



syria regional crisis

# emergency appeal 2020



2020 syria regional crisis  
emergency appeal

*@2020 United Nations Relief and Works Agency for Palestine Refugees in the Near East*

## 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 5.6 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:** Palestine refugees are adamant that their education continue, despite the challenges, conflict and distress they face, Dera'a camp in Syria. © 2019 UNRWA Photo





## foreword by the acting commissioner-general of unrwa

In 2019, UNRWA was confronted with unprecedented organizational and financial challenges, which put our ability to fulfill our mandate to the test. The decision of the United Nations General Assembly, in December 2019, to extend the UNRWA mandate until 2023 is a confirmation of the relevance of the Agency's mission, pending a just and lasting solution to the plight of Palestine refugees.

However, a severe financial shortfall is threatening the sustainability of our operations. By end of October 2019, UNRWA had only received 26 per cent of the funds required to deliver humanitarian assistance to some 438,000 Palestine refugees, who remain amongst those worst affected by the conflict in Syria. Over 90 per cent of Palestine refugee households in Syria live in poverty and 40 per cent remain in protracted displacement as a result of conflict and the damage and destruction of their homes. The continuous depreciation of the Syrian pound and the deteriorating socio-economic conditions experienced by all civilians in Syria during the last year have increased the hardship faced by Palestine refugees, whose resilience is at breaking point. In these circumstances, any interruption to UNRWA services would inflict major suffering, depriving vulnerable communities of their main – and often – sole source of assistance.

In an incredibly challenging and complex environment, UNRWA has continued to deliver cash assistance, education, health care and other services thanks to the exceptional commitment and courage of our staff, who are dedicating their lives on the front line to deliver crucial assistance to those most in need. However, in 2019, due to underfunding, the Agency was forced to reduce the amount of cash assistance provided per person per month in Syria, with a negative impact on the ability of families to cover essential needs such as food and rent. We were also forced to scale down our livelihoods and vocational training activities, which are critical to the resilience of Palestine refugees. While we have made significant efforts to restore our services in areas of spontaneous return of Palestine refugees, additional funding is needed to ensure the rehabilitation of our installations in Palestine refugee camps that have experienced large-scale destruction, such as Dera'a. In Lebanon and in Jordan, we were able to maintain the provision of basic services and humanitarian relief, such as cash assistance, health and education, to Palestinian refugees from

Syria (PRS) only thanks to availability of earmarked funds.

In 2020, ensuring sufficient and predictable funding to the UNRWA Syria Regional Crisis Emergency Appeal is crucial to prevent Palestine refugees in Syria from slipping into further misery and despair. It is also needed to maintain vital services for PRS in Lebanon and in Jordan, who live in conditions of marginalization and poverty, and are exposed to multiple protection vulnerabilities.

I would like to acknowledge the generous support of our many donors and partners in 2019. This has allowed us to maintain the provision of services and deliver emergency assistance even in the midst of crisis; I call on the international community to maintain and increase its support to our humanitarian activities in 2020, to ensure that Palestine refugees receive the necessary support to meet their basic needs, prevent further suffering, and foster a measure of stability in the region.

Christian Saunders

Acting Commissioner-General of UNRWA



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# acronyms and abbreviations

