



occupied Palestinian territory

emergency appeal 2019



2019 oPt
emergency appeal

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About UNRWA

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5.4 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank, including East Jerusalem, and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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Cover Photo:

Nada Al-Udaini attends class at the UNRWA Deir al Balah Elementary Girls School "A" in Gaza. © 2018 Photo by Hussein Jaber



foreword by the commissioner-general

2018 was unprecedented in so many ways for Palestine refugees and UNRWA. It was a year of existential threats and extraordinary mobilization. It was a year of extreme pressures and formidable creativity. It was a year of deep uncertainties and immense achievements.

Palestine refugees in the occupied Palestinian territory experienced profound anxieties related to a series of dramatic events, such as the consequences of the Great Marches of Return, as well as the consequences of the US' funding cut to UNRWA.

For its part, the Agency endeavored throughout the year to protect the right and dignity of refugees and the integrity and continuity of its services. This necessitated important adjustments in our emergency operations in the oPt in order to protect the provision of vital assistance to the most vulnerable Palestine refugees.

Thanks to an extraordinary collective mobilization, we were able to achieve an incredible result and significantly reduce the dramatic shortfall we were confronted with at the beginning of the year. We are aware that the year ahead will continue to present challenges on a number of fronts and we remain prepared to take the necessary actions. In order to make the most efficient use of available resources, we will continue to prioritize the provision of vital services under our emergency interventions in the West Bank and Gaza. We will do so knowing, however, that emergency assistance is as critical as ever and the needs of Palestine refugees continue to increase.

The occupation of the West Bank, including East Jerusalem, and the blockade of Gaza, continue to have damaging consequences on the lives of Palestine refugees, contributing to a growing sense of frustration and lack of horizon with little prospect for any movement towards a meaningful resolution of the core issues. Many, particularly those in Gaza, face deep poverty, insecurity and despair.

The Great March of Return demonstrations left many killed and thousands injured, placing further stress on an already traumatized population and increased pressure on a degraded health system. UNRWA has provided surge support through its 22 health centres in Gaza and will continue to provide essential wound management, psychosocial and physiotherapy support to affected persons and their families. The full toll of this latest collective trauma is expected to be felt through 2019 and in the years to come.

In the West Bank, including East Jerusalem, Palestine refugees continue to face a multiplicity of pressure, such as limitations to freedom of movement, military incursions, the consequences of the use of live fire, forced displacement and home demolitions. The regular security operations conducted by the Israeli Security Forces, and the use of lethal and non-lethal force in civilian areas including camps, often result in deaths, injuries, property damage and severe societal stress.

In 2019, ensuring predictable and sufficient funding to UNRWA emergency activities is more important than ever to protect the provision of life-saving humanitarian assistance to Palestine refugees, and to maintain vital services. In a context of protracted crisis and high humanitarian needs, any additional reduction in services will have dramatic repercussions on the lives Palestine refugees and the region as a whole.

Nothing would be more important than to recreate a genuine and inclusive process seeking to resolve the conflict itself. In the meantime, supporting the continuity of UNRWA services is a necessary investment in the preservation of human development and of the dignity of Palestine refugees in the occupied Palestinian territory.

I am immensely grateful to our donors and partners for their exemplary trust and mobilization in 2018. I humbly call for the generous levels of support to be sustained and increased in 2019

Pierre Krähenbühl

UNRWA Commissioner-General

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acronyms and abbreviations

CBOs	Community-based organizations	oPt	occupied Palestinian territory
CFW	Cash-for-Work	PA	Palestinian Authority
CG	UNRWA Commissioner-General	PAS	Poverty assessment survey
CSC	Camp Service Committee	PCBS	Palestinian Central Bureau of Statistics
CwC	Communication with Communities	PHC	Primary health care
DCG	UNRWA Deputy Commissioner-General	PMTF	Proxy-means test formula
DES	Designated emergency shelters	RBM	Results-based monitoring
DUO	Director of UNRWA Operations	SEFSec	Socioeconomic Food Security Survey
EA	Emergency Appeal	SIMS	Security Information Management System
EiE	Education in Emergencies	SOPs	Standard operating procedures
ERCD	UNRWA Department of External Relations and Communications	SSNP	Social Safety-Net Programme
FAO	Food and Agriculture Organization	UNCT	United Nations Country Team
GBV	Gender-based violence	UNDSS	United Nations Department of Security and Safety
GFO	Gaza field office	UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
GMR	Great March of Return	WASH	Water, sanitation and hygiene
GRM	Gaza Reconstruction Mechanism	WBFO	West Bank field office
HCS	Health centres/health clinics	WHO	World Health Organization
HCT	Humanitarian Country Team	WFP	World Food Programme
HRP	Humanitarian Response Plan		
IHL	International humanitarian law		
IHRL	International human rights law		
IHRS	International human rights system		
ISF	Israeli security forces		
NFIs	Non-food items		
NGO	Non-governmental organization		
OCHA	United Nations Office for the Coordination of Humanitarian Affairs		

executive summary

Palestine refugees across the occupied Palestinian territory (oPt) continued to face daily challenges as a result of Israeli occupation, in which respect for dignity, welfare and rights under international law are at repeated risk; and high levels of violence, with individual, familial and community resilience stretched to the limit. In Gaza, the political and security situation remained volatile as the land, air and sea blockade entered its twelfth year in 2018. Socioeconomic factors associated with the blockade, the lack of employment opportunities, political uncertainty and a chronic energy crisis continue to have significant repercussions on the lives of Palestine refugees. The unemployment rate in Gaza remains among the highest worldwide; food insecurity remains high and almost one million Palestine refugees in Gaza depend on UNRWA emergency food assistance to meet their basic food needs. The Great March of Return (GMR) demonstrations, which started on 30 March 2018, have seen a high number of casualties, in particular among young Palestinians. This has put increased pressure on an already overstretched health system, weakened by recurrent shortages of medical supplies and equipment, chronic electricity outages and a salary crisis affecting government employees.

The situation in the West Bank, including East Jerusalem, remains fragile. Palestine refugees continue to experience difficult socioeconomic conditions rooted in occupation-related policies and practices imposed by the Israeli authorities. These include a recent increase in restrictions on access to land and property, in particular for Palestine refugees living in Area C and East Jerusalem, in addition to continued movement and access constraints, and shelter demolitions under a restrictive and discriminatory planning regime. The hardship faced by Palestine refugees is likely to increase following the reduction in social transfer programmes provided by humanitarian actors in the West Bank, including UNRWA. The lack of progress on the political track, coupled with the continued expansion of Israeli settlements, only add to this burden.

In 2018, US\$ 398.8 million was required to cover the cost of emergency interventions in the oPt; however, as of 31 October, only US\$ 112.8 million had been pledged, corresponding to 28.2 per cent of total financial requirements. UNRWA would like to acknowledge the continued and generous support from its many donors that have enabled continued provision of emergency assistance to Gaza and the West Bank in challenging financial circumstances. The unprecedented financial crisis faced by the Agency at the beginning of 2018 had a major impact on UNRWA emergency operations in the oPt, forcing the Agency to take mitigating measures and implement changes to some of its emergency interventions. In order to avoid interruptions in the provision of critical humanitarian assistance, other interventions had to be scaled back or discontinued, such as, in Gaza, the community

mental health and job-creation programmes, as well as rental subsidies to families made homeless as a result of the 2014 hostilities; and, in the West Bank, cash-for-work (CfW)¹ community mental health and mobile health interventions. In both fields, protection capacities were reduced and adjusted to a constrained budget. Changes introduced in 2018 will be maintained in the 2019 Emergency Appeal (2019 EA).

In 2019, in order to meet the essential needs of the community and preserve vital services, UNRWA will continue to prioritize critical humanitarian interventions and services in its emergency appeal, in line with the approach adopted by the Humanitarian Country Team (HCT) in the Humanitarian Response Plan (HRP) for the oPt.

In Gaza, the Agency will continue to provide emergency food assistance to over one million Palestine refugees; and will support vulnerable refugee households through the creation of short-term employment opportunities, as part of a reduced job-creation programme. Emergency health will be provided with a focus on addressing the increased health needs arising from the Great March of Return; Education in Emergencies (EiE) activities will support more than 278,000 students in UNRWA schools across Gaza; and mental health and psychosocial support will no longer be provided through a standalone programme. However, critical activities targeting vulnerable adults and children will continue to be embedded in the Agency's education and health programmes.

In order to make the most efficient use of scarce resources, interventions such as emergency shelter and shelter repair and summer fun weeks will not be included in the 2019 EA, whilst essential protection activities and critical WASH interventions will be maintained, but on an adjusted budget.

In the West Bank, including East Jerusalem, in order to prioritize the provision of vital assistance in a context of limited funding projections, UNRWA will focus its emergency interventions on mitigating food insecurity amongst the most vulnerable Palestine refugees; and on ensuring critical protection services to vulnerable refugees impacted by protection threats due to the on-going occupation. Food parcels will be delivered to 37,000 individuals from Bedouin and herder communities in partnership with the World Food Programme (WFP); and emergency cash assistance will be provided to 3,620 abject poor households inside and outside camps. The Agency will continue to mitigate protection threats through monitoring, reporting and advocacy with duty bearers on alleged violations of International Humanitarian Law (IHL) and International Human Rights Law (IHRL) through bilateral and international human rights mechanisms; and through the provision of targeted assistance to identified vulnerable refugees. In response to funding shortfalls, CfW activities inside camps, community mental health and mobile health clinics that were discontinued in 2018 will not be reintroduced in 2019.

Emergency assistance provided by UNRWA constitutes the minimum support necessary to meet the critical needs of Palestine refugees. Any further reductions in emergency funding would have a severe impact on the human security of Palestine refugees, with potential destabilizing effects on the oPt. The humanitarian problems faced by Palestine refugees today must be addressed as a matter of shared international responsibility, pending a just and durable solution to the Israeli-Palestinian conflict, including the Palestine refugee question, in accordance with international law and relevant General Assembly resolutions.

The 2019 EA addresses the priority humanitarian needs of Palestine refugees in Gaza and the West Bank. It is guided by the following three strategic priorities:

Strategic Priority 1: Crisis-affected Palestine refugee households facing acute shocks have increased economic access to food through food aid, CfW and e-cards targeting the most vulnerable households.

Strategic Priority 2: Palestine refugees maintain their access to critical services and assistance, including education; health; water, sanitation and hygiene (WASH); and are protected from the most severe impacts of hostilities and violence through the provision of mental health and psychosocial assistance and monitoring, reporting and advocacy.

Strategic Priority 3: Effective management and coordination of the emergency response is ensured to safeguard the effectiveness, efficiency and neutrality of programme delivery.

