



syria, lebanon and jordan
emergency appeal
2022

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About UNRWA

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.

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Cover Photo: The community-based organization (CBO) building in Yarmouk refugee camp, Damascus, is one of the priority buildings scheduled for UNRWA rehabilitation in 2022. © 2021 UNRWA Photo by Naoko Kawaguchi

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acronyms and abbreviations

| | | | |
|--------------|--|---------------|--|
| AVAC | Addressing violence against children | PPE | Personal Protective Equipment |
| DLP | Digital Learning Platform | PRI | Palestinian refugees from Iraq |
| EA | Emergency Appeal | PRJ | Palestine refugees in Jordan |
| ECU | Emergency Coordination Unit | PRL | Palestine refugees in Lebanon |
| ERW | Explosive Remnants of War | PRS | Palestinian refugees from Syria |
| FESA | Faculty of Educational Sciences and Arts | PSS | Psychosocial support |
| GBV | Gender-Based Violence | RBM | Results-based monitoring |
| HCT | Humanitarian Country Team | 3RP | Regional Refugee and Resilience Plan |
| HQ | Headquarters | RSS | Relief and Social Services |
| JHAS | Jordan Health Aid Society | SEN | Special Educational Needs |
| | | SFO | Syria Field Office |
| | | SLM | Self-learning material Standard operating procedures |
| JFO | Jordan Field Office | SMEB | Survival Minimum Expenditure Basket |
| | | SOP | Standard operating procedures |
| | | SSNP | Social Safety Net Programme |
| KAP | King Abdullah Park | STC | Siblin Training Centre |
| LBP | Lebanese Pound | SYP | Syrian Pound |
| LFO | Lebanon Field Office | TVET | Technical and Vocational Education and Training |
| MHPSS | Mental Health and Psychosocial Support | UN | United Nations |
| MoH | Ministry of Health | UNCT | United Nations Country Team |
| NCD | Non-communicable disease | UNICEF | United Nations Children's Fund |
| | | UNRWA | United Nations Relief and Works Agency for Palestine Refugees in the Near East |
| NFI | Non-Food Item | VTC | Vocational Training Centre |
| PCR | Polymerase chain reaction | WASH | Water, Sanitation and Hygiene |
| PDM | Post-distribution monitoring | WFP | World Food Programme |

foreword by the directors of unrwa affairs in syria, lebanon and jordan

The conflict in Syria, which has led to millions of people fleeing their homes, entered the eleventh year since its outbreak in 2011. Although armed conflict has subdued in most of the country, the situation remains tense and volatile in areas in the northwest and south. The price inflation of basic commodities, non-availability of food and fuel and a depreciation of local currency have all worsened in Syria. The financial meltdown in neighbouring Lebanon has negatively affected the Syrian economy, and the COVID-19 pandemic has added further difficulties and stress in Syria.

Palestine refugees in Syria, Lebanon and Jordan, whom UNRWA will assist under the 2022 emergency appeal, were already in a dire humanitarian situation. They are being driven into increasing vulnerability on an unprecedented scale with the further deterioration of the socio-economic situation in the whole region in 2021. The poverty level is extremely high and the living standard of the refugee population has deteriorated from previous years.

For Palestine refugees in Lebanon, the situation could not be more precarious, given the multiple and compounding crises affecting all aspects of life in the country in 2021. The economy has crumbled, inflation is at a record beating level and, for those people who are already marginalized, the pressure on earnings and livelihoods has reached an unbearable level. In Lebanon in 2020, 87 per cent of Palestinian refugees from Syria were living in poverty and this figure is expected to have increased over the last 12 months as the situation in the country continues to deteriorate. In Jordan, the consequences of the pandemic and lockdowns have increased vulnerabilities and inequalities due to the reduction in household income and livelihood opportunities, in particular

for those depending on informal and daily labour, such as Palestinian refugees from Syria, ex-Gazans and Palestinian refugees from Iraq. This situation is also aggravating multiple, pre-existing protection needs and risks, threatening social cohesion and encouraging a more widespread adoption of harmful coping mechanisms.

In this challenging context, the humanitarian assistance provided by UNRWA remains a lifeline for the overwhelming majority of Palestine refugees. UNRWA would like to express its sincere gratitude for the support of many donors and partners in 2021. This support has contributed to maintaining vital services and providing emergency assistance to respond to the protracted consequences of the conflict in Syria, the socio-economic crisis in Lebanon and the impacts of COVID-19 and high vulnerability in Jordan.

Yet, UNRWA continues to struggle in securing the necessary funds to carry out its operations and implement its mandate. Due to insufficient funding in 2021, UNRWA in Syria was forced to reduce the planned cash amounts distributed to refugees by almost 50 per cent and food distribution rounds were reduced from the planned three rounds to two. In Lebanon, UNRWA has not been able to expand the amount of cash assistance to the most vulnerable groups of Palestine refugees, nor was it able to secure further funding to support vulnerable Palestinian refugees from Syria. In Jordan, due to competing vulnerabilities and limited funds, the Agency could not provide emergency cash assistance to vulnerable ex-Gazans and Palestinian refugees from Iraq who were heavily impacted by the COVID-19 crisis.

In the context of growing impoverishment of the Palestine refugee population in the region, reliance

on the Agency is expected to increase in 2022. Based on the principle of “leaving no one behind”, this appeal will maintain access to basic services for the most vulnerable groups of Palestine refugees who experience a range of humanitarian and protection needs.

Through the 2022 emergency appeal, UNRWA will also support the provision of emergency cash and food assistance, health, education, technical and vocational training, environmental health services and protection

to Palestine refugees in Syria, Lebanon and Jordan, affected by overlapping crisis.

We submit this emergency appeal to Member States and all partners on whose solidarity the refugees count. Ensuring predictable and sustainable funding for UNRWA operations is crucial to meet the most basic humanitarian needs to prevent further suffering and contributing to regional stability.



Michael Ebye-Amanya
Director
UNRWA Affairs Syria



Claudio Cordone
Director
UNRWA Affairs Lebanon



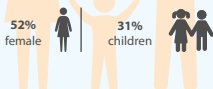
Marta Lorenzo
Director
UNRWA Affairs Jordan



syria, lebanon and jordan emergency appeal 2022 humanitarian dashboard

SYRIA

438,000
Palestine refugees estimated to remain in the country



82% of Palestine refugees live on less than US\$ 1.90 a day, UNRWA survey May 2021¹

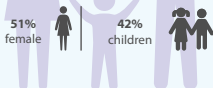
420,000 Palestine refugees in need of cash and in-kind food assistance

46,564 confirmed COVID-19 cases, including 2,617 deaths, as of 17 November 2021²

funding requirements
US\$ 232,029,781

LEBANON

29,000 PRS
estimated to be in Lebanon



87.3% of PRS live in poverty³

73% of PRL live in poverty⁴

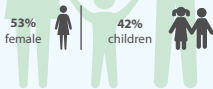
162,301 PRS and PRL in need of emergency cash assistance

654,068 confirmed COVID-19 cases, including 8,596 deaths, as of 17 November 2021⁵

funding requirements
US\$ 93,676,785

JORDAN

19,000 PRS
estimated to be in Jordan



100% of PRS in need of winterization assistance

19,000 of PRS in need of emergency cash assistance

159,089 ex-Gazan and 156 Palestine refugees from Iraq in need of emergency cash assistance to mitigate the impact of COVID-19

898,682 confirmed COVID-19 cases including 11,279 deaths, as of 17 November 2021⁶

funding requirements
US\$ 38,500,189

total funding requirements US\$ 365,039,037

| Programme requirements | Syria | Lebanon | Jordan | Regional | Subtotal |
|---|--------------------|-------------------|-------------------|----------------|------------------------------|
| Strategic Priority 1 | | | | | |
| Cash Assistance for Essential Needs | 155,200,771 | 50,287,633 | 24,252,026 | 230,218 | 262,234,247 (72%) |
| Food Assistance | 31,391,195 | - | - | - | |
| Non-Food Items (NFIs) | 872,404 | - | - | - | |
| Strategic Priority 2 | | | | | |
| Emergency Health | 7,179,888 | 22,476,203 | 2,969,948 | 99,900 | 82,479,025 (23%) |
| Education in Emergencies | 15,269,082 | 13,986,037 | 4,559,610 | - | |
| Livelihoods | 2,055,403 | 185,894 | 532,800 | - | |
| Protection | 2,053,561 | 2,043,330 | 1,204,918 | - | |
| Environmental Health | 2,677,508 | 2,687,443 | 2,497,500 | - | |
| Strategic Priority 3 | | | | | |
| Safety and Security | 1,858,251 | 171,828 | 112,776 | - | 20,325,765 (5%) |
| Coordination and Management | 4,988,636 | 1,456,721 | 1,149,611 | 502,164 | |
| Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations | 8,483,082 | 381,696 | 1,221,000 | - | |
| Total (US\$) | 232,029,781 | 93,676,785 | 38,500,189 | 832,282 | 365,039,037 |

1 UNRWA survey May 2021
2 WHO
3 UNRWA
4 UNRWA
5 WHO
6 WHO

All figures in US\$

executive summary

The protracted consequences of the Syria crisis, coupled with the socio-economic deterioration in Lebanon and Syria and the impacts of COVID-19, continue to pose grave humanitarian challenges to Palestine refugees.

Localized active fighting in Syria continued in 2021, particularly in the north-west and south. In Dera'a Governorate, month-long violent clashes in August 2021 between government forces and non-state armed groups led to the displacement of over 36,000 civilians, including approximately 3,000 Palestine refugees from Dera'a refugee camp. Despite the overall reduction in hostilities, insecurity continues to affect the Palestine refugee community. This situation is not expected to improve in 2022. According to UNRWA estimates, around 40 per cent of the Palestine refugee population in Syria remain in protracted displacement. The risk posed to civilians by Explosive Remnants of War (ERW) in areas that witnessed active conflict in the past, including some Palestine refugee camps, remains high.

The deteriorating Syrian economy and rising inflation is giving rise to a real threat of hunger. A drastic loss of purchasing power has increased fears amongst the population, including Palestine refugees, about their ability to meet their basic needs, in particular food. According to the World Food Programme (WFP), 12.4 million Syrians are now food insecure, an increase of 4.5 million over the previous year and the highest number ever recorded.¹ An UNRWA survey in May 2021 found that 82 per cent of the refugees interviewed now live on less than US\$ 1.9 a day and that 48 per cent of total household expenditure was spent on food, indicating severe distress within families.

The situation in Syria has been further compounded by the growing crises in Lebanon. According to the World Bank, the "deepening economic and political crisis in neighbouring Lebanon and the introduction of the Caesar Law have further restrained Syria's external economic ties, leading to fuel shortages, price hikes, and a rapid depreciation in local currency."²

The COVID-19 pandemic has placed increased hardship on the entire population and between September and November 2021 there was a sharp increase in cases and the reported number of COVID-19 hospital referrals. COVID-19 testing capacity remains low and it is likely that the actual number of cases is significantly higher with only 2.4 per cent of the population having been fully vaccinated by 31 October 2021.³ The

health and socio-economic impacts of COVID-19 and the economic crisis are expected to persist and will continue to constrain Palestine refugees' income and livelihood opportunities.

A decade of crisis has undermined the social fabric that held refugee communities and the wider Syrian society together and pre-existing family and community-level support for women and girls is no longer guaranteed. According to Agency records, female Palestine refugees account for 60 per cent of the most vulnerable Palestine refugee caseload in Syria.

During 2021, Lebanon experienced multiple financial and economic shocks, including hyperinflation and chronic fuel and energy crises resulting in increasing civil unrest. A government was finally formed in September 2021, however, urgent reform is required to mitigate the soaring cost of living; the Lebanese pound (LBP) continued to depreciate against the US dollar and subsidies on basic items and medications were lifted, leaving them out of reach for most of the Lebanese population.

For Palestine refugees in Lebanon (PRL), the crisis has led to increased poverty with 73 per cent of families now living below the poverty line and unable to cover their basic needs, and 58 per cent reported having to reduce meal sizes and frequency, according to UNRWA surveys. The situation for Palestinian refugees from Syria (PRS) is of particular concern with 87.3 per cent already living below the absolute poverty line in 2020 and 11.3 per cent existing in a state of abject poverty. PRS are being pushed into ever more negative coping mechanisms to survive, including missing meals, child marriages, child labour, debt and unsustainable borrowing practices. Families struggle to provide for the additional needs of the elderly and family members with disabilities.

The economic decline and impact of COVID-19 has led to a protection crisis for many PRL and the stress is driving an increase in violence against women and children, interpersonal disputes and factional violence in some refugee camps.

By 31 October 2021, there was a relatively high COVID-19 infection rate amongst Palestine refugees with 15,443 infected with the virus and 1,819 requiring hospitalization. Further compounding this, vaccine hesitancy has been high amongst Palestine refugees.

In Jordan, COVID-19 lockdown measures have devastated the economy and Palestine refugees are facing increased pressures and inequalities due to the drastic reduction in household incomes and livelihood opportunities. The situation is expected to remain dire in 2022 given that unemployment and poverty rates are likely to increase. Approximately 18,490 PRS who continue to live in Jordan, after almost a decade of displacement, face multi-dimensional challenges, including poverty, food insecurity, protection risks and associated concerns around their legal status in Jordan. The COVID-19 outbreak has further increased these vulnerabilities. According to a recent UNRWA Post-Distribution Monitoring (PDM) survey (July-September 2021), only 11 per cent of surveyed PRS confirmed that when combined with other sources of income, the quarterly multi-purpose cash assistance provided by UNRWA was sufficient to cover their basic needs for food and non-food items (NFIs) for three months. Out of these, 29 per cent did not have any other source of income.

Under strategic priority one in 2022, UNRWA will continue to provide emergency assistance to Palestine refugees in Syria and PRS in Lebanon and Jordan, as well as other extremely vulnerable Palestine refugees in the three fields of operation.

UNRWA will provide critical humanitarian assistance through cash assistance and in-kind food baskets for 420,000 Palestine refugees in Syria to help meet part of their survival needs. Of these, 145,000 of the most vulnerable refugees,⁴ will receive US\$ 25 per person per month with the remaining caseload receiving US\$ 18 each per month. Other support to particularly vulnerable refugees will include NFIs for refugee returnees and newly-displaced families. The self-help shelter repair project that was piloted in 2021 will be expanded to support a further 700 families whose homes have been damaged and in urgent need of repair.

In Lebanon, relief assistance will be provided to support extremely vulnerable Palestine refugees who have exhausted resources and are increasingly resorting to negative coping mechanisms. The Agency will provide 162,301 PRL, PRS and other eligible populations⁵ with emergency cash assistance (US\$ 25 per person) to support them meet their most basic needs. Due to their high level of vulnerability all 9,000 PRS families will also receive two one-off payments of US\$ 150 per family. In 2022, the Agency is expanding its emergency support to include 133,301 vulnerable PRL who are disproportionately affected by the crises in Lebanon, including refugees registered in the UNRWA social safety net programme (SSNP), elderly

refugees, refugees with disabilities and those suffering from chronic illnesses.

In Jordan, UNRWA will provide an estimated 19,000⁶ PRS with regular quarterly cash assistance and a top-up one-off cash assistance to help them cope with the economic impact of COVID-19. PRS families whose head of household does not hold any Jordanian documentation and therefore cannot access government services will receive a higher rate of US\$ 40 per person per month; the remaining caseload will receive US\$ 25 per person per month. Some 477 PRS, 155 Syrians and 19 Jordanian nationals residing in the King Abdullah Park (KAP),⁷ who are considered extremely vulnerable, will also continue to receive regular cash assistance. Families who experience a major shock or crisis will receive an additional one-off payment and, during the last quarter of 2022, winterization assistance will be provided to all PRS with amounts of assistance ranging between US\$ 277 and US\$ 453 depending on family size. The 2022 emergency appeal (EA) will also support the distribution of two rounds of cash assistance to 159,245 vulnerable ex-Gazans and Palestinian refugees from Iraq (PRI) who continue to struggle with the socio-economic consequences of COVID-19.

Under strategic priority two, UNRWA will continue to support the provision of health, education, technical and vocational training, protection and environmental health services in Syria, Lebanon and Jordan.

In 2022, in all three fields, UNRWA will maintain primary health services and secondary and tertiary medical care to PRS. In Syria, UNRWA will continue the home delivery of medications to vulnerable refugees suffering from a non-communicable disease (NCD). Two mobile clinics will be deployed to areas where refugees are facing movement restrictions and to locations where Agency health facilities have been damaged or destroyed during the conflict. In Lebanon, UNRWA will continue to provide basic coverage for hospitalization costs for PRS and an additional top up for secondary and tertiary care for the most vulnerable PRL. In Jordan, hospitalization coverage will be provided to 800 PRS and primary health care services for PRS in KAP, in partnership with the Jordan Health Aid Society (JHAS), will be maintained.

