a social profit enterprise specialized in digital data collection and two-way communication with (refugee) communities. We lead on research and advocacy activities on protection, humanitarian and human rights issues facing refugee-returnees to Syria, as well as facing refugees in Lebanon. We monitors the conditions of refugees in Lebanon and the violations and discrimination they face, while also advocating for change at both local and international levels.

Prison Working Group Participation: CLDH has been an active member of the Prison Working Group for the past three years, collaborating with both local and international organizations dedicated to prison-related issues in Lebanon. This coalition brings together diverse actors—including the General Directorate of Prisons, judges from the Ministry of Justice, and representatives of the Prisons Directorate—to address urgent challenges within the prison system. CLDH contributes its legal, medical, and psychosocial expertise to these monthly meetings, which focus on finding and implementing practical, often short-term, solutions to issues such as overcrowding and limited access to medical care. The overarching aim is to enhance the living conditions of detainees through coordinated and multisectoral approaches.



Impact

In 2024, the Advocacy and Communications department was able to highlight several pressing issues, shedding light on policy change. This year CLDH celebrated a landmark decision by the European Union Court of Human Rights. The ruling condemned the Lebanese Cypriot Bilateral Agreement, which allowed the return of Syrian refugees to Lebanon, deeming Lebanon an unsafe destination for them. The court also ordered the Government of Cyprus to compensate two Syrian refugees with over 20,000 Euros for the harm they suffered. Issued on October 8, 2024, the decision highlighted that Cyprus violated both Article 34 of the Convention for the Protection of Human Rights and Fundamental Freedoms, as well as Article 3 of the Convention Against Torture (CAT). This victory follows years of advocacy by civil society organizations including CLDH with direct support from our legal department that was actively working on this case.

In terms of the fight for a world free from torture practices, CLDH was able to drive change this year by engaging with the Ministry of Justice, security institutions, the working group for torture prevention and the National Commission for Human Rights to discuss loopholes in the current laws, challenge conventional thinking and interrogation techniques with detainees in Lebanon, witnessing the difference in mentality and the desire for change, raising officer's awareness and knowledge on non-violent interviewing methodologies and the importance of upholding Human rights.

Through our advocacy on the human rights violations committed by Israel in Lebanon since October 2023, CLDH has received acknowledgment and feedback from various embassies that were responsive following our advocacy efforts. We have also held follow-up meetings with these embassies, which are crucial for ensuring accountability for the human rights violations and potential war crimes perpetrated in Lebanon.

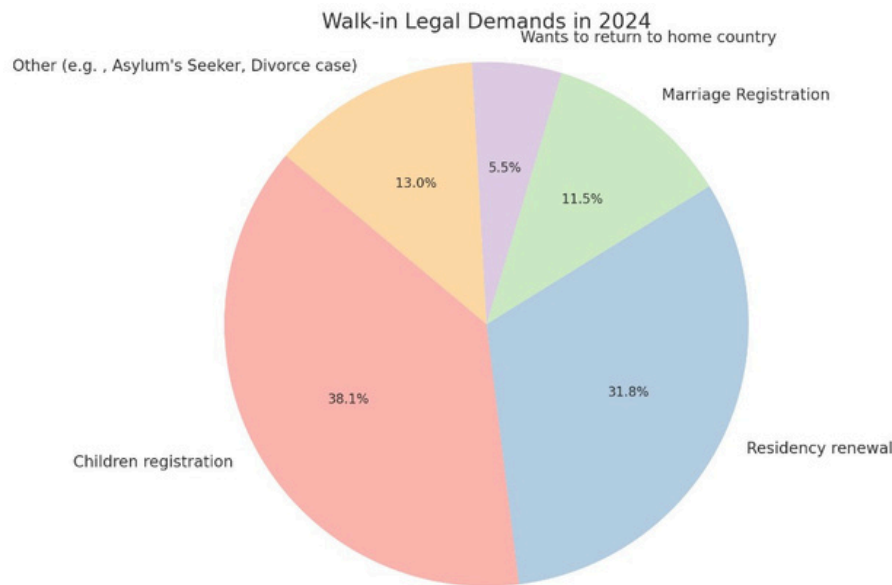
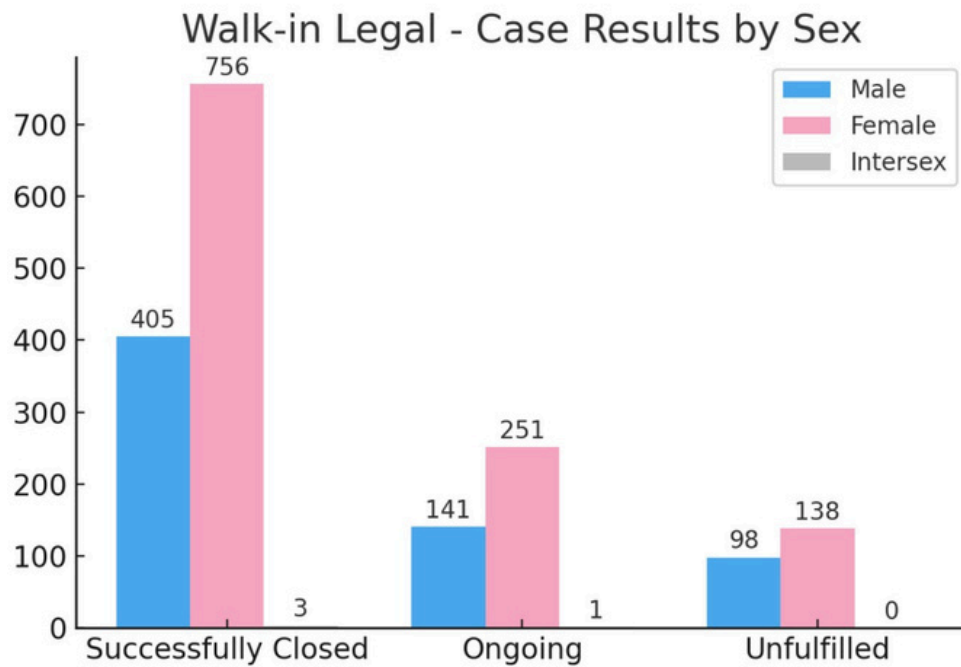
CLDH's fellowship has had tremendous impact on journalists' coverage of crises and wars from a human rights perspective and has helped us build stronger relationships with different media stakeholders.

Legal Aid Program

The Program and the Services Provided Since its establishment, CLDH's Legal Department has remained dedicated to ensuring access to justice by providing high-quality pro-bono legal services to people in need. Recognizing the right to defend as a fundamental human right, the department operates through two main components: In-House Legal Services and Detention Legal Services.

The In-House Legal Services cater to individuals who are not detained but require legal support. This includes consultations and full legal representation on matters such as marriage and birth registration, divorce assistance, and residency issues. By addressing these legal challenges, the department empowers individuals to navigate complex legal systems and ensure their rights. In 2024, a total of 100 field visits were carried out to Informal Tented Settlements (ITS) to reach vulnerable populations in need of legal aid. Over the course of the year, the department handled 1,793 legal cases outside of detention, reflecting the department's ongoing commitment to accessible justice and community-based legal support.

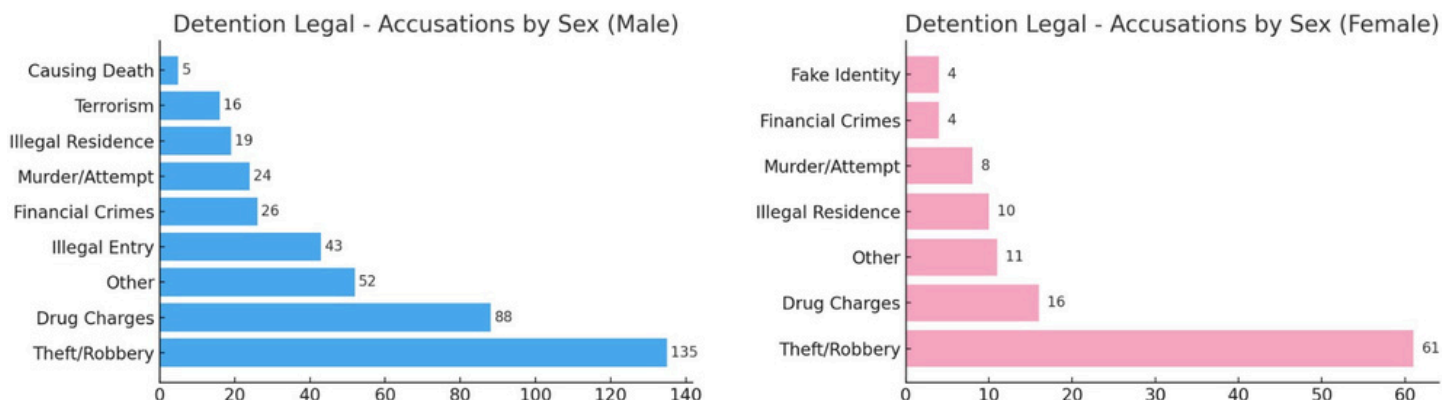




The Total number of Walk-in cases: 1793 Cases

Meanwhile, the Detention Legal Services focus on providing legal aid to detainees in Lebanon's prisons and detention centers. CLDH's lawyers conduct regular visits to assess cases and offer tailored support to the most vulnerable detainees, ensuring due process and fair treatment throughout the criminal justice system. Through in-depth case evaluations and tailored legal interventions, the department remains committed to upholding justice and advocating for the rights of those most in need. In 2024, a total of

553 field visits were conducted to prisons and detention centers across the country. During the same period, the **department handled 522 legal cases**. Showcasing the department's effort to uphold justice for the rights of those most in need through legal interventions and outreach.