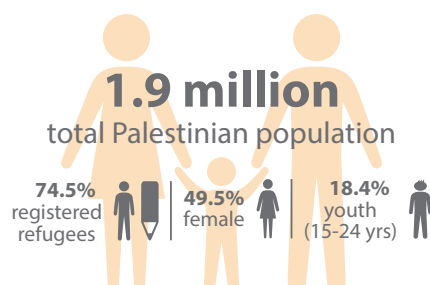


Food distribution at al-Tuffah distribution centre. ©2018 UNRWA Photo by Rushdi Sarraj



2019 oPt emergency appeal

Gaza



919,092 Palestine refugees currently receiving UNRWA emergency food assistance



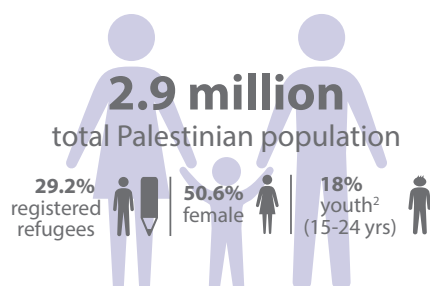
581,442 refugees live below the abject-poverty line



54.9% unemployment rate

funding requirements
US\$ 127.5 million

West Bank



37,000 individuals from Bedouin and herder communities in need for emergency food assistance



19% refugee unemployment rate



186,579 refugees live below the absolute poverty line of US\$ 2.73 per person/day

funding requirements
US\$ 10.5 million

total funding requirements: US\$ 138,460,418

programme requirements	gaza	west bank	unrwa hq	subtotal
strategic priority 1				
emergency food assistance	94,561,301	3,424,603		116,817,110 (84%)
emergency cash-for-work	15,000,000			
emergency cash assistance		3,831,206		
subtotal	109,561,301	7,255,809		
strategic priority 2				
emergency health	2,600,000			14,806,608 (11%)
education in emergencies	4,040,000			
mental health and psychosocial support	3,482,825			
protection	200,000	2,885,383		
emergency environmental health	1,598,400			
subtotal	11,921,225	2,885,383		
strategic priority 3				
coordination and management	3,500,373	236,046	385,281	6,836,700 (5%)
neutrality	300,000			
emergency preparedness	500,000	115,000		
safety and security	1,800,000			
subtotal	6,100,373	351,046	385,281	
total	127,582,899	10,492,238	385,281	138,460,418

All figures in US\$

context and needs analysis

Gaza

In Gaza, Palestine refugees continue to face a socioeconomic and humanitarian crisis. This is a direct consequence of the Israeli land, air and sea blockade, which will enter its thirteenth year in 2019 in the context of ongoing occupation of the Palestinian territory, coupled with cycles of hostilities and violence, political instability and restricted entry and exit at Rafah border crossing with Egypt. In addition, the effects of the current political divide have been compounded by an energy crisis that hinders the delivery and availability of essential services and severely undermines economic activity. Security remains volatile, with recurring incursions and airstrikes by the Israeli security forces (ISF), alongside the firing of rockets by militants, and frequent civil unrest. The Great March of Return demonstrations, which started on 30 March 2018, have seen a high number of casualties among Palestinian demonstrators, a large proportion of whom have been hit by live ammunition. As of 31 October, 228 Palestinians had been killed and a further 24,362 injured. During this period, one Israeli soldier was killed and a further 40 Israelis were injured.³ Caring for the injured has placed enormous pressure on an already crumbling health system which has been contending with: (i) chronic shortages of electricity medical supplies and equipment; (ii) a continuing salary crisis affecting government employees, including medical staff; and (iii) access and movement restrictions affecting vulnerable patients requiring health care not available in Gaza. Within this context, as a primary health care (PHC) service provider for Palestine refugees in Gaza, UNRWA has had to respond to increased emergency health needs at its 22 health centres (HC), with patients often presenting severe and long-term needs for injury care, rehabilitation through physiotherapy, and psychosocial support.

In 2018, socioeconomic conditions remained bleak in Gaza, characterized by a high unemployment rate of 54.9 per cent during the third quarter of 2018.⁴ On the political level, despite the landmark reconciliation deal signed between Hamas and Fatah in October 2017, key steps towards ending a decade-long political divide failed to materialize. This further fuelled political uncertainty, despair and frustration compounded through a 30-50 per cent reduction in salaries to government employees of the State of Palestine, directly affecting approximately 62,000 Gaza-based civil servants, their families and the general economy; and an energy crisis with power cuts reaching 16-20 hours per day. In 2018, the electricity cuts and the blockade have decreased the desalination capacity from over 4,000 m³ of water per day to about 2,271 m³ per day,⁵ with negative consequences on access to clean water for the population. Consequently, dependency on trucked water has led to increased household expenditure on water at the expense of other needs. For poor households, the absence of alternatives presents greater health risks. The

flow of wastewater directly into the Mediterranean Sea is at unprecedented levels, averaging 221mg/litres per day as compared with the international standard of 60mg/litres per day.⁶

Together, these factors have resulted in an increased number of Palestine refugees who require UNRWA assistance, including food and cash for work opportunities. For example, the Agency continues to be inundated with requests for short-term cash for work opportunities with over 244,265 Palestine refugees currently on the waiting list and an average waiting time of 4.3 years.

West Bank

The impact of the Israeli military occupation of the West Bank, including East Jerusalem, continues to be felt on a daily basis by Palestine refugees. Feelings of hopelessness, despair and disbelief of Palestine refugees have been exacerbated by increasing restrictions imposed by the Government of Israel on access to land and property contributing to a coercive environment, particularly for Palestine refugees living in Area C and East Jerusalem.

Throughout 2018, socioeconomic conditions in the West Bank were difficult, with Palestine refugees often bearing the brunt. Unemployment rates remained higher for Palestine refugees (19 per cent during the third quarter of the year) compared to non-refugees (17 per cent), with joblessness rising to 24 per cent for those living in refugee camps.⁷ In 2018, UNRWA completed a re-assessment of its emergency caseloads, and identified significant numbers of Palestine refugees (70,000 individuals) living beneath the abject poverty line of US\$ 1.79/day. This situation is expected to persist due to further restrictions imposed on Palestinian movement that constrain livelihood opportunities and limit access to land, markets, and essential services, including education and primary health care.

Regular security operations conducted by the ISF in the West Bank, including East Jerusalem, continued throughout 2018 and are expected to continue in 2019. These operations often result in deaths, live ammunition injuries, excessive tear gas exposure - particularly in the frontier villages and refugee camps in the environs of Jerusalem and in the south - property damage and severe societal stress. During the first eight months of 2018, 4,635 Palestinians were injured and 20 were killed by the ISF, among them two refugees, including a child.⁸ During the same reporting period, there were seven Israeli fatalities and 88 injuries, a majority of whom were ISF personnel.⁹

Forced displacement and the risk of forced eviction and forcible transfer contrary to international law remain key protection concerns. Refugees continue to be disproportionately

affected, accounting for around 38 per cent of those displaced in the first ten months of 2018, while they only represent 25 per cent of the total population. Between January and October 2018, 153 Palestine refugees were displaced in the West Bank; of these, 71 were female, including 32 girls under the age of 18 and two female heads of household. Children accounted for 51 per cent of all refugees displaced during the reporting period. Demolitions are a major trigger of forced displacement and dispossession.¹⁰ A total of 106 Palestine refugee structures were demolished by Israeli authorities in the first ten months of 2018 (due to lack of Israeli building permits only). In addition, a punitive demolition of a refugee-owned structure was reported in April 2018 in Jenin Camp.¹¹

Despite the fact that overall demolition numbers are slightly lower across the West Bank compared to 2017, the number of demolished refugee structures is 18 per cent higher compared with the same period in 2017.

Displacement and property damage have a particularly detrimental impact on women, girls and persons with disabilities. Following house demolitions, families often move in with extended family and relatives, giving women less control over their time and the household whilst overcrowding and dependence exposes them to an increased risk of family discord and violence.

planning scenario: assumptions

Gaza-Specific Planning Assumptions

- Gaza will remain under blockade and restrictions on the free movement of people and goods will continue. Temporary or limited relaxations of the blockade will not be sufficient to produce meaningful economic recovery. The Gaza Reconstruction Mechanism (GRM)¹² will continue to facilitate the entry of construction materials into Gaza; however, funding constraints will be the primary obstacle to the reconstruction of Palestine refugee homes. Restrictions will continue to make it difficult for Palestinians requiring urgent medical treatment outside the Gaza Strip to travel.
- No significant economic recovery in Gaza will take place; unemployment will remain high, especially for youth and women; and economic access to food will remain limited. The number of Palestine refugees eligible for food assistance will continue to increase with further increases in the depth of poverty.
- The energy crisis, issues affecting public sector employees and civil unrest will continue, translating into increased pressure on UNRWA to deliver assistance and services, especially in the health and education sectors, with an increasing number of patients and students.
- Weak infrastructure, coupled with the energy crisis, will heighten environmental degradation, water shortages and solid waste management gaps. If not urgently addressed, the deterioration will be irreversible, rendering Gaza unliveable.
- The security situation will remain volatile with recurring incidents of violence and continued international humanitarian law (IHL) and international human rights law (IHRL) protection concerns affecting Palestine refugees.
- The funding environment for the implementation of UNRWA emergency activities in Gaza is expected to remain constrained. Under this Emergency Appeal, UNRWA will continue to prioritize life-saving humanitarian

interventions to ensure that vulnerable Palestine refugees meet their basic needs, in line with the Humanitarian Response Plan (HRP) strategic priorities.

West Bank-Specific Planning Assumptions

- Demolition of Palestinian structures and property and displacement of Palestinians from their property and land; the advancement of new settlement housing units in Area C; and the expansion of current settlements along with the continued construction of the Barrier are expected to remain a challenge in 2019. Refugees in Area C will continue to face challenges due to restricted access to their livelihoods and basic services such as health care. Bedouin and Herder communities, whose traditional way of life is threatened, will continue to be both isolated and vulnerable and their food insecurity will remain high.
- Rural communities, in particular in Area C, will continue to suffer from an increasingly coercive environment. Refugee Bedouin residents of Khan al-Ahmar and other communities in the Jerusalem periphery will continue to face potential imminent threats of demolition of their communities and possible forced transfer. Refugee residents of Hebron H2 will witness an increased risk of social isolation due to check points within the city and movement restrictions, with negative impact on their socioeconomic opportunities.
- The high number of protection threats to Palestine refugees related to the Israeli military occupation – including threats to the rights to life and, liberty, to security, and damage to private property, economic assets, and health from the use of lethal and non-lethal force in ongoing military and policing operations – is expected to increase, affecting the daily lives of Palestine refugees in the West Bank. This will result in continuing

demand for emergency assistance from UNRWA as well as continuous need for monitoring, reporting and advocacy for their protection. Refugees living in densely populated camps are particularly vulnerable and expected to be affected by the use of force following confrontations in the camps, use of tear gas and live ammunitions.

