



To the Matanel Foundation,

We are excited to summarize a year of joint activity at 23-24.

During this period, we were able to produce significant intergenerational connections and reduce the loneliness of the senior citizens who participated in our activities.

In response to the crisis on October 7th, Hiburim 20-80 swiftly mobilized its resources and intensified its efforts to support older adults in affected areas. Despite the challenges posed by the ongoing conflict, the organization remained committed to its mission of alleviating isolation and providing essential assistance to vulnerable members of the community.

In this report we will summarize our activities of the last year.

Sincerely,

Natali Matari.

Summary of the activity:

- 126 Constant connections - 5% of the connections made
- Connection dosends of a young volunteer to a senior citizen in the community, performing a follow-up and mutual feedback to the young and old at the end of the meeting.
- Leading a team of volunteers - each volunteer invests at least 3 hours a week in conversations with dozens of senior citizens in order to alleviate loneliness and connect them with young people from the community for spot assistance and social gatherings.
- Providing an additional solution if necessary to incapacitated senior citizens - connecting with professionals from the community for repairs and renovations to the home, transportation in taxis and deliveries of food packages.
- Measurement and evaluation program of the program - feedback to senior citizens and measurement of the impact of the activity.

quarterly:	Calls for the call center:	Number of referrals from senior citizens:	Number of intergenerational encounters:	Percentage response:
Q4: July-September 2023	2,012	698	488	70%
Q4: October-December 2023	5,086	1394	1,115	80%
Q1: January-March	2,447	753	602	80%



2024				
Q2: April-May 2024	1,662	405	324	80%
Total:	11,207	3,250	2,529	78%

Our Activity at the “Harabot Barzel” war:

1. Strengthening Call Center Operations:

Recognizing the urgent need for support, Hiburim bolstered its call center operations to ensure a prompt and efficient response to the increasing number of inquiries from older adults. The organization recruited over 20 volunteers to augment its existing workforce, enabling it to handle a surge in calls and provide timely assistance to those in need.

2. Collaboration with Authorities:

Hiburim proactively reached out to various authorities to offer its services and extend assistance to older citizens affected by the crisis. By forging partnerships with local authorities, the organization aimed to leverage its resources and expertise to address the evolving needs of the community.

3. Assistance to Elder Citizens:

Amidst the turmoil of the conflict, Hiburim extended its support to elder citizens with limited means, facilitating their access to essential necessities when they were unable to procure them independently. This intervention aimed to alleviate the hardships faced by vulnerable individuals and ensure their well-being during challenging times.

4. Impact and Outreach:

Since the onset of the conflict, Hiburim has received over 7,000 calls to its call center and handled more than 1,600 inquiries from older adults seeking assistance. These figures underscore the critical role played by the organization in responding to the needs of the elderly population during times of crisis.

5. Focus on Affected Authorities:

In light of the impact of the conflict on specific regions, we strategically decided to implement our activities in the authorities most affected by the war. Currently, the organization is actively engaged with Ofakin and Ashkelon, deploying community coordinators to facilitate its work within these communities.