

2018/19

Annual Report



questscope

putting the last, first.

OUR PURPOSE

TO TRANSFORM
THE FUTURE OF
VULNERABLE YOUTH
AND COMMUNITIES BY
EQUIPPING THEM WITH
THE RESOURCES AND
RELATIONSHIPS THEY
NEED TO THRIVE.



OUR GUIDING PRINCIPLES

- We “put the last, first.” Our work reflects a radical commitment to the most vulnerable.
- We work alongside those we serve to co-create together. They are not the problem. They are the solution!
- We believe caring relationships are the foundation of individual and community well-being.
- We hold ourselves accountable. We develop and use proven processes that can be scaled.

OUR STRENGTHS

- We have close relationships to the people we seek to serve and deep expertise in the places where we work.
- Our unique local organizational capacity brings rare access and sustained change.
- We have 30 years of experience in scaling through collaboration.
- We are leaders in developing and implementing proven methodologies.

DISRUPTING THE SPACE:

Questscope as an Entrepreneur



putting the last, first.

Two business-owning friends have taught me a lot about what to do when nobody listens. Their business was born when the wife of this husband-wife duo went shopping as a new mom. She couldn't find any clothes she liked, and she ended the day in a dressing room feeling overwhelmed and alone. There were just no good clothing choices for pregnant and postpartum women. The market didn't respond to them, so the only options they had were "off the rack," so to speak. Nobody listened to them.

My friends decided to listen. To take a real look at what these women wanted. Why not listen to these customers who wanted modern and well-made clothing? What could be different if someone offered choices they wanted? Listening. Choices.

Years of thinking, listening, sweat equity, and investing in people followed. Now they own a highly innovative company that profitably welcomes new moms who were once ignored in the retail space. My two friends listened and did something about what they heard. Everyone won. Including a great return on investment (ROI) for their bottom line.

Questscope is like that company. Refugees, low-income, and displaced people want something different – something not just "off the humanitarian rack." They want more than to be on the receiving end of the humanitarian system. More than just the basics: food, water, shelter – important as they are. They have skills and creative desires that no one has recognized as a new market for better responses.

Again, those two questions: Why not listen to what people want to make things better for themselves and others? What could be different if we were to respect their dignity and increase their choice of opportunities?

Refugees and others "on the outside" could become leaders to find new solutions in the humanitarian system because they're the customers. They have ideas and first-hand knowledge of the problems they face. And they have the desire and drive to make things better.

So, we've joined with them for years, designing better options: a classroom experience where all kids have the chance to thrive; a youth center that is a hub of innovation in a refugee camp; cutting-edge approaches to the growing refugee mental health crisis; lending circles for creative ideas; photography and storytelling workshops; and so much more. Not your usual "off the rack" activities for refugees, right? And they've grown in their abilities to lead, evaluate, and improve everything, all the time.

This is the 30-year experience of Questscope – seeing people as treasures. Growing alongside them. Innovating with them. Improving the bottom line in our "business" – new choices and changed lives – for the Social Return on Investment (SROI!) we aim for.

This Annual Report is a short read of this amazing idea – of the great treasures that exist in forgotten places and people. And the change that is possible when we see and hear in new ways.

Stick with us in this entrepreneurial venture to put the last, first! We generate a great SROI!

Dr. Curt Rhodes
FOUNDER & INTERNATIONAL DIRECTOR



YEAR IN REVIEW 2018/19

www.questscope.org

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JORDAN:

For 30 years, we've walked alongside young people in Jordan whose lives have been ravaged by war and poverty. From the beginning, we recognized the importance of building local capacity and working together with those we seek to serve – resulting in mature programs with demonstrated impact.

