



# syria regional crisis emergency appeal progress report



for the reporting period 01 January – 30 June 2020

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*The development of the 2020 Syria emergency appeal progress report was facilitated by the Department of Planning, UNRWA.*

### **About UNRWA**

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of over 5.7 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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**Cover photo:** UNRWA is implementing COVID-19 preventative measures in its schools across Syria to keep students, teachers and their communities safe while providing quality education. ©2020 UNRWA photo by Taghrid Mohammad.

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# acronyms and abbreviations

<b>ASO</b>	Area Support Office	<b>NGO</b>	Non-governmental organization
<b>AVAC</b>	Addressing Violence Against Children	<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>CP</b>	Child Protection	<b>PCM</b>	Project cycle management
<b>DUA</b>	Director of UNRWA Affairs	<b>PDM</b>	Post-distribution monitoring
<b>EA</b>	Emergency Appeal	<b>PPE</b>	Personal Protective Equipment
<b>ECHO</b>	European Civil Protection and Humanitarian Aid Operations	<b>PRJ</b>	Palestine refugees in Jordan
<b>EiE</b>	Education in Emergencies	<b>PRL</b>	Palestine refugees in Lebanon
<b>ERCD</b>	External Relations and Communications Department	<b>PRS</b>	Palestinian refugees from Syria
<b>EU</b>	European Union	<b>PSS</b>	Psychosocial support
<b>FSRM</b>	Field Security and Risk Management	<b>3RP</b>	Regional Refugee and Resilience Plan
<b>GAPAR</b>	General Administration for Palestine Arab Refugees (Syria)	<b>RSS</b>	Relief and Social Services
<b>GBV</b>	Gender-Based Violence	<b>SEA</b>	Sexual Exploitation and Abuse
<b>HCs</b>	Health Centres	<b>SFO</b>	Syria field office
<b>HCT</b>	Humanitarian Country Team	<b>SSAFE</b>	Safe and Secure Approaches in Field Environments
<b>HPs</b>	Health Points	<b>SSNP</b>	Social Safety Net Programme
<b>HRP</b>	Humanitarian Response Plan	<b>SOPs</b>	Standard Operating Procedures
<b>ICT</b>	Information, communication and technology	<b>STC</b>	Siblin Training Centre
<b>IDP</b>	Internally displaced persons	<b>SYP</b>	Syrian Pound
<b>JHAS</b>	Jordan Health Aid Society	<b>TVET</b>	Technical and Vocational Education and Training
<b>JFO</b>	Jordan field office	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>KAP</b>	King Abdullah Park	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine refugees in the Near East
<b>LBP</b>	Lebanese Pound	<b>UPSS</b>	Unarmed Private Security Services
<b>LFO</b>	Lebanon field office	<b>YBB</b>	Yalda, Babila and Beit Sehem (Syria)
<b>MEDEVAC</b>	Medical evacuation	<b>WASH</b>	Water, Sanitation and Hygiene
<b>MHPSS</b>	Mental Health and Psychosocial Support	<b>WFP</b>	World Food Programme
<b>NFI</b>	Non-Food Items	<b>WSAT</b>	Women's Security Awareness Training
<b>NCD</b>	Non communicable disease		

# executive summary

During the first six months of 2020, Palestine refugees in Syria, and Palestinian refugees from Syria (PRS) in Lebanon and Jordan continued to struggle with increased humanitarian needs as a consequence of the protracted conflict in Syria, aggravated by deteriorating socio-economic conditions and the effects of the COVID-19 pandemic.

In Syria, a deep economic crisis, accompanied by soaring inflation and the rapid devaluation of the Syrian pound, has caused an increase in prices including of the most basic commodities. According to WFP, the estimated cost of the national average food basket increased by 231 per cent between October 2019 and June 2020.<sup>1</sup> The 438,000 Palestine refugees currently estimated to remain in Syria, who were already among the most vulnerable groups in the country, have been pushed further into vulnerability and poverty and remain highly dependent on the assistance provided by UNRWA to meet their basic needs. However, the continued devaluation of the Syrian pound against the US dollar has also reduced the purchasing power of the cash assistance provided by the Agency. During the reporting period, the situation in Syria has remained tense, with fighting in the Northwest causing large-scale displacement at the beginning of the year. Sporadic security incidents were also reported in UNRWA areas of operation in Syria such as Homs and Dera'a. In February, two Palestine refugees were killed by an improvised explosive device (IED) in Dera'a camp, while an Agency staff member and an UNRWA student were killed in rural Dera'a in March, following an outbreak of armed violence.

The living conditions of the almost 27,000 PRS in Lebanon have deteriorated sharply due to the political and economic crisis that has affected the country since October 2019. PRS in Lebanon were already living in extreme vulnerability due to their precarious legal status, marginalization, and restricted access to basic services and employment opportunities. Over the reporting period, the devaluation of the Lebanese pound and the subsequent increase in prices have negatively affected the general population's ability to purchase basic food items, with particularly harsh impacts for the most vulnerable groups including PRS.

Difficult socio-economic conditions, poverty and protection concerns also continued to affect the 17,500 PRS in Jordan. Those without Jordanian documents (about a third of the total PRS population) remain particularly vulnerable, and continue to face the risk of arrest, detention and potential forced return to Syria.

In all three fields, COVID-19 has added to the burden on Palestine refugees. Due to the lockdowns and other restrictive measures imposed to contain the spread of the virus, many Palestine refugees have lost their sources of income.<sup>2</sup> Since

June 2020, a worrying increase in COVID-19 cases has been reported in Syria and in Lebanon, where national health systems are already struggling with multiple crises. In Jordan, a steady increase in the daily number of cases has also been observed since August.

## The UNRWA Response

Between January and June 2020, UNRWA continued to provide cash assistance, emergency health, education, water and sanitation and protection services to Palestine refugees affected by the Syria crisis in Syria, Lebanon and Jordan. The Agency rapidly adjusted its operations to respond to the additional challenges brought on by COVID-19, to ensure that Palestine refugees' most basic needs continued to be met. More details on the UNRWA response to COVID-19 can be found in the standalone report on the UNRWA COVID-19 Flash Appeal covering the period March-July 2020.<sup>3</sup>

More than 412,000 Palestine refugees in Syria received cash assistance provided through a targeted approach prioritizing the most vulnerable families with a higher cash transfer (133,890 refugees). In addition, 145,365 Palestine refugees, including those identified as most vulnerable as well as some other vulnerable cases, also received in kind food parcels. Non-food items (NFIs) were distributed to 5,811 Palestine refugees, including the elderly, refugees facing access constraints and Palestine refugees returning to their place of original residence. In Lebanon, cash assistance was provided to support the basic needs of 26,853 PRS, of whom 52 per cent were women. In Jordan, cash assistance was provided to 16,437 PRS using a targeted approach. Given the high levels of vulnerability faced by all PRS in Jordan, starting from January 2020, UNRWA increased the amount of assistance provided to vulnerable PRS from US\$ 10 to US\$ 25 per person per month, while PRS assessed as most vulnerable continued to receive US\$ 40 per person per month.

During the reporting period, basic health care continued to be provided in the three fields covered by this appeal, with special measures introduced to contain the spread of COVID-19. The Agency also continued to ensure the availability of essential medications to Non-Communicable Disease (NCD) patients during lockdowns and where UNRWA Health Centres had to close in line with national authorities' regulations (e.g. Jordan). In Jordan, PRS located in King Abdullah Park (KAP) continued to be assisted in partnership with the Jordan Health Society (JHAS). PRS in KAP remain highly vulnerable and face mobility restrictions and protection concerns.

In the first six months of 2020, UNRWA provided education for 49,145 Palestine refugee children in Syria, 4,812 PRS in Lebanon, and 1,167 PRS and Syrian students in Jordan.



In order to support the continuity of learning during the closure of schools as of mid-March, the Agency's Education in Emergencies (EiE) approach was adjusted to reflect the specific challenges created by the COVID-19 crisis. Across all three fields of operations, UNRWA supported the psychosocial well-being of children reaching 36,500 students in Syria, 2,429 in Lebanon and 631 students in Jordan through counselling sessions, which were provided either in-person or through remote modalities due to COVID-19. In Lebanon, 656 PRS and PRL youth from host communities were supported with a number of formal and non-formal skills trainings to improve their livelihood opportunities.

Finally, UNRWA continued to promote and protect the rights of Palestine refugees through a number of services, including legal counselling and external referrals in Syria, Lebanon and Jordan, and Explosive Remnant of War (ERW) awareness sessions in Syria. UNRWA also continued to deliver potable water, maintain sewerage networks and provide solid waste management in accessible camps in Syria and in Palestine refugee camps in Lebanon.

## Impact of Underfunding

During the reporting period only 21 per cent of funds required were received, constraining the Agency's humanitarian operations in particular inside Syria. Here, the amount of monthly cash assistance provided to Palestine refugees had to be reduced from the planned US\$ 14 for vulnerable individuals to US\$ 11, and from US\$ 28 to US\$ 14 for the most vulnerable. Underfunding also prevented the delivery of livelihoods and vocational training opportunities, and only allowed for minor repair works to be conducted on UNRWA installations damaged by the conflict. Protection activities in Syria were also constrained by underfunding to the appeal, with most activities implemented using project funds.

In Lebanon and Jordan, cash assistance was maintained mainly thanks to the availability of earmarked funds. However, in Lebanon, additional funding is needed to provide winterization support to PRS and most vulnerable PRL during the second half of the year. This assistance is especially relevant given the ongoing economic crisis, coupled with the widespread impact of COVID-19. Moreover, in Lebanon no funds were received for environmental health services in Palestine refugee camps and the Agency had to cover this intervention through other sources of funding. In Jordan, protection training remained unfunded.

The emergency services provided by UNRWA constitute the minimum support necessary to meet the critical needs of Palestine refugees affected by the conflict, ongoing economic crisis and the socio-economic shock of COVID-19 in Syria, Lebanon and Jordan. Any further reduction in such support could have profound repercussions in terms of eroding households' coping capacities, in the face of ongoing crises. In the second half of 2020, ensuring minimum assistance support to Palestine refugees affected by the Syria crisis will remain one of the Agency's foremost resourcing priorities.

# funding summary: 2020 syria regional crisis progress report

**Table 2: Syria regional crisis emergency appeal funding summary by field, 01 January – 30 June 2020 (US\$)**

Programme Interventions	Amount	Total	Allocation Syria	Allocation Lebanon	Allocation Jordan	Allocation Regional
Cash assistance for essential needs, including food, shelter and NFIs	<i>required</i>	141,548,413	106,773,557	26,228,122	8,546,734	0
	<i>received</i>	45,966,835	31,304,888	9,662,485	4,999,462	0
	<i>difference</i>	95,581,578	75,468,669	16,565,637	3,547,272	0
Non-food items (NFIs)	<i>required</i>	4,108,485	4,108,485	0	0	0
	<i>received</i>	0	0	0	0	0
	<i>difference</i>	4,108,485	4,108,485	0	0	0
Food assistance	<i>required</i>	10,907,577	10,907,577	0	0	0
	<i>received</i>	1,183,260	1,183,260	0	0	0
	<i>difference</i>	9,724,317	9,724,317	0	0	0
Livelihoods (including social cohesion for Lebanon)	<i>required</i>	19,827,213	19,315,139	512,074	0	0
	<i>received</i>	81,726	81,726	0	0	0
	<i>difference</i>	19,745,487	19,233,413	512,074	0	0
Emergency health	<i>required</i>	19,557,782	12,527,635	6,514,885	515,262	0
	<i>received</i>	1,531,530	488,400	773,473	219,657	50,000
	<i>difference</i>	18,026,252	12,039,235	5,741,412	295,605	+50,000
Education in emergencies	<i>required</i>	29,624,758	21,189,539	7,089,344	1,345,875	0
	<i>received</i>	6,211,597	2,294,593	3,694,704	222,300	0
	<i>difference</i>	23,413,161	18,894,946	3,394,640	1,123,575	0
Protection	<i>required</i>	3,663,027	2,348,385	1,133,490	181,152	0
	<i>received</i>	130,754	0	10,914	119,840	0
	<i>difference</i>	3,532,273	2,348,385	1,122,576	61,312	0
Environmental health	<i>required</i>	9,955,168	7,360,365	2,594,803	0	0
	<i>received</i>	13,320	13,320	0	0	0
	<i>difference</i>	9,941,848	7,347,045	2,594,803	0	0
Safety and security	<i>required</i>	2,443,408	2,242,553	200,855	0	0
	<i>received</i>	438,285	415,141	23,144	0	0
	<i>difference</i>	2,005,123	1,827,412	177,711	0	0
Capacity and management support	<i>required</i>	9,411,140	7,802,301	608,391	649,089	351,359
	<i>received</i>	833,340	265,385	133,310	434,644	0
	<i>difference</i>	8,577,800	7,536,916	475,081	214,445	351,359
Emergency repair and maintenance of UNRWA installations	<i>required</i>	18,802,845	18,270,045	532,800	0	0
	<i>received</i>	0	0	0	0	0
	<i>difference</i>	18,802,845	18,270,045	532,800	0	0
<b>To be allocated</b>	<i>received</i>	0	0	0	0	0
<b>Total</b>	<i>required</i>	269,849,816	212,845,581	45,414,764	11,238,112	351,359
	<i>received</i>	56,390,646	36,046,713	14,298,030	5,995,903	50,000
	<i>difference</i>	213,459,170	176,798,868	31,116,734	5,242,209	301,359



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## Political, economic and security developments

After more than nine years of conflict, the situation in Syria remains unstable, and the scale, severity and complexity of humanitarian needs remain high. A devastated economy that continues to deteriorate and rising inflation are driving the population, including Palestine refugees, into further vulnerability. Food prices have reached record levels, with a 231 per cent increase in the estimated cost of the national average reference food basket between October 2019 and June 2020.<sup>4</sup> The value of the Syrian pound against the US dollar has continued to dwindle, reaching a historic low of SYP 3,000 for US\$ 1 in June 2020 on the informal market. By way of comparison, US\$ 1 was worth SYP 47 at the beginning of the conflict in March 2011, and about SYP 1,000 in January 2020.

