

See a Problem,



Solve a Problem...

JWOC 2010 ANNUAL REPORT





CONTENTS

SCHOLARSHIPS	3
AIMS FOR 2010 FROM OUR 2009 ANNUAL REPORT	3
AIMS FOR 2011.....	4
INTERNSHIP.....	5
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	5
AIMS FOR 2011.....	6
CLEAN WATER.....	7
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	7
AIMS FOR 2011.....	9
MICROFINANCE.....	10
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	10
AIMS FOR 2011.....	11
FREE CLASSES.....	12
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	12
AIMS FOR 2011.....	14
EMERGENCY RELIEF	15
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	15
FIRE RELIEF (2007 & 2008).....	16
SCHOLARSHIP STUDENT EMERGENCIES	16
OPERATION SMILE (MARCH 2010)	16
AIMS FOR 2011.....	16
VOLUNTEERS.....	17
LAOS	18
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	18
AIMS FOR 2011.....	19
MYANMAR.....	19
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	19
AIMS FOR 2011.....	19
PUBLICITY	20
AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT	20
AIMS FOR 2011:.....	21
ACKNOWLEDGMENTS.....	22



SCHOLARSHIPS

Donations received: \$ 49,202.75

Money Spent: \$26,542.63

(Remaining funds were donated in advance for the students' future years and semesters yet to be paid).

In brief

Number of graduates in Cambodia: 20

Number of new students given scholarships in Cambodia: 26

Total number of students holding a scholarship at the close of 2010: 60

AIMS FOR 2010 FROM OUR 2009 ANNUAL REPORT

Our aims for 2010 were:

- to have all **final year students** complete their studies successfully (20 students).
 - All 20 students in Cambodia were able to graduate successfully and were able to attend their official graduation ceremony which was held in November.
- to take on at least **20 new students** in the fall.
 - JWOC took on 26 students in Cambodia in October.
- to continue to **review and evaluate** the programme, the application process and guidelines.
 - JWOC has had made many important changes to the programme throughout the year to make it more beneficial for all involved. In particular, this has involved strengthening the application and induction process which was also held before first year students started university giving them more time to learn from JWOC and to get settled before they started their classes.
- to continue to implement and carry out **further training** for the students including further training on job-seeking skills, career workshops and personal finance.
 - Further teacher training and first aid training was implemented for all students as well as a five, two hour sessions on job-seeking skills, which culminated in JWOC's first Career Day.



In 2010 JWOC ran its first ever careers fair, hosting 26 local businesses, academic institutions, banks and organizations as well as 300 university students.

2010 has been a wonderfully successful year on the scholarship programme. We have welcomed many new students and have strengthened the programme in many ways. In October 2010, JWOC had its largest intake of scholarship students so far – 26 in Cambodia. The system of having one intake of students a year has continued and has worked well, proving beneficial for the students, projects, donors and staff. The longer induction process was continued, added to, and refined this year. All new students in Cambodia received first aid training in addition to the usual induction process, which this year was held in advance of university enrollment so all first year students could have time to start at JWOC before starting university for the first time.

The scholarship student training introduced in 2009 in pronunciation and teaching was continued and a five-session job-seeking skills course was also added which culminated in JWOC's first Career Day in August. Throughout the year the students also learnt numerous skills and gained experience through their

volunteering on each of JWOC's projects. Training was held for each project, by the project manager, at regular intervals which sought to heighten the students' understanding of the core aims of the projects but also their ability to carry out the tasks needed for each of the project steps. In addition to internal training, the JWOC

students were able to benefit from various workshops held by visiting JWOC volunteers, which included marketing, life coaching, massage, self-defense and photography.

JWOC continues to seek as many ways as possible to support our students and in addition to laptop computers for loan for assignments, JWOC has now added cameras and a range of books and DVDs for the students to borrow.

In 2010 20 JWOC students completed their studies. Given that universities in Cambodia currently only hold their official ceremonies every few years the 2010 graduates were very lucky to be able to join JWOC 2009 graduates plus some of our students completing their associate degrees, before moving onto their bachelors degrees, to all attend their official ceremony in November – more than 30 JWOC students graduated and received their certificates!

AIMS FOR 2011

Our aims for 2011 are;

- to have all **final year students** complete their studies successfully (16 students);
- to take on at least **19 new students**;
- to continue to **review and evaluate** the programme, the application process and guidelines;
- to continue to implement and carry out **further training** for the students including a focus on personal finance and personal health.



More than 30 JWOC scholarship students attended their official graduation ceremony at BBU in November

20 scholarship students completed their university degrees with JWOC in 2010.





INTERNSHIP

Donations Received: \$5,500.00

Money Spent: \$7,894.31

In brief

Number of graduate interns: 2

Number of university interns: 5

Number of high school graduate interns: 9

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

Our aims for 2010 were:

- to **continue the training and other aspects** of the programme as set out in the original proposal.
 - ✓ A whole range of training has been conducted, covering English language, teaching, and development theory. In addition, two study trips to a range of different organizations running similar projects in Pursat and Phnom Penh were made in May and July.
- to **explore moving the programme** into other areas and including other beneficiaries.
 - ✓ The programme grew and adapted to incorporated university internships and high school graduate internships.
- to **evaluate, adapt and improve** the programme based on our experience and impact.
 - ✓ University internships and graduate high school internships were introduced to further the impact of the programme and adapt to circumstances encountered during the year.
- to write a **final report** on the benefits, lessons learnt and recommendations for future continuation of the programme.
 - ✓ Final report written which included the benefits, lessons and recommendations (as detailed below).