<b>ATM</b>	Automated Teller Machine	<b>NGO</b>	Non-Governmental Organisation
<b>AVAC</b>	Addressing Violence Against Children	<b>OCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>CBOs</b>	Community-based organisations	<b>PCM</b>	Project cycle management
<b>CCTV</b>	Closed circuit television	<b>PDM</b>	Post-distribution monitoring
<b>EA</b>	Emergency Appeal	<b>PHC</b>	Primary health care
<b>ECU</b>	Emergency Coordination Unit	<b>PRJ</b>	Palestine refugees in Jordan
<b>EiE</b>	Education in Emergencies	<b>PRL</b>	Palestine refugees in Lebanon
<b>ERW</b>	Explosive Remnants of War	<b>PRS</b>	Palestinian refugees from Syria
<b>FESA</b>	Faculty of Educational Sciences and Arts	<b>PSS</b>	Psycho-social support
<b>GBV</b>	Gender-Based Violence	<b>PTA</b>	Parent teacher association
<b>HCs</b>	Health Centres	<b>RBM</b>	Results-based monitoring
<b>HCT</b>	Humanitarian Country Team	<b>3RP</b>	Regional Refugee and Resilience Plan
<b>HNO</b>	Humanitarian Needs Overview	<b>RSS</b>	Relief and Social Services
<b>HLP</b>	Housing, Land and Property	<b>SEA</b>	Sexual Exploitation and Abuse
<b>HPs</b>	Health Points	<b>SFO</b>	Syria field office
<b>HRP</b>	Humanitarian Response Plan	<b>SSAFE</b>	Safe and Secure Approaches in Field Environments
<b>ICT</b>	Information, Communication and Technology	<b>SSNP</b>	Social Safety Net Programme
<b>IHRS</b>	International Human Rights System	<b>SOPs</b>	Standard Operating Procedures
<b>INGO</b>	International Non-governmental Organizations	<b>STC</b>	Siblin Training Centre
<b>IDPs</b>	Internally displaced persons	<b>TVET</b>	Technical and Vocational Education and Training
<b>JHAS</b>	Jordan Health Aid Society	<b>UNDG</b>	UN Development Group Business Operations Strategy
<b>JFO</b>	Jordan field office	<b>BOS</b>	
<b>KAP</b>	King Abdullah Park	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>LBP</b>	Lebanese Pound	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine refugees in the Near East
<b>LCRP</b>	Lebanon Crisis Response Plan	<b>VHF</b>	Very High Frequency (radio)
<b>LFO</b>	Lebanon field office	<b>VTC</b>	Vocational and Training Centre
<b>MHPSS</b>	Mental Health and Psychosocial Support	<b>WASH</b>	Water, Sanitation and Hygiene
<b>NFIs</b>	Non-Food Items	<b>WFP</b>	World Food Programme
		<b>WSAT</b>	Women's Security Awareness Training



# 2020 syria regional crisis emergency appeal

## Syria

**438,000**  
Palestine refugees  
remaining in the country

52% female | 31% children



**40%**

of refugees remain displaced within Syria, with **two-thirds** of Palestine refugees displaced at least once since the beginning of the conflict



**91%**

of Palestine refugee households in Syria live in absolute poverty



**126,000**

Palestine refugees identified as extremely vulnerable

funding requirements  
**US\$ 212,845,582**

## Lebanon

**27,700**  
PRS in 2019

51% female | 42% children



**89%**

of PRS live in poverty



**80%**

of PRS rely on UNRWA cash assistance as their main source of income



**55%**

of PRS do not possess valid legal residency documents

funding requirements  
**US\$ 45,414,764**

## Jordan

**17,343**  
PRS in 2019

52% female | 43% children



**100%**

of PRS are in need of winterization assistance



**32%**

of PRS households are female headed



**86%**

of PRS households reported to be in debt

funding requirements  
**US\$ 11,238,112**

PRS: Palestinian refugee from Syria

**total funding requirements: US\$ 269,849,817**

programme requirements	syria	lebanon	jordan	regional	subtotal
strategic priority 1					
cash assistance for essential needs	106,773,557	26,228,122	8,546,734	-	156,564,475 (58%)
non-food items (NFIs)	4,108,485	-	-	-	
food assistance	10,907,577	-	-	-	
strategic priority 2					
emergency health	12,527,639	6,514,885	515,262	-	82,627,950 (31%)
education in emergencies	21,189,539	7,089,344	1,345,875	-	
livelihoods	19,315,139	512,074	-	-	
protection	2,348,384	1,133,490	181,152	-	
environmental health	7,360,364	2,594,803		-	
strategic priority 3					
safety and security	2,242,552	200,855	-		30,657,392 (11%)
capacity and management support	7,802,301	608,391	649,089	351,359	
emergency repair and maintenance of unrwa installations	18,270,045	532,800	-	-	
total	212,845,582	45,414,764	11,238,112	351,359	269,849,817

All figures in US\$



# executive summary

Palestine refugees in Syria continue to face severe and multiple needs as a consequence of nine years of conflict and associated hardship. This has resulted in extensive casualties, large-scale and protracted displacement, destruction of civilian infrastructure, a decrease in the provision of public services and the devastation of the economy. Household resilience and coping capacities continue to be severely undermined by rising inflation, increases in the price of basic commodities, destruction or damage of homes and infrastructure and limited livelihood opportunities. Palestine refugees remain heavily reliant on UNRWA emergency assistance to meet their most basic needs. Ein el Tal, Dera'a and Yarmouk camps, where previously more than 30 per cent of Palestine refugees in Syria were registered, have been largely destroyed, leaving many Palestine refugees in a situation of protracted displacement, unable to return to their homes, burdened with additional expenses and confronted with persistent humanitarian and protection needs.