The Total number of cases in detention: 408 Male Cases and 114 Female Cases equivalent to 522 cases in total.

Who are the beneficiaries?

The beneficiaries of CLDH's Legal Department come from diverse backgrounds and face various legal challenges. The department provides assistance in both civil and criminal cases, ensuring that vulnerable individuals receive the legal support they need to protect their rights.

In civil cases, beneficiaries include individuals seeking assistance with civil documentation, such as marriage and birth registration, divorce, and residency issues. The program also supports cases related to labor law, housing, land, and property disputes. Migrant workers facing challenges under the sponsorship system receive legal aid for residency status settlement, sponsor-related litigation, and voluntary repatriation support. Additionally, individuals requiring legal counseling and representation for administrative and legal status resolution benefit from CLDH's services.

For criminal cases, the Legal Department provides legal representation, assistance with bail release and reduction, and efforts to mitigate penalties for detainees. Special attention is given to individuals subjected to arbitrary detention, ensuring that those held beyond legal timeframes receive proper legal intervention.

The program prioritizes the most vulnerable individuals, including victims of torture and their families, victims of war and violence, and those who have experienced arbitrary

detention. It also provides essential legal aid to migrant workers, domestic workers, LGBTQ+ individuals, refugees who do not receive legal assistance from UN agencies, and individuals facing persecution for their activism or freedom of expression. Additionally, the program extends its services to minors, individuals with disabilities or health conditions, and women facing socio-economic hardship.

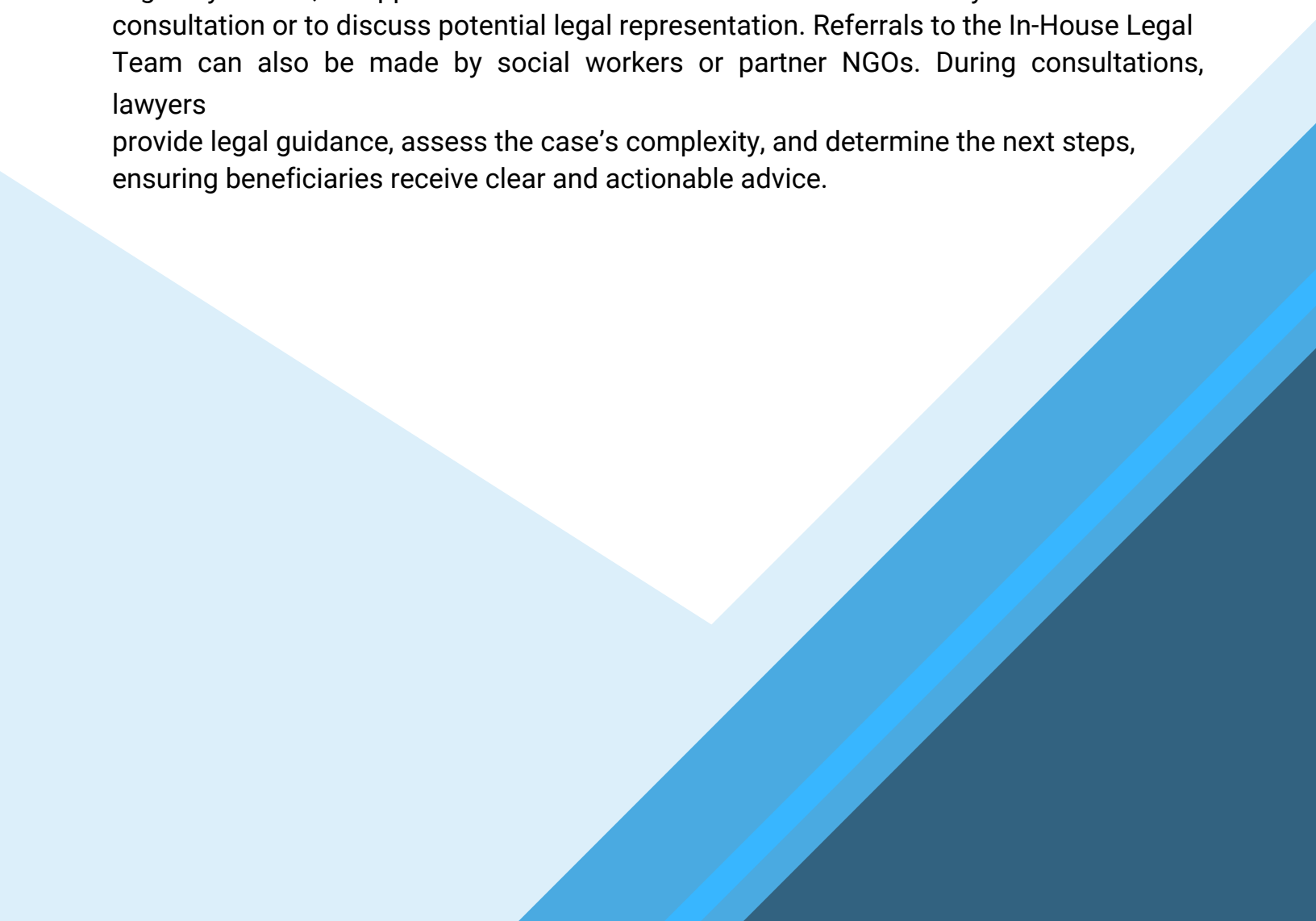
Through these targeted interventions, CLDH's Legal Department remains committed to upholding human rights and ensuring that justice is accessible to all.

The service provision process

CLDH's Legal Department follows a structured and systematic approach to ensure that beneficiaries receive timely and effective legal assistance. The service provision process is divided into two main components: In-House Legal Services and Detention Legal Services, each tailored to meet the specific needs of individuals seeking legal aid.

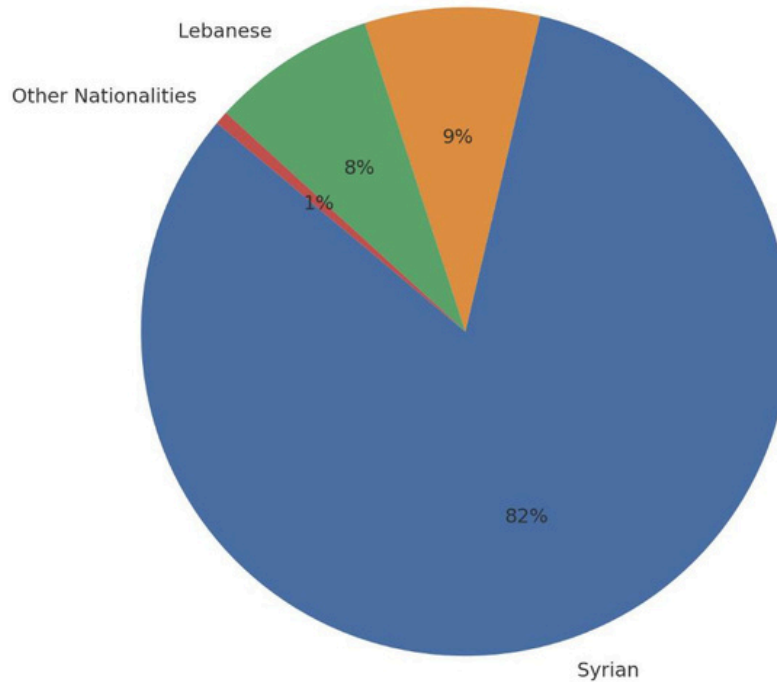
In-House Legal Services

The process typically begins when an individual contacts the In-House hotline, where an initial assessment is conducted to determine eligibility. If the beneficiary meets the eligibility criteria, an appointment is scheduled with one of CLDH's lawyers for a consultation or to discuss potential legal representation. Referrals to the In-House Legal Team can also be made by social workers or partner NGOs. During consultations, lawyers provide legal guidance, assess the case's complexity, and determine the next steps, ensuring beneficiaries receive clear and actionable advice.