The JWOC Internship Programme has gone from strength to strength in 2010. The graduate internship continued to provide invaluable training and experience for our two graduates – Sokhorn and Somit. Their English, development and other training continued and they were joined by JWOC's other two full-time staff Boret (Microfinance Project Manager) and Vantha (Office Manager) for much of this training as well as by other university students. The interns were also able to take two field trips to visit other organizations in Cambodia working on similar projects with similar aims. For the second trip to Phnom Penh, Boret and Vantha were also able to attend and visit the four organizations which spanned right across JWOC's projects. The graduate internship came to a very successful end of its first year in September when both Somit and Sokhorn were offered project manager positions, which they both accepted. JWOC is delighted to be able to benefit from their newly acquired skills and experience in their roles as project managers.



The Graduate Interns and staff took a trip to Phnom Penh in July to visit other development organizations and learn about their work.

The internship programme was also able to expand in 2010 to include both university interns and high school graduate interns. The first university internship was held for three months for four university interns. It was a great experience for the interns and the staff and was very instructive for JWOC to learn how to shape this

element of the programme in the future. Each intern was partnered with a manager on rotation, which meant they had experience working on each of JWOC's projects both in the field and in the office. The managers themselves gained experience in training and management and were able to take pride in how much they themselves had learnt over the last nine months. The internship worked very well and JWOC was excited to have been able to offer four young students such a great opportunity as well as being able to see the benefits in skills and confidence the three months brought. For the future of the university internship JWOC decided to further enhance the position by offering it to two interns for a six month period each. This, it is hoped, will allow the intern to gain more experience to ready them for future employment, as well as to provide more continuity and support to the project managers. Our first of the two interns started in October and has already been doing very well in his first two rotations on Clean Water and Microfinance.



Nine High School Graduate Interns spent the month of August working with visiting volunteers from the UK to run holiday activities for local children.

The high school graduate internship was the second new internship to be introduced in 2010. This internship was offered for nine interns during the month of August. The aim of the internship was to give recent high school graduates, who wanted to learn more about the work and aims of charitable organizations, their first work experience in this area. The nine interns selected were able to work alongside the annual Oxford and Cambridge University TravelAid volunteers. Thus, they were able to gain experience of planning and running fun, educational activities for children as well as learning all about the different areas of JWOC's work. Working with volunteers from overseas also allowed them to learn more about other cultures and gave them lots of creative ideas for working with children as well as improving their English. This internship was a great success for all involved and was a very interesting and creative way to expand the internship programme to support those just starting out in their careers.

AIMS FOR 2011

Our aims for 2011 are:

- to ensure the two university interns **continue to receive the training and experience from working at JWOC on all of the projects.**
- to **explore moving the programme** into other areas and including other beneficiaries and consider implementing an adapted version of the high school graduate internship again in August 2011.
- to continue to use the internship programme as a means for JWOC's staff and interns to learn as much as possible about the aims and practical actions of good charitable organizations and to reach out and connect with other organizations working on the same issues.
- to **evaluate, adapt and improve** the programme based on our experience and impact.



CLEAN WATER

Donations received: \$66,357.29

Money spent: \$59,861.42

Additional funds are donations already received for villages to be completed in 2011.

In brief

Number of villages helped: 5 completed, 1 in progress

Total number of new wells drilled: 77 (73 family wells & four community wells)

Total number of old wells fixed: 182

Total number of filters distributed following training: 684

Total number of hygiene packs distributed following training: 2,918

Approximate Number of people affected: 3,600

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

Our 2010 aims were:

- **5 villages** this year under the village centered approach (this is dependent on funding, finding villages and completing each one within the anticipated time-frame).
 - ✓ Five villages completed by November 2010. One village in process beginning in late November.
- to **consolidate** the approach during these five villages (including, steps, materials and training).
 - ✓ All steps, materials and training consolidated through meticulous record keeping, continuous updating, buying a sufficient amount of good quality equipment to support Clean Water officers in their work, and development of new materials.
- to **increase capacity** for both old and new JWOC scholarship students in all the steps of the approach (especially the first – needs assessment/scouting/mapping).
 - ✓ Capacity of Clean Water officers considerably increased through regular training in all areas of the work, including a particular focus on needs assessment, mapping, and scouting for new wells.
- to **evaluate, adapt and improve** the approach depending on our experience and our return visits to our trial and later villages at the six-month mark.
 - ✓ The approach has gone through a continuous process of monitoring and evaluation leading to various enhancements throughout 2010 (see below for details).



The first full year of the Clean Water Village Centered approach saw many enhancements to the original model, including specialized training sessions in well maintenance, water filter care and hygiene for all village elders

2010 has been the first full year implementing JWOC's village centered approach to Clean Water and the results so far have been extremely encouraging. This approach – motivated and guided by a focus on the long term impact on the villages JWOC works with, has met with considerable success over the course of the year and has adapted well to the variety of challenges faced. Through a process of constant monitoring and evaluation, a number of modifications and enhancements have been made to the project including:

- a more thorough mapping process whereby Clean Water officers can better identify areas of most need in each village;
- the introduction of specialized training sessions for the Village Chief and Group Leaders to provide an additional layer of support for the villagers after the project is concluded;

- the introduction of specially prepared flyers for every household in each village giving further details and support about the resources JWOC has provided. These flyers include details of nearby suppliers for replacement parts as well as the costs of replacing these parts if they become broken or worn out;
- further enhancements to the ceramic filter training sessions. The enhancements pre-empt issues we have discovered in the first few villages with regard to maintenance and upkeep of the filters;
- a specially designed follow up filter training to support families and areas of the villages where problems have surfaced with ceramic filters;
- further refinement of the surveys JWOC conducts in each village to measure the impact of the projects.

