



there when it matters most: unrwa essential services, a lifeline for palestine refugees

UNRWA continues to provide critical services to Palestine refugees in the Near East, as per its overwhelmingly supported United Nations General Assembly mandate. Quality education, health, social and other services by UNRWA are a lifeline to one of the region's most vulnerable refugee communities in the West Bank, including East Jerusalem, Gaza, Syria, Lebanon and Jordan. The sense of normality that Palestine refugees get through the predictable services gained even more importance during the COVID-19 pandemic and the uncertainty it brought with it. Normality contributes to their feeling safe, dignified, secure, heard and supported by the international community.

The Agency is widely recognized within the UN community as a pioneer in refugee service delivery and a provider of high quality and cost-efficient health, education and social safety net support, in addition to life-saving humanitarian assistance during emergencies.

In all its operations and services, UNRWA upholds the humanitarian principles of humanity, impartiality, independence and neutrality, in order to protect Palestine refugees and ensure respect for their lives, rights and dignity.

Over the past 70 years, UNRWA has made a critical contribution to the human development and protection of millions of Palestine refugees in the Near East. It has also been a key element for regional stability, particularly in times of upheavals, conflicts and the current COVID-19 pandemic.

Needs amongst Palestine refugees are increasing and demand for UNRWA services is high. However, the Agency's ability to maintain services is at serious risk due to acute and continuous funding shortfalls. It is imperative that UNRWA receive sufficient and predictable multi-year funding that matches the political support it receives through its mandate.

2022 financial overview

US\$ 1.6 billion

806 M

406 M

365 M

unrwa budget

What UNRWA requires in 2022 to fully fund our vital services and life-saving humanitarian aid we provide to millions of Palestine refugees across the Middle East.

Funds needed for **the Agency's core human development services** including education, health, relief and social services and protection (Programme Budget). This includes additional investment in key areas to achieve the targets and priorities set out in its 2016-2022 Medium Term Strategy.

Funds needed for **emergency assistance in Gaza and the West Bank, including East Jerusalem**, to address needs arising from the occupation and blockade, the impacts of the May 2021 hostilities and COVID-19.

Funds needed for **emergency humanitarian response in Syria, Lebanon and Jordan**, to support Palestine refugees affected by overlapping emergencies, including the protracted Syria conflict, COVID-19 and the political and economic crisis facing Lebanon.

Additional funds are needed for priority **projects** supporting programmatic reforms of UNRWA core services as well as Agency's construction efforts, particularly those resulting from conflict leading to ongoing displacement, and investments in digital technology.



UNRWA sanitation workers are the front line heroes in times of crisis. The sanitation workers have been tasked with opening the streets and collecting the rubble in the aftermath of the May 2021 hostilities on Gaza. © 2021 UNRWA Photo By Mohamed Hinnawi

2022 programme budget objectives

education

UNRWA operates 702 elementary, preparatory and some secondary schools for over 540,000 girls and boys, and eight technical and vocational training for almost 8,000 refugee youth. To enable this world-renowned programme, over 20,000 teachers and education staff in the region provide quality, equitable and inclusive education, which promotes critical thinking skills, the values of human rights and tolerance.

health

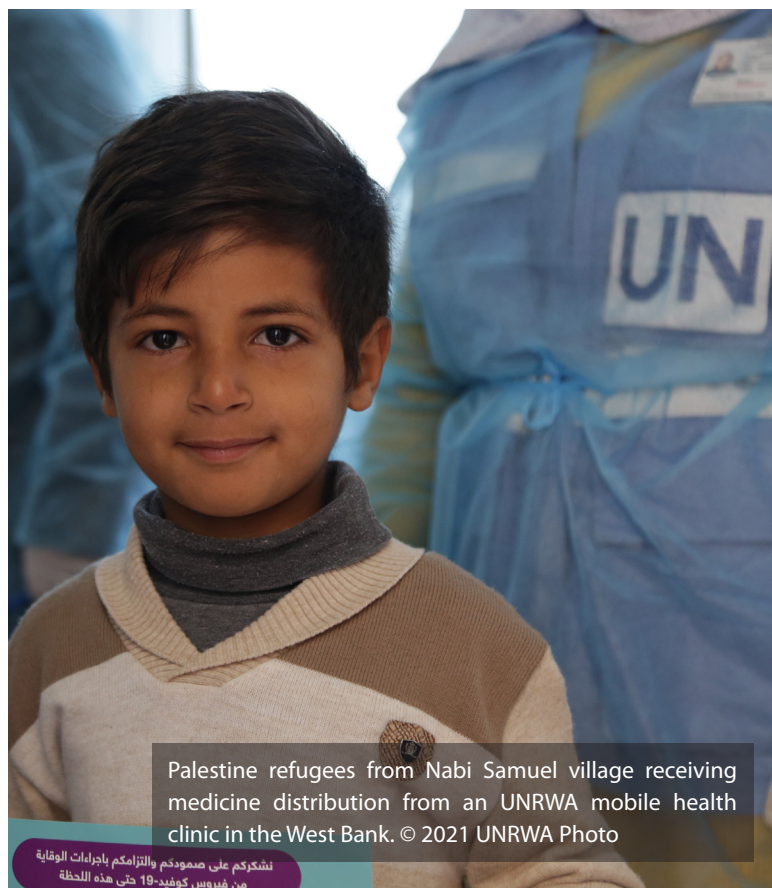
UNRWA provides comprehensive primary health care at 144 health centres that employ more than 3,000 staff. In 2021, a total of 1.7 million refugee received health services through nearly 5.8 million medical consultations that contributed to significant health gains, particularly in the areas of maternal and child health and the control of non-communicable diseases. During COVID-19, UNRWA health services largely shifted online with improved e-health access and telemedicine. UNRWA also supports critical hospitalization services to Palestine refugees.