This situation is further compounded by the impact of the COVID-19 pandemic. Travel restrictions, closure of businesses, curfews and other preventative measures imposed to contain the spread of the virus have resulted in loss of income and livelihoods, with casual and informal workers particularly impacted. While the number of confirmed COVID-19 cases in the country remained low until June (269 confirmed cases by Ministry of Health as of 29 June 2020), the actual number is presumed to be larger and the risk of a more widespread outbreak remains high, with numbers continuing to rise, reaching 2,830 by 1 September 2020. The public health system in Syria has been weakened by the prolonged crisis and requires considerable support to reinforce its capacity to respond to the evolving outbreak of COVID-19.

While active conflict has subsided in large areas of the country, fighting continued in the north west (mainly in Idlib governorates and surroundings) at the beginning of 2020, causing the displacement of over one million people since December 2019.<sup>5</sup> A fragile ceasefire in the area has been holding since early March, with sporadic clashes reported. Meanwhile conflict-related security incidents were recorded in other areas, including Homs, where on 1 May 2020 the UNRWA Al Shajara School in Homs Palestine refugee camp was hit by shrapnel from an explosion nearby outside the camp, causing damage to the roof of one of the buildings.

Meanwhile, the situation in the south (Dera'a governorate) has remained tense, with reconciliation agreements becoming increasingly fragile and tension mounting between government forces and non-state armed groups. On 28 February, two Palestine refugees were killed by an improvised explosive device (IED) while walking back to their home in Dera'a camp. On 19 March, an UNRWA staff member was killed following an outbreak of armed violence in Jillin, rural Dara'a; the same incident claimed the lives of a 13 year old UNRWA student, together with his 10 year old cousin.

The Palestine refugee population remains largely displaced in 2020. Yarmouk, Dera'a, and Ein El-Tal (Aleppo) camps, previously home to more than 30 per cent of the Palestine

refugee population in Syria, lie almost completely destroyed. Government plans for the Yarmouk camp are still unclear. In Ein El-Tal camp, a small number of extremely vulnerable families have returned to the camp; however, basic infrastructure, including water supply and electricity, has not been restored, impeding the majority of Palestine refugee families from returning and delaying plans for the rehabilitation of UNRWA facilities. In the south, an estimated 865 families have returned to Dera'a camp, with basic services partially restored. On 12 February 2020, UNRWA inaugurated the newly reconstructed Al-Safsaf School in the camp, which had been completely destroyed during the conflict in 2012. The reconstruction of this school was made possible thanks to the availability of project funds. The Agency is moving forward in 2020 with plans to restore and repair other facilities in the camp.

Between January and June 2020, a total of 908 Palestine refugee individuals were recorded by UNRWA – when they sought Agency services in Syria – as having returned to Syria including 538 individuals returning from Lebanon and 162 individuals returning from Jordan. UNRWA noticed a reduction in the total number of Palestine refugee returns from March 2020 onwards due to the border closures and restrictions implemented in Syria and neighbouring countries as part of COVID-19 preventative measures.

## Operational developments

During the first half of 2020, UNRWA continued to provide humanitarian assistance to Palestine refugees in Syria. However, the underfunding continued to pose a serious threat to the continued availability of this assistance. As of 30 June 2020, owing to substantial underfunding, UNRWA had only received 17 per cent of its total requirements of US\$ 212.8 million against the Syria portion of the Emergency Appeal. As a consequence, cash assistance – accounting for 50.1 per cent of the Appeal – had to be reduced, at a time of economic crisis, compounded by an evolving pandemic, in which many households are losing livelihood opportunities. During the reporting period, Palestine refugees falling within the most vulnerable categories received US\$ 14 per person per month instead of the planned US\$ 28, while the rest of the population eligible for assistance received an amount of US\$ 11 per person per month instead of US\$ 14. During the reporting period, 412,727 Palestine refugees (196,318 male, 216,409 female) received cash assistance.

At the start of the COVID-19 pandemic, UNRWA in Syria rapidly adapted its operations to prevent and control transmission of the virus while continuing to provide humanitarian assistance and basic services.

The last food distribution of 2019 was completed on 5 March 2020, reaching 145,365 of the most vulnerable Palestine refugees, while the first round of food distribution of 2020 was launched on 24 March. UNRWA took the necessary measures to ensure physical distancing at distribution centres, in line with WHO and WFP guidelines, to mitigate the risks of

exposure to COVID-19. While a variety of commodities are available in most markets, rising inflation continues to erode purchasing power of refugees, with a negative impact on their ability to access food; in this context, the Agency's food assistance programme serves as a critical lifeline for the most vulnerable Palestine refugees.

Some 49,145 students (24,283 girls and 24,862 boys) from grades 1 to 9 were enrolled in the 103 schools managed by the Agency for the scholastic year 2019/2020. On 13 March, in line with Ministry of Education COVID-19 preventative measures, UNRWA schools and Technical and Vocational Education and Training (TVET) centres were closed. In response, the Agency rolled out its Self-Learning Programme by circulating material through e-mail and instant messaging platforms. Hardcopies were provided to approximately 10,000 students in areas without internet connectivity. Similar measures were taken at TVET centres operated by UNRWA to sustain the delivery of vocational training to students through remote modalities.

During the reporting period, UNRWA provided 319,058 primary health care consultations to Palestine refugees in Syria through its health facilities, including 15 health centres, eight health points and two mobile health and dental clinics ready for deployment in areas where medical facilities are not

fully operational (mainly in Ein El-Tel camp and Yalda, Babila and Beit Sehem (YBB) in southern Damascus). COVID-19 risk mitigation measures were put in place, including a triage system, launching door-to-door delivery of medicines to elderly patients with Non Communicable Diseases (NCD), operating a telemedicine service to offer consultations remotely, and reducing operations in health centres to urgent cases.<sup>6</sup>

The ongoing economic crisis coupled with the COVID-19 pandemic have caused increased vulnerability among the population, and have also introduced programmatic challenges, including disruptions and delays in project implementation, prompting necessary reprogramming and extension requests. During the reporting period, challenges were also faced in the procurement of commodities such as PPEs and hygiene kits due to overwhelming demand and shortage in supply on the local market. Moreover, the discrepancy between the official and informal exchange rate of the SYP have resulted in a drop in the value of the cash assistance provided by UNRWA of about 50 per cent. This has also had an impact on contracts with suppliers and service providers, in an extremely volatile market where prices of items and services fluctuate on a daily basis.

## syria: sector-specific interventions

### Strategic priority 1: preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

#### Cash assistance for essential needs, including Food, Shelter and NFIs

Outcome/outout	Indicator	Actual	Target (2020)
<b>Outcome</b>			
Palestine refugees are able to meet their life-saving needs and cope with sudden crises.	Percentage of households reporting an improved food consumption score <sup>7</sup>	N/A <sup>8</sup>	90%
<b>Outputs</b>			
Palestine refugees in Syria are provided with relief assistance.	Number of individuals receiving cash assistance during the last completed distribution round (disaggregated by sex)	412,727 (216,409 female, 196,318 male)	418,000
	Number of most vulnerable Palestine refugees provided with cash assistance during the last completed distribution round (disaggregated by sex)	133,890 (80,166 female, 53,724 male)	126,000
	Number of most vulnerable Palestine refugees and targeted vulnerable cases <sup>9</sup> provided with food assistance during the last completed distribution round (disaggregated by sex)	145,365 (85,558 female, 59,807 male)	135,000
	Number of Palestine refugees receiving NFIs	5,811 (2,827 male, 2,984 female)	30,000

During the first cash distribution round of 2020 (February to May 2020), UNRWA provided cash assistance to 412,727 persons (including 216,409 females), meeting 98.7 per cent of the planned target. Amongst these beneficiaries, 133,890 (including 80,166 females) were categorized as most vulnerable and received a higher social transfer, including 49,622 people from 23,682 female headed households.

In addition, UNRWA provided food assistance to 145,365 Palestine refugees (including 85,558 female). This included refugees categorized as most vulnerable and other identified vulnerable cases, including 8,174 Palestine refugees (or 2,335 families) living in YBB who were displaced from Yarmouk and impacted by movement restrictions inside and outside of the camp. To mitigate travel restrictions imposed to contain the spread of COVID-19, the Agency ensured that most of the beneficiaries could receive their cash and food assistance from the distribution branch/outlet closest to their current residence. UNRWA also extended its delegation system for beneficiaries facing movement restrictions and lockdown in COVID-19 affected areas, to enable them to get their assistance through another eligible person.

In order to mitigate this risk of spread of the virus, UNRWA strictly followed WHO and WFP guidelines on appropriate hygiene and physical distancing practices during the distribution of cash, food and NFIs. Awareness raising of UNRWA partners on hygiene and sanitation practices was also conducted.

During the reporting period, it was not possible to conduct the planned Post Distribution Monitoring (PDM) due to challenges related to the COVID-19 pandemic; therefore, the percentage of households reporting an improved food consumption score is not available.

In the first half of 2020, UNRWA provided NFIs (including mattresses, blankets, kitchen sets and jerry cans) to 5,811 Palestine refugees, including elderly people, using available emergency stocks. However, the procurement of NFIs from the local market was impacted by the restrictions imposed to limit the spread of COVID-19, the increase in prices and the reduced availability of some items. The persistence of these conditions, coupled with the shortage of funds, may hinder NFI procurement and distribution for the coming months, requiring that the Agency readjust its distribution plans.





## Strategic priority 2: Contribute to a protective environment for Palestine refugees by maintaining access to basic services

### Emergency Health

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
The impact of the crisis on health services for refugees is reduced.	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	322,299	830,000
<b>Output</b>			
Palestine refugees have access to primary health-care services.	Number of Palestine refugee visits to UNRWA health facilities (disaggregated by sex)	319,058 (191,625 female, 127,433 male)	810,000
	Number of operational Agency health centres, health points and mobile clinics	25	25
	Number of UNRWA hospitalizations accessed by Palestine refugee patients	3,241	20,000
	Percentage of HCs with no stock-out of 12 tracer items <sup>10</sup>	100	100

During the first half of 2020, UNRWA delivered primary health services through 25 facilities, including 15 fully equipped health clinics (HCs), eight health Points (HPs) and two mobile clinics, which were deployed in areas with restricted access and locations experiencing emergencies.

From January to June 2020, UNRWA provided 319,058<sup>11</sup> primary health care consultations in Syria. This rather low number is due to the rationalization of the provision of health services in order to protect both UNRWA staff and Palestine refugees from COVID-19. Priority was given to treat emergency and critical cases, while unessential health services (including several preventive activities) were temporarily suspended or provided by phone. The Agency also provided preventative and curative dental care (34,546 dental consultations during the reporting period), including services to children in schools, through 22 of its health facilities. The delivery of these services was however impacted by COVID-19, as preventive dental care consultations were suspended between mid-March and the beginning of June, while curative consultations were conducted for urgent cases only during this period.

UNRWA accommodated 3,241 referral requests for hospitalization during the reporting period. UNRWA subsidizes referrals to hospitals and specialized clinics to facilitate access to secondary and tertiary health services, including advanced laboratory tests, specialized medical consultations, and treatment of cancer patients, childbirth and other services.

The number of cases supported fell short of the planned target, primarily due to the COVID-19 pandemic, during which many hospitals stopped receiving patients for non-emergency surgeries.

Muzeirib Health Clinic in Dera'a governorate was accessible during the first half of 2020 and received medical supplies regularly, despite local conflicts in the surrounding areas. No shortages of essential medications (12 tracer items) were recorded in any HCs.

Coordination across the education department and protection team continued in the area of training on mental health and psychosocial support, as well as dental screening services in schools. However, dental screening services were reduced in the context of the COVID-19 pandemic.

From January to June 2020, an UNRWA mobile clinic was regularly deployed to Yalda, providing essential health services to over 8,000 Palestine refugees in the area, including dental, laboratory services, antenatal, postnatal and family planning care. The mobile clinic provided 3,475 outpatient consultations in this area. An UNRWA mobile clinic was also deployed to Ein el Tal, providing 775 outpatient consultations during the reporting period. The services provided by the mobile clinics were also scaled back due to the COVID-19 pandemic.