- Local community cooperation, most notably through Camp Service Committees (CSCs), will play a crucial role in facilitating continuous UNRWA operations in the camps without any service and activity disruptions.
- Humanitarian space for, and independence of, UNRWA operations in East Jerusalem may continue to be threatened by interference and possible obstruction

impacting the Agency's schools and installations and delivery of critical health, relief and sanitation services to thousands of refugees.

- The Israeli permit regime will continue to be enforced, affecting the ability of staff members requiring to move freely between areas that require permits, including for the entry into East Jerusalem, for official business to perform their duties despite the 1946 Convention on the Privileges and Immunities of the United Nations.
- The funding environment for the implementation of UNRWA emergency activities in the West Bank is expected to remain constrained. Critical humanitarian interventions will remain a priority under this emergency appeal.

programme requirements

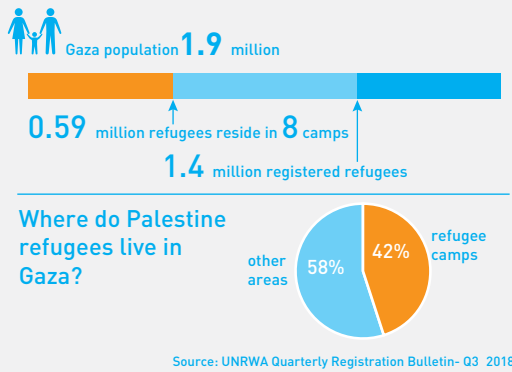
programme requirements	gaza	west bank	unrwa hq	subtotal
strategic priority 1: crisis-affected palestine refugee households facing acute shocks have increased economic access to food				
emergency food assistance	94,561,301	3,424,603 ¹³	-	
emergency cash-for-work	15,000,000		-	
emergency cash assistance		3,831,206 ¹⁴	-	
subtotal	109,561,301	7,255,809	-	116,817,610
strategic priority 2: palestine refugees maintain access to critical services and are protected from the most sever impacts of hostilities and violence				
emergency health	2,600,000 ¹⁵			
education in emergencies	4,040,000 ¹⁶		-	
mental health and psychosocial support	3,482,825 ¹⁷		-	
protection	200,000	2,885,383 ¹⁸	-	
emergency environmental health	1,598,400 ¹⁹		-	
subtotal	11,921,225	2,885,383	-	14,806,608
strategic priority 3: effective management and coordination of emergency response is ensured				
coordination and management ²⁰	3,500,373	236,046	385,281	
neutrality	300,000			
emergency preparedness	500,000	115,000		
safety and security	1,800,000			
subtotal	6,100,373	351,046	385,281	6,836,700
grand total (US\$)	127,582,899	10,492,238	385,281	138,460,418

gaza: overview

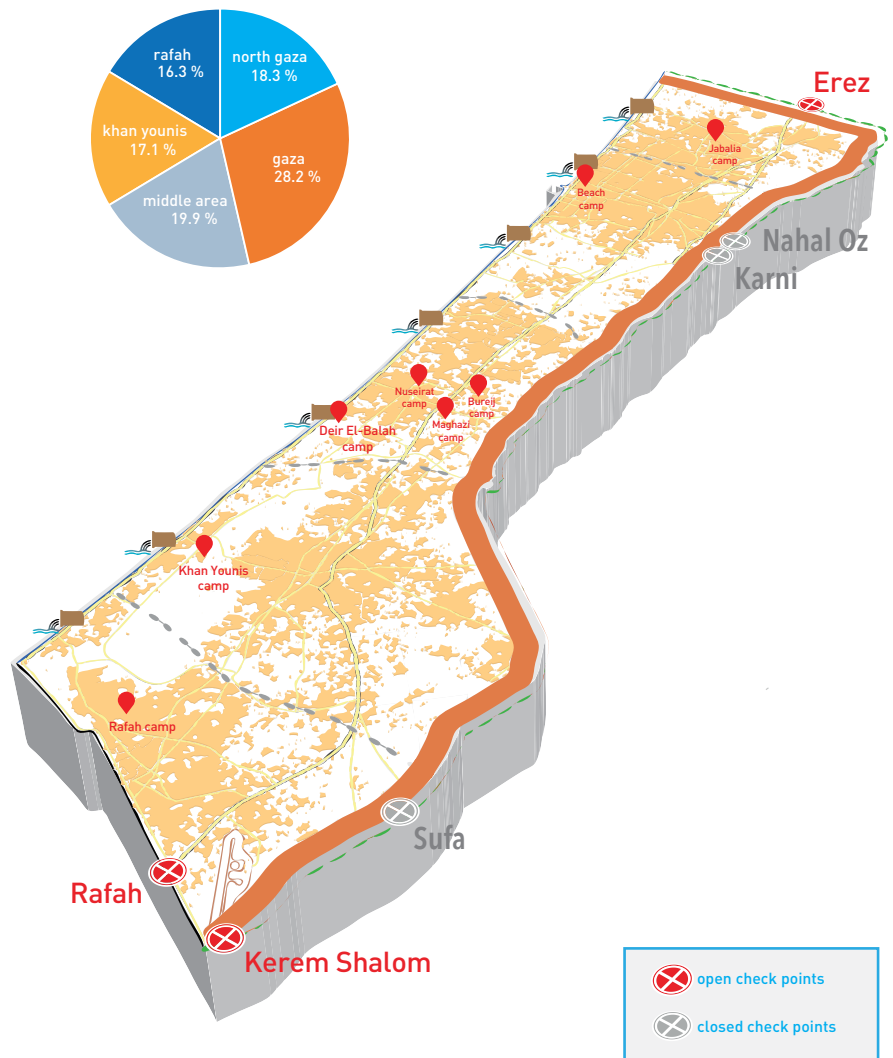
November 2018



KEY FACTS ON REFUGEES



Refugee distribution



FOOD SECURITY

68 % of households are food insecure

Source: SelfSec Survey 2018

UNEMPLOYMENT

54.9 % unemployment rate in Gaza

Source: PCBS labour force survey Q3 2018

ELECTRICITY SHORTAGE

5 hours of electricity supply per day (on average) in Gaza

Source: OCHA, OCHA early warning indicators, October 2018

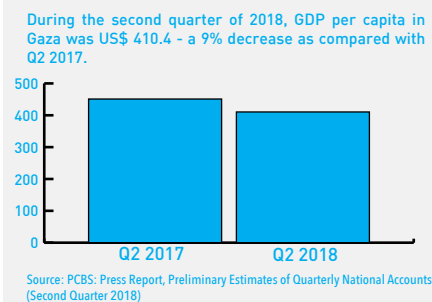
WATER POLLUTION



The flow of wastewater directly into the Mediterranean Sea averages 221 mg/litres per day as compared to the international standard of 60 mg/litres per day. Electricity cuts and the blockade have significantly reduced the desalination capacity with negative consequences on access to clean water and increased health risks.

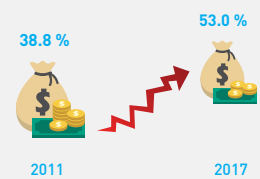
Source: OCHA, OCHA early warning indicators, October 2018

GDP PER CAPITA



POVERTY

Poverty among individuals in Gaza passed from 38.8 % in 2011 to 53.0 % in 2017



gaza: sector-specific interventions

A refugee receiving his food assistance at Jabalia distribution center. © 2018 UNRWA Photo by Khalil Adwan

strategic priority 1

crisis-affected palestine refugee households facing acute shocks have increased economic access to food

emergency food assistance



to meet the food requirements of

1,009,990

food-insecure refugees including
620,310 abject poor
389,680 absolute poor

emergency cash-for-work



to provide temporary employment opportunities for

11,082

Palestine refugees

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered.		
Output	Indicator	Target
Refugee households living in poverty meet their most basic food requirements.	Number of refugees living beneath the abject-poverty line of US\$ 1.74 per person per day who receive emergency food assistance	620,310 (308,812 female, 311,498 male)
	Number of refugees living between the abject-poverty line of US\$ 1.74 per person per day and the absolute-poverty line of US\$ 3.87 per person per day who receive emergency food assistance	389,680 (194,167 female, 195,513 male)
	Percentage of caloric needs for the abject poor that are met through food distributions	80%
	Percentage of caloric needs for the absolute poor that are met through food distributions	43%

Access to food in Gaza remains a challenge for a majority of refugees struggling with deteriorating socio-economic conditions. To address food insecurity, UNRWA will provide emergency assistance to up to 1,009,990 Palestine refugees who lack the financial means to cover their basic food needs, including 502,979 women and 20,050 female-headed households. Approximately 620,310 refugees living below the abject poverty line of US\$ 1.74 per person per day will receive quarterly food parcels providing 1,675 kcal per person per day, equivalent to 80 per cent of a person's daily caloric requirements. A further 389,680 refugees living between the abject poverty line and the absolute poverty line of US\$ 3.87 per person per day will receive 902 kcal per person per day, equivalent to approximately 43 per cent of their daily caloric needs. The expected increase in the number of beneficiaries is primarily due to deteriorating socioeconomic conditions,

high unemployment and absence of alternative coping mechanisms, which are likely to increase the requests for food assistance among refugees.

Eligibility for emergency food assistance is determined through the results of a poverty assessment survey (PAS) conducted through home visits by Agency social workers. This system captures essential household characteristics such as age, gender, housing conditions, household composition, asset ownership and employment status. UNRWA targeting also pays attention to vulnerable groups that may not be able to access emergency food assistance through regular channels, such as wives in polygamous marriages, divorced women and separated or abandoned women. All Palestine refugees who are eligible for emergency food assistance receive food baskets containing flour, rice, sugar, sunflower oil, whole milk, chickpeas, lentils and canned sardines.

Emergency Cash-for-Work

Outcome: The severity of refugee food insecurity is tempered.		
Output	Indicator	Target
Palestine refugees earn wages to cover their basic food needs.	Number of workdays generated	1,133,808
	Number of full-time equivalents created	3,973
	Number of refugees benefiting from short-term CfW	11,082 (6,649 female, 4,433 male)
	Total value provided to CfW beneficiaries	US\$ 13,512,854

The UNRWA Cash-for-Work (CfW) programme aims to ensure that poor refugee households are able to cover basic needs in a dignified manner through provision of short-term employment opportunities. In this regard, the Agency's CfW intervention will target 11,082 Palestine refugees, for a total of 1,133,808 workdays that will inject more than US\$ 13 million

into refugee households, while generating 3,973 full-time equivalent jobs over the course of 2019. An estimated 53,194 dependents will benefit indirectly.

The Agency aims to provide 40 per cent of skilled CfW opportunities to women and 40 per cent of all CfW opportunities to youth, with priority being given to the most

vulnerable groups, including female-headed households, persons with disabilities and those with no alternative sources of income. UNRWA will continue its efforts to ensure that contracts, particularly unskilled positions that are generally perceived as conforming to male roles, are more accessible to women.