protection

UNRWA seeks to uphold the human rights of Palestine refugees through the mainstreaming of human rights, gender equality and disability inclusion. It also uses targeted interventions and activities that include promoting physical protection and combatting violence, ending sexual exploitation and abuse, sexual harassment, gender-based violence and violence against children. Moreover, UNRWA adapts essential services to the needs of persons with disabilities, and recognizes that individuals may be affected by several disadvantages or grounds of marginalization, thereby heightening their vulnerability.

relief and social services

By the end of 2021, some 2.3 million Palestine refugees were estimated to live in poverty. UNRWA 2021 crisis monitoring surveys show that poverty among Palestine refugees in Syria is 83 per cent, in Gaza it is 81.5 per cent and in Lebanon it is 73 per cent. UNRWA will provide a range of social protection services, including assisting 400,000 most vulnerable persons through its Social Safety Net Programme, and delivering food and cash to an additional 1.5 million persons affected by humanitarian crises in Gaza, Syria, Jordan and Lebanon.



Palestine refugees from Nabi Samuel village receiving medicine distribution from an UNRWA mobile health clinic in the West Bank. © 2021 UNRWA Photo



An UNRWA emergency cash collection in Mazraah, Lebanon. © 2021 UNRWA Photo by Dima Farran



Majdi Manasrah, a farmer who owns a green house in Bethlehem. He sells vegetables all his produce to the local market with support from an UNRWA microfinance loan.
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infrastructure and camp improvement

One third of the 5.8 million Palestine refugees registered with UNRWA live in 58 refugee camps across the Middle East. In 2022, UNRWA will continue to plan, design construct and provide improved shelter; improve UNRWA facilities (schools, health centres); provide camp improvement works and waste management services to refugees, thus contributing to a healthy environment and to the human right to live with adequate standard of living. UNRWA believes that the spatial and environmental conditions in which Palestine refugees live cannot be divorced from their livelihood or well-being.

modernization and digitalization

UNRWA is committed to modernizing its services and operations, to ensure that it is equipped to meet the evolving needs of refugees and the expectations of member states effectively and efficiently. It is also committed to continuing to strengthen its governance, internal management and transparency to maintain its impeccable accountability towards beneficiaries and donors. This is the central pillar of the Agency's new strategic plan for the period 2023 – 2028, which is currently under development. The plan is grounded in the realities faced by Palestine refugees, lessons learned from the COVID-19 pandemic and the collective responsibilities of the international community to protect Palestine refugees' rights and aspirations, in line with the Sustainable Development Goals.

microfinance

In 2022, the UNRWA microfinance department plans to provide nearly 36,000 microfinance loans worth US\$ 31.2 million to support sustainable income generation opportunities, with an emphasis on economic self-reliance and a particular focus on Palestine refugees, women and youth. These investments create and sustain jobs, reduce poverty and empower our clients, especially women.

Digitalization, as one dimension of modernization, offers new avenues for skills enhancement and employment for refugees. It will also enable UNRWA to increase the quality and accessibility of its services to Palestine refugees, particularly in times of crisis when digital technologies can be critical for maintaining services and engagement. Modernization and digitalization will allow UNRWA to maintain its status as a highly effective and cost-efficient service provider, whilst generating further efficiencies that have the potential to reduce budgetary pressure over time. It will also support continuous improvement in the Agency's accountability and transparency towards donors, beneficiaries and the international community.

2022 additional budget for emergency humanitarian response

UNRWA requires additional funding to provide emergency assistance to Palestine refugees affected by overlapping humanitarian crisis, including the protracted impacts of COVID-19 in Syria, Lebanon and Jordan and in the occupied Palestinian territory (oPt).

syria, lebanon and jordan emergency appeal

In 2021, living conditions deteriorated further for Palestine refugees in Syria and Lebanon as a result of the economic crisis affecting both countries, leading to a sharp depreciation of local currencies and an increase in prices, including of the most basic commodities. In Jordan, COVID-19 lockdown measures have severely affected the economy and Palestine refugees are facing increased vulnerability due to the drastic reduction in household incomes and livelihood opportunities.

In 2022, UNRWA requires US\$ 365 million for its humanitarian response in Syria, Lebanon and Jordan.