*Immunization is an important part of the primary health care provided to Palestine refugees at the UNRWA Health Centre in Alliance, Damascus. ©2020 UNRWA photo by Taghrid Mohammad*



Students at the UNRWA Palestine School in Damascus, Syria, discuss preventive measures against COVID-19 during a psychosocial support activity. © 2020 UNRWA photo by Taghrid Mohammad

## Education in Emergencies

Outcome/Output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
Palestine refugees in Syria continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of students graduating from basic education (Grade 9)	3,884	3,500
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	N/A <sup>12</sup>	44,000
<b>Output</b>			
Palestine refugee students have access to education through regular/catch-up classes	Number of school-age children enrolled in regular classes in UNRWA schools	49,145 (24,283 girls, 24,862 boys)	51,000
Palestine refugee students are provided with psychosocial support (PSS)	Number of school-age children who have attended at least one counselling session (individual or group counselling)	36,500 (18,545 girls, 17,955 boys)	51,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of Palestine refugee students provided with at least one item of material support to enable them to access education at an UNRWA school	49,145 (24,283 girls, 24,862 boys)	51,000

During the reporting period, UNRWA provided basic education (grades one through nine) to Palestine refugee students in Syria through 103 schools, the majority of which operated on a double-shift basis. Fifty-seven schools operate in UNRWA school buildings (including four school buildings previously used as collective shelters in Damascus and rural Damascus areas), while 43 schools are run by the Agency in second shift in buildings on loan from the government and three schools use rented facilities.

During the 2019 / 2020 school year, enrolment increased from the previous year, from 48,883 pupils in May 2019 to 49,145 in May 2020 (24,283 girls and 24,862 boys). Due to the COVID-19 pandemic and in line with Ministry of Education directives, a total of 44,713 students graduated to the next grade without completing their end-of-year exams, while 3,884 students (2,095 female and 1,789 male) passed their ninth-grade exam achieving a 90.5 per cent success rate (94.7 per cent female and 86.1 per cent male), compared with the national average rate of 68.65 percent. The quality of the UNRWA Education programme in Syria, supported by Agency-wide education reforms and the Education in Emergencies Programme, resulted in an improved pass rate for grade 9 as compared to last year.

UNRWA continued to sustain and improve the provision of quality, inclusive and equitable education services to Palestine refugee students in Syria through its Agency-wide Education in Emergencies (EiE) approach, the provision of specific learning support classes to ninth graders, the mainstreaming of psycho-social support for children, and support to persons with disabilities. During the reporting period, a total of 49,145 students were provided with educational/recreational materials including back-to school kits during the first semester of the 2019/20 academic year. Through UNRWA 97 psycho-social support (PSS) counsellors, and individual and group counselling support was provided to 36,500 students. Following the closure of schools in March due to COVID-19, PSS support continued to be provided remotely over the phone and through instant messaging platforms. Through these communication tools, virtual recreational activities such as drawing, cooking and sports were organized and key messages raising awareness on COVID-19 were delivered. In addition, a guide covering child protection, PSS for different age groups and healthy practices to keep people safe was distributed to all PSS counsellors, to mitigate the impacts of COVID-19 on children's learning and wellbeing.



## Livelihoods (Vocational Training and Microfinance)

Output	Indicator	Actual	Target (2020)
Palestine refugees in Syria and Syrians receive microenterprise and consumer loans for small businesses and households.	Number of Palestine refugees and Syrians who receive microfinance loans (disaggregated by sex)	0	11,500
Young Palestine refugees in Syria receive vocational training and are supported with job placements	Number of students completing short-term courses (disaggregated by sex)	0	1,200

During the reporting period, no funding was received under the Syria Regional Crisis EA for the provision of microfinance loans.

Between January and March 2020, a total of 226 students (including 142 female, 66 persons with disabilities) were enrolled in short-term courses;<sup>14</sup> however, courses were

suspended due to COVID-19 lockdown measures, and hence students did not manage to complete the courses during the reporting period, underachieving the planned target. Short term courses resumed on 13 September 2020 for 115 students, including 93 females.



A trainee repairs mobile phones in the UNRWA Damascus Training Centre, Syria.

© 2020 UNRWA photo by Noorhan Abdulhafeez

## Protection

Output	Indicator	Actual	Target (2020)
Strengthened prevention and protection response for Palestine refugees.	Number of Palestine refugees who receive PSS support (disaggregated by sex, age) <sup>15</sup>	5,413 (3,664 female, 1,749 male)	5,680
	Number of individuals sensitized on mine risk awareness (disaggregated by children, community members and staff)	4,852 (4,655 children, 171 community members, and 26 staff)	51,000
	Number of UNRWA staff members and volunteers trained on protection (disaggregated by sex)	357 (221 female, 136 male)	800
	Number of Palestine refugees provided with legal assistance and referrals (disaggregated by sex)	1,138 (707 female, 431 male)	4,000

During the reporting period, owing to grave underfunding no resources were available for protection activities under the Emergency Appeal. However, through other sources of funding, including project funds, UNRWA continued to address the protection needs of Palestine refugees. The ongoing economic crisis, coupled with COVID-19, had a negative impact on Palestine refugees' mental and psychosocial wellbeing; based on information collected by UNRWA, fear of falling ill, of losing livelihoods, and of being socially excluded contributed to increasing stress, with many persons experiencing feelings of helplessness, boredom, loneliness and depression because of isolation and fear of losing loved ones. In this context, UNRWA provided psychosocial support to 5,413 Palestine refugees (1,749 male and 3,664 female) in various parts of the country.

During the reporting period, UNRWA delivered trainings on protection mainstreaming, disability inclusion and Addressing Violence Against Children (AVAC), reaching 357 staff members (221 female and 136 male). Explosive Remnants of War (ERW) awareness sessions were carried out, reaching 4,852 individuals (2,299 female and 2,553 male), including 4,655 children, 171 community members and 26 staff. Particular emphasis was placed on delivering these awareness sessions in areas where ERW incidents had occurred and affected Palestine refugees. In the second quarter of 2020 no in-person protection trainings or ERW awareness sessions were conducted due to COVID-19 preventative measures put into place to avoid crowding and ensure physical distancing.

During the reporting period, the six UNRWA-supported Family Support Offices provided legal assistance and referrals to 1,138 individuals (707 female and 431 male). This support includes payment of legal fees and expenses, legal awareness raising sessions on pertinent legal issues, individual legal advice on specific issues raised by beneficiaries, and external referrals. Matters frequently handled include birth, paternity and death registrations and authentications, as well as marriage, separation, divorce and alimony registrations and authentications. Due to COVID-19 preventative measures the Family Support Offices in all the areas suspended most of their activities from 15 March until 31 May 2020, including legal advice, counselling and representation, impacting on the

provision of GBV response services, case management and psychosocial support. Access to legal aid support for Palestine refugees in Syria, including for renewal of civil documentation and the registration of births, marriages, deaths and divorces was also suspended. Consequently, the mid-year target was not reached.

A total of 1,148 protection cases were identified (471 GBV, 237 child protection and 440 general protection cases) and assisted by UNRWA programmes (595 by RSS, 449 by Health, 93 by Education and 11 by the Area Support Office- ASO). The age- and sex-disaggregation of protection cases identified during the reporting period is as following: 544 women, 160 men, 239 girls, and 205 boys. Out of the reported 1,148 protection cases, 100 were persons with disabilities.

In the first half of 2020, regular Area Protection Committee meetings were conducted in the Central-Area, North-Area and Jaramana camp led by ASO, to address cross-programmatic protection issues, including follow up on protection audit recommendations involving the various UNRWA departments.

Due to COVID-19, in-person protection trainings and protections service provision (including legal counselling, legal awareness and legal representation) were postponed. However, the Agency is committed to ensuring the achievement of planned targets and is currently using different modalities (phones, WhatsApp, social media, etc) to reach UNRWA staff and the Palestine refugee community to strengthen the prevention and protection response

## Environmental Health

Outcome/Output	Indicator	Actual	Target (2020)
<b>Output</b>			
Palestine refugees in need are provided with WASH items (hygiene kits, baby kits, diapers)	Number of Palestine refugees receiving WASH items	20,553 (12,232 female, 8,321 male)	30,000
Palestine refugees living in camps are provided with basic WASH services and support	Number of accessible Palestine refugee camps receiving repair, rehabilitation and sanitation works, including water and sewerage networks.	10	10

During the first half of 2020, without prejudice to host country responsibility for administering camps, UNRWA continued to provide essential WASH services to Palestine refugees, with specific attention to camps where access has been restored. This included maintenance of the existing sewerage, storm water drainage and water supply networks, provision of solid waste management, control of insects and rodents and maintenance services in the camps. Maintenance works for the water submersible pump at Sbeineh Camp were completed during the reporting period, while works to maintain the sewerage line at Dera'a Camp continued. In addition, maintenance of the sewerage line at Neirab and Jaramana Camps were conducted. Finally, the urgent response to the COVID-19 pandemic was supported through regular sterilization of UNRWA installations and monitoring of the hygiene and sterilization of the main streets and two landfills.

Between January and June 2020, UNRWA provided essential

WASH items to 20,553 Palestine refugees including 429 people with disabilities (157 female and 272 male). In total, 2,006 people received baby kits and 5,328 people received baby and adult diapers while 3,797 hygiene kits were distributed to Palestine refugee families (13,219 individuals, including 6,788 females). The hygiene kits were provided to the most vulnerable refugees, as well as those who returned to newly accessible areas, those facing access constraints and those displaced from Yarmouk and YBB, in order to help safeguard their personal and domestic hygiene. UNRWA ensured that most of the beneficiaries could receive their WASH items from the distribution branch/outlet closest to their current residence. Additional protective measures were also introduced to ensure that environmental health services were provided in conditions of occupational safety. The specific interventions adopted in response to the COVID-19 crisis are reported in the standalone report on UNRWA's response to COVID-19.

## Strategic priority 3: Improve the effectiveness and efficiency of emergency programme delivery

### Safety and Security

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements.	Number of UNRWA installations with completed security risk assessment	11	48
<b>Output</b>			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Number of staff trained on safety and security (SSAFE)	0	300
	Number of staff reached through the Women's Security Awareness Training (WSAT) programme	50	200
	Number of missions supported by the SFO security team	254	200

Operational challenges and in particular the onset of COVID-19 restrictions during the reporting period stymied Syria Field Office efforts to reach planned targets. While last year the Field Office was able to exceed a number of targets, during the current period the Field Office nevertheless delivered tangible results.

Since the onset of the conflict, UNRWA has made significant investments in the security and safety of its staff, assets and facilities, as well as in its security procedures, reducing the risk

faced by staff and beneficiaries while maintaining operational integrity. In addition to assisting Palestine refugees within a volatile security environment, UNRWA ensured that security assessments were conducted for all missions and programmes. In 2020, UNRWA Syria Field Office (SFO) continued to issue monthly mission and staff movement reports to both internal and external partners. Regular safety and security briefings to staff and visitors to the field were conducted and a total of 254 missions were supported by the SFO security team during the first half of 2020.



During January and February 2020, the Agency continued to implement regular activities designed to strengthen its safety and security measures, including participating in and conducting ERW awareness sessions, evacuation and fire safety drills involving students and UNRWA education staff, and extended these to other Agency staff, including in the North and South areas of operation.

During the reporting period, the Women's Security Awareness Training (WSAT) programme reached 50 participants; however, the sessions were suspended in March 2020 as a preventive measure against COVID-19. The Safe and Secure Approaches in Field Environments (SSAFE) training was also suspended. In order to better safeguard UNRWA installations during the volatile security situation in the country, Field Security and Risk Management (FSRM) conducted internal trainings for the guard force on Concentric Layers of Security<sup>16</sup> in February and March 2020 and on Security Inspection Drills between January

and March 2020. A total of 101 FSRM staff members benefited from these in-person trainings which were conducted in accordance with COVID-19 physical distancing measures.

The FSRM team continued to work on security strategies and practices, incorporating issues pertaining to the COVID-19 response, such as medical evacuation (MEDEVAC), business continuity (BCP) and various UNRWA security plans. Related safety measures were reinforced at access points by ensuring the availability of infrared thermometer devices and conducting vehicles' sterilization at gates as well as following up on staff self-isolation tracking procedures.

Unarmed Private Security Services (UPSS) were contracted to safeguard UNRWA premises in high risk locations such as Muzeirib and Jillin towns of rural Dera'a as well as to reinforce physical security measures in several facilities in rural Damascus.

## Emergency Repair and Maintenance of UNRWA Installations

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
UNRWA installations repaired or maintained for continued provision of services.	Number of UNRWA facilities rehabilitated	2	22
	Number of UNRWA facilities that are maintained through minor repairs	19	80

Due to the limited funds available under the Emergency Appeal, coupled with the restrictions imposed to limit the spread of COVID-19, only minor works – such as electrical

works, plumbing works, doors' and windows' repairs - were implemented on UNRWA installations during the reporting period.