CfW positions will be located in a number of locations throughout Gaza, including UNRWA installations, partner

community-based organisations (CBOs), non-governmental organisations (NGOs), and other service providers. The Agency will identify placements that have high community impact, such as in economically deprived areas, so as to play a role in revitalising local public infrastructure and facilities. By injecting cash into the economy, this intervention will contribute to the mitigation of poverty through a temporary reduction in unemployment.



A CfW beneficiary employed in sanitation labour at Beach camp. ©2018 UNRWA Photo by Khalil Adwan

Mental health activities for students at Beach Elementary Boys' school. © 2018 UNRWA Photo by Khalil Adwan

strategic priority 2

strategic priority 2: palestine refugees maintain access to critical services and are protected from the most severe impacts of hostilities and violence

emergency health



to provide essential medicines for

8,056

Palestine refugees

education in emergencies



to support the learning environment of

278,938

UNRWA students through the provision of learning materials and school supplies

emergency water and sanitation



to ensure the functioning of essential WASH facilities and to improve the physical sanitary environment of camps through the removal of

60,000

tons of solid waste

mental health & psychosocial support



through the provision of life-skills training for

24,471

students

protection



to mitigate the impact of the protection threats associated with conflict and violence and continued erosion of coping mechanisms among Palestine refugees

Emergency Health

Outcome: Crisis-affected refugees enjoy their right to health.		
Output	Indicator	Target
Crisis-affected refugees have access to secondary and tertiary health care.	Number of poor refugees receiving secondary or tertiary health care	3,500
Crisis-affected refugees have access to primary health care.	Number of injured and urgent cases provided with lifesaving medicines	8,056
	Number of physiotherapy sessions provided at UNRWA health centres	3,960
Crisis-affected refugee students receive medical support	Percentage of students who receive support as a result of in-depth medical assessments	100%

On 30 March 2018, the Great March of Return (GMR) demonstrations started near the Gaza-Israel perimeter fence. The demonstrations, which are ongoing at the time of writing, have seen high numbers of casualties, mostly of Palestinians between 17 and 40 years. According to OCHA, as of 31 October 2018, 228 Palestinians had been killed and 24,362 injured in the demonstrations, 12,778 of whom required hospital care.²¹

Since the start of the demonstrations, 22 UNRWA health centres (HCs) have recorded an increase in injury-related cases, with patients often presenting severe and long-term needs for injury care, rehabilitation through physiotherapy and psychosocial support. Funding under the 2019 EA will ensure that UNRWA HCs across Gaza are adequately supplied to absorb the increasing health demand and provide a response to patients presenting short and long-term medical needs. The

Agency will provide lifesaving emergency drugs to 8,056 cases requiring urgent medical attention, and will support patients recovering from injuries sustained during the demonstration with physiotherapy sessions. In addition, to ensure that refugees who lack the means have access to life-saving medical care, UNRWA will offer subsidies to 3,500 patients in support of secondary and/or tertiary care at non-Agency facilities.²² It is expected that school health team screenings will assess 93,683 students (45,604 females and 48,079 males), conducting in-depth medical assessments for approximately 12,011 refugee students referred through school health team screenings or identified by UNRWA teachers as having additional learning needs.²³ The Agency will provide students in need with medical treatment and assistive devices, such as hearing aids, artificial limbs, glasses, orthopedic shoes and psychosocial counselling, if required.



A patient receiving his medicine at al-Fakhoura Health Centre in Jabalia camp. © 2018 UNRWA Photo by Khalil Adwan.

Education in Emergencies

Outcome: The effects of the blockade, poverty and violence are countered through a supportive learning environment where refugee students can realize their potential.

Output	Indicator	Target
Refugee students with additional learning needs in Arabic and mathematics are supported.	Number of support teachers hired to facilitate students' education in Arabic and mathematics	1,000 (400 female, 600 male)
	Number of children receiving additional learning support in Arabic and mathematics	68,007 (32,648 female, 35,359 male)
Refugee students are provided with learning tools.	Number of Palestine refugee students provided with educational materials (back-to-school kits, psychosocial support/recreational kits, stationery) each semester	278,938 (134,965 female, 143,973 male)

UNRWA Agency-wide Education in Emergencies (EiE) approach provides inclusive, equitable, quality and safe education to Palestine refugee children and youth in times of emergencies. It is estimated that 80 per cent of the 278,938 students (143,973 males and 134,965 females) at UNRWA schools in Gaza require assistance in overcoming a variety of challenges, including poverty, additional learning needs, access restrictions and electricity shortages at home. Recurrent hostilities and the blockade continue to have a negative impact on the learning environment for Palestine refugee children in Gaza, who are accommodated in 274 schools, of which 84 operate on single shift basis, 177 on double shift basis and 13 on a triple shift basis.

In addition to continued EiE interventions across all schools in Gaza, UNRWA will: (i) through the recruitment and training of 1,000 additional teachers and the provision of remedial materials, assist 68,007 students in grades 3 and 4 (32,648 females and 35,359 males) who are struggling to meet minimum academic standards in Arabic and mathematics; and (ii) ensure that all children have access to basic school and learning materials through the distribution of back-to-school materials and stationery.

Students at al-Rimal Elementary Girls school. © 2018 UNRWA
photo by Khalil Adwan.



Mental Health and Psychosocial Support

Outcome: The psychosocial well-being of Palestine refugees is enhanced		
Output	Indicator	Target
UNRWA students and parents receive psychosocial support.	Number of students receiving life skills support	24,471 (13,100 female, 11,371 male)
	Number of students receiving group counselling	5,768 students (2,884 female, 2,884 male)
	Number of students receiving individual counselling	5,665 (2,832 female, 2,833 male)
	Number of parents receiving parent awareness sessions	8,000 (4,000 female, 4,000 male)
Families and communities receive psychosocial support.	Number of adults receiving group interventions	1,050 (1,020 female, 30 male)
	Number of adults receiving individual counselling	34,300 (2,700 female, 600 male)
	Number of women attending psychosocial education sessions	10,000

The protracted humanitarian crisis, coupled with the impact of the violence related to the GMR's demonstrations and recurrent hostilities, continue to have a significant and deleterious impact on the well-being of children and families. Based on a study conducted by UNRWA in May 2017, high levels of psychosocial stress were reported among both students and adults in Gaza, with almost half of adults (48.9 per cent) experiencing poor well-being (63 per cent of them warranting further screening for depression), and almost 30 per cent of children experiencing serious difficulties. Both children and parents reported a prevalence of emotional problems (students spoke of a continuous sense of fear and anxiety, as well as learning difficulties).

Due to funding constraints, in the second half of 2018, UNRWA discontinued its Community Mental Health Programme (CMHP) as a standalone intervention. However, crucial mental health and psychosocial activities continued embedded within existing UNRWA education and health services. In line with this approach, in 2019, UNRWA will provide mental health

and psychosocial support to vulnerable adults and children through its education and health programmes, with a focus on ensuring that all students have the essential skills to cope with the challenging environment that surrounds them. To this end, 274 school counsellors will be deployed to identify and support children who are experiencing psychosocial problems and protection threats through individual and targeted group interventions in schools, in line with the Agency's inclusive education approach to the provision of psychosocial support. The Agency will organize structured parent and community education sessions to promote positive parenting and positive family lives to increase coping capacity and resilience of adults. Through its network of health centres, UNRWA will support the most vulnerable refugees, primarily women (90 per cent of cases) and women survivors of GBV (80 per cent of all cases). This support will include group counselling, structured psychoeducation sessions and the provision of legal advice aimed at promoting a holistic approach to child and family well-being.



Mental health activities for students at al-Rimal Elementary school. © 2018 UNRWAPhoto by Khalil Adwan.

Protection

Outcome: The protection of Palestine refugees' human rights is enhanced.

Output	Indicator	Target
Vulnerabilities are mitigated and the most acute protection needs are effectively addressed.	Number of vulnerable refugees, including children, women and persons with disabilities, provided with targeted support to address situations of exploitation, and abuse and neglect.	500
Front-line staff have capacity to identify and respond to protection needs.	Number of staff members trained on protection	800
Delegations and key international stakeholders and delegations are fully aware of the impact of the protracted humanitarian crisis in Gaza and its implications for the protection of Palestine refugees.	Number of briefings and reports on the humanitarian and protection context provided to key international stakeholders, including delegations.	50

The impact of violence from the Great March of Return demonstrations and intermittent hostilities on top of rising poverty levels, displacement, political instability, weak protection systems, sub-standard housing and overcrowding continue to expose the Palestine refugee population to a range of protection risks. Women, children and persons with disabilities are particularly vulnerable. To mitigate and respond to the mounting protection risks and impacts, UNRWA will reinforce its protection capacity and processes within programmes and services and will strengthen inter-programme coordination and cooperation and referral systems. Priority will be the training of front-line staff on protection principles,

protection interventions, referral systems and GBV (response, mitigation and prevention) in emergency situations. Specific attention will be also given to violence against children, child labour and risks and vulnerabilities for persons with disabilities. Interventions will include working towards reintegrating out-of-school children into formal and informal education in collaboration with service providers; facilitating access to vocational training for vulnerable older children; as well as assisting GBV survivors with health, psychosocial, legal and social interventions. UNRWA will also raise awareness and increase advocacy in relation to the protracted humanitarian crisis and in particular the impact of the Great March of Return

on the rights of Palestine refugees. This will be done through monitoring, analysis and reporting on the safety and wellbeing of Palestine refugees and on UNRWA service provision. It will include active engagement in inter-agency coordination systems, strengthening protection mechanisms and the

provision of relevant information to international human rights mechanisms, capacity permitting. The Agency will brief by foreign delegations visiting Gaza on the humanitarian and protection environment and will advocate for efforts to ensure greater respect for Palestine refugee rights



GBV training for UNRWA staff. © 2018 UNRWA
Photo by Mohammad Hinnawi.

Emergency Water and Sanitation

Outcome: A critical deterioration in refugee health is avoided through emergency water and sanitation interventions.		
Output	Indicator	Target
The functioning of essential UNRWA WASH facilities is supported.	Number of critical UNRWA WASH facilities supported	9
	Percentage of identified repairs to damaged and degraded water and wastewater networks in camps carried out	100%
Exposure of refugees to vector-borne diseases is reduced.	Number of identified mosquito-breeding sites cleared	3
	Tons of solid waste removed from unofficial dumping sites	60,000

The current energy crisis has adversely impacted the availability of clean water and the treatment of sewage. Water desalination plants are functioning at only 15 per cent of their capacity, while the shortening or suspension of sewage treatment has led to increased levels of pollution and groundwater contamination. Ninety per cent of water sources are too contaminated for human consumption, while over 60 per cent of the Mediterranean Sea around Gaza is polluted with untreated sewage.²⁴ By way of response, UNRWA will support

the functioning of nine critical UNRWA WASH facilities, such as water wells, in the refugee camps in Gaza. Emergency repairs will target damaged and degraded water and wastewater networks in camps, including Jabalia and Rafah in northern and southern Gaza, respectively.