In Syria, Lebanon and Jordan UNRWA will ensure that COVID-19 prevention measures remain in place to protect the health of all refugees and Agency staff. All health frontline staff will continue to receive Personal Protective Equipment (PPE) and adequate cleaning and disinfection will be maintained at

UNRWA health facilities, schools and training centres and all offices and installations. In Lebanon, UNRWA will cover hospitalization costs and medications for 1,000 refugees requiring COVID-19 treatment, and will provide Polymerase chain reaction (PCR) tests for 10,000 PRL and PRS. In all fields, UNRWA will continue to raise awareness about the importance of vaccination amongst refugees and staff.

The education of refugee children and youth has been profoundly affected by the COVID-19 pandemic and the economic crisis. In 2022, UNRWA will continue to deliver basic, quality and inclusive education through its Education in Emergencies (EiE) approach in schools and technical and vocational education and training (TVET) centres.⁸ While schools are currently open for in-person education in all of the three fields covered by this appeal, UNRWA will maintain flexibility throughout the year to shift to blended or remote learning modalities depending on the evolving context. Under this appeal, UNRWA will also strive to maintain and increase psychosocial support (PSS) to students in all three fields as well as tutoring/educational support to compensate for the learning loss resulting from a year of school closures. To ensure that the most vulnerable students have access to school, in 2022 UNRWA will provide school transportation for 11,838 students in Lebanon and 475 in Syria (mainly for families who have returned to Ein el Tal and Yarmouk camps). UNRWA will also provide assistive devices to students in Jordan with visual or hearing disabilities and school kits will be provided to SSN students.

In 2022, UNRWA will apply a gender perspective in all its interventions. The COVID-19 pandemic and economic crisis has exposed vulnerable Palestine refugees, in particular women and children, to heightened protection-related risks, including Gender-Based Violence (GBV) and abuse, violence against children, and the isolation of the elderly and people with disabilities. The Agency will continue to work with refugee community members and women's committee in Lebanon to prevent abuse and raise awareness on GBV and child protection and aim to address the links between mental health and violence in the community. In addition, legal assistance and referrals will continue. Given the protection risks children face in Syria from ERW, awareness raising sessions for all UNRWA students will be provided, especially in areas that are potentially heavily contaminated with ERW and where families are spontaneously returning to. In 2022, it is expected that many PRS in Jordan will continue to face a range of protection risks due to their irregular legal status. Four legal clinics will be activated to provide legal consultations, advice and guidance for refugees

on issues concerning their legal status, documentation and access to essential services.

Providing adequate environmental health services to mitigate public health risks has become even more critical during the COVID-19 pandemic. UNRWA will continue to provide solid waste management and sanitization services in the Palestine refugee camps in the three fields and additional sanitation labourers will be hired to ensure the continued availability of services. In Syria, UNRWA will provide hygiene kits to refugees affected by localized movement restrictions and those spontaneously returning to destroyed camps. In Lebanon, keeping basic environmental services operational in the context of country-wide fuel shortages and electricity outages requires additional fuel to maintain water pumps in 10 refugee camps.

Under strategic priority three, UNRWA will maintain and repair its installations to ensure an effective delivery of services.

In Syria, UNRWA aims to start the rehabilitation of three of its key installations in Yarmouk and Ein el Tal camps to support families who have spontaneously returned through the provision of essential services.

In order to ensure staff safety and security and continuity of UNRWA operations in Lebanon, nine UNRWA premises across the country will be retrofitted for staff use when the commute or access to the main UNRWA compound in Beirut is affected either by COVID-19 mitigation measures, civil unrest, fuel shortages or other operational constraints.

Under this appeal, UNRWA will continue to ensure that the appropriate security measures are implemented across its operations. The Agency will support the coordination and management of the response across the three fields through dedicated functions at its Headquarters (HQ), and will continue to participate in relevant regional coordination mechanisms for the Syria crisis response.

In 2022, UNRWA requires US\$ 365 million to continue to respond to the increased humanitarian needs of Palestine refugees in Syria, Lebanon and Jordan. The funding shortfall faced by UNRWA under all of its funding portals in 2021 jeopardized the continuity of essential services and the provision of emergency assistance. In Syria, in 2021, UNRWA had to reduce the cash transfer value per person and could only provide two rounds of food assistance instead of the three initially planned. The funding shortfall also limited the provision of cash assistance to PRL and vulnerable ex-Gazans in Jordan.

Ensuring predictable and sustainable funding to the UNRWA EA is critical to maintaining the provision of essential emergency assistance and mitigating the impacts of the multiple, overlapping crises faced by Palestine refugees. UNRWA also emphasizes that the success of this appeal relies on full funding of its core programme budget for 2022, to ensure that vital health

care, education, protection, and relief services and infrastructure remain available, enabling the provision of emergency assistance. In the event of funding shortfalls, UNRWA may need to review, adjust and/or expand the interventions and populations targeted under this appeal to ensure that the most vulnerable refugees continue to receive vital assistance.

humanity, neutrality, impartiality and independence

United Nations General Assembly (UNGA) Resolution 302 (IV) of 1949 established that UNRWA's mandate is essentially humanitarian in character and to that end, and in accordance with UNGA Resolutions 46/182 of 1991 and 58/114 of 2004, the Agency's approach is anchored first and foremost on the principle of humanity, and thus in respect for the life and dignity of every person. Humanity comes first and while the principles of impartiality, neutrality and independence are instrumental to UNRWA, they work in the service of humanity which is the essence of our mandate.

The humanitarian principles apply to all aspects of the Agency's work, including in relation to its installations. As of January 2022, UNRWA is applying an integrated approach to installations Agency-wide. This new approach works towards ensuring that all installations are safe, accessible and inclusive. The integrated approach aims to support installation managers in meeting these standards. This means that beneficiaries are safe from violence, or other abuse, when they enter any part of an UNRWA installation, that beneficiaries

can receive the services they are seeking without hindrance, that they are able to access all parts of the UNRWA installation, and that such installations allow for space for a two-way conversation between staff and beneficiaries. The integrated check is the result of a joint effort of key staff from the five fields of UNRWA operation as well as all cross-cutting focal points (humanitarian principles, protection, gender equality, GBV, PSEA, disability and inclusion and violence against children).

UNRWA also adheres to other principles that complement "principled humanitarianism", including, and especially, the human rights-based approach. UNRWA will continue to provide increasingly needed humanitarian and protection services to Palestine refugees in Syria, Lebanon and Jordan in a deteriorating socio-economic context and in a manner which is responsive to the additional protection concerns resulting from the COVID-19 pandemic, in line with its commitment to the humanitarian principles.

funding requirements (US\$)

| Programme Interventions | Syria | Lebanon | Jordan | HQ | Total |
|---|--------------------|-------------------|-------------------|----------------|--------------------|
| Cash Assistance for Essential Needs | 155,200,771 | 50,287,633 | 24,252,026 | 230,218 | 229,970,648 |
| Food Assistance | 31,391,195 | - | - | - | 31,391,195 |
| Non-food Items (NFIs) | 872,404 | - | - | - | 872,404 |
| Emergency Health | 7,179,888 | 22,476,203 | 2,969,948 | 99,900 | 32,725,939 |
| Education in Emergencies | 15,269,082 | 13,986,037 | 4,559,610 | - | 33,814,729 |
| Livelihoods | 2,055,403 | 185,894 | 532,800 | - | 2,774,097 |
| Protection | 2,053,561 | 2,043,330 | 1,204,918 | - | 5,301,809 |
| Environmental Health | 2,677,508 | 2,687,443 | 2,497,500 | - | 7,862,451 |
| Safety and Security | 1,858,251 | 171,828 | 112,776 | - | 2,142,855 |
| Coordination and Management | 4,988,636 | 1,456,721 | 1,149,611 | 502,164 | 8,097,132 |
| Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations | 8,483,082 | 381,696 | 1,221,000 | - | 10,085,778 |
| Total (US\$) | 232,029,781 | 93,676,785 | 38,500,189 | 832,282 | 365,039,037 |

syria: context and needs analysis

Now in its eleventh year, the crisis in Syria continues to pose compounding humanitarian challenges for the population, including Palestine refugees who are suffering from its direct repercussions and remain in acute need of assistance and protection. While active conflict has subsided in large parts of the country, in 2021 fighting continued in the north of Syria (mainly in Idlib Governorate in the north-west) with fluctuating levels of intensity. The situation in the south (Dera'a Governorate) remained precarious throughout 2021, with tensions escalating between government forces and non-state armed groups, leading to violent clashes over the month of August 2021 and the displacement of over 36,000 civilians, including around 3,000 Palestine refugees from Dera'a refugee camp. ERW continue to claim the lives of civilians, with Palestine refugees in camps and areas that witnessed active conflict over the past ten years particularly at risk. The threat posed by attacks involving Improvised Explosive Devices (IED) also remain of serious concern. In October 2021, a military bus carrying Syrian troops was targeted in the centre of Damascus, killing 14 people. The situation is further inflamed by regional tensions and occasional Israeli strikes targeting different parts of the country, mostly around Damascus/Rif Damascus, Quneitra, Homs and Hama governorates.

Meanwhile, a rapidly deteriorating economy and rising inflation are increasing the vulnerability of the entire population, striking at vulnerable communities, including Palestine refugees. The drastic loss of purchasing power during the current economic crisis has renewed fears about meeting basic needs, in particular food. A May 2021 UNRWA Syria Field Office (SFO) crisis monitoring survey¹⁰ found that 82 per cent of the individuals in the 503 Palestine refugee households interviewed now live on less than 1.9 US dollars (US\$) per day (at the rate of 3,250 Syrian pounds (SYP)/US\$), which includes the cash assistance received from UNRWA. This represents an 8 per cent increase compared to the UNRWA 2017/2018 socio-economic household survey, despite the subsidence in hostilities since that time. The survey also found that 48 per cent of total household expenditure was spent on food, a disproportionately large amount that indicates severe distress within families to manage household budgets and secure food intake.

In September 2021, the national average price of WFP's standard reference food basket reached its highest ever recorded level since monitoring started in 2013, increasing by 7 per cent between August and

September 2021. The national average food basket price has more than doubled since September 2020.¹¹ The official exchange rate was adjusted from SYP 1,250/US\$ to SYP 2,500 on 22 March 2021 but is still far from the informal market exchange rate (SYP 3,443/US\$).¹² Wheat flour and fuel shortages continued to affect all areas of the country, prompting the Government of Syria to maintain its mechanism for subsidized bread and limit fuel refill allowances for vehicle owners. Over the past year, the situation has been further compounded by the rapidly deteriorating financial and socio-economic crises in neighbouring Lebanon.

The COVID-19 pandemic has placed increased hardship on the entire population. Between August and September 2021, a sharp increase in the number of COVID-19 referrals for hospitalizations was reported. As of 20 October 2021, 40,294 cases (including 2,457 deaths and 25,290 recoveries) had been confirmed by the Syrian Ministry of Health (MoH); 843 cases were reported among Palestine refugees (nine deaths), including 433 UNRWA staff members (one death). COVID-19 testing capacity remains low, particularly in remote areas. It is therefore likely that the actual number of cases is significantly higher than the figures reported. The vaccination uptake in Syria is low and only 2.4 per cent of the population in the whole of Syria had been fully vaccinated by 31 October 2021.¹³

For female refugees, risks in the Syria context are elevated. According to UNRWA records, women account for 60 per cent of the most vulnerable refugee caseload in Syria. Getting assistance into the hands of recipient female refugees can in itself pose a challenge, for example in cases of divorce when special arrangements are required to ensure cash assistance is transferred directly to the eligible female refugee and not the former spouse. UNRWA enables divorced refugee women to receive assistance directly in line with the humanitarian principle of humanity. According to SFO crisis monitoring survey on the socio-economic situation of Palestine refugees, the participation of females above the age of 16 years in the labour force is very low and only 11.5 per cent are employed, limiting resources for self-reliance and development for women and their families.

The protection threats for women and girls are further increased due to disruption of pre-existing family and community-level protection mechanisms and crucial services, including family planning, child and maternal health and sexual and reproductive

health care services, legal assistance and counselling. This affects, in particular, refugee women who are pregnant, including those with high-risk pregnancies while displaced and/or residing in areas where medical facilities are damaged or destroyed. Ensuring access to maternal and child health and other protective services is crucial, whether through mobile health clinics or telemedicine when inpatient care is not essential and not advised given the COVID-19 pandemic.

Almost a decade into the conflict, Palestine refugees have made extraordinary efforts to preserve education. Loss of education is an all too common feature of protracted crises, with potentially serious repercussions on the future livelihoods of affected children. In Syria, at the elementary and preparatory levels, sustaining education is crucial while COVID-19 has intensified the challenge substantially.

Despite the overall reduction of armed violence in Syria, insecurity hangs over Palestine refugees and this situation is not expected to improve in 2022. According to UNRWA estimates, around 40 per cent of the Palestine refugee population in Syria remain in protracted displacement. Yarmouk, Dera'a and Ein el Tal camps, previously home to more than 30 per cent of the Palestine refugee population in Syria, have been almost completely destroyed. Palestine refugees have been permitted to return to Yarmouk camp since the end of 2020, subject to government approval (over 2,000 approvals have been granted so far). As of mid-2021, 480 vulnerable Palestine refugee families had already returned to Yarmouk despite the lack of basic infrastructure and services.¹⁴ In addition, refugees were allowed to temporarily return in September and early October 2021 to clean their houses and move the rubble to the main streets. In Ein el Tal camp, around 120 extremely vulnerable families have returned, while the number reaches 600 families in Dera'a camp. However, in these three camps, basic infrastructure for the provision of safe water supplies and electricity has not been fully restored, preventing more families from returning and delaying plans for the rehabilitation of UNRWA facilities.

Between 1 January and 30 August 2021, a total of 443 Palestine refugees were recorded by UNRWA as having returned to Syria, including 277 individuals returning from Lebanon and 49 from Jordan. There was a reduction in the total number of Palestine refugee returns from outside Syria due to the border closures and restrictions implemented in Syria and neighbour-

ing countries as part of COVID-19 preventative measures. It is difficult to predict the trend of returns in 2022, which will be impacted by a number of variables ranging from the trajectory of the COVID-19 pandemic as well as socio-economic and security conditions in Syria and surrounding countries, particularly Lebanon. Increasingly, returnees have indicated worsening conditions in countries where they have been living, including challenges maintaining residency or accessing work, rather than improved conditions in Syria contributing to their decision to return.¹⁵

In this challenging context, the humanitarian assistance provided by UNRWA is a lifeline for the overwhelming majority of Palestine refugees and reliance on the Agency is expected to remain high. The health and socio-economic impacts of COVID-19 and the economic crisis are expected to persist and will continue to constrain Palestine refugees' income and livelihood opportunities.

In order to address emerging needs, the 2022 EA will ensure the provision of humanitarian assistance for basic needs for 420,000 Palestine refugees, through cash, food and NFI distributions. Under this appeal, UNRWA will also support the provision of health, education, technical and vocational training, environmental health services and protection to 438,000 Palestine refugees in Syria, in an emergency context. As part of its response under this appeal, UNRWA will also strengthen its efforts to foster the resilience of communities and provide increased dignified livelihood opportunities for Palestine refugees in Syria. The various components of this appeal will also contribute to supporting refugees who have spontaneously returned through supporting minor repairs to their shelters under a self-help approach and the provision of mobile health services, amongst others. Where possible, UNRWA will aim at restarting services in camps that were heavily destroyed during the conflict (Dera'a, Yarmouk and Ein el Tal) through the rehabilitation of the Agency's installations in these camps. Finally, support to UNRWA operations cannot be ensured without support to safety and security, coordination and management, as well as repair and maintenance of UNRWA infrastructure.

lebanon: context and needs analysis

Lebanon has experienced multiple, mounting shocks during 2021, including heightened socio-economic instability, hyperinflation, chronic fuel and energy crises, as well as a continuation of the COVID-19 pandemic. After many months of political instability and very little change, a government was finally formed in September 2021. However, at the time of writing, little, if any, reform has been implemented to mitigate the soaring cost of living. As of 7 November 2021, the US dollar was trading at LBP 20,500 on the informal market. The Food Security Cluster in Lebanon reported that the revised food Survival Minimum Expenditure Basket (SMEB) recorded a 14 per cent increase between May and June 2021 at LBP 268,258, “more than five times the cost of the basket back in October 2019 (404% increase)”.¹⁶ At the same time, the Lebanese pound continued to depreciate against the US dollar and subsidies on basic items and medications were lifted, leaving them out of reach for most of the population.

