

JWOC 2009 ANNUAL REPORT





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Scholarships

Number of graduates: 15
 Number of new students given scholarships: 42
 Total number of students holding a scholarship at the close of 2009: 70

Donations Received: \$58,214.75
 Funds Dispersed: \$31,835.26
 (Remaining funds were donated in advance for the students' future years and semesters yet to be paid).

Dec 2009 – 24 new students join JWOC's Scholarship Program.

Last year was a great year for the scholarship student programme, which saw a huge growth in numbers as well as in the structure of this unique programme. The 47 JWOC had at the end of 2008 grew to 70 by the end of 2009. With this large number of students it was necessary to strengthen and further clarify the guidelines for the students for their studies and their volunteering as well as assign students to a mentor who could watch their progress more closely. Throughout the year the application and selection processes were also refined and strengthened as well as reduced to once a year.



The scholarship student programme includes many training opportunities including teaching workshops, team building and career advice.

With this many students we wanted to further increase our impact by increasing training and social activities for them. The first part of this was to increase training and capacity within each of the projects. Thus, while students were giving back, their experience and skills acquired also increased. On each of the projects training has been carried out for the students on all elements of the project and how these elements fit into JWOC's wider aims. As a result students have formed stronger teams on each of the projects and now feel more confident and proud when they go out into the community. A further addition is that JWOC lap-top computers (previously given to student project supervisors) have been returned and are now available on one week loans for all students to help them complete their university assignments.

As well as an increase in training on their specific projects, 2009 also saw an increase in more general training and social events for the students. Monthly workshops on teaching and English pronunciation have been offered and all students have had team-building and emergency fire training. First Aid training for all students was also started in 2009, and will be completed in February 2010. All new scholarship students now go through a full 5-week induction process to JWOC when they first start including: contracts and guidelines; email writing (and introduction to the internet and email if needed); team-



Students enjoy regular events and activities at JWOC that encourage teamwork and a sense of community.

building; project explanations and project problem solving; and finally specific training on their assigned project.

In terms of social events, JWOC held two larger parties for all scholarship students to welcome the new intake of scholarship students as well as a smaller party following the ceremony for last year's graduates in which students received a certificate and a 'JWOC Graduate' T-shirt. Monthly movie nights are also held for the students in the community center and all social events always start with fun team games and activities. These are fun times for students where they can get to know each other, learn new things and simply enjoy being part of the JWOC team.

Aims for 2010

Our aims for 2010 are;

- to have all **final year students** complete their studies successfully (20 students)
- to take on at least **20 new students** in the fall
- 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 further training on job-seeking skills, career workshops and personal finance.



15 JWOC Scholarship students graduated from University in 2009 – our biggest graduating class yet!

Graduate Internship

Somit Mat, a 2009 JWOC Scholarship Student Graduate from Build Bright University in Siem Reap (Tourism and Hospitality), joined the JWOC team as Graduate intern in October 2009.



Sokhorn Yan joined JWOC as a Graduate intern in October 2009, having graduated in English Literature at the University of Battambang.

In 2009 in response to the visible local need for development training and JWOC's increasing need for more staff to assist in the management of projects JWOC started a trial internship programme. This programme was originally planned for four interns but since their selection two have left for personal reasons. The two that have continued are doing really well and are already surpassing our expectations following the first quarter



programme review. They have both received a wide-range of training in skills related to basic office tasks, computers, project management, people management, report writing and general development.

Although of course it is a disappointment to have lost two candidates, we feel there are benefits in the fact that we are now able to include other team members in further training we are holding for the interns. We also feel particularly happy with the current number of staff and therefore feel that through this process we can be very sure in our recommendation that JWOC should plan to have an assistant project manager for both the schools and the clean water projects in the future. We also feel that as these two interns are very strong we are hopeful that they will be keen to stay on at JWOC at the end of the programme and help ensure the strength of JWOC's projects into 2011. This programme acts as a natural continuation of the scholarship programme and provides much needed training in this sector for Cambodia. If, however, interns do stay on they could in future years provide a good support mechanism for JWOC projects to ease the transition between managing directors. We shall be considering plans for the remainder of the programme as we continue to include other ages and levels which can benefit.