The Agency will also undertake vector control activities and will remove approximately 60,000 tons of solid waste from unofficial dumping sites in and near Gaza's eight Palestine refugee camps.

west bank: overview

October 2018

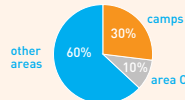


The impact of the Israeli military occupation of the West Bank, including East Jerusalem, continues to be felt on a daily basis by Palestine refugees: continuous Israeli security force (ISF) operations throughout the West Bank, including in and around camps – exposing Palestine refugees and non-refugees alike to the risk of injury and death, and an increasingly coercive environment for those living in Area C and East Jerusalem – with restrictions imposed by the Government of Israel on access to land and property.

WEST BANK FACTS AND FIGURES

836,550 registered refugees in the West Bank

Where do Palestine refugees live in the West Bank?



29.2% registered refugees
50.6% females
18% youth 15 - 24 years

FOOD SECURITY

More than 70,000 refugee individuals in the West Bank are living on US\$1.79/day

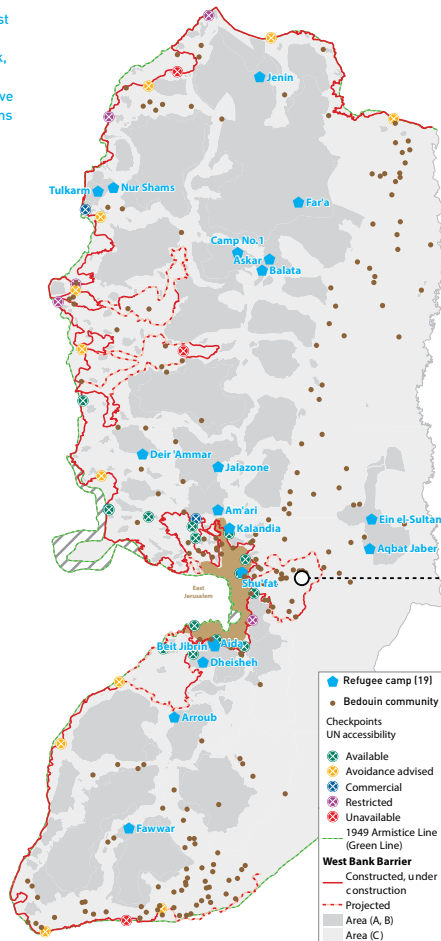
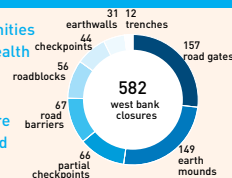
186,579 refugees in the West Bank live below the poverty line

24% refugee unemployment rate inside camps

HEALTH

More than 40 refugee communities face challenges in accessing health services

54 Bedouin communities were provided with mental health and psychosocial support in 2018



PROTECTION CONCERNS (as of 31 October 2018)

Over 5,700 Israeli security operations across the West Bank; 570 in and around refugee camps; around 40% resulted in violent confrontations

63% of confrontations in camps used tear gas, 43% of all injuries in camps are attributed to live ammunition

RISK OF FORCIBLE DISPLACEMENT (Khan al-Ahmar Abu al-Helu) as of 31 October 2018

The community is considered to be one of the most vulnerable due to high risk of displacement, especially after the latest court decision approving the demolition and transfer of the community

188 Bedouin individuals (53% of whom are children) are at risk of displacement.
95% of community residents are registered refugees

Around 41 counselling sessions and mental health activities, between January to November for 479 participants, of whom 74% were children

More than 60% of persons in Bedouin communities are food insecure, which increases their vulnerabilities

RESPONSE UNDER THE EA 2019

PROTECTION

- Monitoring and documenting protection violations affecting Palestine refugees
- Regular engagement with duty bearers and others to prevent and reinforce accountability for alleged violations of international law.
 - Conducting civil-military engagement with relevant stakeholders (average three times/week)
 - Direct protection advocacy
- Providing emergency cash assistance and case management to Palestine refugees affected by forced displacement, military operation and settler violence

FOOD SECURITY

23,782 refugee individuals outside camps provided with emergency cash assistance: e-card

37,000 food insecure individuals from Bedouin communities are provided with emergency food assistance through the joint programme with WFP

west bank: sector-specific interventions

UNRWA and WFP distribute food to Bedouin and herder communities in Bethany. © 2017 UNRWA
Photo by Iyas Abu Rahmeh

strategic priority 1

crisis-affected palestine refugee households facing acute shocks have increased economic access to food

emergency food assistance



to meet the food requirements of over

37,000

food-insecure people outside camps (refugees and Bedouin and herder communities)

emergency cash assistance



to meet the basic requirements of

23,782

abject poor refugees inside and outside camps

Emergency Food Assistance

Outcome: The severity of refugee food insecurity is tempered.		
Output	Indicator	Target
Food-insecure refugee households are provided with the means and knowledge to meet their most basic food requirements.	Number of individuals benefiting from joint WFP-UNRWA food distributions for vulnerable Bedouin and herder communities in Area C	37,000

Under the 2019 Emergency Appeal, food-insecure Bedouin and herder communities in Area C will be provided with in-kind food assistance through an existing cooperative arrangement between UNRWA and the World Food Programme (WFP). In this regard, 37,000 individuals from the Bedouin and herder communities will receive food parcels on a quarterly basis, with food items procured by WFP and distributed by UNRWA.

These communities are amongst the most vulnerable populations in the West Bank with food insecurity levels exceeding 60 percent for Bedouin refugees, in comparison to 50 per cent for non-refugee Bedouins in the West Bank. Their vulnerability is severely aggravated by the threat of demolitions

and forcible displacement, which deprive people of their homes and disrupt their livelihoods, leading to entrenched poverty and increased aid dependency. In 2018, beneficiaries have repeatedly stressed the importance of the food assistance programme and its considerable positive impact on their daily lives. Due to the high vulnerability of this community and their dependency on UNRWA and WFP to meet their food security needs, the Agency will continue to prioritize this life-saving intervention under its 2019 Emergency Appeal. UNRWA will work closely with WFP to better assess the needs of the Bedouin and herder communities, and provide support to households affected by protection threats and forcible displacement.

Emergency Cash Assistance

Outcome: The severity of refugee food insecurity is tempered.		
Output	Indicator	Target
Abject poor refugees receive emergency cash assistance to cover their basic needs.	Number of abject poor refugee households in the West Bank (in rural, urban areas and in the 19 camps) receiving cash assistance through the e-card modality	3,620
	Number of abject poor refugee individuals in the West Bank (in rural, urban areas and in the 19 camps) receiving cash assistance through the e-card modality	23,782 (11,479 female, 12,303 male)
	Total value disbursed as cash to abject poor refugee households	US\$ 3,329,536

In 2019, UNRWA will seek to provide unconditional and non-restricted cash assistance through its e-card modality to 3,620 abject poor refugee households (around 23,782 individuals) in the West Bank inside and outside its 19 refugee camps. This modality provides cash to vulnerable refugees who live on less than two dollars a day, through bank debit cards in partnership with the Bank of Palestine. Beneficiaries are targeted following assessments by UNRWA social workers. The poverty level of the households is assessed using a Proxy Means Test Formula (PMTF). In addition to consumption levels, this formula takes into consideration other aspects of vulnerability, such as the presence of chronic diseases, housing characteristics and accessibility to utilities, as well as household composition (e.g. the number of elderly and persons with disability, and female-headed households). Each household identified receives 125 New Israeli Shekels (ILS) (approx. US\$ 33.7) per person per quarter. Since the

introduction of the e-card modality in 2016, UNRWA has improved the efficiency of the programme and has developed specific tools to monitor its implementation. According to the information collected through the Agency's quarterly post-monitoring reports, emergency cash assistance has contributed to alleviating food insecurity amongst vulnerable households and has assisted in mitigating vulnerabilities.²⁵ Feedback from beneficiaries has indicated that the new e-card modality provides for more freedom of choice and a protection of their dignity. In addition, the e-card enables better flexibility on household spending.

In 2018, the Agency faced an unprecedented financial crisis which resulted in the suspension of some of its emergency interventions, including, in July 2018, of the cash-for-work (CfW) programme in the West Bank. This has placed 90,000 refugees (48,000 of whom reside in camps)

at risk of deepening poverty and food insecurity. Since the discontinuation of the CfW programme, the Agency has witnessed a significant increase in the number of emergency beneficiaries applying to enrol in its main relief programme, the Social Safety Net Programme (SSNP). The reassessment of the poverty status of the emergency caseload conducted

in 2018 revealed that 70,000 Palestine refugee individuals are living in abject poverty (less than two dollars a day). In 2019, given the constrained funding environment, UNRWA will focus its cash assistance intervention on a limited number of abject poor households who rely on UNRWA assistance to meet their critical needs.



A Palestine refugee from the Arab al-Jahalin Bedouin community in Area C of the West Bank receives food assistance through an existing cooperative arrangement between UNRWA and the World Food Programme (WFP). © 2017 UNRWA Photo by Iyas Abu Rahmeh

Home demolition in al-Walaja displaces a family of five including three children. © 2018 UNRWA Photo by Firas Shehadeh

strategic priority 2

palestine refugees maintain access to critical services and are protected from the most severe impacts of hostilities and violence



protection

to monitor, document and report on alleged violations of international humanitarian and human rights law affecting refugees and address the consequences through targeted assistance

Protection

Outcome: Refugees receive enhanced protection from the immediate and most serious effects of occupation related policies, practices and hostilities, respect for IHL and IHRL is promoted, and abuses are mitigated.		
Output	Indicator	Target
Enhanced systematic follow-up of authorities responsible for alleged IHL violations.	Percentage of UNRWA advocacy interventions on protection issues that prompt concrete action from the relevant authorities	20%
	Percentage of documented incidents for which UNRWA obtains informed consent that are presented to the relevant authorities	65%
Delegations are better informed to advocate on the protracted crisis affecting refugees.	Number of protection (advocacy) interventions, including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers	85
The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased.	Percentage of vulnerable refugee households impacted by protection threats who re-establish the physical safety and security of their residence after receiving emergency cash assistance	50%
	Percentage of refugee households affected by demolitions/ evictions who re-establish stable accommodation at the cessation of interventions ²⁶	50%

Through its protection programme, UNRWA aims to ensure that protection threats affecting Palestine refugees in the West Bank are prevented and mitigated through advocacy, assistance and access to services. The Agency will engage with duty-bearers to promote their accountability vis-à-vis their obligations under IHRL and IHL and to engender practices amongst duty bearers that prevent the exposure of Palestine refugees to protection threats such as the risk of injury, death as a result of use of force (including the use of live ammunition), displacement and/or forcible transfer, settler violence, restrictions on freedom of movement and access to humanitarian assistance. Advocacy efforts will include field visits and briefings for diplomats and other members of the international community to mobilise action on protection issues affecting Palestine refugees, as well as engagement in international protection advocacy and with international human rights system mechanisms. Further, UNRWA will work to: (i) reinforce the capacity of refugee communities to effectively advocate for their rights; and (ii) catalyse other actors towards actions that further the protection of refugees,

through the development of targeted and strategic analysis and reporting. In parallel, the Agency will intervene with the authorities responsible for alleged violations to advocate for accountability and corrective measures. In addition, the Protection staff within the West Bank field office (WBFO) will support field briefings to donors and will engage in protection awareness-raising and advocacy.

