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PREFACE

Since September 2000, the cycle of violence and destruction affecting the occupied Palestinian territory remains unbroken. Despite sporadic moments of fledgling hope, the last six months have not given rise to much optimism: the Palestinians have seen mostly more destruction of houses, shelters and arable land, loss of livelihoods, as well as high levels of civilian casualties in their midst.

The suffering goes beyond the cold statistics one hears and the learned explanations of analysts. It concerns individual human beings, often wholly bereft of any relation to the ongoing battle raging around them, women, children, even the elderly. This dimension appears starkly clear when visiting the refugee camps in the aftermath of the violence, in seeing the shocked incomprehension on the faces of so many. Then one is struck by the unbearable misery that has engulfed an entire population: frustration, humiliation and despair.

In these circumstances, what has perhaps impressed me most is the astounding endurance of Palestinian society. Buffeted by forces it cannot contain, the Palestinian social fabric has not yet unravelled, its resistance supported by the population's strongly-held societal values and an inherent sense of moral decency. In fact, solidarity is so strong that in itself it has been a central factor in the coping strategies of the Palestinians.

Within Palestinian society the refugees are undoubtedly the most vulnerable group. More than any other agency, UNRWA's proximity to the refugee population in the occupied Palestinian territory is crucial to its ability to implement its mandate: this closeness enables our staff constantly to ascertain and monitor the needs of the refugees, as these are perceived by the beneficiaries themselves. Indeed, we are comforted by the findings of serious external studies which have supported UNRWA's approach in the current emergency, and these findings have helped shape the contents of the appeal before you.

The feedback obtained has led the Agency to adopt a two-pronged approach in its emergency appeal for the second half of 2003: addressing the refugee population's basic needs through inter alia food aid and shelter repairs on the one hand, and implementing activities addressing the longer term effects of the current situation on the other: infrastructure maintenance through emergency employment generation, remedial education and psycho-social support continue to play an important role in attempting to prevent or repair large scale damage to physical and human capital.

The response to our earlier appeals has been generous, and we are immensely grateful to all those who have made it possible for the Agency to launch and sustain this major effort to ameliorate the situation of the Palestine refugees and to ensure their survival. Still, we are facing increasing challenges to find the funds necessary to implement this emergency programme: contributions are lagging behind what we feel is the bare minimum required to address the refugees' most basic needs. I therefore appeal to you to continue to enable UNRWA to continue to provide the assistance, which the Palestine refugees so badly need.

Peter Hansen
Commissioner General



BACKGROUND

Since September 2000, the occupied Palestinian territory (oPt) has been the scene of misery, despair and almost daily bloodshed for Palestinians - refugees and non-refugees alike. As of this writing, ongoing military incursions by the Israeli military have left 2,313 dead and tens of thousands injured in the West Bank and Gaza Strip. A collapse in the economy has tripled poverty rates since the start of the crisis. These now exceed 60 percent. The impact has been devastating, with a steep decline in living standards and a consequent increase in rates of malnutrition and other medical complaints.

With the help of the international community, UNRWA has been able to provide a comprehensive emergency programme that has met not only the immediate needs of beneficiaries. It has also maintained the building blocks necessary for the reconstruction of the oPt when the crisis finally ends.

The Agency has attempted to provide a viable safety net for tens of thousands of refugee families. Food aid, in the form of supplementary "baskets" of essential commodities, and selective cash assistance have prevented widespread starvation and assisted families facing severe economic hardship.

Innovative education programmes focusing on remedial learning, after school activities, and psychosocial help have been developed and implemented. These programmes not only ease the tension and despair faced by children but also minimise the longer term damage to their mental health.

Over half the Palestinian population in the West Bank and Gaza Strip is today unemployed. The recent easing of restrictions on work permits by the Israeli Government for some 150,000 persons will have only a marginal impact. Emergency job-creation schemes managed by UNRWA have provided direct and indirect employment. The schemes have allowed additional staff to be recruited, to provide additional services to refugees in key areas, notably health care and education, and to be employed on essential infrastructure projects in the community.

Finally, UNRWA has been able to meet some of the growing demand for assistance from those whose shelters were destroyed or damaged, through a comprehensive repair and rebuilding programme. The shortage of suitable land in the Gaza Strip and the pace at which shelters have been destroyed are serious challenges.

The first three months of 2003 saw an unparalleled rate of shelter destruction within the Gaza Strip. More than 300 families were made homeless during this period and countless more have had their shelters damaged by Israeli attacks. The backlog for the rebuilding programme in the Gaza Strip alone is more than 700 shelters.

UNRWA's assistance has been recognised and appreciated. A new study by the University of Geneva, funded by the Swiss Development Corporation, surveyed Palestinian perceptions of their living conditions during the second half of 2002. It notes that the satisfaction rate with the emergency help provided by the Agency was 65 percent - an exceptionally high rate of approval by any standards, and, in particular, under the circumstances they face.

This said, health indicators suggest that UNRWA's food aid programme has not gone far enough in preventing chronic malnutrition, with children being those most affected. The Agency's food aid programme needs to be able to respond to the worsening deprivation. If donor resources permit, additional items beyond



BACKGROUND

those specified in this Appeal, for instance animal protein in the form of canned meat, will be highly desirable.