For Palestine refugees, the crisis is experienced on every level. According to recent UNRWA data,¹⁷ 73 per cent of Palestine refugee families are now living below the poverty line and are unable to cover their basic needs in 2021, with 58 per cent of refugees reporting having to reduce meal sizes and frequency. Nearly half of all household expenditures is spent on food reflecting a critical food security situation. The situation for PRS is of particular concern. A socio-economic survey conducted by UNRWA in 2020 found that 87.3 per cent of PRS live below the absolute poverty line and 11.3 per cent exist in a state of abject poverty.¹⁸ Essential commodities are increasingly out of reach for most and PRS are being pushed into ever more negative coping mechanisms to survive, including missing meals, child marriage, child labour, debt and unsustainable borrowing practices. This is also exacerbating the isolation of people with disabilities as families struggle to provide for their additional needs. The stress of this situation is further driving an increase in violence against children, intimate partner violence, and violence in the community as interpersonal disputes erupt into shootings.

In Lebanon, UNRWA recorded the arrival of 409 PRS families from Syria during the first half of 2021, the highest number of arrivals since 2017. During the same period, PRS returns to Syria dropped. Unlike in previous years, the improved security situation in Syria was not the primary reason cited by returnees to Syria,¹⁹ but rather the deteriorating economic situation

in Lebanon. As a result of the economic decline and COVID-19, the protection situation for many Palestine refugees has sharply deteriorated. Over the course of 2021, there has been an increase in interpersonal disputes escalating into violence in the camps as people have become more frustrated and desperate. Violence against women and children has continued to increase, closely linked to people’s mental well-being and their ability to constructively cope. Instances of conduct in breach of the rights of the child and human rights and humanitarian law have reportedly increased, including child labour, drug abuse amongst the youth and related participation of boys and girls in drug-distribution networks, as well as children’s involvement with armed groups.²⁰

Finally, the impact of COVID-19 has been keenly felt among Palestine refugees. By 31 October, 15,443 Palestine refugees had been infected with the virus, with 1,819 requiring hospitalization and 443 losing their lives. Amongst UNRWA staff, there have been 888 positive cases and five deaths. Vaccine hesitancy is high among Palestine refugees, with 45,831 having received one dose and 35,309 two doses of the vaccine, either at a Lebanese hospital or UNRWA facility.

In order to address emerging needs across the Palestine refugee population, the 2022 EA focuses on ensuring regular cash assistance for vulnerable groups amongst PRS and PRL. Under this appeal, UNRWA is expanding support towards vulnerable PRL families who have been disproportionately affected by the crises impacting Lebanon. The Agency will provide 162,301 PRL, PRS and other eligible populations²¹ with emergency cash assistance to support them meet their most basic needs. Other essential services such as health, education and protection will also continue, adjusted to the COVID-19 context to ensure the safety of staff and beneficiaries. Under this appeal, UNRWA will ensure the continuity of learning for 39,129 Palestine refugee students; will continue to provide primary, secondary and tertiary health care to PRS, as well as additional secondary and tertiary care to 6,210 of the most vulnerable PRL affected by the crisis; and will ensure that Palestine refugees with protection concerns are supported, including with referral pathways.

jordan: context and needs analysis

The COVID-19 pandemic in Jordan has been more than a public health crisis: lockdown measures imposed throughout 2020 and partly in 2021 have severely affected the economy. Palestine refugees in Jordan (PRJ), as other vulnerable groups, face increased pressures and inequalities due to the drastic reduction in household incomes and livelihood opportunities, particularly for those depending on informal and daily paid labour. The World Bank has estimated that the Jordanian economy contracted by 1.6 per cent in 2020, with unemployment rising to 24.7 per cent in the fourth quarter of 2020 and youth unemployment rates reaching an unprecedented 50 per cent.²² The situation is expected to remain dire in 2022 given the high number of employment opportunities lost in several sectors. The loss of income among financially fragile households is particularly concerning and poverty rates are likely to increase. On top of these challenges, Jordan also faces social and economic pressures due to the high number of refugees who are hosted in the country and affected by long-term displacement.²³

As of 30 September 2021, approximately 18,490 PRS continued to live in Jordan after almost a decade of displacement. PRS face multi-dimensional challenges, including poverty, food insecurity, protection risks and associated concerns around their legal status in Jordan. The COVID-19 outbreak has further increased these vulnerabilities. Findings from an UNRWA multisector rapid survey (carried out in June 2020) on the impact of COVID-19 showed that 62 per cent of surveyed PRS families were concerned about not having enough food to eat, while 90 per cent did not have enough cash to sustain their family for two weeks. Almost half of the respondents (49.6 per cent) had their work disrupted by COVID-19, with women particularly affected (75 per cent compared to 27 per cent of men). According to a recent PDM survey, conducted in the third quarter of 2021, only 11 per cent of surveyed PRS confirmed that when combined with other sources of income, the quarterly multi-purpose cash assistance provided by UNRWA was sufficient to cover their basic needs for food and NFIs for three months. Out of these, 29 per cent did not have any other source of income.

While most PRJ have Jordanian civil documents and can access public services and benefit from government-led initiatives, those without Jordanian citizenship or a Jordanian ID are facing legal status issues and are particularly vulnerable and excluded from such services. This includes approximately one-third of the PRS caseload, around 175,000 ex-Gazans²⁴

(35,000 households), of whom 10,494 individuals (2,055 households) are registered in the Agency's SSNP, in addition to 156 PRI (35 households).

Under this EA, UNRWA will provide all PRS with regular cash assistance, disbursed on a quarterly basis, and a top-up one-off cash assistance to help them cope with the additional burden caused by COVID-19. Some 159,245 vulnerable Palestine refugees, including 159,089 ex-Gazans (10,494 SSN and 148,595 non-SSN) and 156 PRI (35 households), will also receive cash assistance to support their basic needs in line with the humanitarian principles, in particular that of humanity.

On 14 October 2021, Jordan reported 835,969 cumulative COVID-19 cases, with 10,827 confirmed deaths. Since the start of the pandemic, 1,188 UNRWA staff members have contracted the virus and nine have lost their lives. In 2022, UNRWA, as part of the UN Country Team (UNCT) in Jordan, will continue to support the government's efforts to mitigate and respond to the COVID-19 pandemic through three tiers: (i) support to the health response; (ii) humanitarian assistance to the most vulnerable; and (iii) mitigating the socio-economic hardship created by the COVID-19 pandemic.

In 2022, UNRWA will maintain primary health services and support for secondary and tertiary medical care to PRS, while ensuring that COVID-19 prevention measures remain in place to protect the health of all refugees. The Agency will continue to provide all health frontline staff with PPE, and adequate cleaning and disinfection will be maintained at UNRWA health facilities to contain the spread of COVID-19. Additional daily paid health workers will be hired to ensure the continuity of service in case existing staff contract the virus and/or need to self-isolate. In addition, to enhance the environmental health and safety of Palestine refugees and reduce the risk of community transmission of the virus, UNRWA aims to hire more sanitation labourers and purchase additional equipment for the disinfection of public spaces and to strengthen solid waste management.

UNRWA schools and vocational training centres (VTCs) reopened in August 2021, with students back to face-to-face learning for a one-month catch up period prior to starting the new 2021/2022 academic year. However, despite the online learning that was carried out during 2021, the 18-month schools' closure highlighted digital access gaps and inequalities

amongst students, with 30 per cent having no smart devices and internet connectivity. Throughout all its schools and TVET centres in Jordan, UNRWA will continue to ensure that social distancing is maintained and that increased hygiene and cleaning is provided to avoid the spread of COVID-19 amongst students and their families. Additional school counsellors will also be hired and recreational kits purchased to provide mental health and psychosocial support (MHPSS) to students following an 18-month suspension of in-person learning due to COVID-19.

Protection services continue to be sought by Palestine refugees, including in relation to child protection, GBV

response, disability inclusion and legal counselling. In the first half of 2021, 432 GBV cases were documented (62 per cent of the total GBV cases for 2020). UNRWA expects that the risk of GBV will remain high in 2022, and will manage the increased demands through deploying a GBV gender coordinator and a GBV project assistant.

Depending on funding availability, a multi-layered vulnerability assessment of PRJ will be carried out to better inform programming and tailor appropriate interventions that meet the immediate humanitarian and emergency needs of the most vulnerable PRJ.

syria: sector-specific interventions

Cash assistance and food basket distribution in Rif Damascus, Syria. © 2021 UNRWA Photo

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



Humanitarian Assistance for Basic Needs (cash assistance, in-kind food, shelter and NFIs)

| Outcome: Palestine refugees are able to meet their basic needs and cope with sudden crises | | |
|--|---|--|
| Output | Indicators | Target (2022) |
| Palestine refugees in Syria are provided with relief assistance | Percentage of households reporting an acceptable food consumption score ²⁵ | 80% |
| | Number of individuals receiving cash assistance during the last distribution round | 420,000 (220,224 females, 199,776 males), incl. 6,275 persons with disabilities |
| | Number of the most vulnerable Palestine refugees provided with cash assistance during the last distribution round | 145,000 (86,438 females, 58,562 males), incl. 6,275 persons with disabilities |
| | Number of Palestine refugees provided with food assistance during the last distribution round | 420,000 (220,224 females, 199,776 males), incl. 6,275 persons with disabilities |
| | Number of Palestine refugees receiving NFIs | 8,500 (4,420 females, 4,080 males), incl. 170 persons with disabilities |
| | Number of Palestine refugee families receiving one-off cash winterization support | 123,529 families |
| | Number of shelters repaired using the self-help approach | 700 |

Cash and food assistance are the Agency's most critical humanitarian interventions for Palestine refugees in Syria, helping them to meet part of their essential humanitarian and survival needs. In 2022, through this EA, UNRWA aims to provide cash assistance to 420,000 Palestine refugees to meet their basic needs for food, NFIs and shelter, including 145,000 Palestine refugees categorized as most vulnerable (female-headed households, families headed by a person with a disability and families with members with disabilities, families headed by an older person, and unaccompanied minors/orphans). Refugees in the most vulnerable category will receive US\$ 25 per person per month. The remaining caseload will be provided with US\$ 18 per person per month.

In 2022, UNRWA plans to introduce innovative cash assistance transfer mechanisms, including through e-wallets and mobile money transfers, which will give refugees more flexibility in withdrawing their cash, saving on transportation costs and commuting time. It will also allow the Agency to reach the same number of beneficiaries in a shorter period of time.

The COVID-19 pandemic, coupled with the socio-economic crisis and the increase in prices of basic commodities, has severely impacted the food security of Palestine refugees in Syria. In 2022, UNRWA will provide in-kind food assistance to all 420,000 Palestine

refugees through three distribution rounds of food baskets. Each food basket includes wheat flour, rice, bulgur wheat, sunflower oil, sugar, chick peas, lentils and milk.

In addition, UNRWA will provide NFIs to an anticipated 8,500 refugees, including newly displaced persons, refugee returnees and other vulnerable persons who may face acute needs.

In 2021, UNRWA started a pilot project in Syria to support the most vulnerable refugees whose homes were damaged as a result of the conflict. A self-help approach was introduced whereby 196 families were directly involved in the repair of their shelter. In 2022, UNRWA aims to expand the shelter repair self-help project to support 700 more families whose homes have been damaged and are in urgent need of repair.

In addition, under the 2022 EA, an estimated 123,529 Palestine refugee families (corresponding to 420,000 individuals) will be provided with one-off winterization support, conditional on funding availability.



A patient in an UNRWA health clinic in Syria. © 2021 UNRWA Photo


strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services


emergency health

meet the health care needs of Palestine refugees ensuring that COVID-19 prevention measures are in place


education in emergencies

ensure continuity of learning for
50,000
 UNRWA students


livelihoods and vocational training

provide short-term courses to
850
 Palestine refugee youth


protection

provide critical protection services to Palestine refugees


environmental health

provide basic WASH services and support in Palestine refugee camps

Emergency Health

| Outcome: The impact of the crisis on health services for refugees is reduced | | |
|--|--|--|
| Output | Indicators | Target (2022) |
| Palestine refugees have access to primary health-care services | Number of Palestine refugee consultations supported by UNRWA (primary health care and hospitalization) | 759,000 (460,345 females, 298,655 males), incl. 7,590 persons with disabilities |
| | Number of Palestine refugee visits to UNRWA health facilities | 750,000 (454,887 females, 295,113 males), incl. 7,500 persons with disabilities |
| | Number of operational Agency health centres, health points and mobile clinics | 25 |
| | Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment | 8,600 |
| | Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for COVID-19 treatment | 400 |
| | Percentage of health facilities supported by UNRWA with no stock-out of 12 tracer items ²⁶ | 100% |
| | Number of NCD patients receiving home delivery of medicines | 1,200 (648 females, 552 males), incl. 1,200 persons with disabilities |
| | Number of COVID-19 tests for Palestine refugees paid for by UNRWA | 2,400 (1,321 females, 1,079 males), incl. 36 persons with disabilities |
| | Number of staff members recruited for vaccination process | 5 |
| | Number of physiotherapy sessions for persons with disabilities as a result of conflict-related injuries | 8,000 |

The public health system in Syria has been degraded by a decade of conflict and remains extremely vulnerable as a result of the displacement and migration of qualified professionals and the widespread destruction and damage to health facilities. The COVID-19 pandemic has further strained existing capacity. In 2021, UNRWA health services in Syria faced increasing pressures due to the socio-economic crisis in the country and the impact of the COVID-19 pandemic. Palestine refugees will continue to rely heavily on the Agency for health care. It is expected that at least 750,000 patient visits will be made to UNRWA health centres in 2022. The targeted number of Palestine refugee visits to UNRWA health facilities has been slightly reduced from the 2021 figure to take into account the COVID-19 context and the reduction in foot traffic at health centres.

UNRWA will also continue the home delivery of medicines to 1,200 vulnerable NCD patients, operate telemedicine lines and maintain a triage system in all its health centres for patients with respiratory symptoms, thus ensuring continued access to health care for these patients.

The 25 UNRWA health facilities in Syria (including 23 health centres and health points located in Palestine refugee camps and two mobile clinics) provide a range of primary health services, including out-patient consultations, immunization services, infant and child growth monitoring, dispensing of medications,

child growth monitoring, dispensing of medications, gynaecology consultations, laboratory services, NCD care, maternal and child health care, dental and MHPSS services.

The two mobile clinics will be deployed to areas affected by conflict or localized tensions where refugees are facing movement restrictions and to locations where Agency health facilities have been damaged or destroyed during the conflict.

UNRWA will continue to subsidize access to secondary and tertiary care (including COVID-19 treatment) for around 9,000 refugee cases (400 COVID-19 cases and 8,600 non-COVID-19 cases) through a network of partnered hospitals and private laboratories. This intervention has become increasingly critical as families' ability to afford hospitalization services continues to decrease. The support provided by UNRWA will cover between 75 and 95 per cent of the costs, depending on the level of vulnerability and availability of funds.

Dedicated support will be provided to persons with disabilities through the provision of prosthetic devices, including hearing aids for the elderly. Persons with long-term disabilities as a result of conflict-related injuries and in need of physiotherapy will be referred to external partners in community-based organizations. It is estimated that 8,000 physiotherapy sessions will be required.

In 2022, UNRWA will also conduct minor repairs to some of its health facilities that require urgent maintenance. This does not include facilities covered under the Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations section in this appeal.

Under this appeal, the Agency will also continue to respond to the COVID-19 emergency through subsidizing COVID-19 testing for 2,400 Palestine refugees. As in 2021, COVID-19 testing will be extended to UNRWA health and non-health staff to contain the spread of COVID-19 and ensure the safety of Agency staff and the refugees they serve. In addition, UNRWA will continue to ensure that health centres are

equipped with PPE to protect patients and frontline staff, and that disinfectants and sanitization materials are also available at all facilities.

Since May 2021, UNRWA has been responsible for administering COVID-19 vaccinations for all United Nations (UN) staff and partner NGOs in Syria as part of the UN vaccination campaign, which has contributed significantly to the inter-agency COVID-19 response. UNRWA is also planning to vaccinate Palestine refugees if government approval is secured. This appeal will support the recruitment of five additional staff for the vaccination campaign and the establishment of a cold room in Damascus to store the vaccines.

Education in Emergencies

| Outcome: Palestine refugees in Syria continue to access quality, inclusive and equitable education despite the crisis | | |
|---|--|---|
| Outputs | Indicators | Target (2022) |
| UNRWA students are able to access basic education despite the crisis | Number of students graduating from basic education (Grade 9) | 4,079 (1,948 girls, 2,131 boys), incl. 200 students with disabilities |
| | Number of students who have attended at least one UNRWA catch-up class | 4,535 (2,264 girls, 2,271 boys), incl. 222 students with disabilities |
| | Number of students enrolled in UNRWA schools | 50,000 ²⁷ (24,778 girls, 25,222 boys), incl. 2,453 students with disabilities |
| Palestine refugee students are provided with PSS | Number of students who have attended at least one counselling session (individual or group counselling) | 50,000 (24,778 girls, 25,222 boys), incl. 2,453 students with disabilities |
| | Number of students participating in summer learning | 3,000 |
| Barriers to accessing education are reduced | Number of students provided with at least one item of material support ²⁸ (back-to-school kits and/or stationery) to enable them to access education at an UNRWA school | 50,000 (24,778 girls, 25,222 boys), incl. 2,453 students with disabilities |
| | Number of students who use UNRWA-provided transport to attend an UNRWA school | 475 |
| UNRWA students continue to access education despite the COVID-19 pandemic | Percentage of schools for which materials for improved hygiene routine have been procured and delivered | 100% |

In 2022, UNRWA will continue to deliver basic, quality and inclusive education to almost 50,000 Palestine refugees through 102 schools managed by the Agency across Syria, of which 39 are running a second-shift in buildings on loan from the Ministry of Education to compensate for UNRWA schools that have been destroyed or severely damaged by the conflict.