Many of the Palestinian refugees from Syria (PRS) who have fled the country and are currently in Lebanon and Jordan, continue to face a precarious and marginalized existence due to their uncertain legal status and limited social protection mechanisms, with very limited access to basic services other than the assistance provided by UNRWA. Deteriorating socio-economic conditions, constrained employment opportunities and increased costs of living experienced both in Lebanon and Jordan over the past years have increased the vulnerability of PRS families, and stretched coping mechanisms even further.

In 2020, UNRWA will continue to support Palestine refugees affected by the protracted crisis through providing relief assistance and ensuring access to essential education and health services. Drawing on its existing structures, supply chains and capacities, the Agency will continue to adapt its interventions to respond to ongoing and evolving needs in an effective and agile manner. In Syria, it is expected that the spontaneous return of Palestine refugees from within and outside the country will continue in areas that experience relative calm and where basic infrastructure is rehabilitated, as observed in Sbeineh and Khan Eshieh camps in recent years. In 2020, UNRWA will increase its efforts to rehabilitate its facilities and restore its services in areas of spontaneous return, including in Dera'a, where small scale returns have been observed in 2019.

In 2019, US\$ 277 million was needed to cover the costs of emergency interventions in Syria, Lebanon and Jordan; however, as of 31 October 2019, only US\$ 78.6 million had been pledged, corresponding to 28 per cent of total funding requirements. Operations inside Syria were disproportionately affected by underfunding, forcing the Agency to scale down its operations particularly in the areas of cash assistance,

livelihoods and vocational training, as well as mental health and psychosocial support activities. In Lebanon and Jordan, the Agency was able to maintain the provision of basic services such as cash assistance, education and health to PRS mainly through the availability of earmarked grants. However, in Lebanon, lack of funding limited the Agency's ability to provide employment support services to vulnerable PRS youth and constrained the implementation of maintenance works on facilities serving PRS. In Jordan, due to funding shortfalls, the Agency could not support the provision of WASH services to PRS in King Abdullah Park (KAP).

In this context, ensuring predictable and sufficient funding to the UNRWA Syria Regional Crisis Emergency Appeal in 2020 will be essential to maintain the provision of relief assistance and basic services to Palestine refugees in Syria and to PRS in Lebanon and Jordan. Cash assistance will remain a priority in the three countries of operation. In Syria and Jordan, UNRWA will continue to provide cash assistance through a targeted approach prioritizing most vulnerable families, who will continue to receive a higher social transfer, while the remainder will receive a reduced amount of assistance. In Lebanon, cash assistance will continue to be provided through a universal approach given the high levels of vulnerability and dependency across the PRS community. The Agency also plans to update a socio-economic survey of PRS in Lebanon to better understand their vulnerabilities and adjust its operations accordingly.

Under this Emergency Appeal, UNRWA will continue to seek funding to ensure the provision of essential services such as education, health and WASH services in camps. Critical protection services will also be maintained for Palestine refugees in Syria and PRS in Lebanon and Jordan. Livelihoods and vocational training opportunities, with a focus on Palestine refugee youth, will be provided in Syria and in Lebanon depending on the availability of funds.

In 2020, UNRWA requires US\$ 270 million for its humanitarian response to the Syria crisis. This response will be guided by the following strategic priorities:

**Strategic Priority 1:** To preserve resilience through the provision of humanitarian assistance ensuring that the most vulnerable Palestine refugees meet their basic needs.

**Strategic Priority 2:** To contribute to a protective environment for Palestine refugees by maintaining access to basic services including education; health; water, sanitation and hygiene (WASH), and livelihoods; and protection.

**Strategic Priority 3:** To improve the effectiveness and efficiency of emergency programme delivery through strengthened humanitarian capacity, coordination and management.