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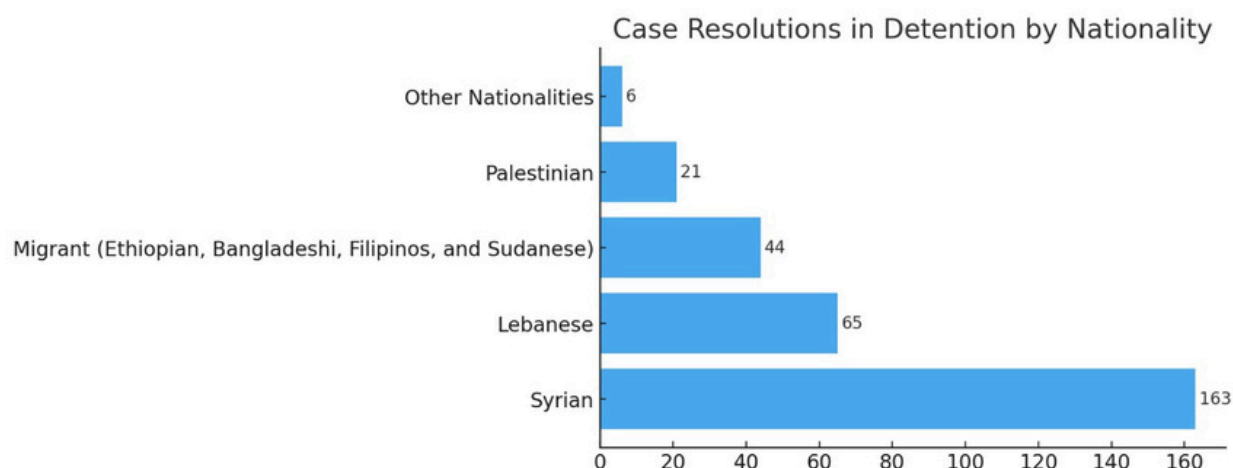
Legal Walk-in Beneficiaries by Nationality Group

Migrant (Ethiopian, Bangladeshi, Filipinos, and Sudanese)



Detention Legal Services

For detainees, legal assistance inquiries can be made through the detention hotline, either by the detainee's relatives or through the Protection and Detention Coordinator, who conducts routine visits to prisons and detention centers. The gathered information is forwarded to the Detention Legal Team for assessment, and if the detainee meets the eligibility criteria, the case is assigned to a lawyer. Once legal intervention begins, detainees and their families receive regular updates on the progress of their case, with ongoing communication facilitated through the hotline. Referrals can also come from Social Workers or external organizations supporting detainees.



The Total number of successful cases in detention: 299 Cases

Legal Representation and Case Prioritization

Legal representation is generally provided following a thorough case assessment and, in many instances, the execution of a Power of Attorney (POA), enabling CLDH lawyers to formally intervene. However, representation is not strictly contingent on a POA. In certain cases—such as those involving minors, individuals with mental disabilities, or other vulnerable groups—CLDH may seek special authorization from the Bar Association to proceed. Additionally, there are situations where legal follow-up and advocacy efforts are carried out without a formal POA, particularly when supporting detainees in securing their release or assisting them in signing the necessary legal documents, which CLDH then submits on their behalf. Case prioritization is determined based on urgency and potential impact; for example, detention cases involving individuals with a high likelihood of release on bail are prioritized, while more complex cases involving multiple sentences may require longer legal procedures.

However, legal representation is often challenged by systemic inefficiencies.

Beneficiaries are sometimes not brought to court for scheduled hearings, case files may go missing, and frequent postponements prolong the judicial process. Despite these obstacles, CLDH lawyers remain committed to advocating for justice and ensuring beneficiaries receive fair legal treatment.

Legal Mediation

In cases where direct legal intervention is not required, CLDH facilitates mediation to resolve disputes efficiently. The mediation process involves structured dialogue between conflicting parties to reach a fair and mutually beneficial resolution. For example, in cases involving migrant domestic workers (MDWs) experiencing disputes with their sponsors

over unpaid wages, CLDH intervenes through diplomatic engagement. By liaising with both the MDW and the sponsor, the legal team negotiates settlements that secure overdue payments and improve working conditions without resorting to lengthy litigation.

Achievements and Impact

The Legal Aid Program at CLDH continues to make a tangible impact by ensuring vulnerable individuals have access to justice, legal representation, and essential legal support. Through dedicated efforts both in detention and outside of detention, the program has upheld the fundamental right to defense and contributed to systemic legal improvements.

Access to Justice and Fair Representation

One of the most significant achievements of the legal aid program is providing timely legal assistance to individuals in dire need, ensuring their rights are protected and that they receive a fair trial. CLDH lawyers work diligently to follow up on overlooked cases, address legal gaps, and prevent injustices from persisting. For example, in one case, the case file was not placed in its designated location according to the proper numerical and chronological order. As a result, the court clerk wrongly assumed that the file was with the judge for the issuance of the indictment. However, upon inquiry, the judge confirmed that he did not have the file. This forced the clerk to search for it, eventually revealing that a release order had been issued more than two years earlier. Despite repeated requests from the detainee's family and the submission of multiple release requests— which were received by the clerk— it was later discovered that all these requests were merely placed in drawers without ever being reviewed or acted upon. This negligence on the part of the court clerk resulted in an unjustified and prolonged detention. CLDH's legal team intervened, successfully securing his release, underscoring the program's vital role in correcting legal injustices.

Legal Support for Detained and Arbitrarily Accused Individuals

In detention, CLDH has played a crucial role in assisting detainees who have been arbitrarily arrested or wrongfully accused. By ensuring detainees receive legal representation, the program has helped secure fair legal outputs, including release on bail, reduced sentences, and expedited trials. The program also provides critical legal counsel to detainees who lack access to legal aid elsewhere, reinforcing their right to due process.

Protecting Vulnerable Communities Outside Detention

Beyond detention, CLDH's legal services have had a profound impact on individuals facing legal uncertainties, including those at risk of deportation, individuals struggling with civil documentation issues, and marginalized groups navigating legal barriers. By facilitating access to official documentation such as marriage, birth, and residency papers, the program enables beneficiaries to secure their legal status, practice their rights, and access services.

Building Trust and Strengthening Legal Awareness

Legal Outreach and Casework: CLDH carries out regular field visits—more than three times per week—during which it delivers tailored awareness sessions and provides beneficiaries with up-to-date, accurate information, particularly concerning procedures related to the General Security Office (GSO). In addition, CLDH ensures the timely distribution of certifications and official documents obtained as a result of its assistance.

A dedicated legal hotline operates daily, offering beneficiaries consistent access to legal consultations from on-call lawyers. These efforts strengthen legal awareness and reinforce trust between CLDH and the communities it serves. Through ongoing follow-ups and individualized case management, beneficiaries not only access essential legal support but also deepen their understanding of their rights and available legal remedies, resulting in high levels of satisfaction and sustained engagement.

Relationship with Governmental Entities

CLDH's Legal Department actively engages with key governmental entities and security forces to ensure effective legal interventions and advocacy for vulnerable individuals. Collaboration is facilitated through structured meetings with representatives from these entities, as well as participation in working groups that include CLDH and members of the Internal Security Forces (ISF), among others. Given the nature of their work, CLDH lawyers

maintain direct communication with officers and officials, fostering coordination and enabling efficient case follow-ups. These strong working relationships contribute to smoother legal procedures, streamlined case management, and enhanced support for beneficiaries navigating complex legal systems.

Notable Challenges and Limitations

In 2024, CLDH's Legal Aid Program faced multiple challenges that affected its ability to provide timely and effective legal assistance. These obstacles stemmed from both internal constraints and external contextual factors.

Internal Challenges

One of the primary internal challenges was the overwhelming demand for legal aid services, which far exceeded the program's capacity. The limited number of lawyers available to handle cases placed significant strain on the legal team, affecting response times and the ability to provide thorough follow-ups. Additionally, tracking beneficiary records and case files became increasingly difficult due to administrative burdens, further complicating case management.

External Challenges

A key external challenge was the relocation of people deprived of their liberty due to the war by Israel, which led to severe overcrowding and further strained an already overstretched detention system. This directly impacted CLDH's legal team by making access to them more difficult, delaying interventions, and complicating case follow-ups. Many detainees faced increased legal uncertainty, with some remaining in prison beyond their scheduled release due to lost or inaccessible case files.

Furthermore, bureaucratic obstacles and slow judicial processes led to frequent delays in court hearings, prolonging the period of legal limbo for many beneficiaries. Some individuals were denied timely access to legal representation due to missing case files, administrative inefficiencies, or procedural delays in the judicial system.