While schools in Syria re-opened on 2 September 2021 for in-person education, the growing number of COVID-19 cases amongst education staff and students across the country over the last quarter of 2021

highlights the challenges of preventing transmission in schools, particularly given overcrowded classrooms. Therefore, throughout the year, UNRWA will remain ready to shift to a remote or blended learning modality. Self-learning materials will continue to be updated and be available to all students.

UNRWA, through its Education in Emergencies (EiE) programme, helps to ensure that Palestine refugee children can continue to access education, even in times of emergencies. The UNRWA approach to EiE involves “doing things differently” (delivering

education in alternative ways), “doing more of other things” (more PSS to children) and “doing things that had not been the focus before” (safety and security training for students, staff and parents). Below is a description of the key elements of the response in Syria for 2022:

1) Support to Student Access to Education: Back-to-school kits (including school bags) will be provided at the beginning of the next academic year (2022/2023); stationery will be procured and provided to students at the beginning of the 2021/2022 second semester in January 2022, to alleviate some of the economic burden faced by parents. UNRWA, will also support students returning to damaged camps such as Yarmouk and Ein el Tal by providing transport (contracted buses) to take them to schools in nearby areas.

2) Psychosocial Support: UNRWA will continue to provide PSS to address the additional stress created by the COVID-19 pandemic. Psychosocial counsellors will be deployed in all Agency schools to provide individual and group counselling and support to students and teachers. Recreational activities will also be provided if the context allows. PSS and awareness raising sessions on COVID-19 will also be delivered in classrooms and/or through remote modalities.

3) Safe and Secure Learning Environment: A number of training sessions, incorporating COVID-19 prevention measures, will be conducted for teachers and principals on topics such as GBV, child protection and addressing violence against children (AVAC). Similar training sessions will be delivered to parents through parent-teacher associations (PTAs), which will continue to play a pivotal role in developing a holistic approach to education for Palestine refugees.

Reusable masks will be procured and distributed to students and teachers. In addition, disinfectants and

sanitizers will be provided to schools to ensure proper hygiene practices are in place to protect students and staff in classrooms.

UNRWA will also conduct minor repairs to some UNRWA school facilities that require urgent maintenance. This does not include facilities already included in this appeal under the Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations section.

4) Sustaining Quality Teaching and Learning: Through this appeal, summer learning activities will be organized, contingent on the COVID-19 situation in Syria during summer 2022. This intervention would support ensuring that students do not miss out on quality teaching and learning and that any learning loss is made up for through this summer programme. In addition to academic support, the programme would include extracurricular and PSS activities for students. Support classes will be organized for Grade 9 students in preparation for official end of cycle exams.

Printed copies of self-learning materials (SLM) will continue to be updated and made available to all students in the event that access to the Agency’s Digital Learning Platform (DLP) is not available. Where needed (i.e., during school closures), UNRWA will support/subsidize internet and SMS costs for students and teachers (up to 50,000 students and 2,000 education staff), and will provide tablets/mobile devices for Grade 9 students and teachers (up to 4,550 students and 210 teachers).

Through this EA, UNRWA will cover the cost of additional temporary staff hired (up to an estimated 271 daily paid teachers and school attendants) to address the increasing needs that have arisen due to the ongoing crisis and the COVID-19 pandemic.



Livelihoods and Vocational Training

| Outcome: Young Palestine refugees in Syria have access to vocational training | | |
|--|---|--|
| Output | Indicators | Target (2022) |
| Young Palestine refugees in Syria provided with short-term courses to support employment opportunities | Number of students completing short-term courses | 850 (467 females, 383 males), incl. 17 persons with disabilities |
| | Number of short-term courses conducted | 40 |
| | Percentage of TVET centres for which materials for improved hygiene have been procured | 100% |
| | Number of students enrolled in long-term courses in the following areas: Aleppo, Homs, Latakia and Dera'a | 260 |

Over ten years of crisis in Syria has drastically eroded the living conditions of Palestine refugees and Syrian nationals alike. The rapid depreciation of the Syrian pound accompanied by staggering inflation levels, the impact of Lebanon's financial and banking crisis, and the tightened trade restrictions imposed on the country since June 2020, have all contributed to a worsening of the socio-economic conditions. The COVID-19 pandemic has led to additional stress on basic services that has impacted the livelihoods of Palestine refugees and Syrians.

To support Palestine refugee youth access to employment opportunities, the UNRWA TVET programme will continue to provide short-term courses for 850 students in Damascus, Dera'a, Homs, Aleppo and Latakia, offering a variety of specializations that respond to the needs of the local market. Short-term courses (three months on average) are designed to strengthen technical skills, with minimal financial costs to the refugee students, to improve their prospects in the labour market. In 2022, UNRWA will also expand its provision of long-term courses, usually only offered at the Damascus VTC, to its TVET centres

in Dera'a, Homs, Aleppo and Latakia. This is in response to the increasing demand of refugee youth in these areas for similar courses and to promote equal access for all Palestine refugees to livelihood opportunities to support their resilience.

Depending on the trajectory of the COVID-19 pandemic in 2022, the TVET programme is ready to adjust to either remote or blended (in-person and remote) modalities for course delivery. Internet packages will be procured for students and staff to support this approach when needed. Hygiene measures, including the provision of masks to students and staff, and the distribution of sanitizers to all TVET centres will also be put in place to mitigate the risk of exposure and spread of COVID-19.

Contingent on the availability of funds, UNRWA will explore the feasibility of conducting a small-scale cash-for-work initiative in 2022. This intervention will provide short-term employment opportunities for unskilled work in Palestine refugee camps and gatherings to help supplement the incomes of vulnerable refugee families.

Protection

| Outcome: At-risk Palestine refugees continue to receive protection support | | |
|---|---|--|
| Outputs | Indicators | Target (2022) |
| Palestine refugees are supported through protection programmatic interventions | Number of Palestine refugees who received PSS support | 11,360 (943 adult females, 413 adult males, 5,270 girls, 4,734 boys), incl. 700 persons with disabilities |
| | Number of Palestine refugees provided with legal assistance and referrals | 4,000 (2,881 females, 1,119 males), incl. 50 persons with disabilities |
| Awareness raising is conducted to strengthen prevention and response | Number of individuals trained on mine risk awareness | 51,700 (50,000 students, 200 staff, 1,500 community members) |
| Capacity of staff and volunteers is enhanced on protection related topics ²⁹ | Number of UNRWA staff members trained on protection | 1,500 (831 females, 669 males) |

The protection concerns and vulnerabilities UNRWA identified in 2021 amongst Palestine refugees are anticipated to continue, if not increase, through 2022.³⁰ These include, but are not limited to: (i) psychosocial trauma and distress, particularly amongst children; (ii) increased rates of GBV, with women and girls most affected; (iii) more economic destitution leading to increased reliance on negative coping mechanisms; (iv) child protection concerns, especially violence against children; and (v) exclusion and discrimination, particularly affecting persons with disabilities and older persons. Female heads of households, unaccompanied and separated children, older persons and persons with disabilities are at particular risk of falling into further poverty and exploitation. Protracted displacement and the high level of destruction in several Palestine refugee camps and gatherings, coupled with the ongoing economic crisis, may result in an increase in shelter, housing, land and property rights (HLP) and civil documentation issues.

UNRWA will continue to provide increasingly needed protection services to Palestine refugees in Syria, especially in light of the current deteriorating economic situation and the additional protection concerns resulting from the COVID-19 pandemic, and in line with its commitment to the humanitarian principles of humanity and impartiality. The Agency will continue to focus on mainstreaming protection in service provision, including through area-based structures and staff capacity building in the identification of intersecting factors affecting individual vulnerability. The Agency will also work towards building a stronger data-driven protection approach to strengthen evidence-based prioritization and programming.

PSS activities for 11,360 refugees, including children, older persons and persons with disabilities, will remain a priority in 2022, to strengthen the response to the increasing psychosocial needs, to foster social

cohesion and prevent the adoption of negative coping mechanisms. In light of the risk of COVID-19 exposure, safe practices will be used for in-person PSS activities for particularly vulnerable groups like older persons.

Legal support will continue to be offered to refugees (mainly women) experiencing GBV, through assistance in obtaining documentation and referrals to external partners.

The threat caused by ERW remains a major protection concern in Syria, particularly for children, who are most at risk of being harmed. UNRWA will continue to address this primarily through awareness raising sessions for all UNRWA students (i.e., 50,000 children) and people from refugee communities (1,500), as well as training for Agency staff (200). Particular focus will be given to areas seeing spontaneous returns of refugee families, especially in Yarmouk, Ein el Tal and Dera'a camps which are potentially heavily contaminated with ERW.

Protection monitoring, reporting and advocacy will remain a priority in 2022. UNRWA will continue to participate in global protection mechanisms; engage, as appropriate, with the International Human Rights System (IHRS) in line with the Agency's IHRS framework; and interact with relevant stakeholders, including the protection coordination structures of the Humanitarian Country Team (HCT) at country and area levels. UNRWA will continue to monitor and advocate for, and respond to, particularly vulnerable groups within the Palestine refugee community, including individuals who remain displaced within Syria and Palestine refugees willing to voluntarily return to their place of habitual residence from within Syria and from abroad, noting that those returning to newly accessible areas with limited services are often amongst the most economically vulnerable.



Summer club recreational music activity for Palestine refugee children with disabilities, Sbeineh refugee camp, Syria. © 2021 UNRWA Photo

UNRWA will also strengthen adherence to humanitarian principles, including by conducting installation checks to ensure they are compliant with UN values (including neutrality) and that they are safe, accessible

and inclusive spaces. Training and awareness raising sessions on humanitarian principles will also be conducted for staff and community members.

Environmental Health

| Outcome: Palestine refugee WASH needs are met | | |
|--|---|---|
| Outputs | Indicators | Target (2022) |
| Palestine refugees in need are provided with Water, Sanitation and Hygiene (WASH) items (hygiene kits, baby kits, diapers) | Number of Palestine refugees receiving WASH items | 12,600 (7,189 females, 5,411 males, incl. 1,287 persons with disabilities) |
| Palestine refugees living in camps are provided with basic WASH services and support | Number of sanitation workers hired | 146 |

The extensive damage to Syria’s water networks and sewerage infrastructure during the crisis has resulted in restricted access to safe water. This is affecting domestic and personal hygiene and increases the burden on women (who are usually responsible for the family’s household water and hygiene). Lack of safe water increases the risk of water-borne diseases and is a potential public health hazard. Providing adequate environmental health services to mitigate these risks has become even more critical during the COVID-19 pandemic.

In 2022, UNRWA will continue providing essential WASH services to Palestine refugees. Hygiene kits will be distributed to 8,500 Palestine refugees affected by movement restrictions in local emergencies, as well as refugees spontaneously returning to newly accessible areas that often lack basic infrastructure. In addition, baby kits (500) and adult diapers (for 3,600 individuals)

will be provided to those in need based on referrals from the Agency’s health programme.

Solid waste management and sanitization services will continue to be provided in Palestine refugee camps. The Agency will also conduct minor repairs and maintenance of water, sewerage and surface drainage systems in accessible refugee camps. Upgraded equipment, such as garbage compactors and water tankers, will be procured through funds from this EA to improve the quality and efficiency of service provision.

As part of its COVID-19 prevention measures, UNRWA will ensure that all sanitation labourers continue to be equipped with PPE. Moreover, UNRWA will continue disinfection campaigns and the sanitization of garbage collection points to support cleaner environments in the refugee camps to help prevent further spread of COVID-19.

Palestine refugees prepare a meal, Syria.
© 2021 UNRWA Photo

strategic priority 3: improve the effectiveness and efficiency of emergency programme delivery

safety
and security

provide safe services
and working
environments to
Palestine refugees
and UNRWA
personnel

emergency repair,
rehabilitation and
maintenance

maintain, rehabilitate
and repair UNRWA
installations for
continued service
provision

coordination and
management

maintain UNRWA
humanitarian response
capacity

Safety and Security

| Outcome: A safe and secure environment is ensured for staff and refugees accessing Agency services | | |
|---|--|---------------|
| Outputs | Indicators | Target (2022) |
| UNRWA ensures security compliance for its personnel, assets, including premises and installations, and programmes | Number of UNRWA installations with completed security risk assessment | 48 |
| | Security compliance of UNRWA premises and installations with security risk management measures | 80% |
| | Security compliance of UNRWA staff with security risk management measures | 100% |
| Enhanced security of UNRWA staff to facilitate the provision of humanitarian support to Palestine refugees | Number of staff trained on security risk management | 400 |

In order to ensure that UNRWA facilities are compliant with minimum operating security standards, the Agency will conduct security risk assessments on 48 facilities throughout Syria and will carry out any necessary structural work to ensure a safe and secure environment for its staff and the refugees accessing Agency services. In addition, UNRWA will maintain its closed-circuit television (CCTV) room and Internet Protocol (IP) surveillance cameras at its offices in Damascus.

UNRWA will continue to strengthen staff capacities

and awareness on security through security trainings that have been specifically developed by UNRWA for the country context. These include Safety and Security in the Field (SSF), fire safety, and awareness on ERW, which will be delivered by UNRWA security assistants who completed a ToT (training of trainers) course provided by UNMAS in 2021. Committed to ensuring that gender considerations are taken into account in security risk management, and recognizing that women are more exposed to risks of GBV, UNRWA in Syria will maintain the Personal Security Awareness for Women (PSAW) programme.

Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations

| Outcome: Continued service provision is maintained | | |
|--|---|---------------|
| Output | Indicator | Target (2022) |
| UNRWA installations repaired or maintained | Number of UNRWA installations that are maintained through minor repairs | 40 |

UNRWA facilities in Syria have suffered extensive damage throughout the ten years of conflict, particularly in Ein el Tal (Aleppo), Dera'a (South) and Yarmouk (Damascus) camps, which have sustained large-scale destruction.

Under this EA, UNRWA will prioritize minor repairs and/or rehabilitation of its installations (e.g., distribution centres, UNRWA area office buildings, community centres) based on the most urgent needs to maintain provision of services to refugees returning to these camps. Due to the large scope of the reconstruction needs in Dera'a, Yarmouk and Ein el Tal, comprehensive rehabilitation works of all UNRWA facilities in these camps will not be covered fully under this appeal, but will be supported through other sources of funds (project funds), if available. However, through EA funds, UNRWA will undertake the initial technical

assessments in these camps, provided that the necessary approvals are secured to conduct such work and that the areas are cleared from ERW. Depending on the availability of funds under this appeal, UNRWA will also aim to start rehabilitating three key Agency installations in Yarmouk and Ein el Tal to support Palestine refugee communities spontaneously returning to the camps through the provision of essential services.

The fuel crisis and daily electricity shortages in Syria in 2021 have shown the urgency for UNRWA to transition towards more sustainable energy sources. Therefore, this appeal will support for the first time in 2022 the installation of solar panels on UNRWA installations, starting with health facilities where continuous connectivity to electricity supplies is absolutely essential.

Coordination and Management

Coordination, management and technical staff are essential for UNRWA to deliver timely and effective emergency response, and to ensure efficient coordination with relevant stakeholders. Support departments, including Finance, Human Resources, Administration, Information Management and Technology, and Procurement and Logistics play a pivotal role in sustaining UNRWA emergency operations in Syria. The Programme Support Office and the Emergency Operations Support Team lead the coordination and the general oversight of the emergency response working closely with the implementing programmes and the support departments. While the majority of posts will continue to be filled by national staff, UNRWA will maintain some international capacity, particularly specialist staff in the fields of humanitarian response, donor relations, communications and monitoring and evaluation.

UNRWA will continue to strengthen community-based protection mechanisms and Accountability to Affected Populations (AAP) by building the capacity of community-based structures in order for them to identify, respond to and refer protection cases. UNRWA will also systematically increase the participation of Palestine refugees in programme identification, design, delivery and lesson learning. Feedback will be

sought on programme quality and to assess Palestine refugees' satisfaction with the services provided. This will help UNRWA to implement programmes that are of higher quality and with greater and more sustainable impact and in line with the Core Humanitarian Standard on Quality and Accountability.³¹

Based on a new AAP strategy and workplan developed by SFO in 2021, UNRWA will focus on building capacity, particularly through: (i) training on AAP for senior staff; (ii) setting up a dedicated and centrally managed helpline to receive complaints and provide feedback; and (iii) conducting bi-annual meetings between each programme and community leaders. The Agency will also maintain a log of information sharing and participatory activities across all programmes, and will work to improve the feedback, complaints, and response mechanisms currently in place.