Aims for 2010

Our aims for 2010 are;

- to **continue the training and other aspects** of the programme as set out in the original proposal.
- to **explore moving the programme** into other areas and including other beneficiaries.
- to **evaluate, adapt and improve** the programme based on our experience and impact.
- to write a **final report** on the benefits, lessons learnt and recommendations for future continuation of the programme.



Clean Water



JWOC's village centered approach to Clean Water includes hygiene seminars for everybody in each village we work with.

Pre-Village Centered Approach (Jan – July):
Total number of new wells drilled: 44
Total number of old wells fixed: 98
Approximate Number of people affected: 1,750

Post-Village Centered Approach (August – December)
Number of Villages helped with new village centered approach: 2
Including:
Total number of new wells drilled: 22
Total number of old wells fixed: 78
Total number of filters distributed following training: 234
Total number of hygiene packs distributed following training: 865
Number of water tests: 46
Approximate Number of people affected: 1,030

Donations Received: \$29,134.97
Funds Dispersed: \$30,107.66

2009 has been a year of great change for the Clean Water Project. Both of the major steps that have been taken this year have been about following JWOC's maxim; 'See a problem, solve a problem'. The first step was the introduction of fixing broken wells as a result of seeing the large number of broken wells in and around Siem Reap. There are numerous organisations/individuals putting in wells in the Siem Reap area but without training on maintenance or funds, wells were naturally falling into disrepair and no longer able to provide access to clean water. JWOC, in addressing this problem, became one of the first organisations in this area to go beyond the drilling of new wells and start working on the long-term life of each well.



JWOC Scholarship students conduct health, hygiene and economic status surveys in the villages we partner with.

The second step sprang from a combination of factors and a desire to provide a more holistic approach to clean water. The aim was to increase the impact of each well by implementing an 11 step process over 8 months to empower each household to make changes in their life, which will result in better health and therefore income and educational opportunities for their whole family. The village centered approach is a partnership between JWOC and each village that it works with. A contract is signed by the village chief to ensure each household's involvement in the project through a small financial contribution and attendance at each of the seminars. The approach includes; needs assessment, surveying, new well drilling and old well fixing, well maintenance training, filter and hygiene training and provision and water testing.

JWOC, further to completing the project trial in Kvean Village, is in the very final stages of its second village following this approach. This change in project approach has been very successful and beneficial to all involved. Villagers we work with now have access to the knowledge, materials (and material sources) in order to have access to clean safe drinking water, which will have a huge impact on their lives. The scholarship students are now able to witness a complete project cycle with each village and have not only had many weeks of training themselves but have also learnt the importance of training others and sharing knowledge. Donors and visitors are learning more and more what is really needed in the provision of clean water and the importance of village involvement and training. Thus JWOC can feel rewarded that it is giving villagers, scholarship students and donors a new way to view clean water and its importance.

Hygiene Seminars in Branet Village – December 2009



Villagers attending JWOC hygiene seminars learn about handwashing, teethcleaning and other basic concepts of hygiene. All participants receive a small hygiene pack of a toothbrush, toothpaste and soap.

Aims for 2010

We aim to complete the following in 2010;

- **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).
- to **consolidate** the approach during these five villages (including, steps, materials and training).
- to **increase capacity** for both old and new JWOC scholarship students in all the steps of the approach (especially the first – needs assessment/scouting).
- 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.



JWOC Scholarship Student loan officers collect repayments in the community every week.

Microfinance

Number of loans distributed: 44
 Repayment rate for early 2009 loans (now completed): 93%
 Repayment rate for November loans (still ongoing): 100%
 Number of loan cycles distributed: 3

Donations Received: \$2,030.00
 Funds Dispersed: \$10,871.73 (including recycled loan funds)

Microfinance has shown steady development throughout the year. A reduction in the number of loans, and therefore funds being distributed earlier in the year, allowed for consolidation, further training and the creation of clear development plans for the project. Towards the end of the year the first stage of this long term plan was realized and the project has thus moved into a strong position for 2010.

The majority of policies, procedures and documents are now in place and the training surrounding them for the assistant project manager and scholarship students has also been started successfully. One full loan cycle disbursement, with new policies and documents in place, successfully took place in November. Students and the assistant manager gained experience of the all sections of the cycle; advertisement, information night, application procedure, (in the case of the assistant manager business visits and selection process) dispersals and checking in with borrowers once their loans had commenced.