Security concerns and mobility restrictions further hindered the legal team's ability to operate effectively. Legal staff often encountered difficulties in accessing certain detention facilities, particularly in cases involving sensitive legal matters. Coordination with governmental entities and security forces also presented obstacles, as administrative bottlenecks frequently delayed case processing and limited the ability to provide immediate legal assistance.

Despite these significant challenges, CLDH's legal team remained steadfast in its commitment to ensuring access to justice for vulnerable individuals. Through resilience, continuous advocacy, and strategic legal interventions, the program continued to provide critical legal aid to those most in need, reinforcing the importance of justice and legal representation in safeguarding human rights.

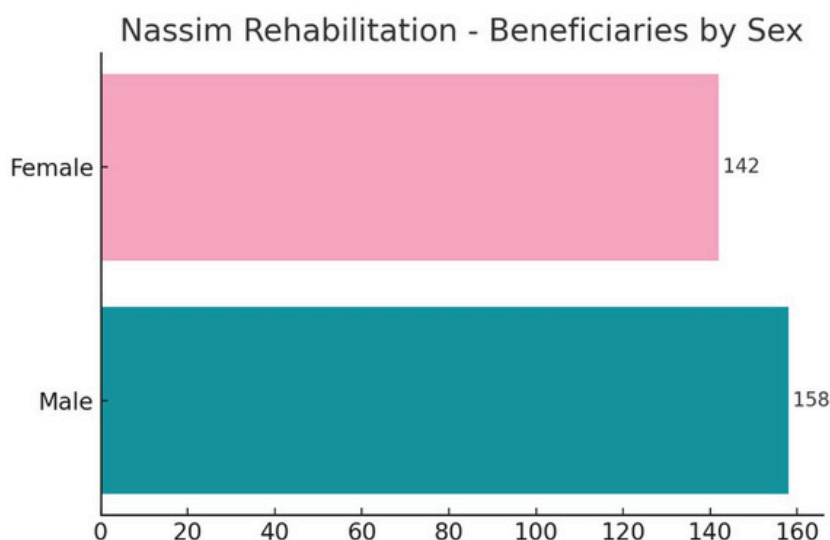
Nassim Rehabilitation Program

The Program and The Services Provided

Since its inception in 2007, the Nassim Rehabilitation Program has remained committed to providing holistic rehabilitation services. The program operates through

interdisciplinary centers, bringing together professionals in mental health, psychosocial support, and medical services. The program extends its services to support victims of torture and human rights violations, whether these incidents occurred within Lebanon or abroad.

The mission of the program is to rehabilitate affected individuals, equipping them with the skills and resilience needed to overcome their past experiences and reintegrate successfully into society. This year, CLDH also prioritized community empowerment by training beneficiaries to become community focal points and advocates for human rights in their communities. These sessions focused on safe identification and referral mechanisms, as well as public speaking, fostering a stronger, more informed network of support.

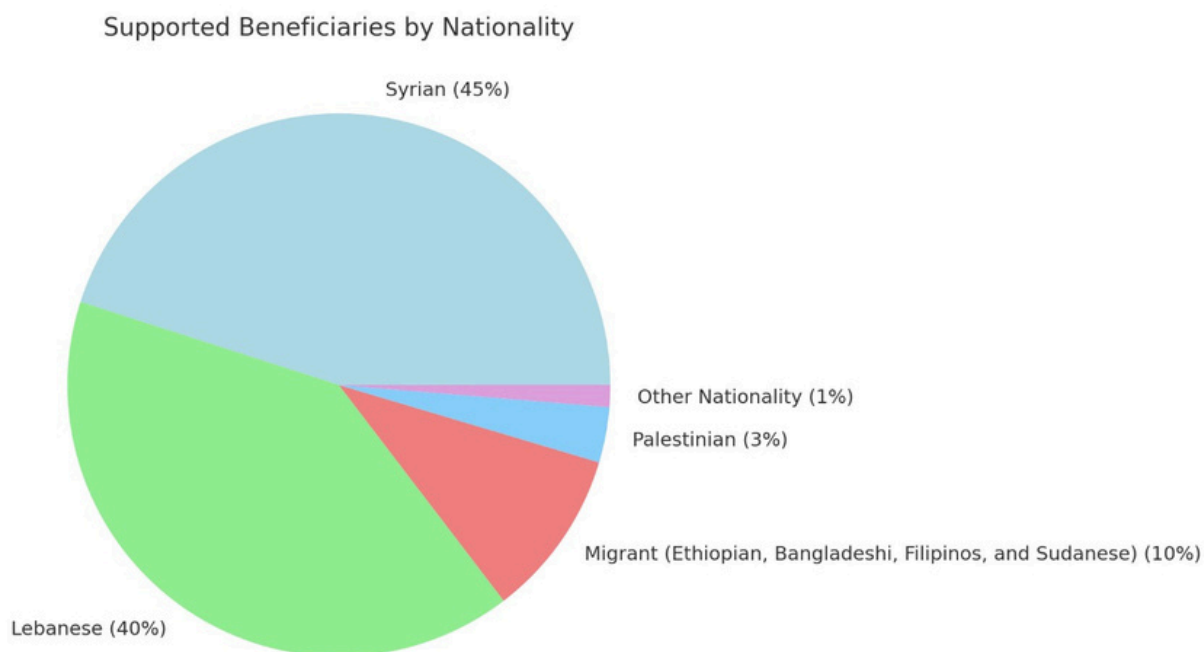


The Total number of Nassim Rehabilitation Beneficiaries: 300 individuals

Who are the Beneficiaries?

The beneficiaries benefiting from Nassim Rehabilitation Center encompass a wide range of individuals facing human rights violations. This includes victims of torture and their families, vulnerable populations in detention such as elderly or medically ill inmates, and refugees who have experienced deportation or displacement to unsafe areas, particularly those lacking support from the United Nations Refugee Agency (UNHCR). The center also assists internally displaced persons, human rights activists facing persecution, and stateless individuals, along with those unable to obtain identification documents or whose legal papers have been arbitrarily confiscated.

Migrant workers under the Kafala system, individuals with disabilities facing barriers to inclusion, and LGBTQ+ individuals experiencing inadequate protection in Lebanon seek assistance at the center. Additionally, refugees facing discrimination based on nationality or status, women whose status is undermined by Personal Status Laws, and parents of children subjected to labor or abuse benefit from the center's services. The center also supports juveniles lacking proper rehabilitation projects in detention, individuals requiring Mental Health and Psychosocial Support Services (MHPSS) while lacking capacities and resources to access private care, and those in need of legal aid but lacking financial means. Furthermore, marginalized individuals, including low-income households struggling to meet basic needs or facing housing instability, turn to Nassim Rehabilitation Center for assistance during times of vulnerability.



The Service Provision Environment

The Nassim Rehabilitation Program follows a structured and individualized service provision process, ensuring that every beneficiary receives the support they need through tailored interventions:

Social Services: The process begins with a comprehensive social assessment conducted by skilled social workers using well-structured assessment tools. Using a beneficiary-centered approach, beneficiaries' cases are framed for a thorough needs assessment. Social workers collaborate with beneficiaries to set both short-term and long-term rehabilitation objectives, forming the basis of a tailored action plan. This plan directs the

referral process to specialized services within the center. Throughout the rehabilitation journey, social workers provide continuous support, conducting sessions with individuals and their families to monitor progress, address challenges, and adjust plans as necessary.

Psychological Services: A team of professional psychologists offers psychological support within the center, as well as in detention centers and prisons. Referrals to psychological services are initiated by social workers, ensuring a confidential approach. Psychologists perform in-depth assessments to identify the needs of beneficiaries and means of intervention and work collaboratively with them to develop their tailored intervention plans. These plans serve as a framework for subsequent sessions aimed at improving psychological well-being.