UNRWA will ensure proactive and sustained advocacy and lobbying with different stakeholders on various issues to support its response to ongoing and emerging needs of the Palestine refugees. Advocacy efforts will be coordinated, where appropriate, with the other UN agencies in Syria.³²

lebanon: sector-specific interventions

Palestinian refugee mother and child from Syria, Beddawi refugee camp, Lebanon. © 2021 UNRWA Photo

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



monthly multi-purpose cash assistance

to 162,301

PRL, PRS and other persons eligible for UNRWA assistance, to mitigate the impacts of the multiple crises



two top-up payments

to 9,000

PRS families

Cash Assistance for Essential Needs

| Outcome: Palestine refugees are able to meet their essential basic needs and cope with sudden crises | | |
|--|--|---------------|
| Output | Indicators | Target (2022) |
| PRS and PRL are provided with relief assistance | Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions | 100% |
| | Percentage of targeted PRL and PRS receiving one or more UNRWA emergency assistance interventions | 100% |
| | Number of PRS families receiving at least one top up emergency cash assistance | 9,000 |
| | Number of Palestine refugee individuals receiving multi-purpose cash assistance during last distribution round (PRL/PRS) | 162,301 |

The living conditions of PRL and PRS have been negatively impacted by the overlapping crises of COVID-19, the devaluation of the Lebanese pound and the overall economic collapse across the country. The inflation of prices of food and other basic items is affecting the overall well-being of refugees. Surveys conducted by UNRWA in 2020 revealed that 87 per cent of PRS were living below the poverty line, of whom 11 per cent were in extreme poverty. A high frequency crisis monitoring report conducted by UNRWA in August 2021 showed that the poverty level amongst PRL was 73 per cent.

In order to support extremely vulnerable Palestine refugees who have exhausted resources and are increasingly resorting to negative coping mechanisms, through this EA, UNRWA will provide a monthly cash assistance of US\$ 25 per person to 162,301 vulnerable refugees identified and verified in six distinct refugee population groups: (i) PRS (benefitting all the estimated 29,000 individuals); (ii) 61,701 PRL SSNP beneficiaries (who, through this EA, will receive a top up to the assistance that they already receive through the UNRWA SSN programme); (iii) around 9,000 elderly people; (iv) 7,000 persons with disabilities; (v) 55,000 children (0-18 years); and (vi) 600 refugees suffering from chronic illnesses. The amount of US\$ 25 has been calculated based on studies carried out over the summer of 2021 at inter-agency level to establish the survival minimum expenditure basket (SMEB), and in line

with the Government of Lebanon's own social safety net services in response to the lifting of subsidies. In addition, due to their high level of vulnerability, 9,000 PRS families (100 per cent of the PRS caseload), will also receive two one-off payments of US\$ 150 per family that includes winter support to try to mitigate their extra vulnerability.

In 2022, UNRWA will be implementing a new approach to the identity verification of beneficiaries. The approach will be entirely managed digitally through a new online service and entails verification of "proof-of-life" and residence in the UNRWA field of operation. Based on this, an individual service card will be issued with a valid QR (Quick Response) code indicating eligibility for UNRWA services. The digital identity verification process, which is smartphone compatible, includes matching a live photo ("selfie") of individual beneficiaries with any type of identification in an automated process. Where automatic matches are not successful, beneficiaries can choose to manually have their identity and residence location verified by a specialized identity verification unit. This process is supported by the outcomes of a 2020 UNRWA education survey that found that across all five fields of operation, 96 per cent of households with Palestine refugee students have at least one smartphone available. The process is expected to significantly contribute to an accountable eligibility management of UNRWA relief assistance recipients.³³



Elderly Palestine refugee from Lebanon collects his UNRWA emergency cash assistance from the LibanPost branch, Mazraah area, Lebanon. © 2021 UNRWA Photo by Maysoun Mustafa

Elderly PRS receives health checkup at UNRWA health centre in Beddawi refugee camp, Lebanon. © 2021 UNRWA Photo



strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services



emergency health

meet the health care needs of Palestine refugees ensuring that COVID-19 prevention measures are in place



education in emergencies

ensure continuity of learning for

39,129

PRS and PRL UNRWA students



livelihoods

improve access to livelihood and employment opportunities for

440

Palestine refugees



protection

strengthen prevention and protection response for PRS and vulnerable PRL



environmental health

meet the public health needs and prevent additional health hazards through safe and equitable access to WASH resources and facilities

Emergency Health

| Outcome: The impact of the displacement crisis on health services for refugees is reduced | | |
|---|--|--|
| Outputs | Indicators | Target (2022) |
| PRL and PRS have access to primary health-care services at UNRWA health centres | Number of Palestine refugee (PRS/PRL) consultations supported by UNRWA (primary health care and hospitalization) | 158,200 PRL: 101,000 consultations PRS: 57,200 |
| | Percentage of health facilities supported by UNRWA with no stock-out of 12 tracer items | 100% |
| | Number of related Palestine refugee visits to health centres (PRL/PRS) | 156,200 (PRL: 101,000; PRS: 55,200) |
| | Number of operational Agency health centres and mobile health points | 27 |
| PRS have access to hospital care (secondary and tertiary) | Number of UNRWA-supported hospitalizations accessed by PRS patients for non-COVID-19 treatment | 2,000 |
| PRL and PRS with chronic diseases are supported through the Medical Hardship Fund (MHF) | Number of Palestine refugee patients supported through the MHF requiring cancer and chronic disease (thalassemia, multiple sclerosis and sickle cell anaemia) medications and secondary and tertiary hospitalization (PRL/PRS) | 7,290 (hospitalizations – PRL: 6,210; PRS: 440; cancer and chronic disease patients: 640) |
| Contain the spread of COVID-19 and decrease morbidity | Number of additional health workers hired | 112 |
| | Number of COVID-19 PCR tests for Palestine refugees paid for by UNRWA | 10,000 |
| | Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for COVID-19 treatment | 1,000 |

The cumulative socio-economic and financial crisis, combined with fuel shortages affecting power supplies and the impact of COVID-19, has led to the collapse of vital health systems in Lebanon. Hospitals throughout the country have been experiencing daily power outages lasting several hours, particularly during the last quarter of 2021, due to cuts in electricity supplies through the national grid. Shortages of diesel has meant that backup generators cannot be run. Private hospitals have been forced to procure diesel through dealers from the informal market where the cost of a gallon of fuel is around five times the official price. These extra fuel charges and the additional costs of hospital medical supplies, as a result of the informal exchange rate, have increased hospitalization charges.

Lebanon is experiencing a shortage of basic essential drugs and medications, most of which cannot be produced locally and are no longer available in pharmacies. Difficulties in sourcing supplies have actively revived the informal market and distributors

are selling lifesaving medications, including for NCDs, at inflated prices. The government, in an attempt to regulate the medical market, raised the subsidized rate for vital medications and reduced the number of subsidized non-essential drugs. This arrangement has increased the prices of certain drugs 20-fold.

UNRWA continues to be the main provider of health services to both PRL and PRS. As such, it is critical that the Agency's 27 health centres remain fully operational with a full complement of family health teams (doctors, nurses, pharmacists and health clerks), in addition to midwives and laboratory technicians. An anticipated 156,200 consultations will be carried out in 2022, based on the assumption of five visits per PRS individual per year and including around 20 per cent of the total PRL visits to health centres (for PRL, this EA intervention refers to COVID-19 consultations).

UNRWA will continue to support PRS with subsidized hospitalization admissions for non-COVID-19

treatment in line with the Agency's hospitalization coverage policy (up to 90 per cent of the cost for secondary admissions and up to 60 per cent of the cost for tertiary admissions). Around 2,000 PRS are anticipated to need hospital admissions during 2022.

As a result of the financial crisis, most Palestine refugees requiring secondary and tertiary hospital treatment and care in Lebanon are no longer able to cover the difference between the Agency's contribution to their hospitalization and the final hospital bill. The need to top up the Agency's coverage for secondary and tertiary hospital care for an anticipated 6,210 PRL and 440 PRS has become a vital need. UNRWA also contributes 50 per cent of the total cost of medications not available at UNRWA health centres for around 640 patients (with an annual ceiling of US\$ 8,000 per patient) to cover treatments for cancer, thalassemia, multiple sclerosis and sickle cell anaemia.³⁴

Shortages of medicines in the local market and the massive price increase for vital NCD medications and other medicines and medical supplies necessitates the need to secure funds through this EA to maintain sufficient stocks for PRL and PRS patients.

In the last quarter of 2021, Lebanon was fluctuating between the third and fourth COVID-19 community transmission phase, according to WHO daily briefs. By October 2021, 76,000 Palestine refugees had received both doses of the COVID-19 vaccination. UNRWA will continue to support national vaccination efforts, through raising awareness of the importance of vaccination across the Agency's staff and Palestine refugees. Through this EA the Agency will also continue to cover the cost of PCR tests for 10,000 PRL and PRS, in addition to providing medications and hospitalization costs for approximately 1,000 refugees requiring COVID-19 treatment.

UNRWA will maintain COVID-19 prevention and control through multiple interventions aimed at vulnerable refugees and Agency staff, including: (i) awareness raising on good hygiene practices; (ii) the use of appropriate disinfectants; and (iii) the provision of PPE to all health staff. Based on the situation in 2021, there will be a need to hire 112 additional health staff in 2022 to cover the work of staff who are absent due to contracting COVID-19 or who need to self-isolate or quarantine.

Education in Emergencies

| Outcome: Palestine refugee students continue to access quality, inclusive and equitable education despite conflict and displacement or an emergency situation | | |
|---|--|---|
| Outputs | Indicators | Target (2022) |
| UNRWA students who have moved location as a result of conflict or other emergencies are able to access basic education | Number of PRS UNRWA students graduating from basic education (Grade 9) | 3,024 (1,621 girls and 1,403 boys) |
| Barriers to accessing education are reduced | Number of students enrolled in UNRWA schools | 39,129 (20,237 girls, 18,892 boys) |
| | Number of students who use UNRWA-provided transport to attend an UNRWA school | 11,838 (5,954 girls, 5,884 boys) |
| | Number of students provided with at least one item of material support to enable them to access education at an UNRWA school/ learning space | 39,129 (20,237 girls, 18,892 boys) |
| Safe and secure learning environments are available for all UNRWA students | Number of schools rehabilitated | 10 |
| Palestine refugee students are provided with PSS | Number of students who attended at least one UNRWA counselling session (individual, group or care call) | 10,303 students (5,150 females, 5,153 males) |
| UNRWA students continue to access quality teaching and learning, also in times of crisis | Percentage of UNRWA students having used self-learning resources when they are unable to attend school due to the emergency | 70% |
| | Percentage of students identified with special educational needs (SEN) receiving support to meet their specific needs | 51% SEN, incl. 40% with disabilities |
| Parent and community engagement in education has been strengthened | Number of parents/guardians who have attended at least one awareness session on EiE related themes | 21,122 (18,340 females, 2,782 males) |

| | | |
|---|--|---------------------------------------|
| Young PRL are able to access vocational training, also in times of crisis | Number of refugee students enrolled in UNRWA VTC (Siblin Training Centre) | 815 students (293 females, 522 males) |
| Continued access to TVET is ensured, also in times of crises | Percentage of Siblin Training Centre (STC) students accessing remote learning resources at least once weekly during emergency VTC closures | 90% |

As of September 2021, UNRWA schools and the STC reopened through a blended learning modality whereby students rotate by attending classes for one week face-to-face, followed by one-week of home learning. This allows students to be in school for half the month, while learning at home for the other half. This structure is in place to limit the number of students in each class.

In 2022, irrespective of the learning modality, UNRWA will continue to provide educational services to all Palestine refugee students in Lebanon registered at UNRWA schools. Preliminary results of the class formation for the 2021/2022 academic year showed total student enrollment at 39,129 students (20,237 girls, 18,892 boys), an increase of 1,558 students from the previous year. This may be due to the shift from private schools to UNRWA schools due to the deteriorating socio-economic conditions, since many families are unable to continue to afford private education. On the other hand, there is also concern that there may be a high number of at-risk students leaving school or having low attendance, since the economic crisis creates conditions for abuse and exploitation, with an expected increase in students exposed to negative coping mechanisms (substance use, child labour and early marriage) in order to help meet their families' basic needs. Students are at-risk for a number of reasons, including: (i) barriers to learning (transportation/communication costs, lack of school supplies and other actual costs related to learning); (ii) loss of motivation/interest/hope resulting from psychological distress and requiring PSS; and (iii) feeling overwhelmed, leading to them falling behind in learning and in need of tutoring and resources to support them to continue their education. The Agency also has a back-to-school campaign which actively reaches out to children who are at-risk of dropping out of school.

The educational experiences of children and youth have been profoundly impacted due to the socio-economic crises in Lebanon, as well as the constant shocks and stressors facing families, resulting in increased psychological and behavioural distress.³⁵ The increased electricity outages and the national fuel crisis have led to a substantial increase in transportation costs, as well as widespread electricity cuts. As such, it is

anticipated that transportation and/or communication assistance needs will substantially increase in 2022 as will the need for PSS and tutoring/educational support due to the learning loss resulting from the closure of schools for over one year. For this reason, UNRWA is prioritizing multifaceted interventions to address the complex needs of refugee children and youth while adapting to the evolving context.

In order to ensure continuity of learning, the education programme will continue to apply its EiE approach to support children and youth during the COVID-19 pandemic, as well as in the current socio-economic crisis.

1) Access to Education: UNRWA will strive to improve both student access and retention in schools, implementing numerous interventions to address educational disruption and inequities, including through the provision of additional learning resources. This will include printed materials, back-to-school kits, communication assistance and transportation assistance. Furthermore, the education programme is running a robust and dynamic back-to-school campaign to reach out to at-risk children.

2) Safe and Secure Learning Environment: UNRWA will continue to ensure that health and hygiene practices are strictly implemented in all education facilities. This includes the procurement of hygiene and disinfectant materials for all premises and buses. To ensure adequate WASH facilities in schools, the Agency will rehabilitate toilet blocks in a select number of schools to minimize risk of harm and potential protection risks. Due to the deteriorating conditions in the country, there is an increase in psychological distress and protection issues. Thus, in order to ensure that students are safe and protected while at school, it is essential that select WASH facilities are upgraded to take a preventative approach. Also, playgrounds and recreational spaces will be upgraded to improve safety for students and allow for social distancing and adherence to health protocols. Schools will be selected for these interventions based on protection risks, such as harassment and threat of exposure to abuse and to strengthen privacy for students, that have been raised by school principals, counsellors, parent-teacher association (PTAs) and teachers.



3) Psychosocial Support (PSS): The continued availability of PSS services remains critical to improve children's social and emotional learning, as well as to build their resilience by providing them with the tools to positively cope with shocks and stress. In 2022, school counsellors will continue to provide individual and group counselling, awareness sessions for both children and caregivers, as well as parenting skills sessions for parents. These sessions will be delivered through in-person individual and group counselling when schools are open, or through online support in the case of remote learning.

4) Sustaining Quality of Teaching and Learning, also in times of crisis: UNRWA will ensure that alternative learning modalities are in place and will develop the capacity of teachers to work in different ways. Learning support will be offered to Grade 2 students who were negatively affected by remote learning during the 2020/2021 academic year when they were in Grade 1, and are still facing learning difficulties. Support to students in need of tutoring due to learning gaps will also be provided. In addition, SEN

students will be supported through a strengthened education programme identification and referral pathway system, including in coordination with existing UNRWA services and external partners.

5) Technical and Vocational Education and Training (TVET): UNRWA will provide 815 PRS and PRL students with various trade and semi-professional vocational courses at STC (such as Nursery Education at the trade level and Medical Laboratory Technician at the semi-professional level), and will strengthen their digitalization skills to equip them with the skills required for future employment. The Agency will also ensure that COVID-19 hygiene practices are in place, including the procurement of hygiene, cleaning and disinfection materials. Considering the fuel crisis and the spike in costs, transportation subsidies will be provided to youth commuting from remote areas to ensure their retention. In the eventuality of a full e-learning modality, STC will provide vulnerable families and STC staff with recharging cards for internet connectivity support. PSS interventions will be also offered to 815 Palestine refugee youth.

Livelihoods and Social Cohesion

| Outcome: Palestine refugee youth have access to livelihood opportunities | | |
|--|--|--|
| Output | Indicators | Target (2022) |
| PRS and PRL youth are provided with employment support services | Number of PRS/PRL (15-24 years old) reached through formal and non-formal skills trainings | 440 PRS: 34 (60% females, 40% males); PRL: 406 (60% females, 40% males) |

In 2022, UNRWA will continue to support 440 PRS and PRL youth through the Innovation Lab employment support services in the youth employment hubs, by providing life skills, career counselling, job matching and work-based learning services. In order to be eligible for this service, the youth should not be enrolled in any education programme and should be unemployed.