UNRWA Commissioner-General, Philippe Lazzarini, visits Yarmouk refugee camp, Syria. © 2020 UNRWA Photo



lebanon

## Political, economic and security developments

Almost ten years into the Syrian crisis, UNRWA continues to fulfil its mandate of protecting and assisting Palestinian refugees from Syria (PRS) in Lebanon, while maintaining regular services to Palestine refugees in Lebanon (PRL). As of August 2020, 884,266 Syrian refugees<sup>17</sup> were registered with UNHCR in Lebanon. The deepening economic crisis and the additional burden created by the COVID-19 pandemic have negatively affected the socio-economic conditions of the general population in Lebanon, with particularly dramatic consequences for refugees, including Palestine refugees, and most vulnerable groups already facing poverty and marginalization. Against this backdrop of severe economic crisis, political turmoil, and a health system struggling to cope with the increasing number of COVID-19 cases, Palestine refugees, many already living in dire conditions in overcrowded camps with poor infrastructure face rampant poverty and unemployment. They have seen their already limited economic opportunities further curtailed due to the movement restrictions imposed to contain the spread of the COVID-19 pandemic.

Capital and financial controls remained in force in Lebanon, including strict US dollar withdrawal limits, in an attempt by the Government to stabilize the rapidly deteriorating economy. However, in March, Lebanon defaulted for the first time in its history on a US\$ 1.2 billion payment on foreign bonds. At the same time, the Lebanese Pound continues to experience a rapid devaluation, losing an estimated 350 per cent value against the US dollar in the unofficial exchange between November 2019 and the end of June 2020.<sup>18</sup>

These challenges have been further compounded by the COVID-19 pandemic. On 15 March, the Government of Lebanon declared a state of medical emergency. While restrictions have generally eased with time, they have included curfews, movement restrictions, business and airport closures. Measures to contain the spread of COVID-19 and ease the pressure on the national health system have exacerbated the already challenging circumstances faced by all communities in Lebanon—particularly PRL and PRS who were already economically and socially vulnerable. An Inter-Agency study<sup>19</sup> conducted in July 2020, highlights that 60 per cent of Palestine refugees have either lost their job or taken a salary reduction since the onset of COVID-19; while 80 per cent have had their employment situation impacted in some form by either COVID-19 or the economic crisis. All residents, particularly PRS, have also had their ability to purchase basic foodstuffs impacted by the effects of COVID-19 and currency devaluation, with the food component of the minimum expenditure basket (MEB) increasing in cost by 89 per cent between January and May 2020.<sup>20</sup> An increase in the number of evictions across Lebanon has also been observed as families whose income has been lost or reduced struggle to pay landlords, who are in turn increasingly unable to provide flexibility regarding rents. Increased requests for support

regarding threats of eviction from PRS through the Agency's Legal Aid services highlight the potentially long-term impact on the living conditions of PRS due to the combined effects of these inter-related crises.<sup>21</sup>

## Operational developments

As of the end of June 2020, 8,295 families and 26,929 PRS individuals were recorded with UNRWA in Lebanon. During the reporting period, the Agency provided monthly cash assistance to 26,853 PRS. The physical presence of PRS families in Lebanon was monitored through monthly visits performed by UNRWA social workers, complemented by exchange of information with UNRWA SFO on transfer requests, or direct de-activation from UNRWA system upon verification by the Agency's staff.

During the reporting period, UNRWA continued to provide primary health care services for Palestine refugees across its 27 HCs supporting a total of 33,394 (15,572 male, 17,822 female) consultations for PRS; however, social unrest and measure imposed to limit the spread of COVID-19 impacted on the availability of certain services and operations. From February to May 2020, UNRWA recorded a 57 per cent drop in consultations at its health centres due to COVID-19 related restrictions. However, UNRWA adjusted its operations to continue to provide health assistance through telemedicine.

The provision of basic education to 36,817 students across 65 UNRWA schools, including 4,812 PRS students, has been particularly impacted by COVID-19. Following the closure of schools at the end of February 2020, in-line with the measures taken by the Government of Lebanon, UNRWA continued to support children's education through its Self-Learning Programme. While 70 per cent of students were able to access education through remote online modalities during the closure of schools, the remaining 30 per cent of students were unable to participate on a regular basis due to communication barriers. To mitigate these circumstances, UNRWA has made available a special five-week summer catch-up programme supported with EA funds, which was launched on 29 June 2020. Moreover, through the emergency appeal, a total of 247 students benefited from various trade and semi-professional vocational courses at Siblin Training Centre (STC) during the school year 2019/2020, including 51 PRS (24 male, 27 female) and 196 PRL (116 male, 80 female).

The Agency's ongoing field infrastructure and camp improvement works in the 12 Palestine refugee camps have been impacted by movement restrictions and limitations on the number of staff in line with social distancing and preventive measures. Furthermore, currency fluctuations have stalled new contract signings and procurement by pre-selected firms. COVID-19 restrictions have also impacted registration of new beneficiaries to UNRWA, although an online registration system was established in the second quarter of the year to ensure continued provision of the service.

During the reporting period, PRS continued to face protection concerns, related to the lack of access to livelihood opportunities, restrictions on their right to work and precarious legal status. The consequences of COVID-19, coupled with the limited number of economic opportunities, increased the vulnerability of women and children, putting

them at increased risk of domestic violence and pushing young people into negative survival strategies. Between January and June 2020, legal assistance was provided to 1,343 PRS through counselling; where needed, PRS were referred by the Agency to external partners for possible representation.

## lebanon: sector-specific interventions

### Strategic priority 1: Preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

#### Cash Assistance for Essential Needs, Including Food, Shelter and NFIs

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis.	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
<b>Output</b>			
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance).	Number of individuals receiving cash assistance for food and multipurpose cash assistance during last distribution round (disaggregated by sex)	26,853 (13,939 female, 12,914 male) 7,924 families	27,700 PRS (14,343 female, 13,357 male); 8,450 families
	Total amount of cash distributed during last distribution round	US\$ 1,205,399	US\$ 1,592,900
	Number of families provided with winterization assistance (cash and in kind)	N/A <sup>22</sup>	8,450 PRS families 706 PRL families

During the first half of 2020, UNRWA continued to provide multipurpose cash assistance and cash for food to all PRS families residing in Lebanon on a monthly basis. In June 2020, a total of 7,924 PRS families received multipurpose cash assistance (US\$100/family) comprising 26,853 PRS members, including 13,939 females (543 persons with disabilities) and 12,914 males (738 persons with disability) who received cash for food in the amount of US\$15.38 per person.

Due to the rising inflation, devaluation of the Lebanese currency, and fluctuation of prices, starting May, WFP decided to determine the value of the cash-for-food provided to PRS on a monthly basis in Lebanese pounds, based on the value of the food basket on the local market. Accordingly, the assistance provided in May and June was the equivalent of LBP 60,000 respectively.

During the reporting period, UNRWA, as part of the United Nations Country Team (UNCT) in Lebanon, reached an agreement with the Government of Lebanon to get a preferential exchange rate of US\$1 for LBP 3,900. While this has partially mitigated the negative impact of the devaluation of the local currency, the exchange rate available to UNRWA remains below that available on the informal market (around 7,000 LBP). During the reporting period, UNRWA distributed a total of US\$ 10,015,230 as multipurpose cash assistance and cash for food to PRS.

UNRWA continued to monitor the physical presence of PRS in Lebanon through monthly monitoring visits conducted by the Agency's social workers, exchange of information with UNRWA SFO on transfer requests, or direct de-activation from UNRWA's registration system upon verification by the Agency's staff during the implementation of the socio-economic survey. Due to the current COVID-19 restrictions, the verification is mostly conducted through phone calls.

The number of PRS in Lebanon has been declining since the beginning of the year. From January to June 2020, 415 PRS families and 969 persons were deactivated from UNRWA registration system due to death, transfer from Lebanon to other fields, returns to Syria and onward movements, and for not being physically present during the verification visits. During the same period, 248 families and 681 persons were newly recorded with the Agency due to birth, marriage or due to transfer to Lebanon from other fields.

In 2020, UNRWA LFO conducted a socio-economic survey to collect more updated information on the status of PRS in Lebanon (current available data backdate to the 2015 UNRWA - American University of Beirut socio-economic report). The survey started at the beginning of March 2020 with a sample of 1,471 PRS families (668 inside camps and 803 outside camps) and was completed by mid-March. A report is expected to be published in the fourth quarter of 2020.

## Strategic priority 2: Contribute to a protective environment for palestine refugees by maintaining access to basic services

### Emergency Health

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
The impact of the crisis on health services for refugees is reduced.	Number of PRS visits and / or consultations supported by UNRWA (primary, secondary and tertiary health care, disaggregated by sex)	33,394 (17,822 female, 15,572 male)	116,000
<b>Outputs</b>			
Palestine refugees have access to primary health-care services.	Number of PRS visits to health centres (disaggregated by sex)	31,823 (16,959 female, 14,864 male)	112,000
	Number of Agency health centres and mobile health points that are operational	27	27
Palestine refugees have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients	1,571 (863 female, 708 male)	4,000
Palestine refugees have access to essential drugs and medical supplies.	Percentage of health centres (HCs) with no stock-out of 12 tracer items	100%	100%

The continued provision of health services is crucial to mitigate the vulnerability of PRS in Lebanon. During the reporting period, UNRWA continued to support the health and wellbeing of PRS through its 27 health facilities across the country. Between January and June, PRS benefited from 33,394 consultations (in-person and through telemedicine), encompassing primary, and, through referral arrangements, secondary and tertiary health care. During the first quarter of 2020, and in line with the measures taken by the authorities to prioritize hospitalization and treatment of COVID-19 cases, non-urgent surgeries were postponed. At the end of the second quarter, hospital admissions resumed on a case by case basis.

In order to minimize foot traffic at UNRWA health centres as part of the mitigation measures implemented to contain the spread of COVID-19, UNRWA also scaled down the services provided at its health centres, prioritizing the most urgent services. NCD patients were provided with a two-month prescription to ensure their access to lifesaving medications, at the same time reducing the need for frequent visits to the HCs. These measures are expected to continue in the second half of the year, and may affect the achievement of the planned target for consultations. UNRWA continues to raise awareness among Palestine refugees on infection prevention and control, including reducing gatherings and in-person visits when possible.

*A PRS woman receives her medicines at an UNRWA Health Centre in Nahr el Bared Camp, Lebanon. ©2020 UNRWA Photo by Maysoun Mustafa*



## Education in Emergencies

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement.	Percentage of PRS students graduating from basic education	100% (364 students, 194 girls, 170 boys)	50.68% (58.66% girls, 42.14% boys)
Palestine refugee students have access to education through regular classes.	Number of school-age PRS children enrolled in regular classes in UNRWA schools (disaggregated by sex)	4,812 (2,462 girls, 2,350 boys)	4,812 (2,462 girls, 2,350 boys)
	Number of students provided with at least one item of material support to enable them to access education at an UNRWA school	4,812 (2,462 girls; 2,350 boys)	4,812 (2,462 girls, 2,350 boys)
	Number of PRS/PRL students attending formal vocational courses whose registration fees are fully subsidized	51 PRS (27 female; 24 male) 196 PRL (80 female, 116 male)	41 PRS and 196 PRL (44% girls)
Palestine refugee students are provided with targeted psychosocial support.	Number of students who have attended at least one counselling session (disaggregated by sex)	2,429 (652 girls, 1,777 boys)	1,150 PRS (500 girls, 650 boys)
Palestine refugee students are provided with additional learning support and recreational activities.	Number of PRS students participating in at least one recreational (and/or) extra-curricular activity during the year	1,786 (828 girls, 958 boys)	1,150 PRS (500 girls, 650 boys)
	Number of UNRWA students who have attended at least one UNRWA catch-up class	To be reported in Q4-2020	1,800 PRS (950 girls, 850 boys)

The spread of COVID-19 combined with the pre-existing economic crisis has compounded existing educational constraints and barriers during the 2019 / 2020 school year. Even before the COVID-19 crisis, between mid-October and November 2019, schools were frequently closed due to protests and related access constraints.

At the beginning of May 2020, in the context of the COVID-19 crisis, the Lebanese Ministry of Education and Higher Education (MEHE) announced the cancellation of the national Brevet official exams for the scholastic year 2019-2020 and the automatic promotion of grade nine students and all students to the next grade level. Accordingly, all the 364 (170 male and 194 female) PRS students enrolled in grade 9 at UNRWA schools during the 2019 / 2020 school year graduated from basic education.

Some 4,812 PRS students were enrolled in UNRWA schools during the school year 2019 / 2020, a decrease from the 5,254 registered with the Agency in 2018 / 2019. The decrease in PRS enrolment rates is attributed mainly to the overall decrease

in the number of PRS families living in Lebanon. In addition, PRS and PRL children continue to face other retention barriers (e.g. pressure to work) as they are negatively impacted by the deepening economic crisis faced by Lebanon.

At the end of February 2020, all UNRWA schools were closed in line with the decision of national authorities. During the closure of schools due to COVID-19, UNRWA in Lebanon continued to provide education through a remote modality. PSS services also continued through remote support. The recreational activity programme also continued online, through the dissemination of videos and through various social media channels targeting children and caregivers alike in order to promote physical activity and the continuation of recreational activities at home during lockdown.