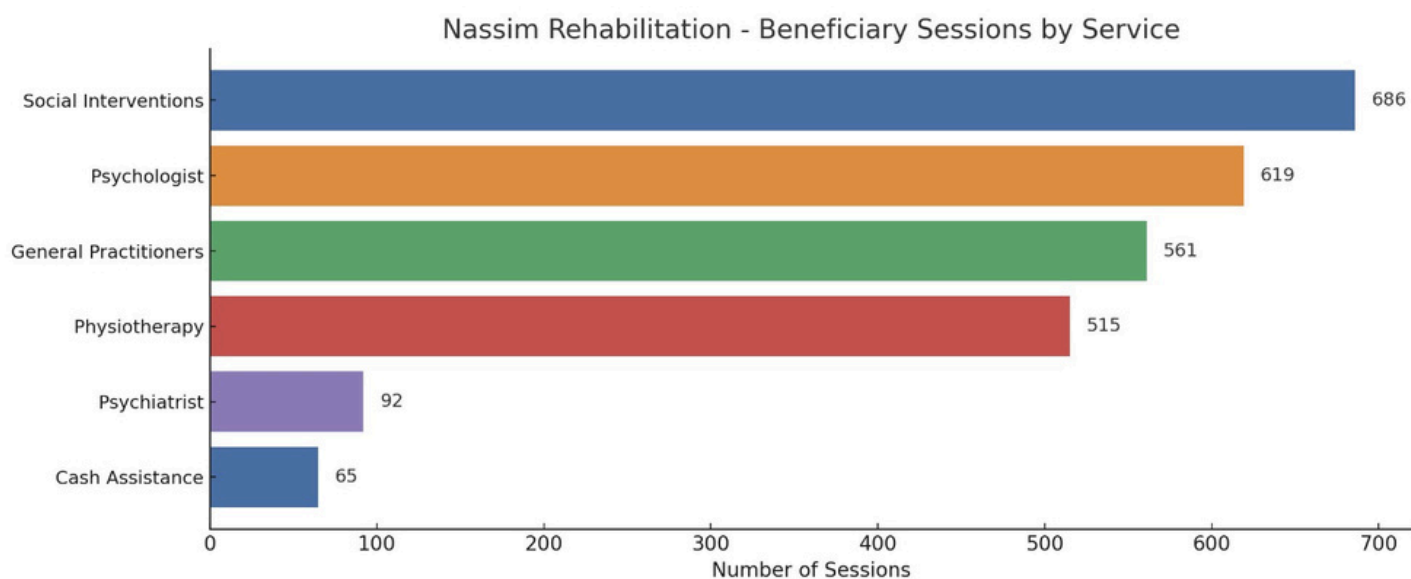
Medical Services: Comprehensive medical services are seamlessly integrated into the rehabilitation process under the guidance of an experienced general practitioner. Social workers facilitate referrals for medical assessment and treatment, ensuring a holistic approach to addressing beneficiaries' health needs. Beneficiaries receive detailed medical assessments, necessary medications, and diagnostic tests to ensure effective care.

Psychiatric Follow-Up: When specialized psychiatric care is required, psychologists or the general practitioner initiate referrals. Beneficiaries undergo thorough psychiatric evaluations conducted by psychiatrists who collaborate closely with the interdisciplinary team. Based on these assessments, tailored treatment plans are developed and implemented to address the beneficiaries' mental health concerns.

Physical Therapy Sessions: Recognizing the impact of trauma on the body as well as the mind, physical therapy is an integral part of many rehabilitation plans. Highly trained physiotherapists deliver sessions aimed at alleviating physical impairments and promoting recovery. These sessions are offered either in clinical settings or in beneficiaries' homes, depending on the needs and conditions of each case.

Legal Aid Services: Legal challenges identified during the intake process or throughout the rehabilitation journey are addressed through consultations and, if necessary, legal representation. Social workers coordinate with the legal team to assess cases, and eligible beneficiaries receive comprehensive legal support. This includes representation to resolve legal issues and ensure access to justice, upholding beneficiaries' rights.

This comprehensive and multidisciplinary approach underscores the Nassim Rehabilitation Program's commitment to providing effective, compassionate, and empowering services to its beneficiaries.



Impact

The Nassim Rehabilitation Center continues to make a profound impact through its comprehensive services:

Reintegration into Society: Through personalized social support, regular follow-ups, socio-educational group sessions, and assistance with education and employment, survivors are empowered to rebuild their life and reconstruct their social networks. This support helps them in regaining their independence, and enables them to become active individuals in their communities

Physical Recovery: Medical services are instrumental in alleviating pain, restoring physical functionality, and improving the overall quality of life for survivors. Tailored interventions, including medication, physical therapy, rehabilitation exercises, and other treatments, address individual needs and foster recovery. This has proved to directly impact the lives of a number of beneficiaries through regaining physical health, contributing to better living conditions and independence.

Psychological Recovery: Psychological support and consistent follow-up enable survivors to manage trauma-related symptoms and build resilience, fostering mental well-being and aiding them in overcoming the effects of their experiences.

Access to Justice: Legal aid services empower survivors to report human rights violations, seek justice, and navigate legal systems, ensuring their rights are upheld and justice is pursued effectively.

Facilitating Safe and Legal Migration Pathways:

In 2024, the center expanded its impact by facilitating access to safe and legal migration pathways through collaborations with international partners. These partnerships provide beneficiaries with opportunities to secure dignified, lawful migration options, further enhancing their long-term stability and prospects. This type of activity the center had stopped after having UNHCR manage the resettlement process with the embassies, before resuming it again in 2024 with the humanitarian corridors.

This holistic approach reflects the center's unwavering commitment to empowering victims and addressing their diverse needs comprehensively to help them become survivors.

Notable Challenges and Limitations

In 2024, the Nassim Rehabilitation Center faced a complex array of internal and external challenges that significantly impacted its operations and the delivery of its services. Internally, persistent understaffing and high staff turnover, due to social workers moving to programs positions, created continuity gaps and strained the center's limited resources. The growing demand for rehabilitation services continued to exceed capacity, making it increasingly difficult to meet the diverse needs of beneficiaries. Additionally, the team grappled with time constraints, which hindered the development of essential guidelines, policies, and standard operating procedures.

Externally, the environment presented even greater hurdles. Resource shortages in prisons and detention facilities, coupled with understaffed security personnel and a lack of specialized spaces for service provision, created significant barriers to effective and secure interventions. These conditions not only limited the quality of services but also introduced safety concerns for both beneficiaries and staff. Bureaucratic hurdles and restrictive policies further delayed access to key areas, obstructing the timely implementation of critical services. In addition, limited access to healthcare infrastructure left many individuals without timely or adequate medical care. This lack of specialized attention for inmates and detainees amplified their vulnerabilities and delayed necessary treatments.

The broader context of instability compounded these challenges. The war further intensified the demands on the Nassim Rehabilitation Center, creating an unprecedented surge in needs. Displacement reached critical levels as individuals and families fled affected areas in search of safety, overwhelming available resources and heightening the urgency of the center's interventions. The chaos and destruction caused by the war also disrupted vital supply chains, delayed service delivery, and complicated efforts to coordinate with partners and stakeholders. Political unrest and widespread strikes

exacerbated the already fragile situation, while security incidents, including targeted bombings, not only endangered lives but also limited mobility for staff and beneficiaries alike. Access to certain areas became increasingly restricted, further hindering the center's ability to provide services to the most vulnerable populations. The unpredictability of the environment forced the team to adapt continuously, working under extraordinary pressures to maintain operations amidst significant disruptions.

Despite these considerable challenges, the Nassim Rehabilitation Center remained unwavering in its commitment to serving those in need. Its ability to adapt and persevere amid such a demanding environment underscores the dedication of its team to uphold the dignity and rights of its beneficiaries.

Cooperation between the Legal Aid Program and the Rehabilitation Program at CLDH

The symbiotic relationship between the legal aid department and the Nassim Rehabilitation Center remains pivotal in delivering comprehensive support to beneficiaries facing legal challenges. When beneficiaries receiving rehabilitation services require legal assistance related to residency status, documentation, or matters governed by Personal Status Laws, internal referrals are made to the in-house legal department. Here, a meticulous legal assessment is conducted, and tailored assistance is provided accordingly.

Additionally, individuals seeking legal aid at the center undergo an initial intake process facilitated by social workers. This ensures a thorough understanding of the services available and enables the identification of non-legal needs that might benefit from rehabilitation services. The collaborative relationship exemplifies a multidisciplinary approach, aimed at addressing both the legal and rehabilitation needs of beneficiaries holistically.

Special attention is given to minors in conflict with the law, who are referred to the Nassim Rehabilitation Center to access rehabilitation services tailored to their specific needs. This process supports their reintegration into society and helps address underlying challenges they face.

Outside of detention, the coordination between the legal aid department and the rehabilitation center ensures comprehensive support for beneficiaries. Social workers conduct initial assessments to determine if rehabilitation assistance is needed alongside legal support, maintaining privacy and cultivating a safe environment for beneficiaries to receive necessary services comfortably.

In detention facilities, referrals to the Nassim Rehabilitation Center are facilitated via the hotline, through which lawyers and the protection officer inform detainees about the

rehabilitation services available. Conversely, social workers may refer cases to the legal aid program during their visits, fostering a collaborative approach to addressing beneficiary needs. This coordinated effort ensures that beneficiaries, both inside and outside detention, receive the integrated care and support necessary for their overall well-being and reintegration into society.

Referrals

The following pathways ensure that referrals are conducted efficiently and ethically, facilitating seamless access to essential services for beneficiaries seeking support:

Self-Referral: CLDH provides beneficiaries with contact information for relevant service providers, empowering them to actively engage in their rehabilitation process. This approach encourages beneficiaries to take ownership of their recovery journey and seek assistance as needed.