The Innovation Lab services, considered one of the key options for Palestine refugee youth to help them escape the poverty trap, provides them with: (i) new technologies and knowledge on how to channel good ideas into business opportunities with a social impact; and (ii) information to overcome the legal barriers they confront in more traditional labour market sectors in Lebanon. Ultimately, the Innovation Lab seeks to create an innovative and collaborative environment that results in progressive local economic development,

holistically addressing the social and economic challenges of the whole refugee community. This is done through providing youth with social entrepreneurship training, digital skills training, mentorship and life skills.

Under this EA, UNRWA will also continue to provide youth with Life Skills for Employability, Life In the Work Place and Positive Leadership trainings, as part of the Innovation Lab services aimed at improving their employability prospects. These trainings will support youth in searching for work by providing them with job search soft skills, life skills, information on the right to work for Palestine refugees, and business etiquette. To help young people connect to the Lebanese labour market, job placements will be sought as well as active labour market opportunities (internships, on-the-job trainings, apprenticeships, and mentorships).



UNRWA staff carry out a verification process with heads of Palestinian refugee families from Syria to enable them to receive emergency cash assistance, Beddawi Camp, Lebanon. © 2021 UNRWA Photo by Maysoun Mustafa

Protection

| Outcome: At-risk Palestine refugees continue to receive protection support | | |
|--|---|---|
| Outputs | Indicators | Target (2022) |
| Palestine refugees are supported through protection programmatic interventions | Number of Palestine refugees who receive PSS support | 2,050 (1,915 PRL, 135 PRS: 870 women, 525 men, 323 girls, 332 boys) |
| | Number of GBV survivors assisted | 60 (20 PRS, 40 PRL: 50 females, 10 males), incl. 3 persons with disabilities |
| | Number of Palestine refugees provided with legal assistance and referrals | 7,500 (3,000 PRS, 4,500 PRL: 3,000 females, 4,500 males) |
| | Number of Palestine refugees supported with emergency protection cash assistance | 50 (20 PRS: 10 females, 10 males; 30 PRL: 15 females, 15 males), incl. 5 persons with disabilities |
| | Number of individual refugees experiencing a protection risk, including difficulty in accessing services identified, referred or supported by UNRWA | 400 (150 PRS, 250 PRL: 200 females, 200 males), incl. 20 persons with disabilities |
| | Number of women/men/girls/boys engaged in community-based protection activities | 2,000 (500 PRS, 1,500 PRL: 1,500 females, 500 males) |
| Capacity of staff and volunteers is enhanced on protection related topics | Number of UNRWA staff members trained on protection | 800 (300 females, 500 males) |

During the past year, the protection needs of PRS and PRL have continued to rise.³⁶ The economic, fuel and COVID-19 crises in Lebanon have exhausted individual and family resources, resulting in an increase in frustration and creating conditions for violence and abuse and harmful coping mechanisms. Protection needs are increasingly related to physical security, mental health, GBV and child protection, as people are being forced to make difficult choices and struggle to cope with overbearing pressures. Child labour in particular is reported to have increased, including children involved in harmful activities, such as informal market currency exchanges and drug dealing.

Legal status continues to be a key determinant of vulnerability in Lebanon given the importance of residency for the freedom of movement and the right to work. This particularly impacts PRS without residency permits who report that civil registration services continue to be more difficult to access due to transport and other associated costs. Other key vulnerabilities in Lebanon include gender, age, disability and socio-economic status, all of which intersect. In the current

context in Lebanon older persons in particular reportedly struggle to access their basic needs. People with disabilities not only continue to have difficulty accessing services, including the high cost of care, but are seen as an increasing burden on their families, leading to increased tensions and risk of violence.

In 2021, UNRWA conducted a review of its protection work agency-wide and committed to a three-pillar approach focused on mainstreaming, protection programming and advocacy. In 2022, the Protection and Humanitarian Principles team in Lebanon will continue to address the protection needs of PRL through these three pillars.

Given the current crisis, the Agency will provide legal services for 7,500 Palestine refugees (3,000 PRS, 4,500 PRL). Legal awareness raising sessions will focus on access to civil registration, family law, residency and the right to work – all topics that continue to be in high demand. Counselling referrals and representation will be provided to those who require it.³⁷

UNRWA will aim to support 400 individuals to access services, both within UNRWA and with other agencies. Most cases are likely to be related to civil registration or legal status, together with movement restrictions posing difficulties for people needing to access services. Emergency cash will be provided to 50 individuals who have suffered a protection shock, such as eviction, an incident of GBV, threats to their physical security, or who need one-off cash support to access a specific service (e.g., a PCR test for admittance to PSS). The Protection and Humanitarian Principles team will work closely with other Agency programmes to organize referrals and will continue to implement revised standard operating procedures (SOPs) for emergency protection cash, including for clear links to a protection shock (e.g., GBV, eviction), to ensure narrow targeting and less emphasis on previously applied sustainability criteria whereby cash was only given when its impact would be sustained. This is in recognition of the relatively limited impact such an injection of cash is likely to have in the current context of Lebanon where so many people are struggling to maintain dignified lives and their self-protection capacity.

The Protection and Humanitarian Principles team will coordinate with other Agency programmes – education, relief and social services (RSS) and health – to track how many survivors of GBV/child protection abuses UNRWA supports. The Agency will also continue to work with community members to prevent abuse and support their response, working with nine women’s committees and the Women’s Programme Association in eight camps where the need is greatest to reach 2,000 individuals.³⁹ Awareness raising topics will include GBV, child protection, including under the UNRWA AVAC initiative in line with the principle of “do no harm”, and will address the links between MHPSS and violence in the community. Part of the community-focused work will include involving the authorities in promoting women and children’s protection in line with the Core Humanitarian Standard Commitment 3 (“Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action”) and advocating for the accountability of Lebanese and Palestinian authorities and security forces in preventing and

responding to child protection issues and GBV in line with the Core Humanitarian Standard Commitment 6.

Recognizing the clear link between mental health and GBV/child protection, the Protection team will work with UNRWA contracted psychologists in the community to provide community-based PSS, and will coordinate with the Agency’s health and RSS teams, and in liaison with the education programme, to record how many individuals access PSS support across Protection, Health and RSS (with a total annual target of 2,050).

In 2022, 800 UNRWA personnel will receive training on humanitarian principles, gender mainstreaming, disability inclusion, PSEA, child protection, including AVAC, and MHPSS to strengthen the protection role of all Agency services. This will also include tailored training on integrated assessments of UNRWA installations for all installation managers and inspectors.

Funding under this appeal will enable documentation of the protection situation and the establishment of coordinated responses with other organizations. This will build on Lebanon Field Office’s (LFO) protection monitoring pilot project, initiated in 2021, which worked with a small number of community focal points to: (i) gather data on protection trends; (ii) issue quarterly reports; and (iii) establish local level response plans with partners. A child safety assessment will be carried out to provide a comprehensive overview of the risks that children face in the camps. Action plans at camp and national level will be developed and implemented in coordination with partner organizations. A PRS intention survey will be carried out alongside the intention survey of Syrian refugees undertaken by the United Nations High Commissioner for Refugees (UNHCR). These will assess the intentions and perceptions regarding returns to Syria. Following an assessment of LFO’s disability inclusion work in 2021, the protection team will work with other Agency programmes to address disability inclusion and referrals. To improve the Agency’s protection mainstreaming, LFO will identify and implement measures to improve the safety, accessibility, accountability and participation of Palestine refugees in accessing UNRWA services.

Environmental Health

| Outcome: Safe environmental standards are maintained in Palestine refugee camps | | |
|--|--|------------------|
| Outputs | Indicators | Target (2022) |
| Basic environmental and public health needs of the affected population are met | Number of Palestine refugee camps that received fuel supplies to maintain water supplies to Palestine refugees | 10 ⁴⁰ |
| Improved solid waste management inside the Palestine refugee camps | Number of additional landfill sites secured to maintain proper solid waste management | 7 |
| Improved medical/infectious waste collection in health facilities and improved solid waste collection in the Palestine refugee camps | Number of additional sanitation labourers hired | 270 |

UNRWA provides daily environmental health services in all 12 Palestine refugee camps in Lebanon. These services include: (i) water supply management; (ii) wastewater and storm water maintenance; (iii) solid waste collection and final disposal; (iv) sweeping and cleaning of roads; and (v) regular vector control campaigns. Population growth in the camps, particularly with the arrival of PRS and Syrian refugees, has increased pressure on the provision of these services. Other challenges in 2021, including increased electricity cut-offs and the national fuel crisis, impacted on the daily operations of water plants in the camps, resulting in reduced water supplies to camp residents.

The national solid waste crisis and closure of municipal/private landfill sites has put an additional strain on the solid waste management services provided by UNRWA. Additional funding.

through this EA will ensure adequate space is found in seven additional landfill sites if the Agency loses its access to current private landfill sites.

The continued presence of COVID-19 is placing burdens on WASH services provided by UNRWA. In 2022, to avoid any additional health hazards, UNRWA is seeking funds to keep basic environmental services operational while ensuring the additional needs created by COVID-19 are addressed. These include the provision of fuel for water pumps in 10 camps and the hiring of 270 additional sanitation labourers to cover the additional collection, sorting and disposal of medical/toxic waste from Agency health centres. All sanitation labourers will be supplied with PPE to ensure safe working conditions. Disinfectants and cleaning materials will be procured to continue disinfection campaigns in the camps and UNRWA installations.

UNRWA students in Lebanon.
© 2021 UNRWA Photo



strategic priority 3: improve the effectiveness and efficiency of emergency programme delivery



safety and security

enhance safety and security of UNRWA personnel to facilitate the provision of humanitarian aid to Palestine refugees



emergency repair, rehabilitation and maintenance

maintain and repair UNRWA installations for continued service provision



coordination and management

ensure the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent

Safety and Security

| Outcome: The continuity of humanitarian aid to Palestine refugees is ensured | | |
|--|---|---------------|
| Output | Indicator | Target (2022) |
| UNRWA staff safety and security is enhanced | Percentage of personnel trained on learning programmes identified in the security risk management process | 50% |

In 2021, increasing levels of poverty and unemployment amongst Palestine refugees have resulted in growing frustration and tension in the refugee camps. These have escalated into threats of violence against Agency staff, and attacks on UNRWA installations in camps have been reported in clear contravention of different international legal norms. LFO has recorded 162 incidents in 2020-2021, varying from isolated incidents of violence and theft to civil unrest and armed violence between political factions in certain areas. Agency offices were vandalized, school assets stolen, and on several occasions other installations were forced to close by Palestine refugees protesting against UNRWA in the North Lebanon area, putting the Agency's reputation at risk and challenging its ability to ensure that it is perceived as solely a humanitarian, thus independent, actor. In the South, four UNRWA schools

were severely impacted by armed conflict that broke out in September 2021 between two factions inside Ein el Hilweh camp. A theft at an Agency water supply site occurred in the same area and has resulted in disruptions to water supplies. Other installations across the country, inside and outside of camps, were subject either to closure or disrupted by refugee protest sit-ins.

These incidents have a serious impact on the Agency's ability to ensure the continuity of service provision to Palestine refugees. UNRWA will continue to strengthen the awareness and capacities of its personnel through security learning programmes that have been specifically developed by UNRWA and will be delivered by the Agency's security team. Security risk management will be provided to 50 per cent of the frontline health and education staff.

Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations

| Outcome: Continued service provision is maintained | | |
|--|--|---------------|
| Output | Indicators | Target (2022) |
| UNRWA installations repaired or maintained for continued service provision | Number of UNRWA facilities upgraded/repaired to cope with the current operational emergency context | 8 |
| | Number of UNRWA staff supported with connectivity needs for satellite/home-based work to cope with the current operational emergency context | 272 |

The current socio-economic crisis in Lebanon and the collapse of the energy sector, resulting in prolonged power cuts and severe shortages in fuel supplies, has forced LFO to identify alternative working modalities to enable its staff to manage their responsibilities outside the traditional working environment. The analysis of current office facilities, their physical state, condition of the current communication infrastructure, as well as accessibility, resulted in shortlisting nine premises across five areas. These premises (including area offices and camp services offices), located in areas close to Agency staff residences, will be utilized when the commute or access to LFO's main compound in Beirut is affected either by a "cap" on attendance (due to COVID-19 mitigation measures), or due to civil unrest, unavailability of fuel and other operational constraints.

In order to facilitate Agency staff access to workstations, additional equipment and some refurbishment/retrofit

of the selected premises is required in light of the growing crises in Lebanon and to ensure staff safety and security.

LFO aims to create workstations at existing LFO area offices and installations to accommodate additional personnel by providing access to Agency systems and online applications. The retrofit of the facilities will include: (i) upgrading internet connectivity; (ii) replacing obsolete IT equipment; and (iii) upgrading back-up power (maintenance of generators, installation of solar panels, leased generator subscriptions) when the main electricity grid is down. In addition, for key field personnel, provision of communication equipment, such as laptops, 4G routers and power banks, will permit working remotely from any alternative locations.

Coordination and Management

To respond to the humanitarian needs of PRS and PRL in Lebanon, UNRWA will maintain and enhance, as required, its staff capacity, coordination and management support for all emergency programmes in accordance with the current Medium-Term Strategy (MTS). The Agency will ensure that the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent.

The Agency continues to operate in accordance with the Lebanon Crisis Response Plan (LCRP) and the Lebanon Emergency Response Plan (2021-

2022) and engages in continued coordination and communication with the Government of Lebanon, UN agencies and other humanitarian organizations. Active participation in inter-agency planning and responses through respective clusters / sectoral working groups, as well as the HCT in Lebanon, will be continued and further strengthened. The Agency's support departments will place a special emphasis on collaboration at the country level aimed at achieving efficiencies and economies of scale, specifically under the United Nations Development Group (UNDG) Business Operations Strategy.

jordan: sector-specific interventions

Palestinian refugee family from Syria supported with cash assistance in Jordan. © 2021 UNRWA
Photo by Sally Al-Akhras

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

emergency cash assistance



to cover the basic needs for

19,000

PRS with a focus on the most vulnerable

winterization assistance



for

4,600

PRS families

emergency COVID-19 cash assistance emergency



for

178,245

ex-Gazans, PRS and PRL to mitigate the economic impacts of the pandemic

Cash Assistance for Essential Needs

| Outcome: Palestine refugees are able to meet their essential basic needs and cope with sudden crises | | |
|---|--|---|
| Outputs | Indicators | Target (2022) |
| PRS, ex-Gazans and PRI are able to meet their essential needs and to cope with sudden crisis | Percentage of targeted PRS, ex-Gazans and PRI receiving one or more UNRWA emergency assistance interventions | PRS: 100% ex-Gazans: 80% PRI: 100% |
| PRS are provided with relief assistance | Number of PRS provided with multi-purpose cash assistance during the most recent distribution round | 19,000 ⁴¹ |
| PRS cases identified as facing major crises are provided with emergency cash assistance | Number of PRS families receiving one-time emergency cash assistance | 900 |
| 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 | 4,600 |
| PRS, ex-Gazans and PRI are provided with COVID-19 cash assistance to mitigate the negative impact of the pandemic | Number of PRS, ex-Gazans and PRI provided with COVID-19 cash assistance | 178,245: (PRS 19,000; ex-Gazans 159,089; PRI 156 – 80 females, 76 males) ex-Gazan SSN: 10,494 (5,522 females, 4,972 males, incl. 1,083 persons with disabilities) ex-Gazan non-SSN: 148,595 (75,783 females, 72,812 males) |

In 2022, UNRWA will continue to provide cash assistance to PRS through a targeted approach prioritizing the most vulnerable with a higher cash transfer. PRS households where the head of family does not hold a Jordanian document⁴² will receive US\$ 40 per person per month. PRS belonging to families where the head of household holds a Jordanian document and who are more likely to have access to public services and other entitlements for Jordanian citizens will receive US\$ 25 per person per month. Some 477 PRS, 155 Syrians and 19 Jordanian nationals⁴³ residing in KAP, who are considered extremely vulnerable, will also continue to receive regular cash assistance. In 2022, the planned target of PRS has increased to 19,000 in comparison to 18,100 in 2021, mainly due to the decrease in the number of refugees who returned to Syria⁴⁴ and the increase in number of recorded PRS in Jordan.

In 2022, to further support the resilience of PRS families, UNRWA will continue to provide one-off emergency cash assistance to families who experience a major shock or a crisis affecting their economic situation, with an average value of US\$ 266 per family. In 2022, UNRWA expects more families will be in need of this assistance and the planned caseload has been increased to 900 PRS families (up from 700 families in 2021).