This new Appeal, covering the period July - December 2003, provides a comprehensive programme in response to the grave humanitarian situation faced by Palestine refugees. The 1.55 million who are resident today in the occupied Palestine territories are approaching three full years of what can only be characterised as collective punishment. This has prevented many from enjoying the basic rights provided for in UN conventions: a roof over their heads, sufficient food and the rights to employment and adequate medical care.

Fully funded, this Appeal will help prevent a further decline in living standards and provide a platform for rebuilding when the time comes. Conversely, without an appropriate level of funding, the Agency will be obliged to stretch out the programmes or make selective cuts. The result will be growing levels of malnutrition, shelters remaining unbuilt, families left homeless as winter approaches; and the lack of some of the most basic services that all of us should be able to take for granted.

Coordination

To ensure the best possible emergency programme to Palestine refugees within the oPt, UNRWA recognises the importance of coordinating its response with the Palestinian Authority and a range of other UN agencies, the ICRC and NGOs. Effective coordination with these organisations minimises the potential for duplication and reduces the service gaps that might otherwise appear in the Agency's emergency response. In late 2002, the UN Technical Assessment Mission prepared the 2003 Humanitarian Action Plan for the oPt with significant input from UNRWA. The Agency's Emergency Appeal for July - December 2003 is largely reflected within the Action Plan. UNRWA will continue its lead role of the Operations Coordination Group in the Gaza Strip and the West Bank and actively participate in a range of coordination groups and bodies working in the region including the Humanitarian Task Force for Emergency Needs.





UNRWA'S EMERGENCY RESPONSE



EMERGENCY FOOD AID

Household incomes have been decimated as a result of the collapse of the economy within the West Bank and Gaza Strip and it is beyond the means of many households to procure even the most basic commodities. This in turn has provoked a serious increase in malnutrition rates amongst refugees, in particular children. A 2002 nutritional survey of the oPt conducted jointly by Johns Hopkins University, CARE International, ANERA and others, with funding from USAID, found that malnutrition among children under five had reached emergency levels, with the prevalence of moderate and severe malnutrition at 13.3% in the Gaza Strip and 4.3% in the West Bank. Rates of chronic malnutrition for the same age group stood at 17.5% for the Gaza Strip and 7.9% in the West Bank. For women, the USAID study indicated that 63.3 percent of those sampled had a 24-hour calorie intake of less than 80 percent of the recommended daily intake.

To stem the decline in nutritional standards within the refugee community, UNRWA will continue to provide emergency food distributions under the current appeal. Funding shortfalls prevented an expansion of the food aid programme to the extent planned in the first half of 2003. If donor funding permits, UNRWA remains committed to increasing the nutritional value of the food baskets to ensure that they address the serious decline in the health of the refugee community. Therefore under the new appeal, families will receive enhanced food parcels with a higher nutritional value.

The Agency has already begun distributing iron-fortified flour under its regular and emergency food aid programmes. Chickpeas are also included in the new parcel. To ensure that every beneficiary gets more or less the same amount of food, the quantities of the commodities included in each parcel vary according to the family size.

The findings of recent research suggest that additional sources of protein are required to meet the nutritional needs of refugees in the oPt. For this reason, in addition to the food basket budgeted in this Appeal, UNRWA is requesting from donors in-kind assistance of commodities providing animal protein, for example canned fish, corned beef and other similar products acceptable to the population. These items would be provided as a supplement to families on an ad hoc basis. UNRWA also wishes to continue to distribute, on an ad hoc basis, bread and tinned food at times of extreme crisis. These commodities will be distributed quickly for immediate use mainly after prolonged curfews in the West Bank.

In order to minimise the potentially damaging effect of UNRWA's food aid programme on local oil production in the West Bank, the Agency plans to purchase more than half a million litres of locally produced olive oil as a partial substitute for cooking oil. The scheme will inject \$1.6 million into the local economy during the second half of 2003, providing an income to farmers in the West Bank who, because of closures and other restrictions on movement, have been unable to market the olive oil they produce.⁽¹⁾

A target number of 127,000 families will benefit from the Agency's emergency food aid operation in the Gaza Strip. This figure includes a small number of non-refugee families residing in areas under strict siege or whose homes have been demolished during Israeli military operations. Assistance will be provided in co-ordination with the WFP and the Palestinian Authority. Each of the four rounds of food distribution under the new appeal will be completed in 45 days.

The new appeal sees an expansion of the programme in the West Bank from 90,000 families to a total of 100,500 families. Assistance will be provided to a limited

(1) There is no major olive oil production in the Gaza Strip, therefore this programme is restricted to the West Bank.



EMERGENCY FOOD AID

number of Special Hardship Cases and non-refugee families who currently do not receive assistance from other agencies, but who live in localities in which refugees are being assisted.

As in previous appeals, families with regular income - be it from ongoing employment or earnings from property or business - are not eligible for assistance under the programme. Food aid is being provided to families who have lost their income or whose income has been seriously disrupted and has dropped below the poverty line.

Emergency Food Aid					
Description	West Bank		Gaza Strip		Total USD
	Target no. households	Amount USD	Target no. households	Amount USD	
Food procurement, packing and distribution	100,500	12,395,173	127,000	15,501,005	27,896,178
Tinned food parcels	20,000	630,000		NA	630,000
Sub total		13,025,173		15,501,005	28,526,178
PSC 12%		1,563,021		1,860,120	3,423,141
VAT		204,424		NA	204,424
Total		14,792,618		17,361,125	32,153,743





EMERGENCY EMPLOYMENT GENERATION

A March 2003 study conducted by the World Bank found that unemployment had reached levels exceeding 50% across the oPt, with higher peaks in certain areas, particularly in the Gaza Strip.⁽²⁾ These now chronic rates of joblessness have resulted in an ongoing deterioration of family living standards and have a detrimental impact upon the well being of communities as a whole. UNRWA will continue to give high priority to employment generation, both directly through recruitment within the Agency and indirectly through public works undertaken via private sector contracts or community-based projects. By providing or promoting temporary employment, the Agency will put a significant cash injection into the economy and create assets for the local community. Temporary employment also has indirect benefits include maintaining the work ethic and providing meaningful activity for the unemployed.