In response to forced displacement due to home demolitions, evictions and damage caused to private property during law enforcement/military operations and incidents involving Israeli settlers, UNRWA will provide emergency support to affected refugee families through the Crisis Intervention Model, whereby: (i) cash assistance will be provided to support temporary housing for the displaced or as a means to rebuild damaged private property to avoid the use of negative coping mechanisms; and/or (ii) based on needs assessments conducted by protection social workers, referrals will be issued so that affected refugees can access internal/external specialized services, including health care, psychosocial and legal support.

gaza, west bank and headquarters

Trainings for staff on UNRWA Disability Inclusion Guidelines. ©UNRWA 2018 Photo by Mohammad Hinnawi

strategic priority 3

effective management and coordination of the emergency response

coordination & management

to reinforce the planning, management, monitoring and evaluation of emergency interventions

emergency preparedness & safety & security

to support the safety and security of Palestine refugees and UNRWA staff

neutrality

to safeguard the integrity of UNRWA operations

Coordination and Management and Safety and Security

Output	Indicator	Target
The response, as funded, is effectively implemented and managed.	Mid-year EA progress report issued within a set period of time after the end of the reporting period.	120 days
	Draft annual EA report issued within a set period of time after the end of the reporting period.	120 days
	Number of times EA implementation is reviewed within the context of mid-year and annual results reviews.	2

UNRWA requires additional capacity to reinforce the planning, management, monitoring and evaluation of emergency interventions; ensure the safety and security of staff and refugees and safeguard the neutrality of its facilities. This is vital for the efficient and effective delivery of services and to maintain and further develop capacity to respond to rapid-onset emergencies. To improve the safety of UNRWA personnel, the Agency requires continued and strengthened capacity to: (i) support the management and training efforts of the Department of Security and Risk Management and the respective Field Security and Risk Management Offices; and (ii) deploy an appropriate guard force to address security and other risks. Resources are also needed to ensure effective coordination with other humanitarian organisations, bilaterally and through established multi-agency structures, including the Humanitarian Country Team, the clusters, the

Food and Agriculture Organisation of the United Nations (FAO), the WFP Food Security Analysis Unit and the SEFSec. At the Headquarters (HQ) level, the Department of Planning is responsible for the planning and coordination of emergency response activities. Under the 2019 EA, a senior emergency officer will oversee monitoring and reporting activities.²⁷ Reporting will be managed through an online results-based monitoring (RBM) system that allows the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. UNRWA will also maintain other HQ functions in support of emergency operations, such as data analysis for emergency programmes implemented by the Agency's Relief and Social Services Department, and legal services including engagement led by the Department of Legal Affairs with international human rights mechanisms.



A workshop at an UNRWA installation on safety and security procedures. ©2018 UNRWA Photo by Khalil Adwan.

Emergency Preparedness

Outcome: Reduced losses in lives and in the social, economic and environmental assets of refugee communities		
Output	Indicator	Target
The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies.	Number of staff trained on emergency preparedness and response	1,026 (Gaza)
	Number of staff trained on early recovery	342 (Gaza)
	Number of refugee households covered by available emergency stocks	400 refugee households (West Bank)

UNRWA will strengthen its emergency preparedness and risk management capabilities in Gaza and the West Bank through a continued focus on warehouse stockpiling, staff training, engagement in inter-agency preparedness and planning activities, and the refinement and testing of internal mechanisms and protocols. This will include the development and maintenance of functional rosters to ensure effective and timely responses; strengthening preparedness in the areas of emergency WASH, food and non-food items (NFIs); and continuous coordination with the Israeli authorities for the importation of necessary materials, including those considered 'dual-use' that support the operation of the emergency programme.²⁸ With regard to the 50 schools

identified as potential Designated Emergency Shelters (DES) in Gaza, the Agency will provide emergency preparedness and early recovery training for 342 DES staff.

In the West Bank, UNRWA will continue to strengthen its preparedness and emergency response systems, by focusing on updating its emergency procedures in the event of a natural disaster, such as extreme weather conditions, or increase in violence, for example, in relation to incursions in Palestine refugee camps. In 2019, this will include reinforcing internal communication mechanisms and the pre-positioning of essential items (NFIs) in each of the three designated areas (North, South and the area in and around occupied East Jerusalem).

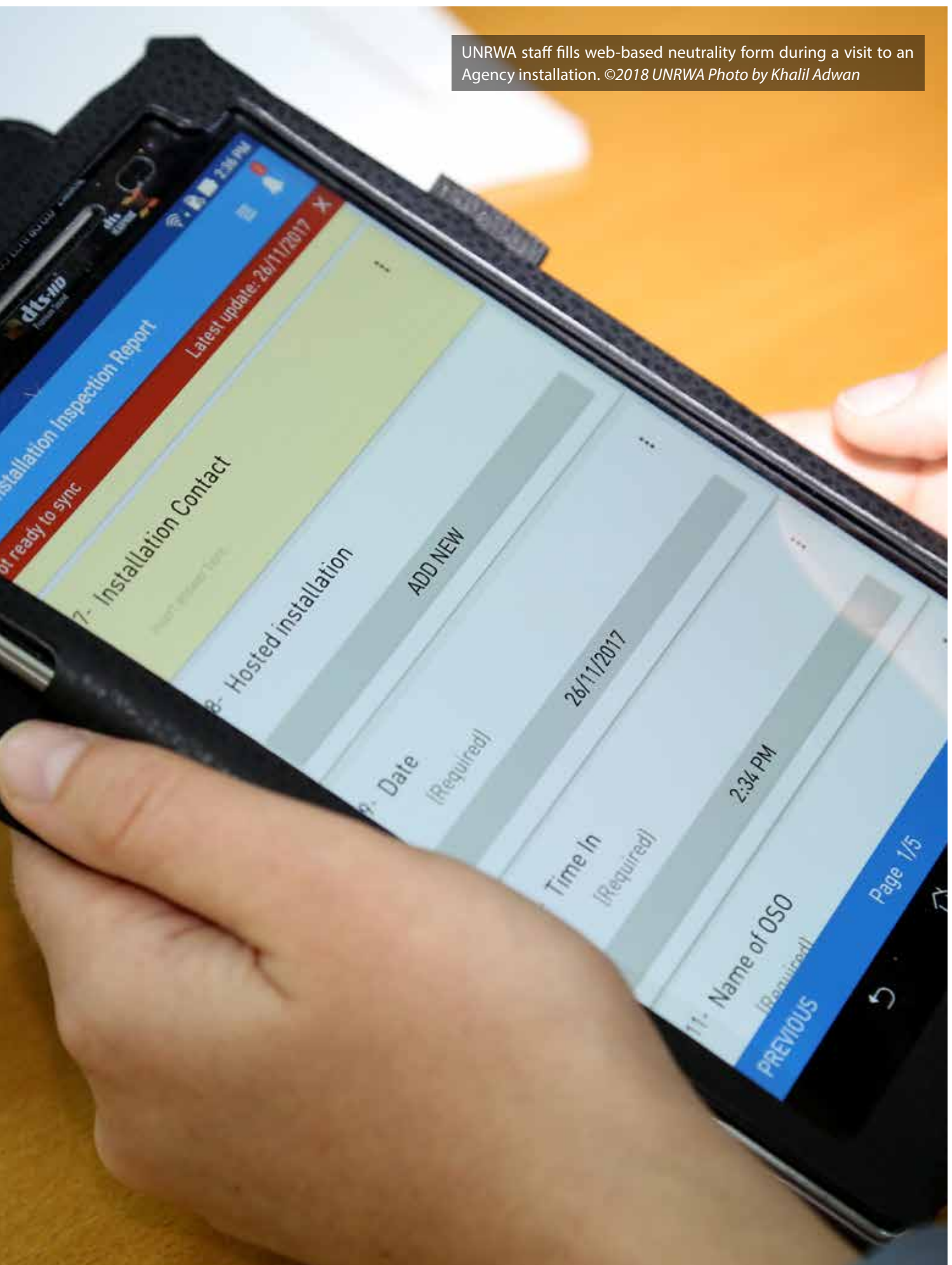
Neutrality

Output	Indicator	Target
Inspections and training are carried out to safeguard neutrality.	Percentage of installations monitored biannually	100%
	Number of staff members receiving neutrality training (including neutrality in the use of social media)	850
	Percentage of noted neutrality breaches followed up	100%

Safeguarding neutrality remains critical for the continued operational effectiveness and safety of staff, beneficiaries and UNRWA facilities. In accordance with the Agency's regulatory framework and standard operating procedures, neutrality in Agency installations will be monitored twice a year by senior field staff; all breaches will be documented and followed up.

Staff understanding of neutrality, particularly Senior Area Staff, Installation Managers, and new staff, will also be strengthened by providing technical advice (including in response to issues and breaches) and training on neutrality and the appropriate use of social media.