During the last quarter of 2022, winterization assistance will also be provided to all PRS with amounts of assistance ranging between US\$ 277 and US\$ 453 depending on family size. This methodology is in line with the winterization assistance provided by the international community to non-PRS in Jordan. According to the UNRWA 2020 Winterization PDM, conducted in the first quarter of 2021, 44 per cent of respondents reported that this assistance helped them to cope with the harsh weather for half the winter months; only 3 per cent said it had helped for the whole winter; and the remaining 53 per cent stated that it helped them cope for very few (31 per cent) or no months at all (22 per cent).

To mitigate the additional socio-economic hardship created by the COVID-19 pandemic, UNRWA will complement the regular assistance provided to PRS with two rounds of COVID-19 top-up cash assistance of US\$ 100 per person per round for all PRS in Jordan, including those in KAP. According to the PDM conducted in November 2020, 18 per cent of PRS lost their jobs and have not been able to find new employment since the beginning of the COVID-19 pandemic and related restrictions. When combined with other sources of family income, 23 per cent of

respondents reported that the assistance provided by UNRWA was enough to cover their basic food and NFI needs; 63 per cent stated that the cash assistance had moderately helped to improve their living conditions during the COVID-19 lockdown; 69 per cent confirmed that they were unable to cover their household basic needs; and 33 per cent confirmed they borrowed money during the COVID-19 crisis.

The 2022 EA will also support the distribution of cash assistance to the most vulnerable ex-Gazans and PRI who continue to struggle with the socio-economic consequences of COVID-19, including loss of jobs and reduced chances of employability, and who do not have access to the social safety net services provided by the Jordanian government.

Through this intervention, UNRWA plans to assist 31,849 SSN and non-SSN ex-Gazan households (159,089 individuals) and 35 PRI households (156 individuals) with US\$ 282.5 per household, disbursed in two rounds of US\$ 141.25 per household per round.

In order to better understand increased vulnerabilities in Jordan as a result of the COVID-19 and Syria crises, and to inform decision making, in 2022 UNRWA will undertake a vulnerability assessment of PRJ to enable appropriate interventions that meet immediate humanitarian and emergency needs of the most vulnerable, in line with the humanitarian principles of humanity and impartiality that prioritize helping the furthest behind first.

Infant checkup at UNRWA main health centre, Baqa'a refugee camp, Jordan. © 2021 UNRWA Photo by Dania Batayneh

strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services



emergency health

meet the health care needs of Palestine refugees ensuring that COVID-19 prevention measures are in place



education in emergencies

ensure continuity of learning for PRS and PRJ students in UNRWA schools during COVID-19



protection

strengthen prevention and protection response for PRS and vulnerable PRJ



environmental health

enhance WASH services to mitigate additional public health hazards during COVID-19

Emergency Health

| Outcome: The impact of the displacement crisis on health services for refugees is reduced | | |
|---|--|---|
| Outputs | Indicators | Target (2022) |
| The impact of the displacement crisis on health services for refugees is mitigated | Number of consultations supported by UNRWA (primary, secondary and tertiary health care) | 15,840 PRS |
| PRS have access to primary health care services | Number of PRS visits to UNRWA health facilities | 15,040 PRS (9,024 females, 6,016 males) |
| | Number of operational Agency health centres/health points and mobile clinics | 29 (25 health centres / health points, 4 mobile clinics) |
| | Number of NCD patients benefiting from UNRWA telemedicine services | 400 PRS; 35,000 PRJ |
| PRS have access to hospital care (secondary and tertiary) | Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients (non-COVID-19 treatment) | 800 PRS (448 females, 352 males) |
| PRS in KAP receive comprehensive health care | Number of PRS consultations provided by the JHAS clinic | 5,500 PRS (2,750 females, 2,750 males) |
| | Number of PRS consultations provided by KAP mobile dental clinic | 320 PRS (150 females, 170 males) |
| The mental health of PRS and vulnerable PRJ severely affected by the COVID-19 crisis is supported through the availability of professional services | Number of psychologists recruited to follow up on COVID-19 related MHPSS needs of staff and PRS protection cases | 5 |

In 2022, UNRWA will ensure that all PRS in Jordan continue to have unrestricted access to the Agency's primary health care services, including preventive and curative care, through 25 health centres and four mobile units. These services will support PRS who face protection issues, as well as those whose freedom of movement is limited, including PRS in KAP who will continue to be assisted through a partnership with JHAS. This EA also aims to add two mobile clinics to provide services (primary health care and dental treatment) to PRS and other Palestine refugees residing in remote areas where UNRWA regular health services are not available.

Under this appeal, UNRWA will provide hospitalization support to cover up to 800 PRS hospital admissions at an estimated cost of US\$ 451 per admission, facilitated through the Agency's referral system to external service providers. The number of COVID-19 cases in Jordan has increased rapidly since August 2020. As of 14 October 2021, Jordan has reported 835,969 cumulative cases, with 10,827 confirmed deaths; 1,188 UNRWA staff members have contracted the virus and nine have lost their lives. In response, the Agency

will continue to implement all necessary COVID-19 prevention measures at its health facilities. This will include the provision of PPE to UNRWA health staff, the cleaning and disinfection of UNRWA installations and continued availability of hygiene supplies. Non-health frontline staff, including teachers, social workers, and staff members working at UNRWA area offices across Jordan, will also be provided with PPE and hygiene supplies to protect their health as well as the health of the Palestine refugees visiting UNRWA installations. Disinfectants and hygiene supplies will be provided to all UNRWA installations in Jordan.

In order to reduce overcrowding at health centres, ticketing machines will be provided in all health centres to regulate patient flows and the Agency's telemedicine approach will continue to be implemented to reduce foot traffic at health centres.

UNRWA will continue to provide staff care through a central "First Line of Defense" model. A COVID-19 coordination unit will carry out COVID-19 tracing amongst staff, respond to health queries by medical professionals and will continue liaising with the

The need for MHPSS considerably increased during the COVID-19 lockdown in 2021, and in 2022 UNRWA will provide MHPSS to refugees and staff through a dedicated team of five psychologists. Additional daily

paid health staff will also be hired to replace staff who need to self-isolate. UNRWA will prioritize the hiring of health workers residing in the ten Palestine refugee camps to create short term employment opportunities.

Education in Emergencies

| Outcome: Palestine refugee students continue to access quality, inclusive and equitable education despite conflict and displacement or an emergency situation | | |
|---|---|--|
| Outputs | Indicators | Target (2022) |
| Palestine refugee students in Jordan are able to continue their education despite the crisis | Percentage of PRS and Syrian ⁴⁵ students graduating from basic education | PRS: 100% (45.3% girls, 54.7% boys), incl. 5% with disabilities Syrian students: 100% (53% girls, 47% boys) |
| The quality of teaching and learning is sustained even during emergencies | Number of PRS and Syrian students enrolled in UNRWA schools | PRS: 706 (356 girls, 350 boys) Syrian students: 207 (122 girls, 85 boys) |
| | Number of PRS students admitted to VTCs and Faculty of Educational Sciences and Arts (FESA) | 20 (12 females, 8 males) |
| | Number of daily paid teachers hired to ensure continuity of services | 10 (10 females, 0 males) |
| | Number of SEN students at UNRWA schools benefitting from the services provided by 38 SEN teachers | 2,119 (1,508 girls, 611 boys) |
| | Number of daily paid school attendants hired to ensure continuity of services | 181 (90 females, 91 males) |
| | Number of UNRWA students who have attended at least one UNRWA catch-up class | 119,653 (57,717 girls, 61,936 boys) |
| The psychosocial well-being of students affected by the crisis is supported | Number of students who have attended at least one counselling session | 119,653 (57,717 girls, 61,936 boys) PRS: 706 (356 girls, 350 boys) Syrian students: 207 (122 girls, 85 boys) |
| | Number of newly appointed school counsellors trained on the Agency's PSS framework | 42 (20 females, 22 males) |
| | Number of students participating in at least one recreational (and/or) extra-curricular activity during the year | 119,653 (57,717 girls, 61,936 boys) PRS: 706 (356 girls, 350 boys) Syrian students: 207 (122 girls, 85 boys) |
| Barriers to accessing education are reduced | Number of students with visual or hearing disabilities provided with appropriate assistive devices | 640 (444 girls, 196 boys) |
| | Number of SSN students provided with at least one item of material support to enable them to access education at an UNRWA school/learning space | 7,500 |
| Most vulnerable students enrolled in UNRWA schools and VTCs have unrestricted access to distance learning | Number of VTC SSN students provided with laptops in case of remote learning modality | 600 (439 girls, 161 boys) |

UNRWA will ensure access to continuous, quality, inclusive and safe education for more than 119,000 children in 161 schools in Jordan and for more than 3,000 youth in two TVET centres and one FESA. After 18 months of remote learning during the COVID-19 pandemic, with very brief periods of face-to-face and hybrid learning, UNRWA schools and VTCs reopened on 15 August 2021 at the start of the 2021/2022 academic year with face-to-face learning. The first four weeks of the new academic year were dedicated to catch-up classes to compensate for lost learning during the remote learning period. Teachers conducted awareness raising on preventive measures to contain the spread of COVID-19 inside and outside school premises. Under this appeal, UNRWA will focus its EiE intervention on the following components:

1) Sustaining Quality of Teaching and Learning including in times of Emergencies: While schools have managed to open in face-to-face modality, uncertainty remains about whether schools and VTCs will remain permanently open as new waves of COVID-19 and resultant measures may require UNRWA to return to remote learning. In order to mitigate the worst of future potential disruptions, further investments in IT infrastructure are essential, including: (i) development of the SLM for uploading on the UNRWA DLP; (ii) training of UNRWA teachers; and (iii) the production of printed SLM to ensure that all Palestine refugee students, including PRS, are able to access quality education.

In addition, up to 10 daily paid teachers will be hired, if needed, to mitigate any disruption to students' education due to an increase in the number of teachers infected with COVID-19. Additional teachers will also help relieve the strain caused by an increase of 2,800 students in the 2021/2022 academic year who moved from private and governmental schools to UNRWA schools due to the socio-economic crisis brought on by COVID-19. These teachers will also support existing staff in organizing catch-up classes for students who are at risk of failing and/or dropping out of school. UNRWA will prioritize the hiring of teachers residing in Palestine refugee camps to create employment opportunities amongst vulnerable Palestine refugees. UNRWA will also hire 32 SEN teachers to support existing staff in providing appropriate support to SEN students as these students were further disadvantaged in terms of educational losses during the 18 months of school closures. UNRWA will provide additional support to 525 visually impaired students with A3 textbooks and eyeglasses; 115 students will

receive hearing aids; and school kits will be provided to 7,500 SSN students. Capacity building training will also be delivered to education staff on the use of information technology and on developing SLM.

2) Safe and Secure Learning Environment: UNRWA will ensure that schools in Jordan are hygienic and safe and awareness campaigns for students and staff will be organized. Regular disinfection of school premises will be carried out throughout the year and additional hygiene supplies and cleaning materials will be made available in all education facilities. The cleaning and deep disinfection of the premises will require hiring an additional 181 daily paid school attendants to support the existing staff. In addition, UNRWA will provide 161 schools and two VTCs with first aid kits.

3) Psychosocial Support (PSS): PSS activities are currently provided for 119,000 students by 52 school counsellors. Given the increasing need for PSS amongst students due to the COVID-19 pandemic, an additional 42 school counsellors will be recruited to ensure adequate services are provided for all refugee students. At the same time, additional recreational materials will be procured to support student well-being. The capacities of staff for facilitating recreational activities will be built through some training.

4) Technical and Vocational Education and Training (TVET) in Emergencies: UNRWA will support the continuation of learning for Palestine refugee students, including PRS, who are enrolled with the Agency's VTCs. Up to 600 Palestine refugee students (15 per cent of VTC and FESA students who are registered with the Agency's SSNP) will receive laptops in addition to internet bundles in case a remote learning modality needs to be implemented. This is to facilitate their learning as the inclusion of digital learning is now compulsory, in line with the new strategy adopted by the Ministry of Higher Education. Laptops will also be made available to VTC instructors.

5) Parent and Community Engagement: Workshops for parents to explain the effects that COVID-19 had on students' education will be organized through actively engaging parent-teachers' associations in the activities.

Protection

| Outcome: At-risk Palestine refugees continue to receive protection support | | |
|---|--|--|
| Outputs | Indicators | Target (2022) |
| Palestine refugees are supported through protection programmatic interventions | Number of individual refugees (women, girls, men and boys) experiencing a protection risk identified and assisted by UNRWA | 240 (60 women, 70 girls, 70 boys, 40 men) |
| | Number of persons receiving legal aid and legal counselling | 200 |
| Community-based protection mechanisms and capacities are developed to strengthen prevention and response | Number of women/men/girls/boys engaged in community-based protection activities | 820 |
| The protection capacity of UNRWA staff, particularly frontline workers, is enhanced on GBV, child protection, general protection, humanitarian principles, protection mainstreaming, and disability and inclusion | Number of UNRWA staff members trained on protection (GBV, child protection, general protection, humanitarian principles, protection mainstreaming, and disability and inclusion) | 300 |

Due to the COVID-19 pandemic, vulnerable Palestine refugees, in particular women and children, are further exposed to heightened protection-related risks, including but not limited to GBV, abuse and isolation. Greater difficulties in accessing health services, separation from caregivers and the increased burden resulting from mobility restrictions and quarantine have negatively affected their well-being. Disrupted access to livelihood and economic opportunities during lengthy periods of lockdown have also increased vulnerabilities and led to negative coping strategies, increasing protection risks further. The enforcement of isolation measures also limited access to information and contributed to psychological distress, particularly for GBV survivors.

In 2021, UNRWA started to plan for the establishment of a protection helpline to increase its ability to identify protection cases. Under this EA, the helpline will become operational to complement existing identification and self-referral mechanisms. The helpline is expected to support an estimated target of 240 refugees identified as at risk. Refugees will be assisted through referrals to internal and external services, including health, education, livelihood, shelter and legal services.

Overall, 200 refugees will benefit from access to legal services. Of them, 80 PRS will be provided with access to legal aid through an external service provider that will offer legal representation, particularly on legal documentation issues. In 2022, it is expected that many PRS in Jordan will continue to face a range of protection risks due to their irregular legal status. Four legal clinics will be activated in the Agency's four areas of operation (Irbid, Zarqa, South Amman and North Amman) to provide legal consultations, advice and guidance for refugees on issues concerning their legal status, documentation and access to essential

services. Support with external referrals to specialized legal aid partners will also be provided, with a special focus on the most vulnerable refugees, such as PRS, ex-Gazans and PRI. The clinics will also support the capacity building of UNRWA frontline workers.

During 2022, UNRWA will focus on steering and developing community-based protection dynamics through activities aimed at increasing the capacity of communities and individuals to prevent, identify, mitigate and respond to protection risks or concerns they are confronted with. Targeted populations will be engaged in community-based protection monitoring and analysis through focus groups discussions (FGDs) and key informants' interviews (KIs), field visits and home visits to monitor and identify protection incidents and trends with a strong participation from the community. Refugees active in their community and willing to be involved in mitigating protection risks will be supported to engage in peer-to-peer awareness raising activities.

The protection mainstreaming aspect of this intervention will focus on providing technical support and capacity building to UNRWA programmes to strengthen protection standards and ensure that protection principles are mainstreamed across the Jordan Field Office (JFO) COVID-19 response. At least 160 staff will be trained on, among others, SEA, child protection, GBV, disability and inclusion related topics.

Finally, the Agency will further enhance its protection interventions by strengthening coordination with the Protection Working Group, Child Protection Working Group and GBV Working Group, duty bearers and other partners. The focus will be on ensuring that the needs of the most vulnerable Palestine refugees,

particularly PRS, are known and addressed through referrals, information sharing, partnership building and advocacy. Agency protection staff will continue to provide technical support on child protection and GBV through monthly coordination meetings

with protection networks in the Agency's four areas of operation to strengthen case management, documentation, advocacy and analysis of trends and patterns to inform programmatic interventions.

Environmental Health

| Outcome: Environmental standards are maintained in Palestine refugee camps | | |
|---|--|---------------|
| Output | Indicators | Target (2022) |
| WASH services are enhanced to address potential risks and mitigate additional health hazards in the refugee camps | Number of Palestine refugee camps where solid waste collection is enhanced | 10 |
| | Number of rehabilitated solid waste collection points | 10 |
| | Number of camp residents whose awareness on COVID-19 and other public/environmental health issues raised | 1,000 |

In 2022, UNRWA will maintain the daily collection, transportation and disposal of solid waste from the ten refugee camps to government landfill sites as part of its COVID-19 response to protect the health and safety of approximately 411,199 Palestine refugees residing in the camps. In order to solve current staff shortages that are negatively impacting on these services and ensure continuity of service provision, 158 additional sanitation labourers will be hired from the ten refugee camps, which will also create short term employment opportunities for vulnerable Palestine refugees affected by the economic crisis as a result of COVID-19.