Direct hire

UNRWA has hired 36,491 people since the start of the Emergency Appeals in late 2000. These employees have been able to support over one quarter of a million direct and indirect dependants.



A total of 849,072 workdays will be created under the Agency's emergency employment generation programme during the next six month Appeal duration (75 percent in the Gaza Strip and 25 percent in the West Bank). To ensure that work opportunities are spread broadly, the majority of those hired under the programme, including medical personnel, administrative staff, labourers and guards, serve for a maximum period of three months. Professionals, such as engineers, health specialists, social workers, teachers, sanitation and food distribution supervisors, may serve for the length of a specific project or operation.

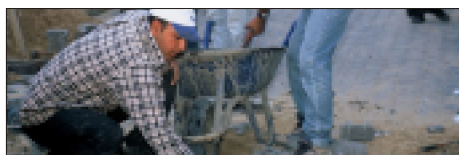
The programme in the Gaza Strip includes labourers and qualified professionals for institutions outside UNRWA, including community rehabilitation centres supported by UNRWA and other local institutions providing relief and social aid to the community. While the main objective will be to generate income for the unemployed, these institutions will be provided with additional support for the delivery of services to the Palestinian community. The Agency will be responsible for hiring and paying these people directly and has established a close monitoring mechanism to ensure proper implementation of the programme.

Indirect hire

The indirect hire programme provides short-term employment opportunities through private-sector contracts for works that can be started quickly. This includes maintenance of UNRWA installations, paving of alleyways in refugee camps and rehabilitation of refugee shelters. Medium-term job opportunities will also be generated through larger contracts for the reconstruction/construction of UNRWA schools or additional classrooms. These activities will provide secondary economic benefits by creating opportunities for local Palestinian businesses supplying and manufacturing materials and fittings for the construction sector.

By contracting out more of its priority projects in the Gaza Strip, more than 130,000 days of urgently needed temporary employment opportunities will be generated. This will help counteract the devastating effects of the current crisis on the local economy. Reconstruction of three schools and 42 additional classrooms/administration units will commence under this appeal. In addition

⁽²⁾ The World Bank, Two Years of Intifada, Closures, and Palestinian Economic Crisis, March 2003.



EMERGENCY EMPLOYMENT GENERATION

reconstruction of 150 shelters for Special Hardship Case families and a number of maintenance, paving and other public works programmes will be undertaken.

In light of severe local restrictions on freedom of movement and frequent prolonged curfews in the West Bank, UNRWA has curtailed its job creation programme through private contracting companies. In 2002, construction and maintenance projects saw serious delays when either construction materials were in short supply or workers were unable to reach job sites. In the second half of 2003, UNRWA proposes to carry out contractual maintenance works at schools, vocational training centres, health clinics and administration installations, resulting in 34,578 days of work.

In the West Bank, the Agency has enjoyed greater success with its community-based approach to the job creation programme, largely because the work has been confined to the refugee camps and residents of the camps themselves were employed on them. The Agency will continue this programme in the second half of 2003. An estimated 58,550 days of work will result in the construction of 167,854m² of pathways, 17,700 metres of drains and 16,200m² of retaining walls.

Emergency Employment Creation					
Description	West Bank		Gaza Strip		Total USD
	Job opportunity days	Amount USD	Job opportunity days	Amount USD	
Short term employment within UNRWA	207,232	2,597,622	625,976	6,769,361	9,366,983
Short term employment outside UNRWA	NA	-	27,768	283,789	283,789
Direct hire to tal	207,232	2,597,622	653,744	7,053,150	9,650,772
Community based projects in villages and camps	58,550	2,430,426	NA	-	2,430,426
Private sector contracting	34,578	2,003,120	130,019	8,739,767	10,742,887
Indirect hire total	93,128	4,433,546	130,019	8,739,767	13,173,313
Sub total		7,031,168		15,792,917	22,824,085
PSC 12 %		843,740		1,895,150	2,738,890
VAT		340,530		NA	340,530
Total		8,215,438		17,688,067	25,903,505





EMERGENCY SHELTER REPAIR & RECONSTRUCTION

A total of 834 shelters accommodating 1,110 refugee families (1090 of them eligible according to the Agency's criteria) were completely demolished or damaged beyond repair in the Gaza Strip between September 2000 and March 2003 as a consequence of Israeli military activities. The first three months of 2003 saw a dramatic increase in the scale of destruction in the Gaza Strip, with 350 families made homeless as a result of military activity. A further 466 families experienced significant damage to their shelters during the same period, accounting for more than a third of the total number of families (1,345) affected since September 2000.

Since September 2000 a total of 13,131 families have sustained varying degrees of damage to their shelters from heavy weaponry, including tanks, attack helicopters and armoured bulldozers used in assaults on densely populated neighbourhoods in the West Bank. IDF incursions and attacks take different forms in the Gaza Strip and the West Bank, resulting in differing needs between the two fields. Shelters in the West Bank incur a higher rate of repairable damage, whilst there is a significantly higher number of houses that are completely destroyed in the Gaza Strip.