- ▶ **3,300** out-of-school youth got a second chance at an education, enrolling in **120** Non-Formal Education (NFE) Centers.
- ▶ **200** university students led mentorship and outreach to **2,400** at-risk youth in juvenile correctional centers and community-based organizations.
- ▶ **120** vulnerable families received integrated support in food, health, and education.
- ▶ **50** Syrian young adults led mentorship and outreach to **3,200** participants at our Youth Center in the Za'atari Refugee Camp.
- ▶ **1** semi-randomized control trial (RCT) for a new mental health initiative – the Field Guide for Barefoot Psychologists – was completed in Za'atari. It is the first neurophysiological study ever conducted in a refugee camp.

SYRIA:

Our long-term strategic partnership with the Syrian Society for Social Development (SSSD), a Syrian national organization, has resulted in decades of deep relationships, rare access, and unprecedented opportunity inside Syria.

4,000 staff and volunteers served in 160 locations across Syria.

- ▶ **25** community centers
- ▶ **10** safe spaces for women and children
- ▶ **125** schools

1.9 million beneficiaries



FOOD



HEALTH



WASH (WATER, SANITATION,
AND HYGIENE)



SHELTER



PROTECTION



EDUCATION & YOUTH
DEVELOPMENT



PSYCHO-SOCIAL
COUNSELING



SOCIAL
ENTREPRENEURSHIP



ERL (EARLY RECOVERY
AND LIVELIHOODS)

GERMANY:

We completed our official registration as an International NGO in Germany. We're building a first-of-its-kind, Syrian newcomer-led organization designed to help Syrians identify and encourage leadership.

We're engaging Syrian young adults – 300 of whom were staff or friends from Syria and Jordan – in the creation of mentorship, mental health, and entrepreneurial initiatives as they make a new home.

\$6,079,700

QUESTSCOPE
INTERNATIONAL
DONORS (35%)

\$10,421,000

SSSD INTERNATIONAL
DONORS (60%)



\$994,600

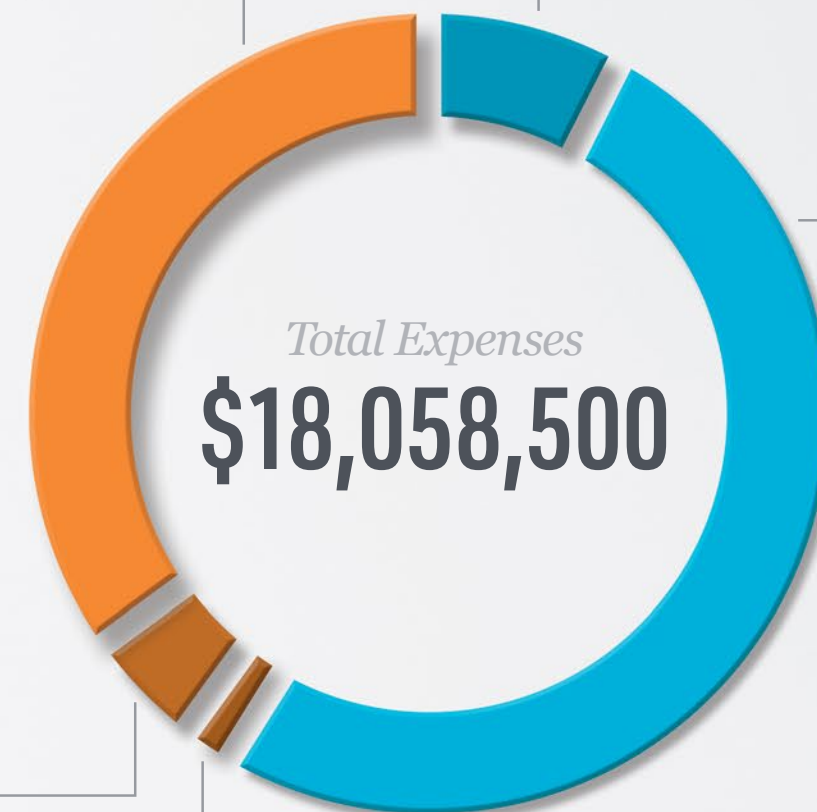
US DONORS (5%)

\$6,224,400

QUESTSCOPE
PROGRAM ACTIVITIES
& OBLIGATIONS (35%)

\$1,510,600

SSSD ADMINISTRATION (8%)



\$9,233,800

SSSD PROGRAM
ACTIVITIES &
OBLIGATIONS
(51%)

\$906,800

QUESTSCOPE
ADMINISTRATION (5%)

\$182,900

QUESTSCOPE FUNDRAISING (1%)



putting the last, first.