All sanitation labourers, foremen and inspectors will be provided with PPE and the necessary equipment and tools. Ten of the 53 collection points (in 10 camps) will be rehabilitated to facilitate the collection and removal of solid waste. The current solid waste fleet suffers

from continuous breakdown due to the lack of spare parts for their regular maintenance. Two compactor trucks are urgently needed to support the current fleet and to replace the obsolete compactor at Marka camp.

Local community involvement is critical for effective solid waste management and cleaning campaigns are being planned for each camp to support COVID-19 awareness and in the run up to public occasions and holidays when there is an increase in the volume of waste. Ten community mobilizers (one per camp) will be hired to raise awareness and mobilize community leaders, school parliamentarians and local businesses to improve solid waste disposal practices. In addition, focal groups will be formed in each camp to follow up on camp level plans.

An UNRWA sanitation labourer cleans the streets of Souf refugee camp, Jordan. © 2021 UNRWA Photo by Dania Batayneh



Harsh living conditions of Palestinian refugee families from Syria, who are taking shelter in Zarqa refugee camp, Jordan.
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strategic priority 3: improve the effectiveness and efficiency of emergency programme delivery



safety and security

provide safe services and working environments to Palestine refugees and UNRWA personnel



emergency repair, rehabilitation and maintenance

maintain and repair UNRWA installations for continued service provision during COVID-19



coordination and management

maintain UNRWA humanitarian response capacity

Safety and Security

| Outcome: The continuity of humanitarian aid to Palestine refugees is ensured | | |
|---|---|---------------|
| Outputs | Indicators | Target (2022) |
| UNRWA ensures security compliance for its staff, assets, including premises and installations, and programmes | Percentage of area level UNRWA premises and installations with security risk management measures in place | 80% |
| | Percentage of area office level staff complying with security risk management measures | 80% |
| | Percentage of security incidents that receive security Intervention assistance and guidance | 100% |
| Enhanced security of UNRWA staff to facilitate the provision of humanitarian support to Palestine refugees | Number of frontline area office staff trained in Personal Security Awareness | 160 |
| | Number of frontline area office staff that received security and risk management training | 160 |

In order to ensure that UNRWA premises and installations are compliant with security risk management measures, the Agency will conduct annual assessments to ensure security norms are being met.

During 2022, the four mobile security officers who were hired in 2021 will be retained to ensure continued timely and professional liaison with the Jordanian authorities inside and outside the ten Palestine refugee camps and in the three unofficial gatherings in Jordan.

UNRWA will continue to strengthen the awareness and capacities of its frontline staff through security learning programmes delivered by the Agency's security team. The mobile security officers will provide security and risk management training to 40 frontline staff each quarter.

Whilst enhancing the Agency's security compliance and capacity building activities, the Agency security team will ensure that gender considerations and considerations for staff with disabilities are incorporated into all programmes and activities.

Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations

| Outcome: Agency installations are safer for refugees and staff | | |
|--|---|---------------|
| Output | Indicator | Target (2022) |
| UNRWA installations are safe from hazards impacting refugees and personnel | Percentage of UNRWA installations (from total of 200) undergoing new maintenance works to mitigate structural hazards | 30% |

In 2022, the Agency will carry out urgent structural maintenance works on UNRWA installations that may pose a future safety risk for refugees and UNRWA personnel if left unchecked. In some cases, these minor structural issues (such as water leakages) force

UNRWA management to close some installations in the winter season that are unsafe for refugees and UNRWA personnel and to temporarily move services into other premises, causing overcrowding and a high risk of COVID-19 transmission.

Coordination and Management

Staff capacity, coordination and management support are required to ensure a timely and effective response to the needs of PRS. The Emergency Coordination Unit (ECU) will continue to provide coordination and management support to the JFO emergency response. ECU will work closely with the national and international humanitarian community in Jordan to work on harmonizing, as appropriate, the Agency’s emergency response for PRS with the response provided by other actors to non-PRS in line with Core Humanitarian Standard Commitment 6. At the Agency level, ECU will support UNRWA through the development and rollout of tools such as refugee registration, cash distribution SOPs and systems, and information management and monitoring to improve the overall efficiency of the region-wide response.

Jordan Field is in need of additional staff to support the management of programmes under this EA and is requesting funds to cover the costs (or partial costs, if some positions are partially covered under other projects) of key protection, emergency coordination, monitoring and evaluation, and donor relations and project support positions.

JFO is seeking funding to hire an external consultant (one month duration) for the smooth integration of EA relief and social service functions into its regular relief and social service operations. The integration is expected to result in a more efficient and effective delivery of emergency humanitarian responses and relief and social services to PRS.

Regional Response

| Outputs | Indicators | Target (2022) |
|---|--|---------------|
| The response, as funded, is effectively implemented and managed | Number of times EA implementation is reviewed within the context of mid-year and annual results reviews | 2 |
| | Number of days from the end of the reporting period until the circulation of the mid-year EA progress report | 120 |
| | Number of days from the end of the reporting period until the circulation of the draft annual EA report | 120 |

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency’s Syria, Lebanon and Jordan EA. This includes coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, and the production of key documents and appeals and reporting and monitoring against these appeals. UNRWA participates actively in the Humanitarian Response Plan (HRP) for the whole of Syria and in the Regional Refugee and Resilience Plan (3RP) and related technical and senior-level working groups.⁴⁶ When PRS are identified as requiring assistance outside of the Agency’s fields of operation, the Agency liaises with, and refers cases to, relevant partners for their follow up, in accordance with their mandates and the status of PRS under international law. In 2022, through its representative office in Egypt, UNRWA will continue its efforts to coordinate support through partners to some 3,000 PRS in the country whose vulnerability has further increased due to the impacts of COVID-19, through the provision of health, cash assistance and advocacy.

Through the appeal, UNRWA also plans to provide emergency cash assistance to some 144 PRS families (569 individuals) who have fled to Gaza and whose vulnerability has been further exacerbated by the combined impacts of the blockade, the May 2021 hostilities and the COVID-19 pandemic.

Under this appeal, a senior emergency officer⁴⁷ maintains day-to-day oversight of the Agency’s response to the crisis and ensures that dedicated capacity is available for political advice, emergency preparedness and response. A senior cash specialist continues to be included in this appeal to promote greater harmonization of assistance programmes across the five fields while maintaining coordination with UNCT programming to ensure that respective SOPs and policies are up-to-date and context relevant. Standard beneficiary identity verification approaches are to be rolled out across all operations to ensure transparent and accountable distribution of assistance to eligible beneficiaries. The senior cash specialist function is to be supported by a statistician who oversees regular

data collection exercises, supports results monitoring of the emergency programmes and carries out quality assurance checks.⁴⁸

The Department of Planning will continue to oversee monitoring and reporting on emergency activities using an Agency-wide results-based monitoring (RBM) framework. The three field offices covered under this appeal continue to collect data on a daily basis and report to the RBM system on a quarterly basis. Progress on results will be reviewed at field and Agency levels on a quarterly and semi-annual basis, respectively. External reporting will be provided twice a year through semi-annual and annual reporting. UNRWA will also maintain other HQ functions in support of emergency operations, including engagement with international human rights mechanisms led by the Department of Legal Affairs.

To ensure health standards are met at its HQ premises to prevent the spread of COVID-19, UNRWA will continue to equip its facilities with adequate hygiene and sanitation items. Additional PPE will be made available for staff in direct contact with the public.

Where necessary, telecommuting modalities will be implemented as a risk mitigation measure in line with the host government and UNCT recommendations.

At the HQ level, the Department of Health has been responding to COVID-19 with existing staff by developing technical guidelines, establishing surveillance systems and providing technical support in primary health care field operations. In order to strengthen Agency-wide COVID-19 health response capacity, a COVID-19 health coordinator is included in this appeal to promote coordination with relevant internal and external stakeholders and to ensure alignment of the Agency's response with global COVID-19 guidelines.⁴⁹

Finally, in 2022, UNRWA also aims to conduct an external evaluation of its emergency appeals to identify good practices, challenges and lessons learned to assist in improving the Agency's emergency response, inform future emergency programming and, where appropriate, harmonize UNRWA emergency work across the five fields.⁵⁰

endnotes

1. <https://www.wfp.org/emergencies/syria-emergency>
2. <https://www.worldbank.org/en/country/syria/overview#4>
3. http://www.emro.who.int/images/stories/syria/covid19_epi_october_2021.pdf?ua=1
4. Including female-headed households, families headed by a person with a disability, an elderly person or unaccompanied minors and orphans.
5. UNRWA definition of "other eligible population" includes: (i) "Non-Refugee Wives" – women who are (or were) married to registered Palestine refugees, and as such are eligible to register to receive UNRWA services; (ii) "Non-Refugee Husbands" and "Non-Refugee Descendants" (including legally adopted children) – husbands and descendants of women who are Registered Refugees and are (or were) married to a non-refugee. They are also eligible to register to receive UNRWA services. Once they are registered with UNRWA, persons in this category are referred to as Married to Non-Refugee (MNR) Family Members.
6. This is a planned figure that takes into account natural population growth and will be further updated in the mid-year report (the actual PRS population, as of end of October 2021, is 18,840).
7. KAP is a closed refugee reception facility that was set up by the Government of Jordan in 2012 near Ar-Ramtha (Irbid Governorate) to receive refugees from Syria, including PRS. There is a limited presence of humanitarian actors in KAP due to reduced funding and UN Agencies and their implementing partners are only able to provide minimal services there. The prefabricated shelters are too small for large families and the facility is overcrowded with no space for additional units. KAP also lacks several essential facilities.
8. Some minor elements of this appeal (e.g., some costs for health and education) are also included in the Agency's programme budget requirements and are reflected here for fundraising purposes to ensure the integrity of the overall intervention.
9. According to United Nations Mine Action Service (UNMAS) reports, about half of the population in Syria is living in areas contaminated by explosive ordnance, and approximately one explosive incident every 10 minutes was recorded in the past five years. Based on available data, an average of 1.5 people are killed and 2 people are injured for each known explosive accident. https://unmas.org/sites/default/files/statement_by_unmas_director_brussels_iv_conference_on_supporting_the_future_of_syria_and_the_region_30_june_2020.pdf
10. UNRWA Relief and Social Services, May 2021. Syria Crisis Monitoring Report. Survey of 564 households randomly selected from cash assistance beneficiaries.
11. WFP Syria Country Office. Market Price Watch Bulletin, September 2021, Issue 82.
12. Ibid.
13. http://www.emro.who.int/images/stories/syria/covid19_epi_october_2021.pdf?ua=1
14. This is based on Government of Syria data, registering extended families together. According to UNRWA calculations, the number would reach around 700 families.
15. UNRWA internal monitoring, 2021.
16. 2021 2nd Quarter Sector Dashboard. Food Security and Agriculture, Lebanon. https://fscluster.org/sites/default/files/documents/q2_dashboard_-_food_security_fv.pdf
17. UNRWA. High Frequency Crisis Monitoring Report, July 2021.
18. UNRWA. Socio-Economic Survey, 2020.
19. According to information collected by UNRWA through intention surveys in the field.
20. UNRWA Protection Quarterly Monitoring Reports, Q1 and Q2, 2021.
21. See footnote 5.
22. The latest figures provided by the World Bank are from 2020. These can be accessed at: <https://www.worldbank.org/en/country/jordan/overview#1>.
23. Jordan has the second highest refugee population per capita in the world.
24. Ex-Gazans in Jordan are Palestine refugees from the Gaza Strip, the majority of whom fled to Jordan during the 1967 hostilities and do not hold Jordanian citizenship/documents. A small number of ex-Gazans entered Jordan after 1948 and before 1967 (about 59 families/268 individuals, as of February 2010).
25. UNRWA measures food consumption through a methodology aligned with WFP and following the Food Security Sector's recommendations. Food consumption measurement is part of the 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.
26. "No stock-out of 12 tracer items" means there should be a continuous adequate supply of 12 essential medications that should never be out of stock in Agency health facilities.
27. Estimated figure based on the initial class formation exercise. Actuals will be provided for the mid-year report.
28. Material support is defined as uniform (including any of: uniform, shoes, bags) and stationery that students receive to enable them to access education at an UNRWA school/learning space.
29. These include protection mainstreaming, disability inclusion, AVAC, prevention of sexual exploitation and abuse (PSEA), and Humanitarian principles.
30. Confirmed by the Whole of Syria Protection Sector and sub-sectors in 2022 planning discussions.
31. <https://spherestandards.org/humanitarian-standards/core-humanitarian-standard/>
32. Key advocacy issues include: (1) continuous access for UNRWA staff and Palestine refugees to UNRWA areas of operation inside Syria (advocacy target: Government of Syria (GoS)); (2) approvals for undertaking surveys and humanitarian needs assessments, including post-distribution monitoring surveys (GoS); (3) resumption of basic utilities/services in Yarmouk and Ein el Tal camps for returning refugees (GoS); (4) removal of ERW from Yarmouk and Ein el Tal camps (GoS); (5) adequate funding to the EA (Donors); (6) Inclusion of the needs of Palestine refugees within the wider UN Country Team (UNCT) priorities and the Syria Humanitarian Response Plan (SHRP); (7) prevent loss of value due to depreciation of the Syrian pound in the informal market (GoS together with UNCT).
33. The costs for the implementation of this system are included in the cash assistance ask for Lebanon in this appeal.
34. Hospitalization costs per patient are higher in Lebanon than in the Agency's other fields of operation. UNRWA contributes to tertiary care for invoices up to US\$ 4,000, mainly for PRL patients registered with the SSNP as well as for PRS. For this purpose, a refined Medical Hardship Fund (MHF) was instituted in 2016 as part of the hospitalization reform which introduced cost co-sharing with patients (tertiary care: 60 per cent UNRWA and 40 per cent patient; secondary care: 90 per cent UNRWA and 10 per cent patient at non-PRCS (Palestine Red Crescent Society) hospitals for secondary care). The MHF also provides additional support to the patient's share for life-saving interventions when the bill is higher than US\$ 8,000, as well as for chronic disease medications. Funds for this programme are mainly secured through project funding due to the unavailability of funds under the Agency's programme budget.
35. These findings are also reflected in a recent United Nations Children's Fund (UNICEF) study that indicates that in Lebanon, including in the Palestine refugee camps, financial hardship has impacted all areas of people's lives, leading them to be more exhausted and stressed. See UNICEF July 2020. Underneath the Surface: Understanding the root causes of violence against children and women. https://www.unicef.org/lebanon/media/5251/file/UNICEF_Lebanon_Social_Norms_research1_EN.pdf%20.pdf
36. Vulnerable PRL includes "non-registered" and "non-IDs" – a group of 3,000-5,000 individuals who are not recognized by the Lebanese authorities, do not have residency in Lebanon and who are either not registered with UNRWA or are registered with UNRWA in a different field of operations.
37. The Protection Team is unable to disaggregate all the data collected for this indicator by disability, but will work on establishing a methodology for disaggregating by disability for awareness raising activities in 2022.
38. This will be in line with the Core Humanitarian Standard Commitment 6: "Communities and people affected by crisis receive coordinated, complementary assistance".
39. This target is lower than in previous years due to the uncertainty about what awareness raising activities will be possible in 2022, given the experience of 2021 where fuel shortages, electricity cuts and COVID-19 restrictions made all awareness raising activities difficult to implement.
40. El Buss and Nahr el-Bared (NBC) camps are not included. El Buss camp is supplied with water from the local Tyre municipality and the NBC reconstruction unit is currently responsible for fuel to operate water wells in the camp.

41. This is a planned figure, which will be updated, including with relevant disaggregated data in the mid-year report, since it is expected that the number of PRS will increase by the beginning of 2022.
42. Palestine refugees without Jordanian citizenship or facing legal status issues.
43. Data as of September 2021.
44. In 2020, according to UNRWA's records, 66 families (201 PRS individuals) returned to Syria from Jordan, while 36 families (154 individuals) returned to Jordan from Syria. As of the end of September 2021, 39 families (70 PRS individuals) had returned to Syria from Jordan, while 142 families (442 individuals) had returned to Jordan from Syria.
45. Syrian (non-Palestine) refugee students were enrolled in UNRWA schools at the beginning of the crisis in 2011 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.
46. The Agency's humanitarian response in Syria is reflected in the HRP, while activities in Jordan and Lebanon are covered in the 3RP.
47. Costs are shared between this appeal and the 2022 occupied Palestinian territory (oPt) EA.
48. Costs of the senior cash specialist and statistician positions are shared between this appeal and the 2022 oPt EA.
49. The costs of the HQ COVID-19 health intervention, including the COVID-19 health coordinator, are shared between this appeal and the 2022 oPt EA.
50. The costs of the external evaluation of UNRWA emergency appeals are shared between this appeal and the 2022 oPt EA.



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