RESULTS

As the project has moved past its very early stages, JWOC has been able to benefit from its first glimpses at the follow up survey data that is collected in each village from an average of twenty percent of the households helped. Two follow up surveys are conducted following the conclusion of the initial two month collaboration.

The **first surveys**, a month after the end of the project, focus on the knowledge and every day practices of the villagers with regard to wells, water storage and hygiene. The results so far have shown very significant changes in these regards. Treatment of water before drinking, for example, changed dramatically across the board, showing that more than ninety percent of those surveyed were treating water after the project compared to an average of around thirty percent beforehand. Similarly, results from the hygiene seminars showed a very significant increase in knowledge about hand washing and teeth cleaning after the project. Frequency and technique in these areas were shown to change positively in almost every person surveyed.

Less data is currently available on the **Impact Assessments**, conducted six months after the end of the project, but early results are encouraging. As the project goes into its second year and more results come in for this part of the survey process, JWOC will have a much better indication of the way the project is affecting the health of the villages JWOC has worked with.



Some of the stages JWOC goes through in each partner village in Siem Reap Province including: ceramic filter training; well drilling; hygiene training; and water testing.

AIMS FOR 2011

Our 2011 aims are:

- **5 villages** this year under the village centered approach;
- to **maintain a high level of capacity** amongst the Scholarship student Clean Water officers in all the steps of the approach;
- to continually **evaluate, adapt and improve** the approach depending on our experience, and return visits to our partner villages;
- to **develop further relationships with Commune officials** to work in collaboration with local authorities to find areas where the need is greatest;
- to **enhance training seminars** through development of further visual resources including flip-charts;
- to **expand fundraising efforts** to include larger donor bodies such as foundations to support the project.



Women in Lbaeuk Village, Pouk District, return to their homes with their ceramic water filters after attending compulsory filter training delivered by JWOC's Scholarship Student Clean Water Officers.



MICROFINANCE

Donations received: \$2718

Money Spent: \$4287.71

Loan Funds Dispersed: \$18,956 (including recycled loan funds)

Number of loans distributed: 163

Repayment rate for early January and May loan cycles (now completed): 93%

Repayment rate for August and December loan cycles (still ongoing): 92.5%

Number of loan cycles distributed: 4

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

Our aims for 2010 were:

- to continue **capacity building** including further training on a whole range of topics related to microfinance, social impact and project management for the assistant manager and the scholarship students and further financial and business advice for borrowers.
 - ✓ Further training and support for the assistant and then project manager carried out.
 - ✓ Regular training for the students in relation to each step of the programme conducted by the project manager.
 - ✓ Further training introduced for second and third time borrowers in relation to finance, emergency planning and business.
- to successfully complete the new plan of **four loan cycles per year**, each with a good number of first time and repeat borrowers.
 - ✓ Successful dispersal of four loan cycles with an equal balance of new and previous borrowers in the last cycle.
- to train and enable the assistant manager to be able to **independently manage** the majority of the ongoing, weekly and regular loan cycle parts of the programme.
 - ✓ Boret successfully became project manager in September and has been doing well handling all elements of the programme.
- to add the next stage of the development plan – **Microfinance +** - in which borrowers will be provided with support and expected to use their loan from JWOC to further enhance their lives and those of their family through taking positive steps in relation to their houses, their health, their education and their future planning.
 - ✓ Hygiene training introduced for first time borrowers; water-filter training for second time borrowers; and further personalized business and record-keeping support given to further borrowers.
- to **integrate other programmes** and elements of JWOC's work into the microfinance programme (including education and hygiene).
 - ✓ A range of further educational elements introduced for all those involved in the programme and hygiene and water-filter training integrated from the Clean Water Project.
- to ensure policies, procedures, and documents are clearly written, organized, labeled and filed to allow for **easy management and handover** in the future.
 - ✓ All documents written up and clearly filed.
- to **evaluate, adapt and improve** the programme depending on our experience, repayment rate and impact.



In 2010 second time borrowers had the option of buying a subsidized water filter after attending a compulsory training session as part of the MF+ part of the programme

- ✓ The programme continues to be evaluated from all angles and adapted accordingly – the introduction of a ‘gift policy’, whereby borrowers receive 10% of the principle borrowed when they repay on time would be one example which has helped borrowers in planning their funds and helped JWOC with the repayment rate, allowing JWOC to help more borrowers.

The Microfinance Programme in 2010 was able to build on the development in 2009, to provide a firm basis for continuing to move the project forward in 2011. All policies, procedures and tracking records were consolidated, updated and adapted to improve clarity in JWOC’s lending policy and procedures for every step of the loan cycle. This included the commencement of the ‘gift policy’ (as detailed above) which has been a very successful addition to the programme. The project manager and scholarship students received support and training relating to finance and the implementation of each step of the project cycle. In addition, the project manager was able to join training for the graduate internship, building his knowledge and introducing him to methods used by other Microfinance organisations.