الجمعية السورية للتنمية الاجتماعية
SYRIAN SOCIETY FOR SOCIAL DEVELOPMENT



Questscope and the Syrian Society for Social Development (SSSD) are autonomous organizations operating in a long-term strategic partnership under a formal Memorandum of Understanding since 2009. Graphic representations of revenue and expenses of Questscope and SSSD summarize consolidated revenues and expenses of Questscope, Ltd. (a 501c3 organization incorporated in the State of Illinois, USA) and Questscope (a U.K. charity operating in the Hashemite Kingdom of Jordan and other Middle East countries); and separately, revenue and expenses of SSSD, a Syrian national non-governmental organization operating solely in Syria.

Questscope, Ltd. accounts are audited by Gelman, Rosenberg & Freedman, Bethesda, Maryland. Questscope UK accounts are audited by Tom Carolan and Co., Republic of Ireland. SSSD accounts are audited by Mustafa Kamal Almalah, Co. Copies of audited accounts are available upon request from Questscope offices. Contributions to Questscope for activities in or outside the Middle East are fully tax-deductible.

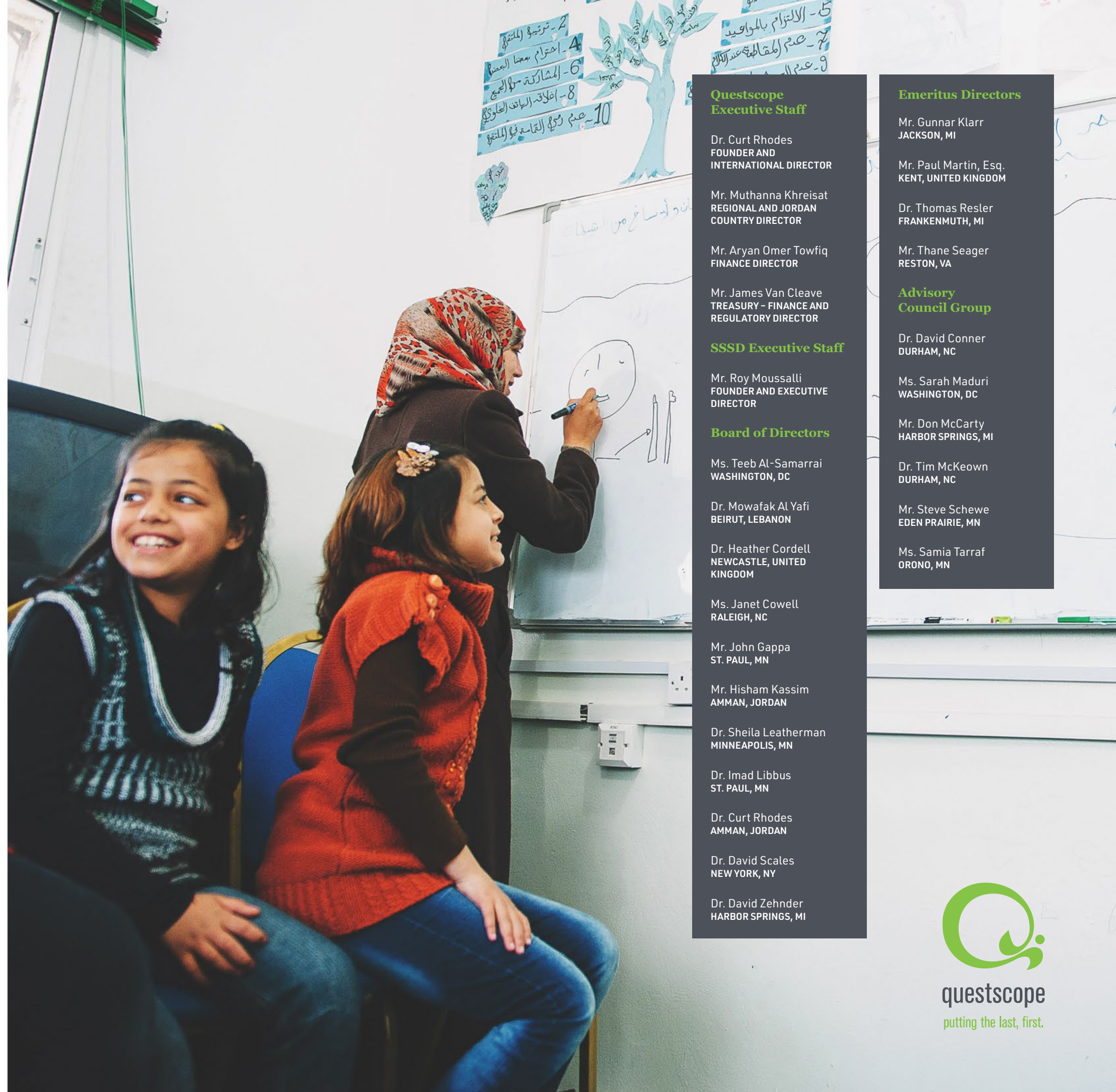
Lead Partners in Jordan



Lead Partners in Syria



Questscope is part of the Alight family of organizations.
Together we exist to unleash the abundance we find in every person.



Questscope Executive Staff

Dr. Curt Rhodes
FOUNDER AND