Emergency shelter repair

UNRWA has now assisted 10,361 families in the West Bank to undertake basic repair work on their shelters since the start of the current crisis. A further 128 families have been able to undertake structural repair on badly damaged shelters with the help of the Agency. When taking into account unmet needs and the likelihood for further damage, the Agency predicts that support will need to be provided to 2500 families over the new appeal period in the West Bank alone. Average grants of approximately \$300 will be made available to families meeting the Agency's criteria for assistance. This requires a total of \$750,000.

While UNRWA was able to repair shelters for almost five hundred families from the Gaza Strip in the first three months of 2003, a further 726 shelters remain in need of repair. The new appeal will meet this backlog and the needs of families who are likely to be affected up until the start of the new appeal. A total of 918 shelters will therefore be repaired under the new appeal. In both fields, UNRWA has a strict mechanism for evaluating the eligibility of potential recipients and for assessing the extent of damage and the support offered.

Re-housing

UNRWA has rebuilt 99 shelters belonging to 102 refugee families in the Gaza Strip since September 2000 with a further 160 shelters currently under construction accommodating 164 families. However the escalation of shelter destruction by the Israelis has meant that as of March 2003, 831 shelters, accommodating 844 families remain to be built, whereas funds were only available for 226 shelters.⁽³⁾ Families whose houses were demolished have been living between tents, donated by several humanitarian organisations, and relatives' homes or rented flats. In the Gaza Strip, UNRWA will commence the rebuilding of 764 shelters during the period of this Appeal. The Palestinian Ministry of Housing and the Land Authority are providing the Agency with alternate housing sites for these families away from areas that are still subjected to security threats.

Due to the limited funds available for this activity and the scarcity of land resources in the Gaza Strip, in an innovative response, the Agency is providing multi-storied buildings for extended families, one flat for each family, up to a maximum of three floors.

⁽³⁾ Extended families (one or more married sons) who use to live in one house, have been offered a house of their own. Individuals, including single parents, however, were accommodated with one of their close relatives.



EMERGENCY SHELTER REPAIR & RECONSTRUCTION



By the end of March 2003, the West Bank had seen a total of 175 shelters completely destroyed. During the same period UNRWA has provided funds to enable 139 families to rebuild their shelters. These figures do not include dwellings in the Jenin refugee camp, where 430 housing units were completely destroyed and which are being rebuilt under a separate donation. It is difficult to predict the possible extent of destruction to shelters during the new appeal period. Based on past experience and current unmet need, the Agency is appealing for funds to enable the reconstruction of 50 shelters. Families will be offered up to \$10,000 in assistance for this purpose; in addition the Agency will cover some of the costs associated with renting alternative housing and buying basic household items.

UNRWA will also continue to provide refugee families whose dwellings have been demolished or damaged beyond repair, with tents, mattresses, blankets, mats, cooking utensils and food baskets. To be entitled for assistance under the Agency's re-housing programme, affected families must have been occupying the affected dwelling at the time of demolition and own no alternative accommodation.

Emergency Shelter Repair and Reconstruction					
Description	West Bank		Gaza Strip		Total USD
	Target no. households	Amount USD	Target no. households	Amount USD	
Re-housing	50	600,000	764	17,695,351	18,295,351
Shelter repair	2,500	750,000	918	1,332,739	2,082,739
Emergency household items		94,400		190,000	284,400
Sub total		1,444,400		19,218,090	20,662,490
PSC 12%		173,328		2,306,171	2,479,499
VAT		-		-	-
Total		1,617,728		21,524,261	23,141,989





EMERGENCY RELIEF AND SOCIAL ASSISTANCE

Selective cash and in-kind assistance

The number of people living in poverty in the oPt has more than tripled since September 2000 to approximately 2 million people. In March 2003, the World Bank reported that 60 percent of the population in the West Bank and Gaza Strip was living under the poverty line and surviving on less than \$2 per day. The Agency increasingly finds that it is assisting families who are destitute and consequently completely reliant on external aid for their basic needs. Due to shortfalls in contributions, UNRWA was not able to expand its cash assistance programme in the first half of 2003 as planned. Under the new appeal, the Agency intends to provide \$10.5 million in cash and in-kind assistance to families in the West Bank and Gaza Strip. In the majority of cases, this financial aid is used to cover the costs of additional foodstuffs, clothing and schooling. In others, it is used to buy cooking gas, or to replace damaged household effects.

Depending on need, grants will be offered to approximately 10,000 families in the West Bank and 6,000 families in the Gaza Strip during the Appeal programme. The agency will also procure school clothes, shoes, school bags and stationery for distribution to 55,000 children in the Gaza Strip and 9,000 children in the West Bank to meet the needs of a growing number of families no longer capable of buying basic school necessities for their children.

In general, cash assistance is extended to families who have lost their source of income and are therefore unable to meet urgent expenses. Priorities of the programme include families displaced as a result of Israeli incursions, requiring assistance to repair damaged shelters, the costs associated with relocation, or in need of support to cover post-injury care expenses. Help is also provided to families registered as Special Hardship Cases who can no longer look to members of their extended families or to charities for financial assistance. Limited funds will also be available to support the growing number of families unable to meet expenses related to their children's tertiary education. The amount of each grant is determined by UNRWA's social workers after a careful assessment of the household's financial situation, taking into consideration income prior to September 2000 and any assistance from other sources.