August 2010 was our busiest registration night ever with more than 120 potential borrowers coming to find out about the loans.

During the year, JWOC was able to disperse \$18,956 to borrowers through the four scheduled loan cycles. The repayment remained high despite periods of flooding and the continued difficult financial climate but was definitely boosted by the introduction of the ‘gift policy’. The three different levels of the Microfinance Plus plan were introduced gradually over the year ensuring that all JWOC repeat borrowers were able to take part in each step. First time borrowers received hygiene training from JWOC’s clean water officers and five hygiene packs to take home to their family. Second time borrowers received ceramic-water filter training in how the filter works, how to set it up, how to clean it and the benefits of filtered drinking water, again from the clean water officers. All second time borrowers were then given the option to buy a filter from JWOC at a subsidized rate. Both trainings and resources received a very positive response from borrowers with the majority of second-time borrowers choosing to purchase a water filter. Towards the end of the year, JWOC was also able to have its first third time borrowers (since the inception of Microfinance Plus) and was

therefore able to work with those seeking a further loan from JWOC to more deeply understand their motivation, business and business plans. This third phase of the plan asked borrowers to keep track of various elements to their business and work with JWOC staff to identify key issues to address through their next loan and make a detailed budget. This support will continue through the loan cycle and thus into 2011.

AIMS FOR 2011

Our aims for 2011 are;

- to successfully complete the new plan of **three loan cycles in 2011** (based on the current six-month cycle), each with a good number of first time and repeat borrowers.
- to provide loans to approximately 100 borrowers during 2011.
- to continue to **develop the Microfinance Plus elements of the programme**, in particular helping third and fourth time borrowers to grow and develop their businesses in the long-term independently from JWOC.
- to continue **capacity building** including further training on a whole range of topics related to microfinance, social impact and project management for the project manager and the scholarship student Microfinance officers.
- to continue to ensure policies, procedures, and documents are clearly written, organized, labeled and filed to allow for **easy handover** in the future.
- to **evaluate, adapt and improve** the programme depending on JWOC’s experience, repayment rate and impact.



FREE CLASSES

Donations Received: \$94,091.92

Money Spent: \$93,608.56

During 2010 JWOC was able to secure two classroom sponsorships in Cambodia – these funds (\$5,000) each will be spread over two years.

In brief

Number of free classes at the end of 2010: 38

Estimated number of students who studied in 2010: 850

Number of official teacher training hours held: 25

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

Our aims for 2010 were;

- to continue to increase the **quality** of all of our classes through further training and resources for our teachers.
 - ✓ Monthly teacher training workshops held throughout the year;
 - ✓ Extra resources introduced for teaching and monthly meetings held to assist teachers in incorporating these resources into their classes.
- to increase the **number of classes** we offer (in line with funding, teacher and space constraints) and so the **number of students** who have access to further educational opportunities.
 - ✓ More classes and more learning levels introduced, including a re-designed set of Kindergarten courses, teenage English classes and a new launch of JWOC's computer classes at the community center location in Siem Reap. With the new intake of scholarship students in November and the opening of the new computer lab, the number of students at JWOC looks set to increase by fifty percent to around 750.
- to continue to add to the **range of regular classes** we are able to offer through utilizing new local and foreign volunteer skills.
 - ✓ A greater range of classes introduced including teenage English classes, English for sewing and internet literacy classes in the computer lab.
- to find further ways to gain sponsorship for various classes to **increase donations** to this project.
 - ✓ two new classroom sponsorships secured in 2010 and extra resources for classrooms in Laos secured through fundraising appeals during the year.
- to continue to build on the **library** we have started at JWOC and to start a more structured borrowing process for scholarship students and potentially the wider community depending on books received, interest and facilities.
 - ✓ A formal scholarship student library introduced with structured lending policies. Funds raised for the commencement of a new community library which is to be developed in 2011.
- to **consolidate** our classes at one central location, if possible, to further increase quality through better management.



In February, children studying in JWOC's English classes had the chance to participate in Siem Reap's annual Giant Puppet Parade.

- ✓ JWOC's Wat Chork classes were closed in September with all teachers and resources moving to the central location of the JWOC Community Center, which has new facilities in the form of a new two storey building to accommodate all the extra classes.
- to **evaluate, adapt and improve** the programme based on our experience and impact.
 - ✓ The programme has gone through a continuous process of monitoring and evaluation leading to various enhancements throughout 2010 (see below for details).

2010 has been an amazing year for JWOC's Free Classes. The first part of the year was a great time to consolidate some of the increases in numbers and quality that were brought about in 2009. All our classes continued well with teachers making the most of a set curriculum, schedules, new resources and teacher training workshops. We were also able to adapt courses and schedules as needed and, in particular, on the sewing course were able to create a new longer course for all students and add an official English for sewing component. The results of the policies and additions we put in place became even more visible in 2010 as students continued to attend classes, pass classes and we continued to have students coming to register at JWOC for their chance to learn with us.

JWOC's aim to also focus on extra-curricular activities for children was continued through the weekly art class and JWOC's first year of participation in the annual Giant Puppet Project. JWOC has also maintained a focus on education through both the Clean Water and Microfinance projects and the aim for 2011 is to further integrate the projects so that all learning and training is shared and that as many of JWOC's beneficiaries are able to learn and be supported by all the elements of all the different JWOC projects.