During the school year 2019 / 2020, through EA funds, 247 students (196 PRL and 51 PRS) benefited from various trade and semi-professional vocational courses at STC (in person and through remote modalities due to COVID-19). Female students accounted for 43.3 per cent of the total.





*Due to COVID-19, PRS children from Mazar school at Beddawi camp, Lebanon, have been continuing their education at home through UNRWA Self-Learning Programme. © 2020 UNRWA photo*



## Livelihoods and Social Cohesion

Outcome/output	Indicator	Actual	Target (2020)
Outcome			
Improved access to livelihood opportunities for PRS and PRL	Number of PRS/PRL (15-24 years old) reached through formal and non-formal skills trainings (disaggregated by sex)	656 (84 PRS, 572 PRL) PRS (32 female, 52 male) PRL (393 female, 179 male)	1,800 (224 PRS, 1,576 PRL)

A number of challenges affect the livelihoods of Palestine refugees in Lebanon, especially PRS. While work and property restrictions apply to PRL, the precarious legal situation of PRS further restricts their access to employment. In addition, the ongoing presence of nearly one million Syrian refugees negatively impacts an already strained labour market, creating competition between PRL, PRS, Syrian refugees and Lebanese jobseekers for a limited number of available positions.

This situation has been further compounded by the socio-economic impact of the lockdowns and other restrictive measures imposed to contain the spread of COVID-19. While UNRWA has been able to continue the provision of skills trainings through online modalities, the COVID-19 emergency as well as the economic crisis are compounding the challenges

faced in the delivery of programmes and in access to the labour market. During the reporting period, 656 Palestine refugees (84 PRS and 572 PRL) were supported through formal and non-formal skills training. This intervention was made possible thanks to the availability of carry forward funds from the previous year's appeal.

Increasing access to livelihood and employment opportunities – especially for PRS youth – is vital and remains a key priority under this appeal. In line with its youth strategy, the Agency's youth unit will continue to support PRS and PRL youth with employment support services to improve their access to livelihoods and allow them to live in dignity.

## Protection

Outcome/output	Indicator	Actual	Target (2020)
Outcome			
Number of Palestine refugees provided with legal aid services (disaggregated by PRL-PRS)	Number of UNRWA staff members trained on protection and humanitarian principles (disaggregated by sex)	238 (159 female, 79 male)	720
	Number of Palestine refugees provided with legal aid services (disaggregated by PRL-PRS)	3,174 (1,831 PRL, 916 female, 915 male) 1,343 PRS (580 female, 763 male)	7,348
	Number of Palestine refugee women/men/girls/boys engaged in community-based protection activities	785 139 PRS (88 female, 51 male) 646 PRL (498 female, 148 male)	9,240 (4,620 PRS; 4,620 PRL)
	Number of protection incidents of alleged violations involving duty bearers as perpetrators, documented by UNRWA (disaggregated by PRL/PRS)	62 (7 PRL; 54 PRS; 1 other)	192

During the reporting period, protection activities have been significantly affected by movement restrictions related to civil unrest and COVID-19. This has directly impacted the delivery of trainings, individual interviews, focus groups, community activities, community-awareness raising sessions and advocacy opportunities. It has also indirectly impacted the number of referrals from other UNRWA services and the community, as the protection team has been less physically present to raise awareness of issues for identification and referral.

During the reporting period, the UNRWA protection team reached 785 community members (586 women and 199 men)

through community engagement activities. Sessions with women focused on raising awareness on COVID-19, combating stigma, stress coping strategies for caregivers, and raising awareness on services available to GBV survivors. Sessions with men focused on preventing violence by discussing stress factors faced by men specifically in times of economic crisis and instability due to the COVID-19 pandemic. UNRWA also continued its community engagement on MHPSS, GBV, and child protection (CP) issues mostly through remote modalities. Legal aid counseling, legal assistance and support to legal representation through a contracted lawyer was provided to 3,174 beneficiaries, of whom 1,831 were PRS. Key issues raised mainly referred to labour rights and GBV.

During the first two quarters of 2020, 46 alleged protection violations were reported, affecting 62 people (including 14 children and 8 women), of whom 87 per cent were PRS. Incidents were identified largely through individual interviews

or focus groups. All but one of the cases was reported in the first quarter, as LFO had to suspend focus groups and in person visits during the second quarter due to COVID-19.

## Environmental Health

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
Public health needs of the affected population are met.	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	95.06%	97%
<b>Output</b>			
Improved solid waste management inside UNRWA camps.	Percentage of PRS benefiting from garbage collection inside camps	92.76%	97%
Safe and adequate water supply provided inside UNRWA camps.	Percentage of PRS in camps being provided with potable water for their basic needs.	95.88%	97%
Improved wastewater and storm water systems.	Percentage of PRS in camps served with adequate wastewater and storm water systems.	95.10%	97%

During the reporting period, no funding was received under the EA for this intervention. However, through other sources of funding, UNRWA continued to ensure an adequate quality and quantity of water supply to Palestine refugee camps, as well as sanitation services, providing 95 per cent of targeted PRS with safe and equitable access to water and sanitation resources and facilities.

The Agency continued vector control, disinfection campaigns road cleaning, collection and disposal of solid wastes in all 12 Palestine refugee camps. However, the continuing national garbage crisis, closure of municipal and private dumping sites, demonstrations/protests resulting in roads closures and armed clashes in several camps affected the timely collection and disposal of solid waste. During the reporting period, UNRWA ensured the proper functioning and maintenance

of water wells, as well as chlorination, and regular water testing. Cleaning of sewage and storm water networks, and infrastructure maintenance in camps were provided by sanitation teams, thus preventing blockage or flooding during winter.

Congestion of camps, overcrowding, security restrictions at check points, sit-ins, frequent closures of the municipal and private dumping sites are the main challenges affecting the provision of environmental health services. In response to the increased demand for WASH services during the COVID-19 pandemic, UNRWA hired additional sanitation labourers. A more detailed description of the measures implemented by UNRWA to respond to COVID-19 is provided in the dedicated report on the UNRWA COVID-19 response, March to July 2020.

## Strategic priority 3: Improve the effectiveness and efficiency of emergency programme delivery

### Safety and Security

Outcome/output	Indicator	Actual	Target (2020)
<b>Output</b>			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of front-line staff provided with safety, security and awareness trainings	0	100%

Due to funding shortfalls, this intervention could not be implemented during the reporting period. The Agency will seek to provide the planned security training under another funding modality during the second half of the year, if emergency appeal funds are not available. UNRWA continuously monitors the security situation in Lebanon, in full coordination with UNDSS, other UN Agencies and the

Government of Lebanon, to identify any possible threats and deterioration in the security situation that could have an adverse impact on Palestine refugees and the Agency's operations. The Field Security and Risk Management Office (FSRMO) continued to provide security updates to all staff to contribute to the smooth running of operations.



## Emergency Repair and Maintenance of UNRWA Installations

Outcome/output	Indicator	Actual	Target (2020)
<b>Output</b>			
UNRWA installations repaired or maintained for continued service provision.	Number of UNRWA facilities rehabilitated or repaired	0	100

Due to substantial underfunding of the EA, no funding was allocated to this intervention during the reporting period.



A camp improvement visit in Beddawi refugee camp, Lebanon.  
© 2020 UNRWA Photo by Maysoun Mustafa

jordan



## Political, economic and security developments

The Hashemite Kingdom of Jordan remains stable within a volatile region, though its location at the intersection of multiple conflicts exposes it to intensifying geopolitical pressure. Added to these external factors is the extra burden placed on the Jordanian economy and public health system by COVID-19 since March 2020.

During the reporting period, Jordan implemented rigorous measures to curb the spread of the disease. The National Defence Law, giving the government exceptional powers to enforce a state of emergency, was activated on 17 March, and a number of restrictive measures, including the closure of schools and several commercial activities, restrictions of movement and curfews were imposed. With these pre-emptive steps including nationwide random testing for COVID-19, the outbreak was kept under control during the reporting period. However, these containment measures have negative consequences for many economic and social sectors, with a particularly heavy toll on the most vulnerable groups, including Palestine refugees. The International Monetary Fund (IMF) reported that the Gross Domestic Product (GDP) in Jordan will decline by 3.7 per cent this year,<sup>23</sup> while an even more severe shock might be expected over the next months taking into consideration losses to the tourism sector.<sup>24</sup> Unemployment rates, already standing at 19.3 per cent at the end of quarter one 2020<sup>25</sup> are likely to rise, and pressure on the labour market is likely to grow as more people seek job opportunities. Decreased external demand and its spill-over effects on the domestic economy through a decline in exports, remittances, travel and foreign investments will also have a negative impact on Jordan's current account deficit.<sup>26</sup>

Further, at the beginning of the year, Jordan experienced unrest and public anger resulting from the US-sponsored Middle East peace plan and the gas deal signed between Jordan and Israel. This wave of dissent came after the 2019 protests against increased government austerity measures, economic austerity and insufficient political reform.

Despite these pressures, Jordan has thus far managed to minimize the risk of increased instability, and in parallel has put great emphasis on building resilience and addressing the potential repercussions of the sociopolitical and economic turmoil in neighbouring countries.

Additional pressure is created by the high number of refugees hosted in the country and affected by long-term displacement. As of June 2020, 657,960 Syrian refugees were registered in Jordan, as per UNHCR records.<sup>27</sup> Also, approximately 17,500<sup>28</sup> Palestinian refugees from Syria (PRS) continue to live in the country after a decade of displacement. PRS continue to be exposed to multi-dimensional challenges, including poverty, food insecurity<sup>29</sup> and protection risks, including concerns around their legal status. The COVID-19 outbreak further increased these vulnerabilities: findings from an UNRWA multi-sectoral COVID-19 Rapid Survey conducted in June

2020 showed that 64 per cent of PRS families surveyed were worried about not having enough food to eat, due to lack of money to buy food (57 per cent), not having food stocks at home (21 per cent), and/or potential increase of commodity prices (16 per cent). Almost half of the respondents (49.6 per cent) had their work disrupted by COVID-19 with a significant difference between women (75 per cent) and men (37 per cent).

While these circumstances are the direct result of the pandemic and measures to contain it, it is expected that the longer term socio-economic effects will persist, increasing the vulnerability and humanitarian needs of PRS.<sup>30</sup>

## Operational developments

By the end of June 2020, 17,495 PRS (5,446 women, 3,664 girls, 4,600 men and 3,785 boys) were recorded with UNRWA in Jordan, corresponding to 4,311 families. Despite a challenging operating environment due to the COVID-19 pandemic, through its emergency appeal, UNRWA continued to provide PRS with a number of humanitarian interventions during the first half of the year. These included cash assistance, basic education, health and protection services. As of 30 June 2020, UNRWA had received funds to cover approximately 53 per cent of its emergency appeal needs in Jordan.

During the first two quarters of the year, 16,437 PRS received their cash assistance through emergency appeal funds. At the same time, UNRWA reinforced communication and awareness on COVID-19 to ensure that adequate information was shared with PRS. The Agency had to close its health centres from mid-March to mid-June 2020. However, services were maintained through adjusted modalities. More information on the UNRWA COVID-19 response is provided in a separate report on the Agency's COVID-19 Flash Appeal (March-July 2020<sup>31</sup>). Likewise, the provision of remote protection assistance to concerned individuals and/or protection cases, via emergency hotlines, was made available.

Refugees in King Abdallah Park (KAP) (499 refugees in June 2020, including 343 PRS, 133 Syrians, 23 Jordanians<sup>32</sup>) continued to receive services such as cash assistance, health and comprehensive protection, in coordination with other UN Agencies and partners. During the COVID-19 lockdown, UNRWA coordinated with the Jordanian authorities to grant permits for its essential staff, allowing them to move between the governorates and ensure that services were delivered on timely basis, including the provision of cash assistance and the completion of registration of PRS in KAP.

At the end of 2019, UNRWA revised its unconditional cash assistance programme for PRS in Jordan with changes effective from January 2020. While cash assistance continues to be provided through a targeted approach prioritizing the most vulnerable through a higher cash transfer, the Agency increased the amount of assistance provided to vulnerable PRS from US\$ 10 per person per month to US\$ 25 per person per month, given the high levels of vulnerability faced by all PRS in Jordan. During the reporting period, 10,059 PRS,

assessed as vulnerable, received US\$ 25 per person per month, while 6,378 PRS categorized as most vulnerable or facing a protection concern received US\$ 40 per person per month.

Between January and June 2020, 30 PRS returned to Syria (nine families, six women, 12 men, five girls, seven boys). Since the re-opening of the Nassib border crossing in October 2018, 267 PRS families (784 individuals) have been recorded as returning to Syria, out of whom 127 families (447 individuals) returned

to Jordan, mainly due to the unstable security situation in Syria, and had their files reactivated with UNRWA. In 2020, PRS returns to Syria were mainly recorded during the first three months of the year, and considerably decreased with the start of the COVID-19 pandemic and the subsequent lockdown, border closures and other restrictive measures put in place to reduce the risk of transmission.