The whole year has also been successful in terms of capacity building for the scholarship students and the new assistant manager. The scholarship students have seen steady changes in the project throughout the year allowing them to both feel part of the changes and to adjust to them. The students themselves have now had time to start to get to grips with the changes and added their own good ideas. Our Assistant Project Manager has also been doing well learning the various different parts of the loan cycle, data recording and starting to manage the scholarship students. Incorporating training for the borrowers into the loan cycle was also started towards the end of the year with a session on 'how to use your loan' being held before borrowers received their loans. Training for the scholarship students, assistant project manager and the borrowers are set to continue and increase into 2010 to ensure the process is sustainable and is having the maximum impact on those it seeks to support.

Aims for 2010

Our aims for 2010 are;

- 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.
- to successfully complete the new plan of **four loan cycles per year**, each with a good number of first time and repeat borrowers.



JWOC Scholarship Student Microfinance Team who gain valuable finance experience through their volunteering.

- 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.
- 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.
- to therefore **integrate the other programmes** and elements of JWOC’s work into the microfinance programme (including education and hygiene).
- 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 our experience, repayment rate and impact.



JWOC disbursed \$6,635 in Microfinance loans in 2009.



Hygiene seminars are now included in all JWOC free classes.

Free Classes

Number of free classes at the end of 2009: 31
 (With approximately each class completing 2.5 courses)
 Estimated number of students who studied in 2009: at least 620
 Number of students on waiting list: more than 200
 Number of official teacher training hours held: 22

Donations Received: \$23,942.67
 Funds Dispersed: \$18,425.51
 During 2009 JWOC was able to secure two classroom sponsorships in Cambodia – these funds (\$5,000) each will be spread over two years.

Education at JWOC has grown in all senses in 2009 including the number and variety of free classes we offer and the quality of these classes. This expansion has also transferred benefits to each of the other projects through increased training for our scholarship students and beneficiaries. We have increased the number of English classes available as well as adding kindergarten classes, sewing classes, traditional Khmer dance classes and most recently weekly art and craft time for children.

The quality of the classes available has improved throughout the year following the introduction of standardized core textbooks (one for adults, one for teenagers and one for children). Not only are these good-quality, recognized textbooks which practice all four core skills but they also allow students to move through the different levels and swap into different classes without problems. Teachers now follow a set schedule and have course tests set for them. Compulsory introductory teacher training is held for new teachers and further teacher training is available via optional monthly workshops as well as assistance from managing directors, the interns and monthly teacher’s meetings. Students are motivated and encouraged to attend classes and study hard through paying deposits for their own books (adults only) and the receipt of certificates which are awarded if they pass their test and attend more than 50% of classes (which also means half their book cost will be returned to them).

Education is becoming more integrated in all of JWOC’s work and the skills and resources from the free classes are benefitting all the projects. Microfinance is already incorporating more training for the scholarship students and borrowers and Clean Water of course is providing villagers with a variety of training and the students with training and project cycle experience. The Clean Water project has also passed its hygiene training onto the Free Classes project and all courses at JWOC now have hygiene seminars integrated into their schedules.

JWOC Schools: JWOC Community Center

The JWOC Community Center, which now consists of one external classroom, the new community center and bathrooms and the office building, was a



Children’s weekly arts and crafts at the Community Center.

great success in 2009. The new community center looks wonderful and has been an amazing addition to JWOC and increased the number of classes we can hold as well as the range of classes. It is busy throughout the day from sewing class starting at 8am to English classes finishing at 6pm. It is also used by all the other projects for training and presentations. Some recent examples of its use are the first aid training for the scholarship students and all the steps of the microfinance loan process from info night to loan distribution.



JWOC's Wat Chork free classes include English, Kindergarten and Computer literacy.

Wat Chork

Wat Chork has continued to do okay this year. We have tried to increase the quality of the classes by introducing more materials there but because of its location it is not possible to watch over it and manage it in the same way that we can with all the classes here. We are now in a difficult situation in that we are nervous to increase resources or classes over there because they cannot be properly overseen and looked after and so we risk wasting money. We also tried later on in the year to build a new bathroom block and sinks there for our students and the monks to use but after initially being given permission, the size of the land made available by the monks became smaller and smaller and eventually there was not enough space to build anything. Therefore, we have three classrooms in which we cannot invest resources. Nor can we build the basic

toilet and hygiene facilities we need to educate the students there properly. We hope that it will be possible in the near future to consolidate all our classes at the community center where we will be able to provide better facilities for more students.