JWOC's regular English classes went from strength to strength in 2010 with better resources, more teacher training and improved facilities.

The second half of the year saw the very exciting development of our new storey building at JWOC. The provision of two new classrooms meant we were able to accommodate all the teachers from Wat Chork and so consolidate JWOC Free Classes into one center to enhance quality and learning. These two new classrooms also mean that we have been able to hold more classes at the most popular times which is particularly significant for our young learners and JWOC has been able to hire a new full-time teacher as well as placing more students on the Free Classes project, to ensure all the new space is used to the maximum.

Children in Cambodia either study in the morning or the afternoon and then rotate. As the rotation schedule is not fixed, it is difficult for JWOC to build its schedule meaningfully around the children's free time. The best times for children's classes to be held are therefore at 11 am after the morning shift and before the afternoon shift and 5pm when both shifts have finished. JWOC now has the space to

potentially offer 8 children's classes with the addition of these two classrooms and therefore have up to 200 children studying at any one time. The addition of these two new classrooms also gives the classes more flexibility in general to work with the other projects and their need for space, in particular Microfinance. Borrower registration night, loan applications and loan dispersals can now happen every three months without the need to disrupt any classes. Similarly, teacher and scholarship student training and meetings can always be held without disruption, thanks to these new spaces and the internal changes to the office which have created one much larger meeting room.

Over and above the two new classrooms, the new building has made possible a computer lab and community library. The new computer lab has not only ensured we can offer all the classes we were offering at Wat Chork at the Community Center, but has also allowed us to increase the number of computers we can have and therefore the number of students who can attend these classes. As the year ended we had 20 new computers for the lab enabling 20 students to study simultaneously in the lab throughout the week. We were also able to hire a full-time lab supervisor and computer teacher to compliment our three IT students. Not only is he able to teach

a wide-range of basic computer literacy courses but he is also able to ensure that at all times the lab and its resources are well looked after. This new lab will provide both classes for those who would not otherwise have the opportunity and a place where students can come and practice and complete their homework and assignments. We are also in the process of gaining matching software for our English textbooks so students in 2011 will also be able to benefit from multi-media learning in their English classes through regular scheduled visits to the lab.

Finally, the JWOC library has also been a great addition to the educational opportunities JWOC can offer. In 2011, we hope to hire a librarian and set in motion a whole-range of educational activities throughout the day for students, young and old, to be able to benefit from this new space and its resources. In 2010 the library has already been in use by our new kindergarten class, art class and for various trainings and meetings.



A wonderful new computer lab with twenty computers and a full time supervisor and teacher were made possible in 2010.

AIMS FOR 2011

- to continue to increase the **quality** of all of our classes through further training and resources for our teachers.
- to fully develop the community library and maximize its benefits to JWOC beneficiaries.
- to maintain the **number of classes** we offer (in line with funding, teacher and space constraints) and the **number of students attending**.
- to find further ways to gain sponsorship for various classes to **increase donations** to this project.
- to fully utilize the new building by making sure all classes are full and as many classes as possible are offered throughout the week.
- to optimize use of all the multi-media resources available to assist learning.
- to introduce further extra-curricular components to all our Free Classes to build on the hand-washing and teeth cleaning lessons which are already included in schedules.
- to **evaluate, adapt and improve** the programme based on our experience and impact.



The vocational sewing classes had a great year with over forty students able to benefit from learning this new skill and further elements of the course introduced such as English for Sewing.



EMERGENCY RELIEF

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

Our 2010 aims were:

Fire Relief

- to **continue to collect** from borrowers and ensure the maximum is returned
 - ✓ collections have continued and procedures put in place for more structured and regular follow ups for borrowers who miss payments.
- to continue to **support Makara** in his efforts to collect
 - ✓ In an effort to maximize the consistency and the amount of time made available to this project, JWOC's Microfinance Project Manager initially collaborated with Makara to support him with repayments. A better system of payment tracking was introduced and in November, the Microfinance project manager took over the Fire Relief collections on a permanent basis.

Typhoon Ketsana

- to utilise the remaining funds from the typhoon to help local villagers to have the materials they need to **protect themselves everyday** from the effects of heavy rain
 - ✓ While there is still a way to go with this goal in 2011 (given the sheer population size in the area surrounding JWOC), significant efforts have been made to reach out to the surrounding communities as part of our Free Classes and Microfinance projects, promoting increased awareness of health issues and facilitating the increased use of water filters. Emergency materials are now permanently stored at JWOC in a new storeroom, built in early 2010.

Operation Smile

- to run **another successful trip** in March 2010.
 - ✓ JWOC was able to facilitate a trip for ten children to Phnom Penh to consult the Operation Smile doctors in March. Four of these were able to have a life changing operation.

In General

- to write and get approval for an emergency relief immediate **action plan and spending limit**
 - ✓ Emergency Relief action plan and spending limit approved by JWOC's Board of Directors at the August meeting.
- to provide further **emergency training**, planning and implementation for staff and scholarship students
 - ✓ Seminars and workshops held for staff and scholarship students including a six hour first aid course.
- to **evaluate, adapt and improve** the programme based on our experience and impact.
 - ✓ With the creation of the Emergency Relief guidelines which incorporate all the lessons learnt from previous experience, JWOC is now better prepared to act decisively and with confidence in the case of an emergency faced by the local community.