## jordan: sector-specific interventions

### Strategic priority 1: Preserve resilience through the provision of humanitarian assistance, ensuring that the most vulnerable refugees meet their basic needs

#### Cash Assistance for Essential Needs, Including Food, Shelter and NFIs

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
<b>Output</b>			
Eligible PRS families in Jordan are provided with unconditional cash assistance to meet essential needs during the time of their displacement	Number of eligible PRS provided with unconditional cash assistance per distribution (disaggregated by sex)	16,437 (8,625 female, 7,812 male; 288 persons with disabilities)	16,500
PRS cases identified as facing major crises are provided with emergency cash assistance	Number of PRS families receiving one-time emergency cash assistance	210 (72 female headed households, 138 male headed households and 5 male head of household with disability)	450
PRS in Jordan are provided with winterization cash assistance to better cope with the hardships of winter season	Number of PRS families provided with winterization assistance	0 <sup>33</sup>	4,400

In quarter one 2020, UNRWA distributed unconditional cash assistance to 16,338 PRS (7,762 men, 8,576 women and 289 persons with disability), corresponding to 100 per cent of eligible PRS identified during this period. Out of the total population assisted, 9,985 individuals received US\$ 25, and 6,353 individuals received US\$ 40, including King Abdallah Park (KAP) residents.

During the second quarter of 2020, 16,437 eligible PRS (7,812 men, 8,625 women and 288 persons with disability) representing 100 per cent of the total eligible caseload received cash assistance provided by UNRWA. Of those, 6,378 individuals were categorized as most vulnerable and received US\$ 40 per person per month, and 10,059 PRS, categorized as vulnerable, received US\$ 25 per person per month.

The total number of PRS assisted on a quarterly basis through unconditional cash assistance is slightly below the target (99.6 per cent), as this was set up at the end of 2019 based on the estimates available at that time. The number of PRS eligible for assistance was reviewed ahead of each cash distribution and updated accordingly.

As of the end of June 2020, three Post Distribution Monitoring (PDM) exercises were undertaken by UNRWA Jordan Field Office (JFO) to collect feedback on the cash assistance provided by the Agency: one PDM was conducted to assess the impact of the winterization assistance provided at the end of 2019, while the remaining two PDMs were conducted in reference to the cash assistance provided in quarter four of 2019 and quarter one of 2020 respectively. Findings revealed that rent



was the top priority expenditure for PRS households, and food the second. The majority of PRS considered that the amount of cash assistance provided was insufficient for their basic food and NFI needs. However, findings from the PDM exercise conducted on the first unconditional cash-based distribution of 2020 showed that a slightly lower number of PRS felt that the assistance was insufficient, compared to the results of the 2019 PDM. This is likely due to the increased value of cash-based assistance provided to vulnerable PRS in 2020.

In addition, UNRWA distributed one-time emergency cash assistance to 210 PRS households (72 female-headed, and five families headed by a person with disability), amounting to 890 individuals (428 men, 462 women, 19 persons with disabilities).

This component was provided to extremely vulnerable families to help them mitigate acute emergency needs, and/or address protection concerns, preventing a deterioration in their humanitarian situation. During the reporting period, each family targeted with this assistance received an average of US\$ 200. Fourteen per cent of PRS assisted through this assistance needed to cover costs related to the risk of eviction (court warnings/ protection cases), 44.3 per cent to cover the cost of utilities (electricity and water), 3.3 per cent to cover the costs of documents to legalize their status in Jordan, and 37.6 per cent faced severe shortages of food and essential non-food items.



*A PRS withdraws the unconditional cash assistance provided by UNRWA from an ATM machine near his shelter in Jordan. © 2020 UNRWA photo by Lubna Hashem*

## Strategic priority 2: Contribute to a protective environment for Palestine refugees by maintaining access to basic services

### Emergency Health

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
The impact of the crisis on health services for refugees is mitigated.	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	4,423 (2,521 female, 1,902 male)	15,000 <sup>34</sup> (8,589 female, 6,411 male)
<b>Outputs</b>			
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	4,203 (2,392 female, 1,811 male)	14,500 <sup>35</sup> (8,303 female, 6,197 male)
	Number of operational Agency health centres and mobile health points	29	29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients (disaggregated by sex)	220 (129 female, 91 male)	500 (286 female, 214 male)

During the reporting period, UNRWA ensured unrestricted and free-of-charge access to the Agency's health care services to 4,423 PRS recorded in Jordan (1,902 male; 2,521 female), through UNRWA 25 primary health centres (HCs) and four mobile dental clinics. The mid-year target (7,750) was not reached due to the impact of the COVID-19 outbreak. In mid-March, until 5 May, UNRWA HCs closed in line with the measures imposed by the Jordanian authorities to limit the spread of the virus. During this period, the Agency provided NCD patients with a two-month supply of their essential medications through a home delivery system. Out of the total of 74,798 Palestine refugees assisted through this modality, 722 were PRS.

On 21 May, in line with Government decisions, UNRWA health centres resumed treatment of emergency cases and the provision of some essential healthcare services (e.g. vaccinations), while curative services resumed on 15 June.

During the reporting period, UNRWA facilitated access to secondary and tertiary health care and covered hospitalization costs for 220 PRS, meeting 44 per cent of the annual target.

Of these cases, 113 were KAP residents who were referred to hospitals by JHAS clinic; and 74 were general protection cases outside KAP, who were referred to private hospitals, with UNRWA covering the costs of their treatment. PRS identified as protection cases cannot approach public health facilities due to a lack of proper legal documents. The remaining 33 hospitalization cases were from PRS living in host communities (non-protection cases), who were supported through admission to public hospitals.

Through UNRWA financial support, six PRS (three females, three males) were also provided with eyeglasses including four children (three girls, one boy); one PRS female was provided with a prosthetic device.

During the first half of 2020, renewed partnership with the JHAS allowed for the continued provision of primary health services to PRS in KAP. From January to June 2020, 2,045 (954 females, 1,091 males) consultations were provided at the JHAS clinic in KAP. JHAS clinic in KAP continued to provide healthcare services also during the COVID-19 nationwide lockdown and assisted PRS as necessary.

*Despite losing three years of school due to the Syrian war, Badea, a PRS in Jordan, is determined to continue her education. © 2020 UNRWA photo by Lubna Hashem*

## Education in Emergencies

Outcome/output	Indicator	Actual	Target (2020)
<b>Outcome</b>			
PRS are able to continue their education despite conflict and displacement.	Percentage of PRS and Syrian <sup>36</sup> students graduating from basic education	0 <sup>37</sup>	100%
<b>Outputs</b>			
The quality of teaching and learning is sustained even during emergencies	Number of UNRWA schools that enrol PRS and Syrian students in their classes	133	135
	Number of PRS and Syrian students enrolled in UNRWA schools disaggregated by sex	1,167 (575 boys, 592 girls)	1,167
	Number of PRS students admitted to vocational training centres and Faculty of Educational Sciences and Arts disaggregated by sex	14 (4 boys, 10 girls)	40
The psychosocial well-being of students affected by conflict is supported	Number of PRS and Syrian students who have attended at least one counselling session	631 (361 girls, 270 boys)	1,167
	Number of newly appointed school counsellors trained on the Agency's PSS framework	0	52
PRS students are provided with educational and recreational materials and activities.	Number of PRS and Syrian students provided with educational/recreational materials (back-to-school kits, PSS/ recreational kit, stationery)	0	1,167
	Number of PRS and Syrian students participating in at least one recreational (and/or) extra-curricular activity during the year	653 (378 girls, 275 boys)	1,167

UNRWA continues to ensure that all PRS children enrolled in the Agency's schools in Jordan receive quality, inclusive and equitable education. During the reporting period, 133 UNRWA elementary and preparatory schools continued to provide basic education services (in person and remotely) to 1,167 PRS and Syrian refugee students (865 PRS, comprising 449 girls and 416 boys; and 302 Syrians, comprising 143 girls and 159 boys). Moreover, 14 PRS students (10 girls, four boys) were admitted to vocational training courses at Amman Training Centre (ATC) and Wadi Seer Training Centre (WSTC) in February 2020.

In line with the measures imposed by the Jordanian Government to contain the spread of COVID-19, UNRWA educational facilities in Jordan were also closed in mid-March. To ensure continuity of education, UNRWA supported students in its schools and TVET centres through a remote / self-learning approach. Lessons and Self Learning Materials were prepared by teachers and shared with students via social media and other online communication channels. Teachers and educational staff continuously monitored Palestine refugee students' (including PRS) engagement and progresses

through remote modalities such as phone calls and online communication channels, including social media. An assessment of students' learning achievement was conducted at the end of the second semester and students were provided with the corresponding results and certifications. In addition, summative assessment of students' learning at the end of the second semester was conducted and students were provided with their results and certification.

During the reporting period, 631 students (361 girls, 270 boys) attended counselling sessions and 653 students (378 girls, 275 boys) participated in recreational and extracurricular activities. Due to the COVID-19 outbreak and emergency, there was a need to conduct more counselling sessions in schools, including individual and group sessions on awareness raising measures, drop-out risks, and psycho-social support. Some of these activities were implemented in school premises at the beginning of the year, and moved then to an online platform, once schools and educational facilities closed. Back-to-school kits and stationery will be provided to PRS students at the beginning of the new school year, in September.



## Protection

Outcome/output	Indicator	Actual	Target (2020)
Strengthened prevention and protection response for PRS.	Number of PRS individuals referred to external partners for legal counselling (disaggregated by sex)	12 (5 female, 6 male and 1 boy)	74
	Number of UNRWA staff members trained on protection (disaggregated by sex)	0 <sup>38</sup>	500

During the reporting period, 12 PRS individuals (six men, five women, one boy) were referred to external partners for legal counselling, including on civil documentation issues. The relatively low progress towards this target is mainly related to the COVID-19 outbreak and the nation-wide lockdown which started in March 2020, limiting the ability of UNRWA staff to refer protection cases to external partners. Among its priorities for 2020, UNRWA had planned to scale up the range of services provided to PRS facing protection-related risks. This includes hiring a legal partner to provide direct support to PRS. UNRWA expects to move forward with this action in the second half of the year.

In addition, 36 cases were referred internally to different UNRWA programmes: one to the education programme, 34 to the health programme, and one to the field GBV focal points.

Due to the COVID-19 outbreak and restrictions on gatherings, training sessions were put on hold during the reporting period.

Protection related trainings were also provided to 156 PRS residing in KAP, on Gender and GBV (26 women), Child Protection (25 women, 29 girls and 11 boys), MHPSS (31 women) and legal awareness (7 women and 27 men). Two sessions were conducted online.

## Regional response

Outcome/output	Indicator	Actual	Target (2020)
The response, as funded, is effectively implemented and managed	Mid-year Emergency Appeal Progress Report issued within 120 days of the end of the reporting period	120 days	120 days
	Draft annual Emergency Appeal Report issued within 120 days of the end of the reporting period	N/A	120 days
	Emergency Appeal implementation is reviewed through mid-year and annual results reviews	1	2

Within UNRWA, the Department of Planning remained responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria Regional Crisis Response. Coordination was maintained with the humanitarian system at regional level in Amman on programming, advocacy and fundraising, as well as on the production of key documents and appeals, including the additional needs created by the COVID-19 pandemic, and reporting and monitoring against these appeals. UNRWA continued to participate in the HRP for the Whole of Syria and in the Regional Refugee and Resilience Plan 2020-2021 and related technical and senior-level working groups.

When PRS are reported outside of the Agency's fields of operations, UNRWA liaises with and refers cases to relevant partners for follow-up in accordance with their mandates and the status under international law of PRS who are no longer receiving protection or assistance from UNRWA. During the reporting period, the UNRWA Representative office in Cairo continued to coordinate support to some 3,000 PRS who had travelled to Egypt. These refugees were provided with health assistance and food vouchers (the equivalent of the food voucher was provided in cash due to the COVID-19 pandemic) through UN Agencies and humanitarian partners. COVID-19 had severely impacted the socioeconomic situation of PRS in Egypt and restricted their already limited access

to the informal market, increasing their vulnerability.

During the reporting period, a Senior Emergency Officer continued to oversee the planning, monitoring and reporting of emergencies activities, including reviewing and updating existing contingency plans in light of the new challenges created by COVID-19; and supporting field offices in planning for COVID-19 specific response plans.<sup>39</sup> The online Results Based Monitoring system allowed the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting.

UNRWA also maintained other headquarters functions in support of emergency operations, including data analysis for emergency programming; and legal service functions in support of engagement on protection issues. Due to EA funding gaps, these functions could only continue thanks to the availability of alternate sources of funding, including the Agency's programme budget.