UNRWA staff fills web-based neutrality form during a visit to an Agency installation. ©2018 UNRWA Photo by Khalil Adwan



annex i: risk register

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring
Hazards <ul style="list-style-type: none"> Escalated conflict in Gaza and the West Bank (local and regional in origin) leading to increased humanitarian vulnerability and possible interruptions to UNRWA services/assistance. Escalation and increase in IHL and IHL violations affecting Palestine refugees and refugee camps. Inability of the PA Government to provide salaries to civil servants, with subsequent security and service delivery implications. 	<ul style="list-style-type: none"> Increased humanitarian needs among Palestine refugees Increase in protection issues, violations of IHL/IHLR, fatalities, injuries and people detained due to law enforcement operations or armed conflict Tightened restrictions in the movement of people, goods and services in and out of the Gaza Strip and access restrictions in the West Bank including East Jerusalem 	<ul style="list-style-type: none"> Gaza Field Office and the West Bank Field Office (WBFO) continue to strengthen their emergency and rapid response capacity through the review and improvement of relevant systems. A thoroughly reviewed emergency response manual and related SOPs will strengthen GFO-integrated management and coordination during the emergency phase. UNRWA can access existing logistical and administrative capacities during emergencies, thereby, providing a surge capacity mechanism during a crisis. GFO and WBFO have minimum-preparedness steps in place, such as updated emergency supply lists, critical/essential staff lists and the ability to utilize the Agency's emergency staff roster. UNRWA coordinates with United Nations Country Team (UNCT)/United Nations Department of Security and Safety (UNDSS) to ensure maximum coverage and efficiency. Both GFO and WBFO actively participate in inter-agency simulations and emergency preparedness/response workshops. The UNRWA Department of Security and Risk Management works with UNDSS to closely and continuously monitor the political and security situation to allow, where possible, pre-emptive planning for escalations. Security briefings for incoming staff support conduct and behaviour that reduce risk, both to the individual and to the Agency. 	<ul style="list-style-type: none"> Close monitoring of the political environment, trends analysis, protection incidents and early identification of factors that can trigger an escalation Regular use of the Security Information Management System (SIMS), including ongoing collection and coordination of security data through the UN Security Management Team and UN Security Cell Daily media reviews
	<ul style="list-style-type: none"> Service delivery to refugees interrupted and/or service is not delivered to most vulnerable beneficiaries Not meeting expected results due to reduction in donor assistance Negative impact on public perceptions of UNRWA Threats to staff/service delivery 	<ul style="list-style-type: none"> More effective resource mobilization and advocacy Regular briefings to donors Community outreach/communication Resource rationalization Contingency planning 	<ul style="list-style-type: none"> Engagement with the Department of External Relations and Communications (ERCD) to track income/pledges Engagement with ERCD to diversify donors and donor income to the EA Monitoring of service interruptions and refugee satisfaction and reactions
Strategic <ul style="list-style-type: none"> Inadequate funding level to meet rising needs The suspension of peace talks, if sustained, could lead donors to reconsider their long-term commitment 			

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring
Operational			
<ul style="list-style-type: none"> Employee dissatisfaction as a result of perceived (or actual) emergency programme cutbacks, as well as dissatisfaction towards employment conditions 	<ul style="list-style-type: none"> Industrial action resulting in interruption of service delivery Misuse of materials and assets 	<ul style="list-style-type: none"> UNRWA HQ and field office management have regular meetings with the Area Staff Unions to discuss specific issues of staff concern. In case of industrial action, within 48 hours, both offices are capable of relocating to remote locations with necessary support. Regular updates with stakeholders (staff and institutional partners) are provided to ensure understanding of reforms and structural reorganization requirements. Through consultations between supervisors, supervisees and Human Resources representatives, constructive staff dialogue is promoted. Access to and use of staff portal and social media platforms for GFO and WBFO staff as a tool for effective communication with staff 	<ul style="list-style-type: none"> Monitoring/documenting of key issues to the union and of union messaging Updates to donors on key developments affecting Agency operations Periodic review of business continuity plans Regular interaction and communication with the Commissioner-General and Executive Office staff. Regular updates through communication with Field Office management Periodic monitoring and review of staff survey results
Financial			
<ul style="list-style-type: none"> Fiduciary risks in operational implementation 	<ul style="list-style-type: none"> Donors reduce their contributions Financial viability of projects/programmes compromised Dissatisfaction among beneficiaries towards UNRWA due to negative perception of UNRWA operations and potential cuts 	<ul style="list-style-type: none"> Maintain up-to-date resource management practices, particularly the implementation of a comprehensive Enterprise Resource Planning system. Conduct regular and periodic training in procurement and financial policies, procedures and guidelines for staff involved in expenditure and procurement processes. UNRWA systems are monitored and audited to identify and correct operational and financial risks. Continued bilateral and ad-hoc engagement with donors by ERCD to elaborate on the necessity of and benefits associated with continued financial support. 	<ul style="list-style-type: none"> Monthly meetings in GFO and WBFO with Projects Office, EA Finance Unit, Director and Deputy Directors to view trends, consider challenges and identify solutions Quarterly results-based monitoring (RBM) of the effectiveness of the implementation of EA programmes and timely corrections undertaken if deviation from budget and plan is detected In consultation with ERCD, periodic communication with the donor community on the status of funding and critical needs

Event	Consequences	Mitigation / Coping Mechanisms	Monitoring
Sociopolitical <ul style="list-style-type: none"> • Real or perceived breach of UNRWA neutrality as a humanitarian actor • Beneficiary expectations go unmet due to a perceived (or actual) decrease in humanitarian assistance 	<ul style="list-style-type: none"> • Death or injury of refugees accessing services/UNRWA staff • Donors reduce financial support • Reputation of UNRWA as a non-neutral actor creates mistrust among partners and beneficiaries • Incursions in UNRWA installations create general insecurity in the refugee community • Unstable/unfavorable community relationships • Obstruction of service delivery for the beneficiaries • Exposure of UNRWA staff to threats and compromising situations • Mistrust towards UNRWA among Palestine refugees who do not receive the expected support 	<ul style="list-style-type: none"> • In the case of a neutrality breach in an UNRWA installation by third parties (e.g. incursions), GFO and WBFO have reporting procedures in place. Incidents are reported in writing to relevant interlocutors. • Controls are in place to protect against the misuse of UNRWA assets for criminal, political or military activity to ensure all equipment is present and accounted for. In addition, the car log system protects against theft/misuse of Agency vehicles. • Staff outreach through communications, annual/biannual presentations and workshops on neutrality/access/protection. • Proper inductions are provided for newly-hired staff that includes training on UN privileges and immunities and humanitarian principles, including neutrality. • Allegations concerning neutrality breaches are investigated and disciplinary action is engaged where the facts warrant. • Interventions with key interlocutors, sometimes jointly with other UN agencies. • Update and implement communication plans that include regular meetings with beneficiaries, GFO and WBFO Area Staff Unions, Camp Service Committees and the Palestinian Authority (PA). • Seek feedback and address stakeholder concerns and improve transparency through stronger community-level engagement. • WBFO operates a hotline to enable refugees to enquire about their poverty status and eligibility for emergency interventions, in particular in relation to food security assistance. This has improved transparency and has reduced frustration, especially at the camp level. It also limits the extent to which camp service officers and other front-line staff are exposed to/deal with complaints regarding emergency assistance. • The GFO Monitoring and Evaluation Unit conducts independent beneficiary satisfaction surveys that both increase management awareness of areas of discontent among target groups and improves effectiveness and targeting. • The GFO and WBFO maintains regular contact with beneficiaries, explaining their service access rights, as well as the reasons for any cuts implemented. • The GFO-reformed PAS enables the Field Office to refine its poverty-targeting mechanism to identify Gaza's poorest and most marginalized families. The new poverty assessment system is more rapid, accurate and fair and includes a robust appeal mechanism. • Information collected from beneficiaries is fed back to senior management in order that their expectations can be positively managed. • The UNRWA YouTube channel is utilized through DUO/CG/DCG programmes on broad issues and answering broader questions from refugees. • GFO communications has dedicated communication with communities/outreach stream to ensure better flow of two-way dialogue with refugees. • Field security management and monitoring is ensured through coordination with the Security Officer and links with UNDSS. • GFO increased outreach efforts through Communications with Communities (CwC) that provides refugees greater access to information on UNRWA activities, service access rights and rationale of distribution of available funds, while also ensuring refugees' voices are heard and taken into account in decision-making processes related to the provision of humanitarian services. • GFO regular meetings with Palestinian Refugee Committees 	<ul style="list-style-type: none"> • Tracking and analysis of neutrality violations in UNRWA installations • An updated record of staff members trained on humanitarian principles, including neutrality, is kept. • Media analysis and follow-up • Regular donor contact • Results of internal surveys and evaluations from non-UNRWA sources • Staff expectations recorded as part of appeal programme design • Media analysis/SIMS reporting on incidents and complaints

Risks Specific to GFO

Event	Consequences	Mitigation/Coping Mechanisms	Monitoring
Sociopolitical			
<ul style="list-style-type: none"> Restrictions imposed by Israeli authorities on access for UNRWA supplies to Gaza 	<ul style="list-style-type: none"> Implementation of UNRWA projects is significantly delayed or is ceased due to limited equipment and supplies 	<ul style="list-style-type: none"> Procurement, coordination and logistics processes are flexible and quickly adapted to increased import barriers in order to minimize the impact of delays of commodities. Timelines for procurement processes and delivery take into consideration unforeseen delays in order to minimize final delivery and distribution delays. Whenever necessary, UNRWA undertakes steps that see the Israeli authorities allow unhindered humanitarian relief into Gaza. Support is sought from the international community and donors to use their position in advocating for the unhindered access of humanitarian assistance into Gaza. As part of preparedness and business continuity planning, ensure that predetermined stock levels of essential items are maintained. 	<ul style="list-style-type: none"> Clear external reporting on the impact of access barriers on programme delivery Regular communication with the Israeli authorities Analysis of incidents and trends Monitoring the environment to identify events that could result in more restrictions on the movement of goods between Gaza and Israel Monitoring of the media and dialogue with local economic actors
<ul style="list-style-type: none"> Political interference in UNRWA activities 	<ul style="list-style-type: none"> Delays in the implementation of activities, with possible cancellations 	<ul style="list-style-type: none"> The humanitarian purpose and neutrality of UNRWA interventions are highlighted to stakeholders Open communication channels with stakeholders who advocate for the Agency's humanitarian mandate Close observance of and constant reminders provided on the UNRWA mandate and scope of work Reporting mechanisms from all programmes and installations to inform on incidents of interference by government representatives on UNRWA activities Briefings and inductions with new staff and regular review/reminders with all staff on the humanitarian purpose of UNRWA interventions 	<ul style="list-style-type: none"> Record and ensure analysis of incidents Maintain regular contacts with key stakeholders, including donors Depending on the case, and if required, communicate publicly
<ul style="list-style-type: none"> Worsening of the political divide 	<ul style="list-style-type: none"> Possible escalation of violence and conflict in Gaza due to increased internal division Further tightening of restrictions in the movement of people, goods and services in and out of the Gaza Strip Deterioration of socioeconomic conditions among refugees in Gaza resulting in increased pressure on UNRWA and humanitarian actors 	<ul style="list-style-type: none"> In coordination with UNDSS, closely monitor the political and security situation to strengthen contingency planning and where possible allow pre-emptive planning for escalations. Continued coordination with United Nations Country Team (UNCT)/United Nations Department of Security and Safety (UNDSS) to ensure maximum coverage and efficiency. UNRWA can access existing logistical and administrative capacities during emergencies, thereby providing a surge capacity mechanism during a crisis. 	<ul style="list-style-type: none"> Collaborate with other humanitarian partners in monitoring of the political environment and early identification of factors that can trigger an escalation Regular use of the Security Information Management System (SIMS), including ongoing collection and coordination of security data through the UN Security Management Team Daily media reviews