FIRE RELIEF (2007 & 2008)

\$7179.34 outstanding

Following the two village fires that occurred in 2007 and 2008 and the loans given out in response, to assist people in the rebuilding of their homes, JWOC has continued to collect on a monthly basis from these borrowers. The collections are continuing at a mixed rate, with some borrowers paying back more regularly than others. Efforts have therefore been made to improve the collection process by assigning them to a permanent member of staff rather than a scholarship student officer.



Repayments continue to be hampered by changes that are out of JWOC's control such as borrowers leaving the area or family crises. It is hard to predict the outcome of these repayments in 2011 and results will certainly be mixed but we are continuing to renew our efforts to draw this project to a successful conclusion, ultimately collecting back as much money as possible that can be made available for future emergencies facing local communities.

SCHOLARSHIP STUDENT & STAFF EMERGENCIES

Number of scholarship students who have received financial assistance: 3

While the communities JWOC works with have avoided major disaster in 2010, some of our scholarship students have met with difficult health issues. One case in particular of a scholarship student, who was randomly attacked near his house with a machete, prompted JWOC to use its emergency funds to help. The attack left the student with severe cuts across both hands, severing some of the tendons and limiting his use of his fingers. JWOC was able to fund a crucial operation on both hands to mend the affected tendons. The operation, combined with follow up treatment paid for by JWOC, successfully restored mobility in his fingers and he can now look forward to being able to use his hands normally again in the future. JWOC was also able to support a number of students and staff with treatment for a variety of illnesses affecting them during the course of the year.

OPERATION SMILE (MARCH 2010)

Building on our collaboration with Operation Smile in 2009, JWOC was able to support ten Siem Reap children to make the journey to Phnom Penh to consult the international doctors and explore the possibility of surgery. Operation Smile covered all hospital costs and some money for the return journey, while JWOC covered the remainder of the transportation costs, food and accommodation for each child and a guardian. Given the complexity of some of the deformities, the doctors were only able to operate on four of the ten children, lacking the specialist laser equipment to operate on the others. Nevertheless, these four children were all able to have life changing surgery, including one girl who had been unable to have the surgery on a previous JWOC trip to Operation Smile in December 2009



Socheata was able to return to Operation Smile in Phnom Penh with JWOC to have the surgery she had been unable to have a few months previously due to her health.

AIMS FOR 2011

Fire Relief

- to **continue to collect** from borrowers and ensure the maximum is returned

Flood relief

- to further efforts to help local villagers prepare for the event of flooding during the rainy season in the communities surrounding the JWOC Community Center in Siem Reap;

Scholarship student and staff “every day emergencies”

- to continue to **support JWOC’s staff and scholarship students** in overcoming emergencies they face in their lives through financial assistance and pastoral care.
- to raise funds for these “every day emergencies.”

In General

- to continue to provide as many opportunities as possible for **emergency training**, planning and implementation for staff and scholarship students;
- to **evaluate, adapt and improve** the programme based on our experience and impact.



VOLUNTEERS

2010 was another great year for JWOC volunteers! Once again, the volunteers have included a wide variety of ages, time spent at JWOC, the different projects they have worked on and skills they have brought. We have had made many volunteers visiting the free classes, through *Journeys Within Tour Company*, including our conversation class in Cambodia and our reading and drawing class in Laos, who have brought their English skills to our students and have themselves learnt more about our students and JWOC. We have also had numerous student groups this year. One group from West Point Academy in the US, was able to be involved in our Clean Water and Microfinance Projects as well as running self-defense training in Cambodia and Laos. Another group from Oxford and

Cambridge Universities in the UK – TravelAid – was able to run, alongside our high school interns, a three-week long summer camp for local children focusing on art, music, dance and sports and helping in English classes as well as getting involved in many other areas of JWOC’s work. This year, JWOC and its students have also been able to be involved in a range of cultural exchange programmes from various schools, groups and universities.

JWOC has also been lucky enough this year to have the support of some wonderful longer-term volunteers! Noel Jenkinson joined JWOC for 3 weeks earlier in the year and worked with many of our scholarship student teachers to help them with their teaching and classroom management. On returning to Australia, Noel has worked tirelessly for JWOC, doing some amazing fundraising for our Scholarship and Clean Water programmes. Holly Hetzel joined us in February and was able to help JWOC with two very significant projects – the Giant Puppet Project Parade and investigating water access in the remote district of Banteay Srey, where we were able, later in the year, to work with the village through our clean water programme with the help of HSL and their volunteers. Jane Price and Patricia Requa joined us in May for a month and worked with many of the scholarship students in the form of life coaching and a marketing workshop for Jane and massage classes and helping with the Japanese class for Patricia. Jane went home and ran a 50k ultrathalon for JWOC, raising more than \$11,000 for the Scholarship programme! We were also very lucky to have a visit from Marti Brown who was able to write a report on a Community Well JWOC built in 2009 in Yeang Village, and work with the Microfinance Project Manager and JWOC seamstress so set the wheels in motion for our wonderful new Microfinance bags,



Volunteers from TravelAid in the UK get involved in a conversation class during their month long stay at JWOC in August.

for which she then donated all the costs. There have been many other volunteers and fundraisers who have shared their time and skills with JWOC and passed on news about JWOC to others for which we would like to thank them all! We also would like to thank our Cambodian volunteer students who chose to come and help JWOC every weekend and while we hope they learn from the experience we are also indebted to them for the gift of time they give to JWOC and their fellow Cambodians.