UNRWA continues to require additional capacity to reinforce the planning, monitoring and evaluation of emergency interventions and the safety and security of staff and refugees. This remains vital for the efficient and effective delivery of activities and to maintain and further develop the capacity to effectively respond to rapid-onset emergencies.



annexes

# annex 1: list of contributors to the syria regional crisis emergency appeal

**CERF**

**European Union**

**France**

**Germany**

**Ireland**

**Japan**

**Monaco**

**Norway**

**OCHA**

**Spain, Bilbao City Council**

**Sweden**

**UNDP**

**UNHCR**

**United Kingdom**

**Various Private Donors**

**WFP**

# annex 2: status updated syria regional crisis ea risk register

Event	Causes	Consequences	Mitigation / Coping Mechanisms	Risk Management Monitoring	Status Update		Jordan
Strategic/Programmatic							
<ul style="list-style-type: none"><li>Continuous and unpredictable changes in the operating environment</li><li>Programmatic and implementation targets partially achieved</li><li>Effectiveness in management and governance declines</li><li>Delays in reform implementation</li></ul>	<ul style="list-style-type: none"><li>Political and security realities of protracted Syria conflict</li><li>Inadequate operational or programmatic capacity to implement plans</li><li>Lack of proper assessment, planning and/or monitoring of plans</li><li>Lack of ownership, inadequate accountability and resistance to targeted results</li><li>Interference and weak capacity</li><li>Referral service needs unmet qualitatively and/or quantitatively</li></ul>	<ul style="list-style-type: none"><li>Higher risk of exposure to violence and insecure environment</li><li>Failure to meet and demonstrate results to stakeholders</li><li>Programme quality is compromised.</li><li>Policy decisions not based on evidence or reliable data</li><li>Legal cases against UNRWA</li><li>Stakeholder confidence in UNRWA declines</li></ul>	<ul style="list-style-type: none"><li>Develop and utilize assessment and conflict analysis to inform management decisions</li><li>Enhance partnership with national and international organizations for efficiency and effectiveness</li><li>Strengthen adherence to project cycle management (PCM) cycle (develop and utilize work plans and logical framework)</li><li>Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring</li><li>Strengthen communication with key stakeholders.</li><li>Continuous capacity-building provided to staff</li><li>Implement the 2020-2022 UNRWA Evaluation Strategy to reinforce accountability, transparency, integrity and learning</li></ul>	<ul style="list-style-type: none"><li>Monitoring security updates</li><li>Periodic monitoring undertaken through Quarterly Management Reviews and semi-annual Results Reviews</li><li>Regular programme and financial monitoring through monthly management meetings</li><li>Regular monitoring of reform strategies through annual work plan and report</li><li>Periodic review and update of UNRWA risk register</li><li>Quarterly planning, monitoring and reporting meetings</li><li>Humanitarian snapshots issued on a bi-monthly basis</li><li>Monthly protection meetings</li></ul>	<ul style="list-style-type: none"><li>Field Security and Risk Management continued to monitor, assess and advise on the security situational updates in collaboration with UNDSS. FSRM is developing an Ad-Hoc security risk management to define the threats and the measures needed to reduce the risks on UNRWA operations.</li><li>Quarterly Man-agement Reviews (QMRs) continued in the first half of 2020. The QMRs assisted in: (i) tracking and quality assuring re-sults; and (ii) improving pro-programme man-agement and decision making.</li><li>The Issue Log was maintained to assist the SFO Front Office and the Programme Support Office (PSO) in tracking/solving identified problems</li><li>The Syria Humanitarian snapshot was issued on a monthly basis during the first half of the year.</li><li>Area protection meetings were held on a monthly basis including remotely during the COVID-19 lockdown.</li></ul>	<ul style="list-style-type: none"><li>Quarterly management meetings and project reviews continued during the first half of 2020.</li><li>Monitoring visits and verification missions were conducted regularly</li><li>Partnership efforts were carried on throughout the first half of 2020 to coordinate the emergency and relief efforts in response to the current socioeco-nomic crisis as well as COVID-19.</li><li>In light of the country's unrest which commenced on 17 October 2019 due to political and economic factors, LFO FSRM continued to monitor the security situation to inform management decisions and en-sure the safety and wellbeing of staff. LFO Contingency Plan and the five area plans have been updated.</li></ul>	<ul style="list-style-type: none"><li>Since the re-opening of Nassisb border in October 2018, 784 PRS individuals have returned to Syria, out of whom 447 individuals came back to Jordan and had their cases reactivated with UNRWA. Numbers of re-turnees are very limited due to instability of the economic and security situation in Syria and it is also expected to decrease due to COVID-19 re-strictions imple-mented by the GoJ.</li><li>Number of PRS families provided with one-time emergency cash assistance in-creased due to the loss of livelihood opportuni-ties due to COVID-19 lockdown.</li><li>Most vulnerable PRS continue to face challenges related to their legal status in Jordan. UNRWA Neutrality and Protection Unit is in the process of hiring a legal firm to strengthen support to these cases.</li><li>KAP is hosting 499 refugees, including 343 PRS, who continue to face chal-lenges in legalizing their situation in Jordan.</li><li>Quarterly PDM surveys are being conducted (by phone). A PDM survey specific to the COVID-19 as-sistance will be implemented in the second half of the year. Findings of current PDM indicate that PRS are highly de-pendent on cash assistance which is used mainly for rent, food and paying debts.</li></ul>



Event	Causes	Consequences	Mitigation / Coping Mechanisms	Risk Management Monitoring	Status Update	
			Financial		Syria	Lebanon
<ul style="list-style-type: none"><li>Deficit in donor aid commitment to the regional response plan.</li><li>Decline in purchasing power (exchange rate fluctuation and inflation)</li><li>Efficiency of expenditures declines</li><li>Deficit in EA funding affecting the provision of services</li></ul>	<ul style="list-style-type: none"><li>Donor fatigue and reprioritization of humanitarian response in Syria</li><li>Humanitarian needs exceed international response.</li><li>Competition from other emergencies or regional issues</li><li>Limitations in adequacy of audit and oversight functions</li><li>Ongoing economic contraction, aggravated by insecurity and/or sanctions</li><li>Insufficient funding to the EA</li></ul>	<ul style="list-style-type: none"><li>Shortfall in donor contribution for Syria</li><li>Inability to respond adequately to the increased needs of PRS</li><li>Increase in staff dissatisfaction</li><li>Fiduciary risks in operational implementation</li></ul>	<ul style="list-style-type: none"><li>Intensive and regular engagement with donors and international stakeholders</li><li>Review of programmatic interventions to adjust levels of assistance to depreciation of the currency</li><li>Strategic approach to fundraising</li><li>Prioritization of key projects</li><li>Robust financial and management systems in place</li><li>Audit and oversight provided and recommendations are implemented</li></ul>	<ul style="list-style-type: none"><li>Communication with donors (private/institutional) is more consistent and of higher quality.</li><li>Audit and oversight monitored through UNRWA systems of review and response</li><li>Budget hearings and project prioritization processes held annually</li><li>Regular budget monitoring processes are held.</li><li>Regular coordination between field offices and HQ on review of programmatic interventions</li></ul>	<ul style="list-style-type: none"><li>Regular contact was maintained directly or in close coordination with ERCDC with key donors, including Germany, DFID, ECHO, EU- DG NEAR, Japan, Italy, Norway, SDC, and others. Many meetings were conducted online due to COVID-19.</li><li>Quarterly expenditure review meetings with the front office and service depart-ments were conducted for Q1 and Q2 2020. Regular quarterly meetings will continue in the sec-ond half of the year.</li><li>UNRWA had to reduce amount of cash assistance provided to bene-ficiaries due to shortage of funds</li><li>UNRWA, as part of the UNCT, is engaged in dialogue with the govern-ment counterparts to negotiate a new preferential exchange rate to protect the pur-chasing power of cash assistance provided to beneficiaries.</li></ul>	<ul style="list-style-type: none"><li>2020 EA critical needs for emergency health, education and cash assistance have been covered.</li><li>Humanitarian snapshots and situation reports were produced and circulated providing monthly updates on key facts and figures concerning the EA.</li><li>Regular Communication with donors was maintained.</li><li>Quarterly Expenditure review meetings continued throughout June 2020.</li></ul>
						<ul style="list-style-type: none"><li>Funds were available to cover PRS requirements.</li><li>Quarterly expenditure reports are prepared to better reflect on requirement vs gaps.</li><li>Monthly humanitarian snapshots are being prepared reflecting updated figures and activities against donors funded projects; the snapshot is being shared with donors and partners.</li></ul>

Event	Causes	Consequences	Mitigation / Coping Mechanisms	Risk Management Monitoring	Status Update		
					Syria	Lebanon	
	Hazards						
<ul style="list-style-type: none"><li>• Increase in asymmetric attacks and/or natural disasters</li><li>• Civil unrest (LFO)</li><li>• Heightened physical threats to refugees, staff and UN facilities (personal safety) and increased risk of GBV, SEA and incidents of violence against children</li><li>• Further displacement/ movement of Palestine refugees from camp and gatherings (SFO)</li><li>• Sudden increase in the number of PRS returns to Syria, in particular from neighbouring countries</li><li>• Area staff rules and regulations for safety and security are not covered by UN security framework</li><li>• Deteriorating infrastructure through lack of maintenance leads to unsafe working conditions</li><li>• Deterioration in the economic situation and negative exchange rate fluctuation in Lebanon</li><li>• Lack of funding limiting UNRWA ability to restore its services in areas of IDPs and refugee returns in Syria</li></ul>	<ul style="list-style-type: none"><li>• No peaceful resolution to conflict</li><li>• Local staff safety and security are not covered by UN security framework.</li><li>• Lack of financial investment in maintenance</li><li>• Civil unrest in Lebanon leads to increase in PRS returns and further displacement for PRL</li><li>• Increased risk of child sex trafficking</li><li>• Change in the context in Lebanon and Jordan pushing PRS to return to Syria</li></ul>	<ul style="list-style-type: none"><li>• Increased threat, violence-related injuries and displacement of UNRWA refugees</li><li>• Increased staff flight and fatigue</li><li>• Damage to and loss of UNRWA assets; violations of UNRWA Privileges and Immunities</li><li>• Reduced access to beneficiaries, installations, camps and gatherings</li><li>• Increase in needs, in particular in areas of Palestine refugee's returns</li><li>• Lack of adequate duty of care standards on safety and security</li><li>• Partial or complete evacuation of international staff</li></ul>	<ul style="list-style-type: none"><li>• Establish field-specific plans to mainstream safety and security.</li><li>• Ensure all staff are fully trained on security and safety.</li><li>• Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes</li><li>• Review of programmatic interventions to adjust to increase needs</li><li>• Coordination with authorities; the Office of the Special Envoy; and, as possible, other parties controlling access</li><li>• All staff trained on the increased vulnerability to incidents of GBV, SEA and VAC in emergencies</li><li>• Cross-cutting initiatives on GBV, SEA and AVAC integrated into emergency response plans and processes</li></ul>	<ul style="list-style-type: none"><li>• Regular use of security updates and information management system</li><li>• Ongoing analysis and collection of security information</li><li>• Close coordination with UN Security Management Team and other UN security teams</li><li>• Regular coordination between fields and with HQ on monitoring of PRS returns</li></ul>	<ul style="list-style-type: none"><li>• The Security Information Management System (SIMS) is not fully operational in Syria. An alternative method of reporting has been DRSM in the form of a daily reports uploaded to sharepoint. All incidents affecting UNRWA staff, assets, and installations that are reported to DRSM are entered into the daily re-reporting document.</li><li>• SSAFE training is compulsory for all international staff working or conducting field missions in Syria. In addition, area staff are also enrolled on SSAFE trainings, slots permitting, in order to enhance security awareness and inform decision making. All face to face training has been put on hold due to COVID-19 safety measures as advised by UNCT Syria.</li><li>• The Field Security and Risk Management conducted security assessments for all field missions.</li><li>• Syria Field Office continued to track and report on the return of Palestine refugees to Syria in close coordination with Lebanon Field Office and Jordan Field Office, as well as with HQ.</li><li>• Staff have continued to be trained on AVAC, albeit in smaller numbers due to COVID-19. Provisions for online trainings have also been made and are to be tested.</li></ul>	<ul style="list-style-type: none"><li>• Despite the milestone agreement between PLO, the Alliance (Hamas) and Islamist groups, the risk of ongoing division in leadership remains.</li><li>• The security situation in the camps remains volatile</li><li>• FSRM continued to monitor and update on the security situation in the country in cooperation with UNDSS.</li><li>• Safety and security trainings for international and senior staff have been conducted.</li><li>• LFO participated in updating the HCT Contingency Plan.</li></ul>	<ul style="list-style-type: none"><li>• Security updates are being provided through UNDSS updates</li><li>• JFO Security Officer is providing bi-weekly (daily- during COVID-19 pandemic) updates to alert senior staff about incidents and security concerns</li><li>• Security situation is stable in Jordan however, protests and marches occur.</li></ul>