The Agency will continue to provide emergency cash and food assistance to the refugees most in need and who have slipped further into vulnerability due to the economic collapse and chronic fuel and energy crises in Syria and Lebanon, as well as the protracted impacts of the COVID-19 pandemic in Jordan. UNRWA will also ensure that access to basic services, including education, health, environmental health and protection is maintained, adjusted to meet the challenges of the COVID-19 pandemic.

total funding requirement
US\$ 365,039,037

syria	438 K	Palestine refugees estimated to remain in the country
	82%	of Palestine refugees live on less than US\$ 1.9 a day (UNRWA survey May 2021)
	420 K	Palestine refugees in need of cash and in-kind food assistance
lebanon	29 K	Palestinian refugees from Syria (PRS) estimated to be in Lebanon
	87.3%	PRS and 73% of Palestine refugees (PRL) in Lebanon live in poverty
	162 K	PRS and PRL are in need of emergency cash assistance
jordan	19 K	Palestinian refugees from Syria estimated to be in Jordan
	100%	of PRS are in need of emergency cash assistance
	159 K	ex-Gazan and 156 Palestine refugees from Iraq in need of emergency cash assistance to mitigate COVID-19 related hardship.

oPt emergency appeal

UNRWA requires US\$ 406 million to address the priority humanitarian needs of Palestine refugees across the oPt in 2022.

The occupation, blockade, high levels of violence, repeated violations of human rights, and the protracted impacts of COVID-19 all contribute to the rapidly deteriorating living conditions across Gaza and the West Bank, including East Jerusalem. In Gaza, the already dire humanitarian and economic crisis has been compounded by the May 2021 hostilities, the most intense Gaza has experienced since 2014. High unemployment rates, chronic electricity shortages and lack of access to clean water supplies are also impacting on the economy and disrupting people's daily lives.

In the West Bank, including East Jerusalem, Palestine refugees continue to face a protection crisis. The COVID-19 pandemic has had a devastating effect on the socio-economic situation and, while affecting the whole population, has had the greatest impact on vulnerable refugee families.

In 2022, UNRWA will continue to provide food assistance and short-term employment opportunities in Gaza, alongside cash in the West Bank, including East Jerusalem. In both fields, additional relief support will be provided to the most vulnerable refugees and to families in quarantine and/or affected by COVID-19. Access to health, education, mental health and psychosocial support, environmental health and protection services will also be maintained, adjusted as needed to respond to the specific challenges of COVID-19.

total funding requirement
US\$ 406,118,549

gaza	1.2 M	refugees targeted for UNRWA food assistance to support them to meet their basic needs
	47 K	refugees targeted for cash-for-work opportunities
	50.2%	unemployment rate
west bank	46 K	Palestine refugee students in UNRWA schools need support to continue their education during COVID-19
	38 K	individuals from Bedouin and herder communities in need of emergency food assistance
	22 K	object poor refugees in need of emergency cash assistance



A young Palestine refugee at a food assistance distribution in Al-Mu'arajat, Jericho. © 2021 UNRWA Photo

unrwa 2022: delivering on the 2030 agenda in a challenging financial and operating context

In 2022, UNRWA commits to continue its advocacy and activities to protect lives and human rights, safeguard the human development of Palestine refugees and deliver on commitments made in the 2030 Agenda. It will do so while maintaining cost-saving and efficiency measures and the Agency has embarked on a series of organizational reforms to strengthen operations, programme delivery, oversight, transparency and partnerships.

Central to these plans is financial stability and the ability to receive reliable and timely contributions from donor states. Each year, the Agency is forced to cut back on life-saving services for millions who rely on its aid due to unpredictable gaps between donor states pledging money and the Agency receiving that contribution. UNRWA is thankful for the donor states that have generously pledged millions of dollars for Palestine refugees and urgently calls for a reliable and regular stream of funding that allows the Agency to keep its schools open throughout the academic year, provide life-saving medical care, deliver on social services and emergency response programs, and ensure its staff, the vast majority of whom are refugees themselves, receive a stable paycheck.

supporting unrwa, is supporting the sustainable development goals

By investing in the human capital of Palestine refugees, UNRWA actively contributes to the realization of the 2030 Agenda. As the largest direct service-provider to Palestine refugees in its areas of operations, the Agency's impact is concrete and sustained, with the following Sustainable Development Goals central to our work:



united nations relief and works agency
for palestine refugees in the near east

www.unrwa.org

UNRWA is a United Nations agency established by the General Assembly in 1949 with a mandate to provide humanitarian assistance and protection to registered Palestine refugees in the Agency's area of operations, namely the West Bank, including East Jerusalem, Gaza, Jordan, Lebanon and Syria, pending a just and lasting solution to their plight. Thousands of Palestine refugees who lost both their homes and livelihood because of the 1948 conflict have remained displaced and in need of significant support for over seventy years. UNRWA helps them achieve their full potential in human development through quality services it provides in education, health care, relief and social services, protection, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.