LAOS

At the end of 2010

Number of graduates: 1

Scholarship Students: 7

Number of Free Classes: 8

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

Our aims for 2010 were:

- to gradually **increase the number of scholarship students**
 - ✓ Scholarship student numbers increased to 7
- to gradually **increase the number of free classes** (dependent on scholarship student numbers)
 - ✓ 8 Free classes at the end of 2010
- to continue our original **support for Phik Noy Primary School** in the form of books, uniforms and bicycles
 - ✓ Supplied Phik Noy with all uniforms for the new school year and teaching supplies at Muang Nga, the local primary school where JWOC's Free Classes are held.
- to potentially assist **Phik Noy Primary School with the building of a new school building** (dependent on funding, village partnership and thus sustainability).
 - ✓ Assisted Phik Noy with the funding for a new building for additional classrooms and bathrooms to enable all the classes and the pre-school to have a classroom each.



JWOC was able to facilitate the building of a large extension to the Primary School in Phik Noy Village in 2010.

2010 has been a year of consolidation and growth for JWOC Laos. The **Scholarship programme** is growing and benefiting from the changes we have been able to make in the last year. A great new development has been further financial support we are now able to give all the students every month to help them with some of their essential living costs. Training has also increased this year and monthly workshops are now being run which alternate between teacher training and career training. The students are enjoying their roles as teachers in JWOC's **Free Classes** at Muang Nga primary school and reading and drawing time has continued to be a great benefit for children of all ages in the surrounding community. JWOC has also been able to raise funds for a further classroom to be sponsored and for many of the much needed primary school teachers' resources to be funded through our Back to School Wish List. Our **Local Village School Support** of the primary school at Phik Noy has increased this year through JWOC's majority funding of their new school building. In this new venture JWOC

worked very closely with the school and the villagers who all made their own financial and personal commitment to the school and the importance of education for their children.

AIMS FOR 2011

- to gradually **increase the number of scholarship students**;
- to gradually **increase the number of free classes** (dependent on scholarship student numbers);
- to continue **support for Phik Noy Primary School** including finding more sustainable and long-term solutions to the issues facing them;
- to continue to support **Muang Nga Primary School** including finding more sustainable and long-term solutions to the issues facing them.



MYANMAR

At the end of 2010

Number of Scholarship Students: 12

Number of Scholarship Students who graduated: 2

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

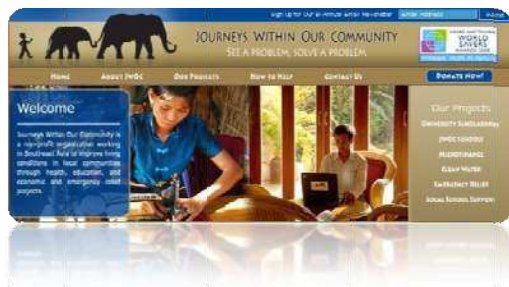
Our aims for 2010 were:

- to continue with our support for the **current scholarship students** and the orphanage.
 - ✓ Continued to support scholarship students from the orphanage, who in return look after the younger children.
- to continue to **support Tin** in all he does on behalf of JWOC.
 - ✓ Andrea and Brandon were able to visit Tin and the orphanage in addition to regular email contact.
- to check in with what is happening, that it is in line with what we are doing overall at JWOC, to look into and **plan for future assistance and possibilities**.
 - ✓ The JWOC Board has now approved the support of four new scholarship students from the orphanage each year.

During the course of 2010 the JWOC Board agreed to continue to support the orphanage in the form of the scholarship programme and has agreed for four new students to be added to the programme annually. Tin has continued to visit the orphanage regularly and ensure the students are attending university and completing their volunteer time through helping the younger children at the orphanage with their daily needs. JWOC was also able for the first time to be able to match specific sponsors with students in Myanmar and, depending on how this goes, hopes to be able to extend this in 2011.

AIMS FOR 2011

- to continue with our support for the **current scholarship students** and four new students;
 - to continue to support the orphanage if a new need arises;
 - to continue to **support Tin** in all he does on behalf of JWOC;
 - to potentially match new students with specific JWOC sponsors.
-