RIMS (Rehabilitation Information Management System): As a RIMS-partner organization, CLDH utilizes this system to both receive and send referrals to other NGOs. Before sharing any beneficiary information, explicit consent is always obtained to ensure confidentiality and respect for privacy.

Email Correspondence: Referrals are also facilitated through email exchanges using the Interagency Referral Form. Consent is secured prior to sharing any beneficiary information, maintaining strict confidentiality and upholding ethical standards throughout the process.

Despite the challenges posed by the limited availability of service provision and coverage, CLDH's social workers have persistently referred cases to other organizations through RIMS or by sending the Interagency Referral Form via email. Additionally, in certain instances, beneficiaries are referred directly to hospitals or other specialized service providers to ensure their urgent needs are addressed promptly.

This multi-faceted referral mechanism underscores CLDH's commitment to ensuring beneficiaries receive the necessary support, even amidst external limitations.

Bridge-Capacity Building Program

With 25 years of expertise track record in the legal field, advocacy, and human rights, CLDH established "BRIDGE" capacity building center in 2019, driven by the belief that skill-sharing is one of the cornerstones of sustainability. By fostering individual and

institutional knowledge exchange, BRIDGE plays a vital role in building a more reliable and resilient ecosystem of human rights advocates and defenders. This initiative not only ensures the retention and propagation of critical skills but also strengthens collaboration among diverse stakeholders in the human rights landscape.

BRIDGE specifically offers internal & external training, coaching and mentoring, guidance and support. These training courses focus on Human Rights, law (legal), and organizational development and were provided to frontliners, governmental entities, NGOs, academic and media institutions as well as CLDH staff.

The key objectives of the Capacity Building Program are:

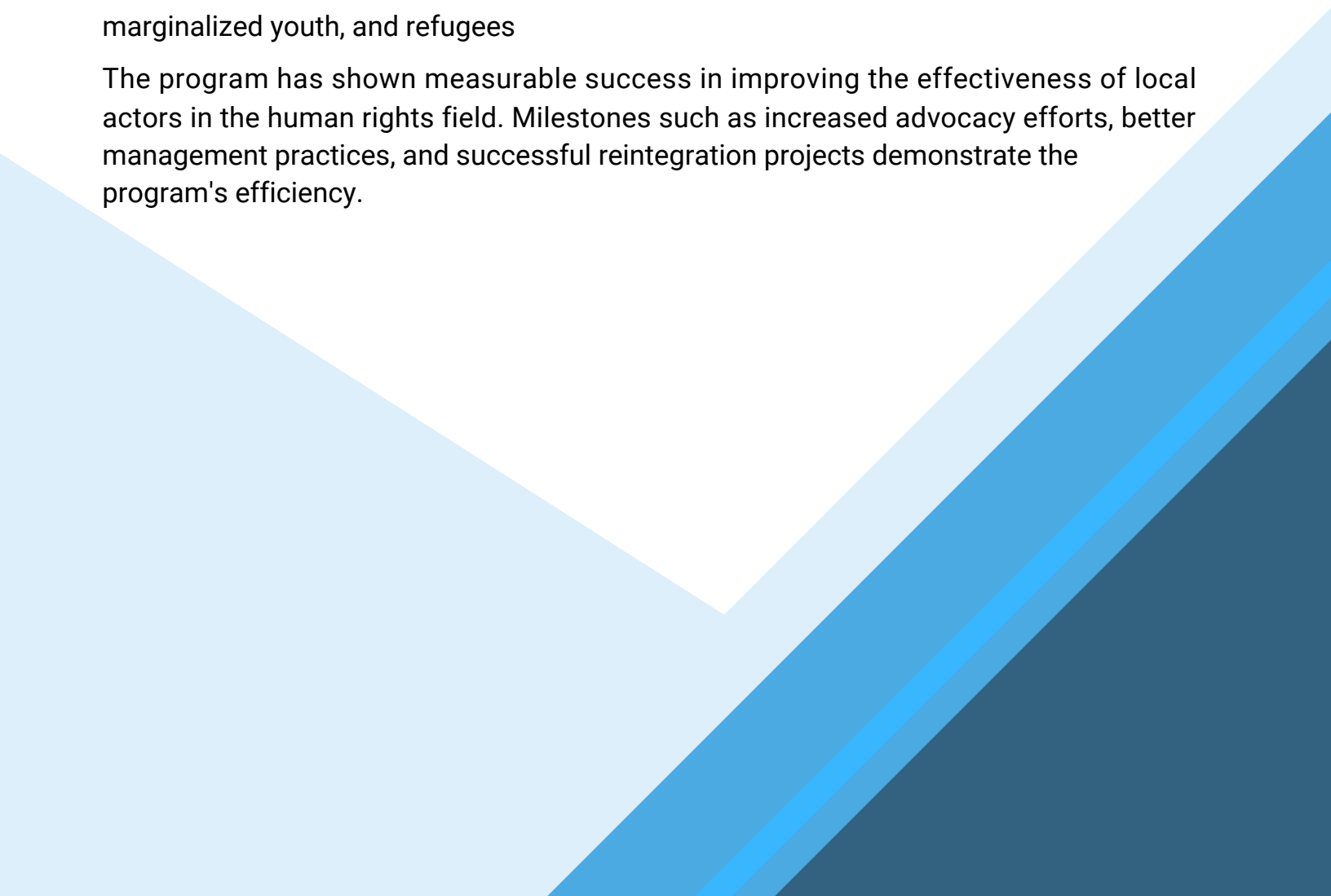
1-Enhance Skills and knowledge in Human Rights and Advocacy through providing targeted training on human rights law, advocacy strategies, and public policy,

2- Support Organizational Development through strengthening the internal capacity of organizations through management workshops, strategic planning, and resource mobilization,

3-Promote community Engagement and Empowerment through building local leadership and capacity for community-driven initiatives, particularly in marginalized regions, and

4- Develop Sustainable Solutions for Social Reintegration through focusing on the rehabilitation and reintegration of vulnerable populations, including former prisoners, marginalized youth, and refugees

The program has shown measurable success in improving the effectiveness of local actors in the human rights field. Milestones such as increased advocacy efforts, better management practices, and successful reintegration projects demonstrate the program's efficiency.



Key impacts include enhanced collaboration among NGOs, stronger community resilience, and more informed policy advocacy leading to positive changes in laws and practices affecting marginalized communities.

Bridge delivers a variety of capacity building activities that are tailored around the needs and gaps identified. Below we present Bridge key activities;

Training Sessions on Human Rights and Advocacy: Regular workshops aimed at equipping activists, civil society organizations, and governmental bodies with the tools to advocate for change and raise awareness on human rights issues.

Leadership Development for Local Communities: Workshops aimed at strengthening the operational and implementation capacities of local initiatives and NGOs. These sessions enhanced institutional capacity for direct service provision, as seen with CEDAR in Tripoli, while also equipping local stakeholders with the skills to identify and report human rights violations and establish safer referral pathways. Capacity-building activities that help local leaders develop essential skills for empowering their communities and driving local initiatives.

Institutional Support for NGOs: Offering NGOs in Lebanon strategic planning workshops, financial management training, and other capacity development resources.

Social Reintegration of Former Prisoners: Programs are designed to provide vocational training, psychological support, and legal assistance to former prisoners, facilitating their reintegration into society.

Monitoring and Evaluation (M&E) Training: Training for both internal and external evaluators to ensure that the programs are being implemented effectively and achieving their intended outcomes.

Contribution to CLDH Mission: Capacity Building is central to CLDH's mission of promoting human rights, defending civil liberties, and supporting social justice. Strengthening the skills and capacities of key stakeholders, organizations, and communities' programs directly contributes to the creation of a more resilient, informed, and proactive society, ensuring sustainability and decentralization of knowledge and skills. The program enhances the ability of stakeholders to advocate for human rights reforms, address social challenges, and effectively work toward sustainable change.