Event	Causes	Consequences	Mitigation / Coping Mechanisms	Risk Management Monitoring	Syria	Lebanon	Jordan
<ul style="list-style-type: none"> <li>• Lack of adequate human resources/capacity</li> <li>• Sustained disruption and/or inadequacy of power supply</li> <li>• Access and transportation routes to areas compromised by insecurity</li> <li>• Lack of adequate and reliable suppliers for essential supplies and services within Syria</li> <li>• National banking systems reduce capacity or collapse</li> <li>• Sustained disruption of information, communication and technology services (ICT)</li> <li>• Procurement-related fiduciary risks</li> <li>• Breach (real or perceived) in neutrality and staff code of conduct</li> <li>• Non-availability of technical expertise</li> <li>• (JFO) The humanitarian partners of UNRWA completely or partially interrupt service provision to refugees in KAP, including PRS</li> </ul>	<ul style="list-style-type: none"> <li>• Displacement of staff families and destruction of homes</li> <li>• Flight of technically qualified staff from Syria</li> <li>• Lack of reliable markets combined with crippling impact of economic sanctions</li> <li>• Expanding areas of insecurity and/or limited access in Syria</li> <li>• Lack of adequate state and financial institutional capacity to support operations</li> <li>• Lack of capacity and/or resources in ICT support functions</li> <li>• Lapses in adherence to Agency policies and procedures</li> <li>• Misuse of goods or assets for activities other than those intended</li> <li>• (JFO) Humanitarian partners in Jordan are repositioning their approach to assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Inability to respond adequately and in a timely manner to growing needs with quality services and assistance</li> <li>• Constant feeling of insecurity and low morale and recruitment challenges</li> <li>• Unstable local markets undermine the Agency's ability to procure goods and services locally</li> <li>• Disruption to business continuity</li> <li>• Poor systems in place to support service delivery, management and oversight and informed decision-making</li> <li>• UNRWA becomes target for violence; the inviolability of Agency premises is compromised</li> <li>• (JFO) Basic service provision to vulnerable PRS in KAP is undermined and disrupted</li> </ul>	<p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response</li> <li>• Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies.</li> <li>• Business continuity plans in place dealing with situations and crisis</li> <li>• Establish remote and decentralized management structure</li> <li>• Develop options and alternative transportation and importation routes</li> <li>• Maintain dual procurement tracks (local and international).</li> <li>• Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts</li> <li>• (JFO) Explore new partnership opportunities, maintain advocacy with existing partners to ensure continuous service provision to PRS in KAP.</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency staff rosters regularly updated.</li> <li>• Regular review of business continuity plan.</li> <li>• Periodic review of programme criticality and essential staff</li> <li>• Periodic review of procurement contracts</li> <li>• Tracking and analysis of neutrality violations and follow up for UNRWA installations</li> <li>• Field visits</li> <li>• Meetings with partners</li> </ul>	<ul style="list-style-type: none"> <li>• A business continuity plan was developed to ensure sustainable delivery of services and humanitarian assistance within the context of COVID-19 pandemic.</li> <li>• Critical staff were identified and working modalities were adjusted to respond to COVID-19 context and lockdowns.</li> <li>• Operation and interventions were also adjusted to ensure preventive measures are applied to mitigate risks associated with COVID-19.</li> <li>• Field visits continued but were limited to essential monitoring visits in order to minimize risks of exposure to COVID-19.</li> <li>• Humanitarian missions also continued, adopting the necessary preventive measures.</li> <li>• Meeting with partners, including donors and UN Agencies, largely moved to online modality.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• The LFO business continuity plan has been updated on a quarterly basis.</li> <li>• As a part of the LFO and area contingency plan quarterly reviews, the lists of programme critical and essential staff have been updated regularly.</li> <li>• An emergency supply of fuel has been provided to 4 out of the 5 areas (Tyre, Saïda, Tripoli and Beqaa) as well as for LFO and Sibling Training Centre.</li> <li>• Legal awareness sessions were held to support PRS on legal status issues, civil registration and matters related to the UNRWA mandate.</li> <li>• During the period of unrest, from 17 October 2019 and during COVID-19, LFO went on a telecommuting modality as appropriate and ensured that staff are equipped to perform their functions from home.</li> <li>• LFO also provided alternative options for the transportation of staff to their place of work, i.e. using 30 per cent of the normal capacity as a precautionary measure.</li> </ul>	<ul style="list-style-type: none"> <li>• Movement restrictions, closure of UNRWA facilities and limitations in number of movement permits provided to staff has put obstacles in reaching out to PRS and provide face to face interventions.</li> <li>• UNRWA JFO has prepared contingency and business continuity plans to avoid interruption in service delivery.</li> <li>• Continuous turnovers occur among staff under limited duration contract, who seek for more stable opportunities.</li> </ul>



Event	Causes	Consequences	Mitigation / Coping Mechanisms	Risk Management Monitoring	Status Update	
					Syria	Lebanon
Higher expectations from refugees than UNRWA capacity and mandate allows for	Lack of understanding of UNRWA mandate and capacity Constrained operational environment resulting from limited funding and lack of access Inadequate/misinformation regarding UNRWA service provisions Expanding needs as a result of the protracted crisis	Growing administrative burden as a result of increased appeals/complaints Unfavourable social media coverage Exposure of staff to threats and violence Interference with programme delivery Demonstrations and protests	Socio-political Strengthen relationship with and participation of community and IDP leaders and committees Maintain dialogue with all stakeholders Improve communication with staff, beneficiaries, host communities, donors and governments Active outreach activities	Assessments and informal survey of Palestine refugees' satisfaction Effective complaint and appeal mechanism Staff reporting on incidents and complaints	UNRWA conducts regular meetings with GAPAR to discuss the needs of Palestine refugees as well as share the funding status. This is followed up through a biweekly report submitted to GAPAR as well as a quarterly report shared with MOFA. Coordination with GAPAR on the response to emergencies and other programmatic changes. UNRWA also works closely with the community in their places of residence through committees, such as Parents and Teachers Association to help in the management of schools. Beneficiaries receive SMS to inform them about the time for cash and food distributions as well as the duration of each assistance round. UNRWA has a complaint mechanism in place and a hotline for beneficiaries. UNRWA conducted a survey on the socio-economic impact of COVID-19 on Palestine refugees in June 2020. SFO made re-mote outreach to older persons and persons with disabilities to provide information about COVID-19 and provided PSS and support.	The Lebanese authorities have continued to delay the issuance of permits for entering construction materials into the camps. LFO liaises with donors and other partners to jointly address this issue with the Lebanese authorities.
				PRS are continuously approaching UNRWA staff to express their frustration as a result of decreasing cash entitlements. An appeal mechanism continue to be available to PRS Hotlines are available to respond to PRS queries Key messages are shared with relevant staff before cash distributions and PRS are being informed through SMS. DUA conducted meetings with representatives from PRS community at the four area offices in addition to KAP to hear about their needs and respond to their enquiries. Regular meetings with KAP community leaders are attended by UNRWA and other UN agencies and partners active in KAP.		

## footnotes

- 1 WFP: MARKET PRICE WATCH BULLETIN, June 2020 ISSUE 67
- 2 Different sources, including UNRWA internal reports
- 3 The report against UNRWA COVID-19 Flash appeal is available at <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>
- 4 WFP: MARKET PRICE WATCH BULLETIN, June 2020 ISSUE 67
- 5 OCHA Flash Appeal on the Northwest of Syria
- 6 Additional details on the UNRWA response to COVID-19 can be found in the standalone progress report against the UNRWA Appeal for the COVID-19 response <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>
- 7 UNRWA measures food consumption through a methodology aligned with WFP and following the Food Security Sector's recommendations. Food consumption measuring is part of the Post Distribution Monitoring (PDM) introduced by the Agency in 2018. It includes the following categories: i) poor food consumption: households that are not consuming staples and vegetables every day and never or very seldom consume protein-rich food such as meat and dairy. ii) borderline food consumption: households that are consuming staples and vegetables every day, accompanied by oils and pulses a few times a week; iii) acceptable food consumption: households that are consuming staples and vegetables every day, frequently accompanied by oils and pulses and occasionally meat, fish and dairy.
- 8 PDM was not conducted during the first half of the year due to COVID-19 impact that impeded the survey implementation.
- 9 Additional identified vulnerable cases comprise former Social Safety Net Programme (SSNP) cases which were not included in the four most vulnerable categories, PRS living in areas with restricted movement (such as Yalda), new displacements and vulnerable returnees.
- 10 The 12 tracer items are vital medicines that should be always available in all health facilities without interruption.
- 11 This figure does not include phone consultations.
- 12 Due to COVID-19 lockdown measures, students were automatically transferred to the next grade level, as per Ministerial Resolution No. 1851/543.
- 13 In 2019, no funding was received under the EA for livelihoods interventions. However, UNRWA was able to provide some support to these activities through other sources of funding.
- 14 Short-term courses were supported through a combination of Emergency and Project funds
- 15 This indicator refers to persons served with PSS support through UNRWA health, RSS, and TVET interventions. It does not include reporting on students provided with PSS services at UNRWA schools as this indicator is reported against under EiE.
- 16 This training consisted of a set of topics related to the multiple security layers at UNRWA facilities and how they should be connected and integrated to keep them concentric. The objective was to review and refresh the guards' force knowledge about access control procedures, focusing on the role of security guards in ensuring that all the security layers to meet the purpose of safety and security of UNRWA personnel, premises and assets. The training included ACPs, SOPs, security communication means, and firefighting.
- 17 According to the UN High-Commissioner for Refugees dashboard, August 2020, available at <https://data2.unhcr.org/en/situations/syria/location/71>
- 18 'COVID-19 Lebanon Emergency Appeal', UN Office for the Coordination of Humanitarian Affairs, July 2020. Available at: [https://reliefweb.int/sites/reliefweb.int/files/resources/LEA\\_JulyUpdate\\_FINAL.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/LEA_JulyUpdate_FINAL.pdf)
- 19 'In Focus: Rise in evictions due to increased economic vulnerability', UN Inter-Agency Coordination, July 2020. Available at: <https://reliefweb.int/sites/reliefweb.int/files/resources/77872.pdf>
- 20 'Lebanon COVID-19 Emergency Appeal', UN Office for the Coordination of Humanitarian Affairs, July 2020. Available at: [https://reliefweb.int/sites/reliefweb.int/files/resources/LEA\\_JulyUpdate\\_FINAL.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/LEA_JulyUpdate_FINAL.pdf)
- 21 'In Focus: Rise in evictions due to increased economic vulnerability', UN Inter-Agency Coordination, July 2020. Available at: <https://reliefweb.int/sites/reliefweb.int/files/resources/77872.pdf>
- 22 Winterization assistance is planned to be provided in late 2020 depending on the availability of funds.
- 23 <https://www.imf.org/en/Publications/WEO/Issues/2020/04/14/weo-april-2020>
- 24 The London-based Capital Economics predicted 6.5% decline in GDP, given the impact on the tourism sector. <https://www.thenational.ae/business/economy/world-bank-approves-20m-scheme-to-help-jordan-fight-covid-19-1.1012324>
- 25 Jordan Department of Statistics, [http://dosweb.dos.gov.jo/unemp\\_q12020/](http://dosweb.dos.gov.jo/unemp_q12020/)
- 26 Ibidem
- 27 UNHCR Operational Update, June 2020, <https://reliefweb.int/sites/reliefweb.int/files/resources/77882.pdf>
- 28 17,495 as of June 2020. UNRWA JFO PRS Snapshot
- 29 WFP, Comprehensive Food Security and Vulnerability Assessment (2019), <https://www.wfp.org/publications/wfp-jordan-comprehensive-food-security-and-vulnerability-assessment-2018>
- 30 Locked down and left behind: the Impact of COVID-19 on refugees' economic inclusion, Refugee International, July 2020 <https://www.refugeesinternational.org/reports/2020/7/6/locked-down-and-left-behind-the-impact-of-covid-19-on-refugees-economic-inclusion>
- 31 The COVID-19 Flash Appeal (March-July 2020) report is available at <https://www.unrwa.org/resources/reports/unrwa-flash-appeal-covid-19-response-report>
- 32 5 sons, 6 daughters and 12 wives
- 33 This indicator will be collected in Q4
- 34 This target was mistakenly calculated and was corrected in this Mid Year Report.
- 35 This target was mistakenly calculated and was corrected in this Mid Year Report.
- 36 Syrian refugee students were enrolled in UNRWA schools at the beginning of the crisis in a spirit of solidarity with the refugees, but this practice was stopped in 2013 due to the strain on resources. PRS continue to be enrolled and the non-Palestine refugees who are already enrolled will continue their education until the completion of Grade 10. This indicator will be collected in Q3 2020.
- 37 This indicator will be collected in Q3 2020
- 38 In quarter one 2020, 282 education staff (140 female staff, 142 male staff), including teachers and school counsellors also dealing with PRS students were trained on protection-related matters, including child protection and corporal punishment. Such training was conducted through other sources of funding than the Syria EA.
- 39 UNRWA Appeals for COVID-19 response can be found at <https://www.unrwa.org/resources/emergency-appeals/updated-unrwa-flash-appeal-covid-19-response> and [https://www.unrwa.org/sites/default/files/content/resources/unrwa\\_covid-19\\_appeal\\_august-december\\_2020.pdf](https://www.unrwa.org/sites/default/files/content/resources/unrwa_covid-19_appeal_august-december_2020.pdf)



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وكالة الأمم المتحدة لإغاثة وتشغيل  
اللاجئين الفلسطينيين في الشرق الأدنى