Event	Consequences	Mitigation/Coping Mechanisms	Monitoring
Financial			
<ul style="list-style-type: none"> Decline in purchasing power and persistent high unemployment rates and rising food prices in local markets Further reduction in emergency funding affecting the ability to provide humanitarian assistance Disruption to the effective functioning of the Gaza Reconstruction Mechanism (GRM) 	<ul style="list-style-type: none"> Increased needs among Palestine refugees. Market volatility obliges the Agency to reduce the scope of activities or adjust the number of beneficiaries. Funding shortfalls force the Agency to implement changes in its emergency activities Increased monitoring/implementation costs for UNRWA Public frustration over stalled recovery/reconstruction 	<ul style="list-style-type: none"> Implementation of intensive reforms designed to improve efficiency in beneficiary targeting where only the abject or absolute poor are identified. UNRWA beneficiaries in Gaza are targeted solely through a proxy-means benchmarking mechanism in line with international best practice. Through the Poverty Assessment Survey, the Agency conducts a large-scale reassessment process for its food assistance caseload to best capture and respond to the needs of families coping with unexpected shocks that affect their ability to meet basic caloric requirements. Strengthened/planned procurement processes ensure better anticipation of requirements and thus lower prices. Sustained fundraising and planning efforts to ensure that vital and life-saving services continue to be provided Enhanced efforts to secure funding for self-help repair/reconstruction. Possible use of contracted construction to meet shelter needs. 	<ul style="list-style-type: none"> Monthly price monitoring system (collection of prices for key food commodities) Tracking of socio-economic indicators using PCBS data on labour force, national accounts, poverty and prices, as well as other primary and secondary sources Information provided by other humanitarian actors Monthly Shelter tracker, engagement with GRM stakeholders
Environmental			
<ul style="list-style-type: none"> Worsening of environmental problems due to the energy crisis 	<ul style="list-style-type: none"> Water crisis becomes irreversible (Gaza 2020). Steps taken by international actors do not equally benefit refugees. Families use makeshift power solutions that put them at risk. 	<ul style="list-style-type: none"> Increased focus and investment on environmentally sustainable solutions (e.g. desalination plants, solar panels) Prevention measures, such as those to counter flooding Advocacy and engagement of local and international stakeholders on solutions around the crisis 	<ul style="list-style-type: none"> UNRWA internal installation report Information provided by other humanitarian actors

Risks Specific to WBFO

Event	Consequences	Mitigation/Coping Mechanisms	Monitoring
Programmatic			
<ul style="list-style-type: none"> Further economic deterioration in the West Bank, including East Jerusalem and decline in purchasing power due to high unemployment rates and rising food prices in global and local markets Increased IHL and IHRL violations affecting Palestine refugees and refugee camps Fiduciary risks in operational implementation 	<ul style="list-style-type: none"> Increased food insecurity and poverty among Palestine refugees Difficulties in meeting humanitarian needs due to less purchasing power, decreasing funds and growing numbers in need Increased protection threats, humanitarian need and reliance on humanitarian assistance Increased tension and frustration of refugees in the West Bank, including East Jerusalem in the event of service cuts 	<ul style="list-style-type: none"> Strategy developed/being implemented to move beneficiaries from dependence on aid towards economic empowerment through more sustainable programming and an emphasis on livelihoods and self-reliance. In 2018 the Agency has reassessed its emergency caseload, to make sure that emergency services provided are provided to the most vulnerable. Improved targeting capacity and improvement of proxy-means testing data for food-insecure/vulnerable households, ensuring the most vulnerable are prioritized. The Agency has maintained international protection and neutrality staff in its protection department to ensure continuous monitoring, reporting and advocacy, especially in civil/military coordination and private diplomacy with Israeli authorities on the ground. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system Economic, household and labour market analysis conducted by UNRWA or other actors Following trends and discussions through active participation of WBFO in the Food Security Sector and Food Security Analysis Unit Internal bi-weekly protection reporting and trends analysis on relevant incidents
<ul style="list-style-type: none"> Failure to respond to the needs of refugees to improve their conditions / further build their resilience 	<ul style="list-style-type: none"> Limited impact of UNRWA services on the immediate needs of Palestine refugees and limited contribution to resilience 	<ul style="list-style-type: none"> UNRWA Quarterly Management Reviews and semi-annual Results Reviews are in place to periodically monitor programme implementation progress. Protection mainstreaming staff work with programs and beneficiaries to ensure delivery of services and accountability in line with international standards. 	<ul style="list-style-type: none"> Quarterly monitoring of each project/programme through the UNRWA RBM system Review through EA reporting mechanisms
<ul style="list-style-type: none"> Practices of and rules imposed by the Israeli authorities related to the occupation affect the ability of UNRWA to effectively implement emergency programming in Area C, including in closed military areas Political tensions and dialogue are affected due to the negative perception of a perceived or actual reduction in UNRWA services 	<ul style="list-style-type: none"> Disruptions in service provision / the ability of UNRWA staff to deliver services Obstruction of donor-funded structures in Area C due to the lack of building permits 	<ul style="list-style-type: none"> WBFO liaises with the Israeli authorities on access/protection issues through international protection and neutrality officers. In some instances, issues are raised at the level of the UNRWA DCG or CG with Israeli counterparts, at times jointly with other UN agencies. Specific programme teams implement activities in Area C, including in closed military areas, on a regular basis and ensure monitoring and feedback loops. UNRWA has adopted the Humanitarian Country Team Area C Framework Policy. 	<ul style="list-style-type: none"> Daily access monitoring through the UNRWA Radio Room Documentation and reporting of access incidents. Monitoring and follow-up through the International Protection Working Group and inter-agency forums, e.g. UNCT

endnotes

1. However, in 2018, households assessed in the last two years as abject poor continued to receive assistance through food vouchers. In 2019, to ensure that support continues to be provided to the most impoverished Palestine refugees, 3,260 abject poor households are targeted for emergency cash assistance through the e-card modality under this appeal.
2. Of total registered people in the West Bank, including East Jerusalem. UNRWA Registration Statistics Bulletin, Quarter 3, 2018.
3. https://www.ochaopt.org/sites/default/files/gaza_snapshot_8_11_2018.pdf
4. PCBS Labour Force Survey Q3 2018.
5. OCHA Early Warning Indicators, October 2018.
6. Ibid
7. PCBS Q3 Labour Force Survey (Figure from Q3 2018)
8. <https://www.ochaopt.org/content/monthly-figures>
9. <https://www.ochaopt.org/content/monthly-figures>
10. Demolitions carried out by the Israeli authorities of Palestinian owned structures in Area C of the West Bank, on grounds of lack of building permits, under a restrictive and discriminatory planning regime [See Report of the Secretary-General (9 October, 2013) "Israeli settlements in the Occupied Palestinian Territory, including East Jerusalem and the occupied Syrian Golan," UN doc.: A/68/513, para. 30-34; see also A/HRC/25/38, paras. 11-20; See also A/HRC/31/43 paras. 44.]. Administrative demolitions are preceded by the issuance of demolition orders. Article 53 of the Fourth Geneva Convention provides that "Any destruction by the Occupying Power of real or personal property belonging individually or collectively to private persons ... is prohibited, except where such destruction is rendered absolutely necessary by military operations." Under international human rights law, forced evictions are also prohibited (Art. 11 International Covenant on Economic, Social and Cultural Rights).
11. UNRWA Neutrality and Protection Team, research unit.
12. The GRM was established on the basis of a trilateral agreement between Israel, the Palestinian Authority and the United Nations to facilitate the entry into Gaza of certain restricted building materials and machinery. OCHA, Humanitarian Bulletin, occupied Palestinian territory, 13 December 2016 <http://www.ochaopt.org/content/intensified-restrictions-entry-building-materials-delay-completion-housingprojects-gaza>.
13. In the West Bank, the EA budget under emergency food assistance is US\$ 3,424,603 higher than the amount listed in the HPC funding requirement for 2019. This is because, for the HPC, the joint WFP-UNRWA food security intervention targeting Bedouin communities was submitted by WFP.
14. In the West Bank the EA budget under emergency cash assistance is US\$ 807,302 higher than the amount listed in the HPC due to the inclusion of 1,077 additional abject poor household in the EA intervention.
15. In Gaza, the EA budget under emergency health is US\$ 333,868 higher than the amount listed in the HPC funding requirement for 2019. This is because the EA intervention includes additional costs to conduct medical screening activities for students in need.
16. In Gaza, the EA budget under education in emergencies is US\$ 159,459 lower than the amount listed in the HPC funding requirement for 2019. This is because the HPC intervention includes mental health and psychosocial activities provided through UNRWA education services and listed separately here (see footnote 17).
17. In Gaza, the EA budget under mental health and psychosocial support is US\$ 3,482,825 higher than the amount listed in the HPC funding requirement. This is because, for the HPC, mental health and psychosocial support activities were included under health and education funding requirement as agreed with the relevant clusters.
18. In the West Bank, the EA budget under protection is US\$ 270,285 higher than the amount listed in the HPC funding requirement for 2019. This is due to the inclusion, in the EA, of additional staffing costs related to the implementation of protection activities.
19. In Gaza, the EA budget under environmental health is US\$ 498,400 higher than the amount listed in the HPC funding

requirement for 2019. This is because the EA intervention includes additional requirements linked to implementation of critical WASH activities in refugee camps, such as solid waste removal.

20. UNRWA coordination and management requirements for Gaza and the West Bank, including neutrality, emergency preparedness and safety and security, are not included in the HPC as these costs are not eligible under the HPC. The US\$ 8,900,000 intervention included in the HPC for Gaza under coordination and support services refers to the provision of fuel to critical non-UNRWA and UNRWA health and non-UNRWA WASH facilities, and not to UNRWA-specific coordination and management costs.
21. https://www.ochaopt.org/sites/default/files/gaza_snapshot_8_11_2018.pdf
22. Under the EA, UNRWA expects to target emergency health needs not already covered by the Agency's Health Appeal for Gaza. The EA emergency health interventions are coherent with the approach adopted by the HCT in the oPt Humanitarian Response Plan. As the GMR demonstrations continue at the time of writing, UNRWA expects health needs to remain high throughout 2019.
23. For new entrants along with students in grades one, four and seven.
24. OCHA Humanitarian update, September 2018.
25. UNRWA Post monitoring reports on the West Bank e-card.
26. Stable accommodation refers to those assisted who report that they believe they will be able to remain in their current accommodation for up to 12 months after the protection incident (e.g. military operation, settler violence and/or demolition).
27. Costs are shared between this Appeal and the 2019 Syria Regional Crisis Emergency Appeal.
28. Materials/products/technologies normally used for civilian purposes that, according to the Israeli authorities, may have military applications. These materials are only permitted to enter Gaza for approved projects implemented by international organizations and, since October 2014, under the GRM. See UNSCO, GRM Factsheet, <http://www.unsco.org/Gaza%20Reconstruction%20Mechanism%20Fact%20Sheet%209%20October%202014.pdf>.



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