Key Activities in 2024

Date	Training	Description
February 1, 2024	Follow up session on the first TOT done in 2023.	Following up on the training of trainers done in December 2023, participants gathered to plan forward and practice the skills they have learned.
March 8, 2024	SOGIESC Training (HELEM)	This was a training done by external organization to CLDH staff. The coordination of this training was done by Bridge.
March 21, 22, 27 and 28, 2024	Legal training for LAU students	This legal training was done by CLDH lawyers to LAU students in Beirut and Byblos campuses.
May 25, 26, and 27 May	Advocacy Training for American Bara Association (ABA) in Tunisia	2 of CLDH staff traveled to Tunisia to conduct a training on advocacy for Libyan CSOs in Tunisia.
May 29, 2024	Fact Check Training	It was delivered to CLDH's Staff
June 7, 2024	Giving & Receiving Feedback	It was during the staff meeting to highlight the importance of feedback using non-violent communication.
June 11 and 25, 2024 – July 16 and 29, 2024 – August 7 and 14, 2024	TOT for State Security Officers	Training of Trainers (TOT) was conducted for the officers to improve their facilitation skills, enabling them to effectively share the knowledge they gained with their colleagues in the future, under the German Embassy Project.
June 13 and 20, 2024	Safe Dialogue and the Art of Speech	Training delivered to the Focal Points under UNDEF Project.
June 21, 2024	Stress Management and PFA	Training delivered to the Focal Points in Bekaa under IOM Project.
July 5, 2024	Civil Documentation with Me Sarah & Me Rabih	Training was provided to another NGO partner in collaboration with CLDH.
July 19,23 and 26 – August 2, 2024	TOT for the Staff	Training of Trainers (TOT) was conducted for CLDH Staff to improve their facilitation skills.
July 31, 2024	Safe Identification and Referral Mechanism + PSEA	Training delivered to the Focal Points in Bekaa under IOM Project.
September 9,10 and 11, 2024	Retreat with State Security Officers	A 3-day retreat was organized with the State Security Officers to prepare for their Peer-to-Peer sessions and support their well-being through mindfulness activities.
November 4-5 and 6, 2024	Safe Identification and Referral Mechanism + PSEA + Stress Management + PFA	These trainings were delivered to two different focal point groups: a new group, which received the training in detail, and an existing group, which participated in a refresher session.
November 18 and 19, 2024	Local To Local Exchange Training with UTOPIA	This training was conducted for Utopia staff members to strengthen their knowledge of juvenile law and improve their skills in safe identification and referral mechanisms.
November 25, 26 and December 2, 9 16 and 17, 2024	Peer To Peer Sessions for State Security Officers	Training sessions conducted by the trained officers with the support of CLDH team on "مسار التحقيق النموذجي".
December 5 and 6, 2024	Talk To Me Training (Round 1)	This was a two-day workshop designed to support the mental health of frontline workers after emergencies. The training helped participants recognize mental health risks, such as isolation and negative coping strategies, while also introducing positive coping mechanisms tailored to their specific needs and circumstances. It was delivered at Beity Association Training Center to 27 participants from different NGOs.
December 11 and 12, 2024	Talk To Me Training (Round 2)	This was a two-day workshop designed to support the mental health of frontline workers after emergencies. The training helped participants recognize mental health risks, such as isolation and negative coping strategies, while also introducing positive coping mechanisms tailored to their specific needs and circumstances. It was delivered to CLDH's staff and participants from other NGOs (around 23 participants)

Date	Training	Description
June 7, 2024	Giving & Receiving Feedback	A systematic staff meeting milestone to highlight the importance of feedback using non-violent communication.
June 11 and 25, 2024 – July 16 and 29, 2024 – August 7 and 14, 2024	TOT for State Security Officers	Training of Trainers (TOT) was conducted for a number of selected security officers to improve their facilitation skills, enabling them to effectively share the knowledge they gained with their colleagues in the future.
June 13 and 20, 2024	Safe Dialogue and the Art of Speech	Capacity-building training for victims of human rights violations, equipping selected focal points from CLDH-led projects with essential tools and mechanisms to enhance protection, advocacy, and support within their communities.
June 21, 2024	Stress Management, Psychological First Aid (PFA) Safe Identification and Referral Mechanism and Protection from Sexual Exploitation and Abuse (PSEA)	A series of 3 training courses were provided between June and November 2024, during which community members from various areas in Bekaa were selected as focal points and trained in Community-Based Psychosocial Support (CBPSS). The training equipped them with the skills to provide support and establish effective referral mechanisms for individuals in need of services within their communities.
July 5, 2024	Civil Documentation Training	This training was provided by the CLDH legal team on the topic of civil documentation and was attended by both Syrians and Lebanese. Covering issues related to statelessness, residency renewal and marriage registration in different Lebanese court systems, the training provided attendees with insights on the legal procedures that address their concerns and needs.
July 19,23 and 26 – August 2, 2024	TOT for CLDH Staff	A Training of Trainers (TOT) session was conducted for CLDH staff to strengthen their ability to design, facilitate, and evaluate effective training sessions. Through hands-on, interactive sessions, participants developed expertise in adult learning principles, technical training design, and evaluation methodologies.
September 9,10 and 11, 2024	Retreat with State Security Officers	A 3-day retreat was organized with the State Security Officers to prepare for their Peer-to-Peer sessions and support their well-being through mindfulness activities.
November 18 and 19, 2024	Local To Local Exchange Training with Local Organization based in Tripoli	This training was conducted for a local organization's staff members on the topic of Juvenile law and detention. The objective of the training was to strengthen their knowledge of juvenile law and enhance their organizational capacity at safe identification and referral mechanisms.
November 25, 26 and December 2, 9 16 and 17, 2024	Peer To Peer Sessions for State Security Officers	Training sessions conducted by the trained officers under a ToT with the support of CLDH team on the pathways of a typical investigation, or "مسار التحقيق النموذجي".
December 5 and 6, 2024	Talk To Me Training (Round 1)	A two-day workshop designed to support the mental health of frontline workers following emergencies. The training's overall goals it to provide participants with the emotional and technical support to identify mental health risks, such as isolation and negative coping strategies, while also introducing positive coping mechanisms tailored to their specific needs and circumstances. The training was delivered to 27 individuals from a variety of NGOs.
December 11 and 12, 2024	Talk To Me Training (Round 2)	The second round of the training was delivered over two days for 23 individuals.

Organizational Development

In 2024, CLDH continued its transformative journey of organizational development by focusing on enhancing operational efficiency and strengthening internal capacities for effectiveness, and impact. The year witnessed significant progress in three key areas: organizational structure review and update, internal capacity building, and the revision and development of policies and mechanisms.

One of the year's main focuses was on staff capacity-building, starting with a comprehensive Training of Trainers (ToT) program. This training aimed to improve facilitation skills and empower staff to design and lead internal trainings. Additionally, monthly micro-trainings were institutionalized within monthly meetings, covering a range of topics such as time management and human rights law, contributing to continuous professional development across departments.

The development and rollout of the Employee Handbook marked a critical step in institutionalizing internal processes. Staff were trained on the handbook's key components, which included human resources policies, internal mechanisms, organizational structure, and governance frameworks. This effort was complemented by a broader revision of key institutional policies and mechanisms. Updates were made to the Code of Conduct and Safeguarding Policies, and a new Terms of Reference (ToR) template was introduced, leading to the development of multiple ToRs tailored to evolving organizational needs. The organization also finalized a new Internship Policy and revised its Recruitment Policy to increase transparency, improve procedures, and clarify regulatory standards.

To support accountability and performance, both an M&E Manual and a Competency-Based HR Manual were developed. The latter outlines a measurable roadmap to guide recruitment, staff capacity-building, and performance management. Additionally, several Standard Operating Procedures (SoPs) were finalized for internal processes, including report writing, proposal writing, and internal reporting mechanisms.

The organizational structure was also reviewed and updated. The revised structure, which was shared across the organization, was designed to optimize resource use, clarify roles and responsibilities, minimize hierarchical layers, and strengthen communication and coordination. These changes aim to boost overall operational efficiency.

Finally, significant progress was made in enhancing internal tools. Assessment tools for service provision were further developed, and the organization's database was updated to improve data tracking and analysis. Efforts were also directed towards developing research methodologies and associated mechanisms, contributing to a more evidence-based approach in program design and evaluation.