Aims in General for JWOC Free Classes in 2010

Our aims for 2010 are;

- to continue to increase the **quality** of all of our classes through further training and resources for our teachers.
- 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
- to continue to add to the **range of regular classes** we are able to offer through utilizing new local and foreign volunteer skills
- to find further ways to gain sponsorship for various classes to **increase donations** to this project
- 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.
- to **consolidate** our classes at one central location, if possible, to further increase quality through better management.
- to **evaluate, adapt and improve** the programme based on our experience and impact.

Emergency Relief

Fire Relief Loans (2007 & 2008)

\$11,092 collected with \$8,835 outstanding

Following the two village fires that occurred in 2007 and 2008 in local squatters' villages 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 going relatively well and as you can see we have continued to collect money throughout the year. Unfortunately, due to the nature of the villages and the villagers who were given these original loans it is difficult to predict our monthly repayment rate or how much of the original amount we will finally be able to collect.



JWOC Emergency Relief Loans in 2007 and 2008 enabled villagers to overcome the worst after effects of fires that destroyed dozens of homes.

Some borrowers have left the area and in some cases their houses are now being rented to new tenants. Some borrowers pay back fairly regularly and others face a crisis when someone in their family loses a job or gets sick and are unable to pay back for months and then suddenly start to repay. Makara,

the scholarship student who collects these loans every month, is doing a good job of following up on collections and recording them every month. He has also recently joined the microfinance project so that he can feel part of a team and learn further skills in the area of microfinance and loan collection. He has also been supported on some of his recent collection rounds by Vantha and Brandon.



Staff and scholarship students distributed thousands of items to families in need during the floods caused by Typhoon Ketsana.

Typhoon Ketsana - 2009

Donations Received: \$5,452.07

Funds Dispersed: \$5,330.57

Number of households who received aid: 600

Amount of fresh drinking water distributed: 30,400 Litres

2009 saw Typhoon Ketsana strike with devastating effect across Southeast Asia. While Siem Reap was not the worst affected province in Cambodia, the flooding was still extremely bad and affected homes, businesses and infrastructure for at least ten days. Those most affected, as is common during emergencies, were the poor and vulnerable including those who live in many of the squatters' villages surrounding JWOC. JWOC really showed what it does best by taking action as quickly as possible once the worst of the rain was over. With the hard-work of the JWOC staff, the new interns and scholarship students we were able to provide emergency

support, including mosquito nets, soap and rash cream to navigate the worst effects of the polluted water to around 600 households in three local villages. We were also able to provide more than 30,000 litres of fresh drinking water to the villages over the 5 worst days of the flooding.



Three life changing operations were made possible through JWOC's partnership with Operation Smile in December 2009.

Operation Smile (Nov – Dec 2009)

JWOC had a wonderful opportunity to partner with Operation Smile in 2009. One of our new interns, Sokhorn, with the help of volunteer from the US, Steve, was able to lead a successful trip to Operation Smile in Phnom Penh for four children with cleft lips and palates. 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. Three of the children were able to have successful life-changing operations. The one child who was not able to be operated on, because of her size, we hope will be able to return with JWOC's next Operation Smile trip in March 2010.

Aims for 2010

Fire Relief

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

- to continue to **support Makara** in his efforts to collect

Operation Smile

- to run more **successful trips** in March and May 2010.

In General

- to write and get approval for an emergency relief immediate **action plan and spending limit**
- to provide further **emergency training**, planning and implementation for staff and scholarship students
- to **evaluate, adapt and improve** the programme based on our experience and impact.

Volunteers

2009 was a great year for volunteers. We had a wide range from those who came to JWOC for just an afternoon to join a language class, through Journeys Within, to those who stayed with us for up to three months. We also had three university groups from West Point, Loyola Marymount and Oxford and Cambridge (TravelAid). Volunteers have been involved with all of JWOC's projects throughout the year. Some have focused on particular projects including; sewing, summer activities for children, grand opening organization, training materials preparation, film-making, one on one English classes and many more. Two long-term volunteers that stood out were Stephanie Finnigan who volunteered on microfinance earlier in the year and Steve Srey who helped towards the end of the year on Clean Water and capacity building. We have also had some wonderful Cambodian volunteers throughout the year. Their help is particularly exciting because it shows more young people becoming involved in volunteering in Cambodia and how well recognized the experience our students get on these projects is!