(4) The World Bank, Two Years of Intifada, Closures, and Palestinian Economic Crisis, March 2003.

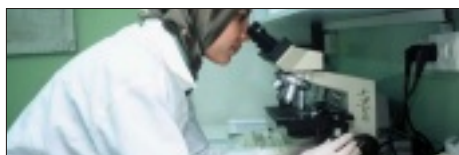


EMERGENCY RELIEF AND SOCIAL ASSISTANCE

Financial support to community rehabilitation centres

UNRWA-supported community rehabilitation centres that provide relief and social services in the Gaza Strip have been seriously affected by the current economic crisis. People are no longer capable of paying fees in return for their participation in the income-generating activities offered by these organisations. The deteriorating economic and social conditions have also reduced the number of people willing to provide volunteer services at these organisations. To help sustain the services provided by these centres, viewed by the Agency as being essential to the entire community, and to cope with the increased numbers of persons injured and disabled, financial support is urgently required. UNRWA intends under this appeal to provide these institutions with direct cash support. Amounts will depend on the types and scale of activities offered by these organisations and their financial situation but \$42,000 will be distributed amongst seven UNRWA supported community rehabilitation centres.

Emergency Relief and Social Assistance					
Description	West Bank		Gaza Strip		Total USD
	Expected beneficiaries	Amount USD	Expected beneficiaries	Amount USD	
Selective cash and in-kind assistance	10,000 families 9,000 school children	6,705,000	6000 Families 55,000 school children	3,450,000	10,155,000
Post-injury physical and social needs	Approx. 650 individuals	543,000		-	543,000
Support to local Community Rehabilitation Centres	NA	-	seven centres	42,000	42,000
Sub total		7,248,000		3,492,000	10,740,000
PSC 12 %		869,760		419,040	1,288,800
VAT		-		-	-
Total		8,117,760		3,911,040	12,028,800



EMERGENCY HEALTH

With approximately 1,600 workdays for health staff lost in the West Bank and Gaza Strip in the first three months of 2003, the Agency's ability to provide services continues to be disrupted by closures and curfews, at a time when services are most needed.

Evidence-based information established through UNRWA rapid assessments and USAID bi-weekly monitoring reports identified serious breakdowns in health service delivery and quality due to problems of mobility and access, including a drop in attendance of women and children for ante-natal care, growth monitoring and immunisations. Coupled with the problems of malnutrition and micronutrient deficiencies, such as high prevalence of iron deficiency anaemia, the breakdown in preventive services could have long-term adverse consequences on the health status of women and children and needs to be addressed through immediate interventions. Unlike preventive services, the demand for UNRWA out-patient medical services had increased by 61 per cent in Gaza and 36 per cent in the West Bank since the beginning of the humanitarian crisis, because those who were previously able to use the services of other care providers turned to UNRWA. This increase in the demand for curative services had resulted in a marked increase in the workload of medical staff reaching an average of 126 medical consultations per doctor per day in Gaza Strip and was matched by an increase in the consumption of medical supplies.

Supplementary staff

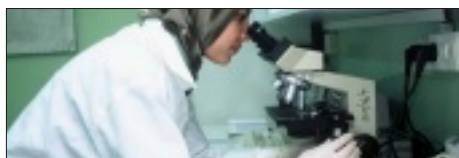
To meet the additional demand for health services, 191 additional staff in the West Bank and 150 in the Gaza Strip will be maintained under this appeal to work in UNRWA health facilities. This activity is funded under the Direct Hire component of the Appeal and provides for health care and support personnel including physicians, dental surgeons, nurses, midwives, physiotherapists, clerks and cleaners.

Medical supplies

The Agency will continue to procure additional medical supplies, including prescription drugs, laboratory reagents, antiseptics, physiotherapy accessories and disposable items such as syringes to meet the increased demand for health services. Approximately \$800,000 is required to adequately support both the Gaza Strip and the West Bank in this area.

Mobile clinics

The continuing restrictions on freedom of movement will make it necessary for the Agency to maintain mobile health clinics for residents of isolated villages of the West Bank. During the first quarter of 2003, the clinic staff saw 6661 patients, including many with chronic illnesses. The five mobile clinics will continue to offer an expanded range of services, including care for those suffering from non-communicable diseases, and the provision of vaccinations and antenatal care. The Mobile Clinics will be partially staffed from the Direct Hire programme and use supplies from the Medical Supplies component of this Appeal.



EMERGENCY HEALTH

Hospitalisation

Current restrictions on freedom of movement have prevented many refugees in the West Bank from reaching those hospitals where UNRWA contracts services on their behalf. To ensure that refugees have access to secondary care, contracts have been established with hospitals in Jenin, Ramallah and Nablus to provide medical and surgical services, and in one location, cardiac care. Even when refugees are treated in hospitals under contract to UNRWA, an increasing number are unable to pay their required share of the cost of treatment. At risk to their health, approximately 20 percent of patients are curtailing their stay in hospital, because they cannot afford the cost. Since November 2002, UNRWA had settled hospital bills for 758 patients who had been treated either in hospitals where UNRWA does not contract services or in hospitals under contract to UNRWA, but where the procedure performed is not covered. A total of \$500,000 is requested under this appeal to meet the growing demands in this area.