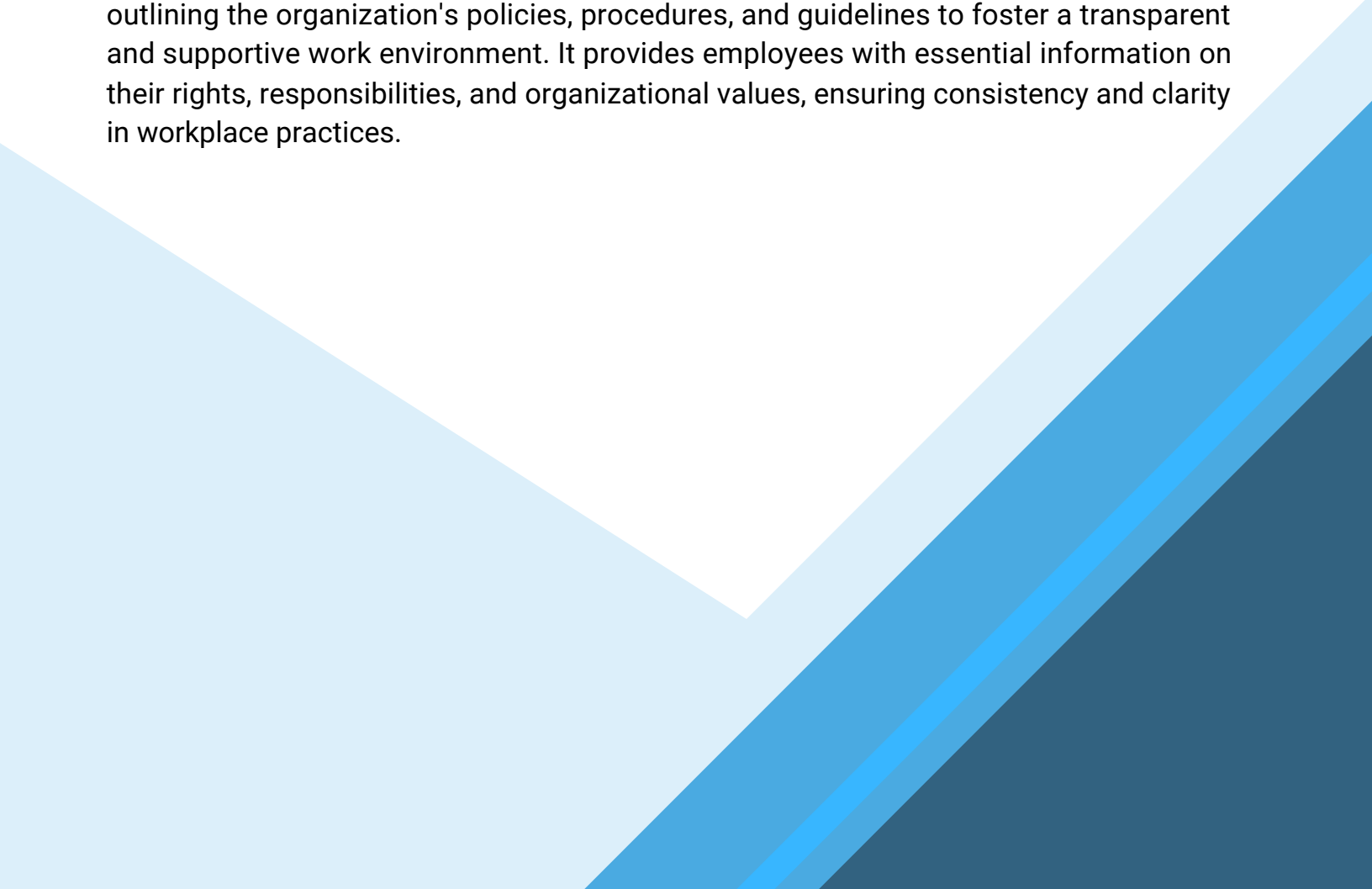
Organizational Structure Review and Update

CLDH conducted a comprehensive review and update of its organizational structure to advance resource utilization, further clarify roles and responsibilities, and reduce management layers. The new structure was disseminated across the organization, enhancing communication channels and fostering better coordination between departments. These efforts aimed to improve operational efficiency and create a more dynamic and responsive organizational environment.

Internal Capacity Building

To foster a culture of continuous learning and professional growth, CLDH implemented various capacity-building initiatives. A Training of Trainers (ToT) program was conducted, focusing on facilitation skills and training design. Monthly micro-training sessions were delivered during staff meetings covering essential topics, including- not exclusively- time management, human rights law, and other relevant topics. The development and delivery of training further strengthened staff knowledge of HR policies, governance, and organizational mechanisms, equipping team members with the skills needed to excel in their roles.

In 2024, the HR department developed an Employee Handbook as part of ongoing organizational development efforts. The handbook serves as a comprehensive resource outlining the organization's policies, procedures, and guidelines to foster a transparent and supportive work environment. It provides employees with essential information on their rights, responsibilities, and organizational values, ensuring consistency and clarity in workplace practices.




Revision and Update of Policies and Mechanisms

Acknowledging the importance of robust policies and mechanisms in promoting efficiency and accountability, CLDH undertook an extensive review and update process. Key developments included revisions of the Code of Conduct and Safeguarding Policies, updates to Terms of Reference templates, and the introduction of new policies such as the Internship Policy and Recruitment Policy, which enhanced transparency and regulatory compliance.

Additionally, the organization developed an M&E manual and a Competency-Based HR Manual to guide recruitment, capacity building, and performance management, as well as reviewed and updated the Standard Operating Procedures (SOPs) for internal qualitative reporting, grantmaking and proposal writing, and Donor mapping database.

In 2024, CLDH continued its decentralized operations approach, with offices strategically located across Lebanon to ensure a more impactful reach to vulnerable populations. The offices in Beirut, Tripoli, and Beqaa operate independently while receiving support and guidance from department heads to deliver CLDH's comprehensive range of activities.

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Monitoring and Evaluation

In 2024, CLDH's Monitoring and Evaluation (M&E) department underwent significant advancements to bolster its capacity for data-driven decision-making, program assessment, and strategic development. These enhancements were aimed at fostering a more dynamic, efficient, and impactful evaluation framework aligned with the organization's evolving goals.

Department Restructuring

A major milestone was the restructuring of the M&E department to enhance its operational capacity. This included establishing an independent database team to ensure robust data management and the integration of research functions within the department. The addition of research has allowed for more comprehensive data analysis and informed program development.

Database Assessment and Enhancement

The department conducted a comprehensive assessment of its database, identifying and tailoring its structure based on operational needs. This optimization minimized human error, improved data management efficiency, and enhanced the accuracy of data-driven insights. The refined database now provides a more responsive platform for tracking targets, indicators, and outputs.

Qualitative and Quantitative Tracking

To strengthen tracking mechanisms, CLDH updated its tools for monitoring both qualitative and quantitative indicators. The department fostered formal and informal discussion channels between the M&E and program teams, promoting continuous knowledge sharing and collaboration. This dynamic approach ensured real-time insights into program performance, informed decision-making, adaptive strategies, and timely interventions as needed.

This has resulted in the development of Standardized Operation Procedures (SOP's) that address intersectional operations between the departments.

The M&E department has also developed its M&E manual through compiling existing internal tools and the development of new tools.

Grantmaking and Program Development

In alignment with program track records and lessons learned through continuous monitoring and assessment, the M&E team took a proactive role in program development and expansion. This included working closely with grantmaking processes to ensure that program design was evidence-based and aligned with organizational objectives. The team's efforts in grantmaking fostered innovation and growth, contributing to CLDH's mission.

Through these advancements, the M&E department in 2024 positioned itself as a vital component of CLDH's strategic growth and impact-driven approach.

Finances

CLDH Income 2024	\$ 2,158,877.41
CLDH Expenses 2024	\$ 1,955,613.96
CLDH Division of Expenses - 2024	
Rehabilitation Center - Nassim	
Service Provision Staff: social workers, psychologists, and psychiatrists	\$ 176,751.47
Doctors: physiotherapy and general practitioners	\$ 23,245.77

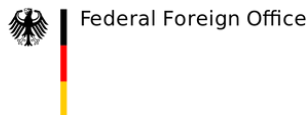
Cash Assistance - Cash for Protection	\$ 15,385.36
Medical tests, treatment, medicines, medical supplies	\$ 18,363.20
Transportation for beneficiaries	\$ 17,024.80
Legal Aid Program	
Lawyer's fees	\$ 255,161.50
Lawyer's transportation	\$ 20,866.50
Protection and detention	\$ 34,887.34
Legal fees / Stationary Legal / Pro bono representation	\$ 124,703.99
Activities	
Workshops, training, Awareness sessions, roundtables, well-being activities, tailored individual trainings, (including consultants, locations, accommodations, translation, transportation for attendees, reports, report design and printing, video production, compensation, etc.)	\$ 124,678.85

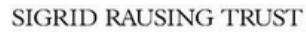
Subgranting	\$ 163,505.54
CLDH staff & consultants (Daily transportation, NSSF & MOF Fees)	\$ 679,716.79
Consultant & intern	\$ 22,929.92
Admin Costs	
Offices rent	\$ 39,619.59
Car rent and transportation (including taxi services, fuel, etc.)	\$ 44,441.35
Office consumables /utilities/ supplies /stationary /cleaning / Maintenance / IEC Materials /Printing etc.	\$ 33,034.57
ER expenses (Rent houses for the CLDH team and families during war)	\$ 7,520.64
Communication	\$ 12,521.21
Electricity & water	\$ 17,867.01
Equipment	\$ 27,656.36

Maintenance and repair	\$ 12,869.10
Others	
Self-care for the team and retreats	\$ 18,796.72
Capacity Building	\$ 11,644.38
Financial audit	\$ 10,280.25
Bank charges	\$ 4,770.49
Bank interest	\$ 107.96
Penalties	\$ 535.94
Travel & tickets (including per diem)	\$ 5,367.85
Subscriptions/memberships	\$ 16,642.45
Other	\$ 12,081.02

Stamps and taxes	\$ 2,635.14
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CLDH - Lebanese Center for
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