American-Khmer volunteer Steve Srey spent 2 months helping JWOC with its Clean Water project and capacity building for the staff.



A reading and drawing Library was introduced in Laos thanks to Classroom Sponsorship.

Laos

At the end of 2009
Scholarship Students: 5
Number of Free Classes: 5

All our projects in Laos did well in 2009. Unfortunately, we lost a few **scholarship students** during the year so we were only able to maintain the same number of students by the end of the year. We were able to share all the training and induction processes we have here with Nicole for her to implement the same in Laos. All the five current students are now new to the programme bar one which has made for a bit of a difficult start to the **free classes** for this year. We were again able to share our teacher training (including doing some training when we were there in April), books,

schedules, tests, materials, resources, ideas etc with Nicole so she could use everything in the school without repeating anything. The very positive news was that during the year we were able to secure our first classroom sponsorship in Laos, which has allowed the classrooms to get some of the resources they badly needed and for Nicole to set up a moving library/colouring class for some of the younger students. A new programme was also started in Laos – the **Village School Support** where we are partnering with Phik Noy Primary School (a local village school) to help them with the resources they and their students need.

Aims for 2010;

- to gradually **increase the number of scholarship students**
- to gradually **increase the number of free classes** (dependent on scholarship student numbers)
- to continue our original **support for Phik Noy Primary School** in the form of books, uniforms and bicycles
- to potentially assist **Phik Noy Primary School with the building of a new school building** (dependent on funding, village partnership and thus sustainability).



Two of our Scholarship students graduated in Myanmar in 2009 and six continue on to the next year.

Myanmar

At the end of 2009
Number of Scholarship Students: 6
Number of Scholarship Students who graduated: 2

2009 has been a good year for JWOC's support for the Mingalar Parahita Orphanage and our scholarship students in Myanmar. Two of our scholarship students graduated this year and we have continued to support the Orphanage in small ways. Tin, (Voluntary) JWOC Country Director, has done really well visiting the orphanage and reporting back to Philippa and Camilla on the scholarship students' voluntary time at the orphanage, their grades and overall JWOC expenses. We are looking forward to being able to take on some new students in 2010 and continue to support the Orphanage as well as finding new ways to support them.

Aims for 2010;

- to continue with our support for the **current scholarship students** and the orphanage
- to continue to **support Tin** in all he does on behalf of JWOC
- 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.**



Publicity

2009 has been a great year for JWOC in terms of ongoing publicity both in the local area and overseas. We have a wonderful new website up and running with 5,025 visits during the year. The website covers all areas of JWOC's work and is a great resource for JWOC for new and old donors and supporters alike as it is kept up to date with news, events, reports and our current needs. JWOC has also just created a Facebook page and a Facebook fan page where we will be able to start keeping more people up to date with what is going on at JWOC. In 2009 we also produced and sent out to all our mail lists two newsletters covering our projects and news. In the local area surrounding our office here in Cambodia, JWOC is also becoming more well-known. With our free classes increasing and all our students and staff wearing JWOC t-shirts whenever they go into the community for the microfinance project and the clean water project, more and more people are learning about JWOC and our services and everyday we have new potential beneficiaries coming to find out more about what we do.



JWOC introduced a brand new website in 2009!

Aims for 2010;

- to continue to **update the website** regularly
- to **add further information** about each of our programmes including their news, processes and reports
- to **add more feedback** from donors, beneficiaries and volunteers in different parts of the website
- to add photos, information to our **fan page on Facebook** and keep it up to date
- to **improve JWOC's visibility on the internet**, for example, through Google Grants (free advertising for non-profits through Google)
- 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.

We are excited about 2010 and can't wait to share our achievements with you but we need support. To read what our latest needs are [click here](#). To learn more about our programmes or if you have any specific questions, please visit our [website](#) or email info@journeyswithinourcommunity.org.



Acknowledgments

Thank you to all our 2009 donors and supporters:

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We also want to make sure to recognize the wider JWOC team that helps to make everything possible. This includes the members of the JWOC Board, Executive Directors, Brandon and Andrea, our staff in Cambodia, Vantha our Office Manager, our specific project staff and interns; Boret, Sokhorn and Somit, our support staff; Sokha, Sarann and Chhouet, Nicole and Phaeng in Laos and Tin in Myanmar and of course all the scholarship students and our volunteers!