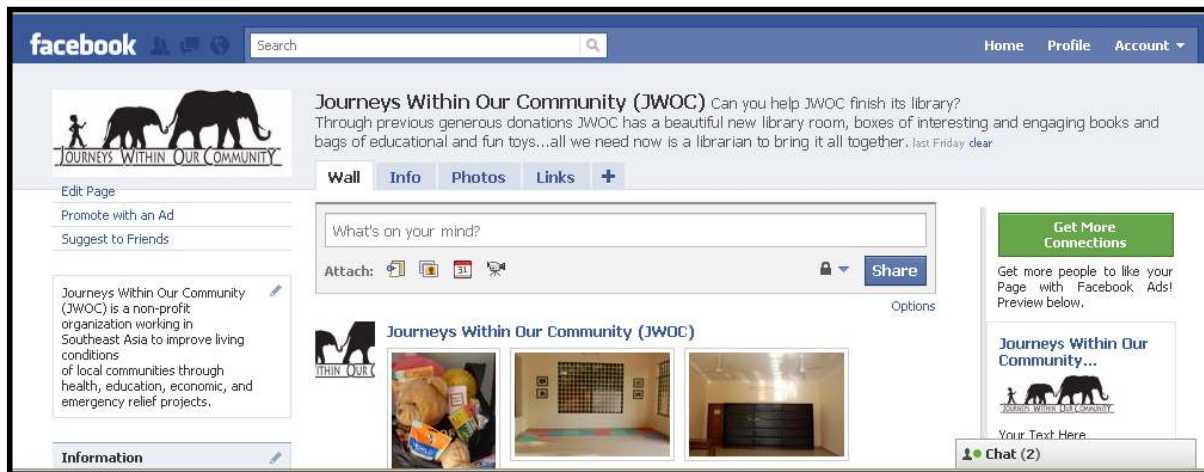


PUBLICITY

AIMS FOR 2010 FROM THE 2009 ANNUAL REPORT

Our aims for 2010 were:

- to continue to **update the website** regularly
 - ✓ Website updated on at least a weekly basis as well as considerable enhancement of different areas within the website.
- to **add further information** about each of our programmes including their news, processes and reports
 - ✓ New areas of feedback developed for all the projects, including periodical Free Classes, Microfinance and Laos Updates, *JWOC Talk* mailouts and scheduled reports on the Clean Water project.
- to **add more feedback** from donors, beneficiaries and volunteers in different parts of the website.
 - ✓ the JWOC blog has been actively updated throughout the year, providing volunteer experiences and thoughts about their experiences at JWOC. Other donor and volunteers feedback sections have been included in newsletters and special reports.
- to add photos, information to our **fan page on Facebook** and keep it up to date.
 - ✓ the Facebook Fan page has gone from strength to strength in 2010, increasing its fan base by more than six times up to more than 220 and with lots of regular visitors. The page is regularly updated with new pictures and information about what is happening at JWOC.
- to **improve JWOC's visibility on the internet**, for example, through Google Grants (free advertising for non-profits through Google).
 - ways of improving visibility, particularly through Google Grants were set in motion but not completed during 2010.
- to continue to **advertise JWOC in the local community** through word of mouth, advertising for new classes and new loan cycles and JWOC t-shirts.
 - ✓ advertising JWOC's projects in the local community has been improved in 2010. Regular staff and scholarship student visits are made in person to disseminate information about the opportunities available. Connections have also been made with numerous local government schools where posters can be displayed and announcements made in classes by the teachers. Scholarship application information was also posted in all high schools in outlying towns in Siem Reap province as well as promoted at an Education Fair in Kampong Cham (see below).
- to **work with other organizations in Siem Reap** to find students in need of scholarships and villages in need of clean water.
 - ✓ JWOC continues to seek relationships with other organizations doing similar work both in Siem Reap and in the rest of Cambodia. In particular, JWOC was able to work with a member of the US Peace Corps in Kampong Cham Province to attend an education fair where we were able to raise awareness about JWOC scholarships. Links were also made with organizations in Pursat and Phnom Penh yielding encouraging ideas and possibilities for future sources of scholarship student applications from rural areas outside Siem Reap Province.



JWOC has been incredibly lucky in 2010 to have a growing number of supporters and fundraisers spreading the word about JWOC and raising funds across all our projects. Through connections with both *Journeys Within Tour Company and Be&B* and *Go Philanthropic*, JWOC has many new supporters who wish to give back to the places they travel and stay connected to once they return home. JWOC also has a growing number of JWOC Ambassadors who share JWOC with the people they meet and help JWOC to raise funds. The website and *Facebook* continue to be kept up to date with JWOC's latest news that is therefore shared with new and continuing supporters. We are also keeping in regular contact with all our donors and supporters through project feedback, updates and the bi-annual newsletters, which helps to build trust in JWOC and our work and ensure everyone continues to feel part of the process and the JWOC family. In particular, in 2010, we were able to run a hugely successful 'buy a brick' campaign which allowed us to raise the funds we needed to complete our new building with two classrooms, a library and a computer lab. We would especially like to thank the larger donors who played a significant part in making this building possible – Allen & Janet Johnson, Jeff & Tracey Morrell, *The Collette Foundation, CA*, the O'Connell Family and *Journeys Within Tour Company and Be&B*. As in 2009, knowledge of JWOC and our work continues to spread in Southeast Asia and JWOC is now increasing its partnerships with more villages and organizations to make sure its work continues to share ideas with others and help those most in need.

AIMS FOR 2011:

- to continue to **update the website** regularly;
- to **add further information** about each of our programmes including their news, processes and reports;
- to **continue to include feedback** from donors, beneficiaries and volunteers in different parts of the website;
- to continue to update our **fan page on Facebook** with photos and information throughout the year;
- to **improve JWOC's visibility on the internet**;
- to continue to **advertise JWOC in the local community** through word of mouth, advertising for new classes and new loan cycles and JWOC t-shirts;
- to **work with other organizations in Siem Reap** to find students in need of scholarships and villages in need of clean water.



ACKNOWLEDGMENTS

We also want to make sure to recognize the wider JWOC team that helps to make everything possible. This includes all of you – JWOC's generous supporters – Brandon and Andrea Ross, the Cambodia team, Nicole and Phaeng in Laos and Tin in Myanmar and of course all the scholarship students and our volunteers!

Thanks to all our 2010 donors without whom none of what JWOC does would be possible:

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