Physiotherapy services



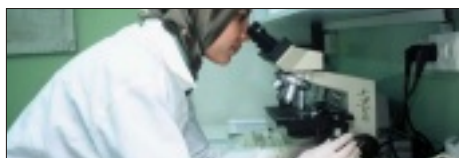
Research undertaken by UNRWA highlights the large number of refugees who have sustained a disability as a result of the current crisis. A large proportion of this group require ongoing physiotherapy services. UNRWA operates physiotherapy clinics in health centres in six refugee camps in the West Bank. Under the new appeal, 14 physiotherapists/assistants will continue the provision of an outreach service for patients in eight other refugee camps. Six additional physiotherapists will also be maintained in the Gaza Strip to provide services for crisis-related cases. From October 2002 to March 2003 a total of 1365 new patients sought treatment in the Agency's physiotherapy clinics in the West Bank with a further 2,258 patients in the Gaza Strip.

Post-injury physical and social needs

A comprehensive survey investigating the number of Palestinians injured in the West Bank and documenting the type of post injury needs was completed by UNRWA in 2002. The research found that by end of July 2002, 1504 refugees had sustained a disability in the course of the current crisis. Eighty eight percent of this group were male with a third being the head of the family.

As of March 2003, UNRWA has assisted 853 people with disabilities in the West Bank with prosthetic devices, home modifications and vocational or other specialised rehabilitation services. While offering services to those newly disabled, the Agency has also assisted an increasing number of families who might have been able to provide for the needs of a disabled family member previously but can no longer afford to do so. Many can not now meet the cost of hearing aids, physical or vocational therapy, wheelchairs, or prosthetic devices. The unmet needs continue to grow with 1,150 newly disabled and a further 3,000 people with existing disabilities requiring UNRWA services.

UNRWA will provide an integrated package of assistance during the second half of 2003. This will take the form of physical rehabilitation, counselling, vocational rehabilitation, prosthetic devices and modifications to homes, including toilets, bathrooms, kitchens and entrances. Up to 650 people with disabilities will benefit from these services in the West Bank. Additional services will be provided through Children Rehabilitation Centres and in coordination with local NGOs and the Palestinian Authority.



EMERGENCY HEALTH

Environmental health



Responsibility for environmental health in the West Bank's 19 and the Gaza Strip's eight refugee camps rests with UNRWA. Ongoing closures have frequently prevented trucks from transporting camp waste to dumpsites, thus posing a health risk to residents. The new appeal allows for the additional temporary sanitation labourers employed in both fields to be maintained. Additional skip lift trucks unfunded from earlier appeals will be procured for use in the Nablus area, where closure and curfews have most severely interrupted sanitation services. In the Gaza Strip, external contractors specialised in the removal of solid waste and construction debris will be hired.

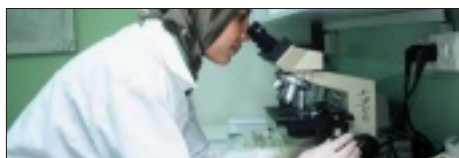
The risk of contamination of water supplies from broken sewage lines remains high. To respond to this and other related public health threats in the Gaza Strip, UNRWA will develop a mobile sanitation workshop under the new appeal. The mobile workshop, containing a vehicle, crane, tools and spare parts, will allow sanitation inspectors to rapidly repair chlorinating units and water supply networks. Where necessary, the Agency will deploy water tankers at several health centres to ensure an uninterrupted supply of potable water.

UNRWA has also secured the services of a WHO consultant for assessment of needs and development of technical designs for rehabilitation of water, sewerage, drainage and roads as part of Jenin camp reconstruction project.

Psychological counselling



Armed conflict and the tight regime of closure, poverty and prolonged curfews is the source of acute psychological stress for Palestinians, both adults and children alike. The signs of stress - particularly with children - are readily apparent. The Agency provides a range of services aimed at promoting the development of constructive coping mechanisms for refugees in crisis situations and preventing long-term psychological consequences. Programmes targeting schools, health centres, social services and community-based centres are currently underway. School based programmes initially focus on teaching staff, assisting them to develop coping mechanisms to enable them to support themselves and therefore children under their care. Group counselling is provided to every class that has been affected by violence with individual sessions offered to children who require special attention. In addition, the programme offers a range of services to adults in the oPt. This includes group-counselling sessions aimed at a range of different target groups and individual counselling where necessary. The Agency recognises that even if there is a cessation of hostilities, this work will need to continue for the foreseeable future. To ensure adequate therapeutic follow up, UNRWA is requesting a commitment for funding from interested donors willing to support the programme throughout 2004.



EMERGENCY HEALTH

Emergency Health			
Description	West Bank	Gaza Strip	Total USD
	Amount USD	Amount USD	
Procurement of medical supplies	200,000	600,000	800,000
Hospitalisation services	500,000	-	500,000
Environmental Health	207,800	245,000	452,800
Psychosocial programme	1,150,000	2,527,674	3,677,674
Sub total	2,057,800	3,372,674	5,430,474
VAT	34,000		34,000
PSC 12%	246,936	404,721	651,657
Total	2,338,736	3,777,395	6,116,131