INTERNATIONAL DIRECTOR

Mr. Muthanna Khreisat
REGIONAL AND JORDAN
COUNTRY DIRECTOR

Mr. Aryan Omer Towfiq
FINANCE DIRECTOR

Mr. James Van Cleave
TREASURY - FINANCE AND
REGULATORY DIRECTOR

SSSD Executive Staff

Mr. Roy Moussalli
FOUNDER AND EXECUTIVE
DIRECTOR

Board of Directors

Ms. Teeb Al-Samarrai
WASHINGTON, DC

Dr. Mowafak Al Yafi
BEIRUT, LEBANON

Dr. Heather Cordell
NEWCASTLE, UNITED
KINGDOM

Ms. Janet Cowell
RALEIGH, NC

Mr. John Gappa
ST. PAUL, MN

Mr. Hisham Kassim
AMMAN, JORDAN

Dr. Sheila Leatherman
MINNEAPOLIS, MN

Dr. Imad Libbus
ST. PAUL, MN

Dr. Curt Rhodes
AMMAN, JORDAN

Dr. David Scales
NEW YORK, NY

Dr. David Zehnder
HARBOR SPRINGS, MI

Emeritus Directors

Mr. Gunnar Klarr
JACKSON, MI

Mr. Paul Martin, Esq.
KENT, UNITED KINGDOM

Dr. Thomas Resler
FRANKENMUTH, MI

Mr. Thane Seager
RESTON, VA

Advisory Council Group

Dr. David Conner
DURHAM, NC

Ms. Sarah Maduri
WASHINGTON, DC

Mr. Don McCarty
HARBOR SPRINGS, MI

Dr. Tim McKeown
DURHAM, NC

Mr. Steve Schewe
EDEN PRAIRIE, MN

Ms. Samia Tarraf
ORONO, MN



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UNITED STATES

615 1st Avenue NE
Suite 500
Minneapolis, MN 55413
612.607.6476 (office)

UNITED KINGDOM

7-8 Grays Inn Square
London
WC1R 5JQ, England
+44 (0) 2076.11.7988

MIDDLE EAST

P.O. Box 910729
Amman, Jordan 11191
+962.6.461.8951 (office)
+962.6.461.8952 (fax)



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