EMERGENCY EDUCATION

For the third consecutive year, schooling within the oPt is being severely disrupted by curfews, closures and violence. All too often violence breaks out in the vicinity of UNRWA's schools. On several occasions, children have been at their desks when their schools were strafed by gunfire, or teargas was lobbed into the grounds. Curfews and closures have resulted in many teachers being unable to reach their workplaces. UNRWA attempts to minimise disruptions in schooling in the West Bank and the Gaza Strip resulting from restrictions on movement. The Agency reassigns teachers to schools closer to their homes and hires additional teachers to take the place of those unable to reach their workplaces. Despite these initiatives, 31,874 teacher days were lost from September 2002 through to March 2003 in UNRWA's West Bank schools with a further 4,894 in the Gaza Strip. As a consequence of frequent disruptions there has been a marked deterioration in test scores in Arabic, English and mathematics. UNRWA anticipates that students' skills will erode further and that many will be ill prepared to continue their education. This poses two key challenges, which this appeal intends to address:

1. The extent and frequency of on-going disruption to children's education resulting in fragmented learning, lack of continuity and progression in learning and the resulting de-motivation.
2. The emotional stress and trauma children are experiencing as a result of isolation and exposure to violence.

There are essentially two components to the response:

1. To provide a stand-alone distance learning package to ensure children's continued engagement with the learning process.
2. To provide emotional support and strategies for stress management as well as activities to compensate for the lost time.



Remedial education

The Remedial Education programme is designed to provide additional support for those students particularly affected by the on going disruption to their learning. Under this appeal, the Agency will appoint additional teachers or compensate for overtime to existing teachers to provide additional classes in key subjects such as Arabic, mathematics and English.⁽⁵⁾ These classes will be provided to 40,000 pupils in grades three to nine in the Gaza Strip over a period of eight weeks. Wherever possible in the Gaza Strip, students' regular teachers will conduct the additional periods after normal school hours to ensure consistency and adequate follow through with students. The teachers and head teachers concerned will be remunerated for the extra hours worked. In the West Bank, UNRWA plans to recruit 190 teachers, two for each of its 95 schools during the next academic year. All students enrolled in grades one to seven will first be tested to assess their strength in each skill area. Those with low scores will attend remedial sessions in lieu of their regular classes.

(5) Remedial English classes are only offered in the Gaza Strip.



EMERGENCY EDUCATION

Development of self standing, distance learning materials

Closures and curfews have left many children confined to their homes in the West Bank and various parts of the Gaza Strip. The number of students with special education needs is increasing and those already identified with learning disabilities are not receiving sufficient attention. Under the last appeal, the Agency sought funds for the development of a distance learning programme. Additional programmes outside the classroom are needed to ensure that students are adequately prepared to continue their studies. Unfortunately a shortfall in contributions have prevented the Agency from developing this important initiative further. Under the new appeal, self-standing learning packages for students confined to their homes will be developed, based on the remedial education materials already prepared by the Agency.



Extra Curricular Activities

Exposure to violence and the stress associated with curfews and closures has had a devastating impact on children in the oPt. To help mitigate these problems, the Agency will organise after-school activities at a number of its schools in Gaza and the West Bank. The programme aims to provide a constructive alternative to the violence with which pupils are confronted on an almost daily basis; to help them use their free time more purposefully; and to keep them out of areas of conflict. The activities promote concepts such as teamwork, tolerance, democracy and leadership. In the West Bank and the Gaza Strip these activities include computer training, creative writing, fine arts, sports, scouting, theatre, puppet shows and film. Under this appeal, the Agency intends to conduct this programme in both fields. This will occur at 139 of its 174 schools in the Gaza Strip for 12,000 pupils. Approximately 240 unemployed teachers with different specialisations will be hired for a period of two months to conduct the activities under supervision of the schools' head teachers. In the West Bank extra-curricular activities will be offered to 28,300 students across 95 schools.





EMERGENCY EDUCATION

Vocational Training



The opportunities for young people between the ages 16-25 to access education, employment or training have diminished dramatically as a result of the current conflict. One way of addressing this issue is to use existing structures and facilities to engage young people in a constructive and purposeful learning programme that will enhance their employability, provide them with vocational skills and enhance their self esteem and confidence. UNRWA has the capacity to accommodate greater numbers of young people between the ages of 16 and 25 in its West Bank vocational training centres in short-term courses conducted in afternoon sessions and during summer. The Agency has asked local business owners and potential employers to help design courses that respond to local labour market demands. Under the new appeal, efforts will be made to admit young women, the children of families registered as Special Hardship Cases and people with disabilities to the courses offered. A total of 289 trainees will be accommodated in a range of short-term courses, which will run for approximately 12-20 weeks.

Emergency Education					
Description	West Bank		Gaza Strip		Total USD
	Beneficiaries	Amount USD	Beneficiaries	Amount USD	
Remedial Education	11,500	186,000	40,000	401,940	587,940
Development of distance learning materials	NA		194,000	187,282	187,282
Extra-curricular activities	28,300	162,000	12,000	328,576	490,576
Vocational training opportunities	289	108,000	NA	-	108,000
Sub total		456,000		917,798	1,373,798
PSC 12%		54,720		110,136	164,856
VAT		-		-	-
Total		510,720		1,027,934	1,538,654





EMERGENCY OPERATION SUPPORT AND LOGISTICS

UNRWA's response to the current humanitarian crisis in the Gaza Strip and West Bank faces a range of logistical challenges. The Agency's ability to deliver its regular activities, as well as provide emergency aid, is severely affected as a result of the mobility and access restrictions imposed by the Israeli authorities. These restrictions result in a number of additional staffing support costs including emergency accommodation expenses, overtime and hazard allowances for area staff.

Additional logistics requirements such as transportation, storage and communications are essential to enable UNRWA to respond to an emergency of such a large scale. To ensure the most effective and relevant response, UNRWA also requires an active programme of monitoring and evaluation. This will ensure that the Agency is aware of any shortcomings and supports the various programme departments to address them. As Israel has taken increasingly harsh measures, the need for Operations Support Officers (OSOs) to intervene with the Israeli authorities to prevent disruptions in the Agency's humanitarian services remains high.

Additional support capacity

The new appeal will continue to cover overtime costs for critical members of staff from both Fields who are required to work excessive hours to be able to cope with the emergency. The Agency also provides expenses for emergency accommodation for those staff unable to return to their homes as a result of closures.

Due to the travel restrictions placed on area staff, the Gaza field will hire an international driver to transport people and goods to and from the West Bank and Israel. Using temporary funds, an Emergency Programme Implementation Officer joined the Gaza Field in February 2003 to perform a variety of functions related to the emergency operations in the Field. These include monitoring implementation of emergency activities, reporting and carrying out the necessary internal coordination with the main programmes and support departments in the Field. The Agency proposes that this post be continued using funds from the new appeal.

To cope with the additional workload, the Agency intends to procure additional equipment for personnel critical to the emergency response, including PCs equipped with power back up systems. Some laptop computers will also be procured to enable field staff to continue daily reporting even when housebound by curfew or closure.

There is also an urgent need to rent additional warehouses in Jenin and Tulkarem, and to replenish inventory items used in support of the Appeal activities such as vehicle spare parts, protective clothing, petrol, diesel and cleaning supplies.

Operations Support Officer Programme

The Operations Support Officers (OSOs) perform an essential role in preventing the disruption of the Agency's relief effort through securing access for staff and vehicles and monitoring events on the ground, in addition to UNRWA installations. Since 2001, the OSOs have assisted UNRWA by reporting the need for urgent assistance. On several occasions they delivered medicines and food to families in homes where Israeli soldiers had taken up positions, confining the families to just one room. OSOs have facilitated UNRWA's humanitarian efforts by escorting



EMERGENCY OPERATION SUPPORT AND LOGISTICS



medical personnel and trucks bringing food to refugee camps, obtaining access through liaison with the Israeli authorities and also monitoring UNRWA's premises. On many occasions, they negotiated the passage of UNRWA employees at Israeli checkpoints. UNRWA deems the work of the OSOs invaluable at the present time. In late 2002, through separate grant, UNRWA recruited eight additional OSOs - four to begin the programme in the Gaza Strip and four to join the existing team in the West Bank (bringing the number there to nine). Under the new appeal the Agency is requesting funds to maintain a full team of OSOs in each field until the end of 2003.

Access issues

In addition to the OSO programme, UNRWA has been monitoring and responding to access issues affecting all UN organisations in the oPt via the International Law Division of the Department of Legal Affairs. Under the new appeal the Agency is seeking funding to maintain a Legal Officer as the focal point for "Access" within the Agency and for coordinating and managing "access issues" (i.e. monitoring and attempting to ensure the unrestricted movement of people and goods) for United Nations organisations operating within the occupied Palestinian territories. Over the past six months, the post has been able to advise other United Nations agencies on matters of policy and practice and has monitored access problems as and when they arise. In addition, the post has developed a database on issues relating to access.

Evaluation

During the first half of 2003, UNRWA held a number of lessons learned forums to provide staff with the opportunity to identify key strengths and weaknesses of the emergency response to date. From these sessions a number of areas were identified requiring formal evaluation across the two fields, including the emergency employment creation scheme and the psychosocial programme. A budget is included within this appeal for two evaluation projects, including provision for external evaluators, where necessary. Evaluation projects under this line will focus on helping key implementing staff at the field level identify current programme gaps and weaknesses and assist them in designing more responsive programmes that meet the changing dimensions of the crisis.

To further improve the Agency's ability to assess the humanitarian situation in the Gaza Strip, an emergency researcher will be hired for the Gaza Field Office. Special attention will be paid to the impact of the current conflict on the living conditions of the refugee community. A similar post has been created under a different budget to provide a research capacity in the West Bank.

Emergency Operations and Support			
Description	West Bank	Gaza Strip	Total USD
	Amount USD	Amount USD	
Additional support capacity	351,602	1,015,600	1,367,202
OSO Programme	421,721	-	421,721
Access Officer*	-	-	57,000
Evaluation	40,000	40,000	80,000
Sub total	813,323	1,055,600	1,925,923
PSC 5%	40,666	52,780	96,296
Total	853,989	1,108,380	2,022,219



Total Funds Required for Emergency Operations

Description	West Bank USD	Gaza Strip USD	Total USD
Emergency Food Aid	14,792,618	17,316,125	32,153,743
Emergency Employment Creation	8,215,438	17,688,067	25,903,505
Emergency Shelter Repair and Reconstruction	1,617,728	21,524,261	23,141,989
Emergency Relief and Social Assistance	8,117,760	3,911,040	12,028,800
Emergency Health	2,338,736	3,777,395	6,116,131
Emergency Education	510,720	1,027,934	1,538,654
Emergency Logistics and Support*	853,989	1,108,380	2,022,219
Total	36,446,989	66,353,202	102,905,041

* \$57,000 for Access Officer (based at Gaza Headquarters) is not included in the figures for West Bank or Gaza Field Office but included in the total

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