Activities described in this appeal are consistent with the priorities and interventions of the Humanitarian Country Team (HCT) in Syria,<sup>1</sup> the Lebanon Crisis Response Plan (LCRP), and the Regional Refugee and Resilience Plan (3RP) for 2020-2021. They will be complemented by ongoing operations supported by the Agency's Programme Budget, particularly in the areas of education and health.



*The UNRWA Al-Jamaq School, one of 23 Agency installations damaged by the conflict in Yarmouk, Syria. © 2019 UNRWA photo*



# 2020 syria regional crisis response funding requirements

programme requirements	syria	lebanon	jordan	regional	total
cash assistance for essential needs, including food, shelter and non-food items (NFIs)	106,773,557	26,228,122	8,546,734	-	141,548,413
non-food items (NFIs)	4,108,485	-	-	-	4,108,485
food assistance	10,907,577	-	-	-	10,907,577
emergency health	12,527,635	6,514,885	515,262	-	19,557,786
education in emergencies	21,189,539	7,089,344	1,345,875	-	29,624,758
livelihoods (microfinance, vocational training, income generation, social cohesion for lebanon)	19,315,139	512,074	-	-	19,827,213
protection	2,348,385	1,133,490	181,152	-	3,663,026
environmental health	7,360,365	2,594,803	-	-	9,955,167
safety and security	2,242,553	200,855	-	-	2,443,407
capacity and management support	7,802,301	608,391	649,089	351,359	9,411,140
emergency repair and maintenance of unrwa installations	18,270,045	532,800	-	-	18,802,845
<b>total (US\$)</b>	<b>212,845,582</b>	<b>45,414,764</b>	<b>11,238,112</b>	<b>351,359</b>	<b>269,849,817</b>



# syria: context and needs analysis

Almost nine years of conflict continue to have distressing humanitarian and protection consequences on civilians in Syria. Palestine refugees, among the most affected communities in Syria, continue to rely heavily on UNRWA for the provision of the most basic services, including protection and emergency humanitarian assistance.

Displacement, loss of life and livelihoods, rising inflation, decreasing value of the Syrian pound, fluctuations in the price of basic commodities, destruction of homes and basic infrastructure and movement restrictions in certain areas are among the many factors that have aggravated the existing vulnerabilities of the 438,000 Palestine refugees<sup>2</sup> currently estimated to remain in country. An estimated two-thirds of Palestine refugees have been displaced from their district of origin at least once since the beginning of the conflict, and around 40 per cent remain displaced within Syria as of the end of 2019, with the three Palestine refugee camps of Yarmouk, Dera'a and Ein El Tal (Aleppo), largely destroyed by the hostilities.

In 2019, a severe depreciation of the Syrian pound added an increased socio-economic burden to a population already struggling to cope with multiple challenges. A socio-economic assessment of living conditions conducted by UNRWA in December 2017 estimated that 91 per cent of Palestine refugee households in Syria live in absolute poverty (less than US\$ 2 person/day) prior to receiving UNRWA cash assistance. At the time of the assessment, UNRWA was providing Palestine refugees in Syria with an average cash transfer of US\$ 23 per person per month. However, over the past year, the Agency has been forced to reduce this amount due to funding constraints. In addition, mental health needs persist, particularly among children; however, the UNRWA response to these issues in 2019 has been constrained due to underfunding. Failing to provide the needed support will have a devastating long-term impact that will be increasingly difficult to address.

During 2019, the situation in Syria has remained tense and unstable. While Damascus, Rural Damascus and most of the major urban concentrations in Homs, Hama, Latakia and Dera'a experienced relative calm with the end of active hostilities, increased fighting and hostilities in the north-west (Idlib and surrounding areas) and the north-east (Qamishli and Al Hasakeh) have caused further displacement and civilian casualties. On 14 May 2019, several rockets hit the densely populated Palestine refugee camp of Neirab in Aleppo, killing at least eleven civilians, including five children of whom four were UNRWA students, and wounding more than thirty.

In 2019, the threat of asymmetric attacks and the risks posed by the widespread presence of Explosive Remnants of War (ERW) remained high, particularly in newly accessible areas and camps that have witnessed active hostilities in recent

years. Several children were killed or injured by ERW explosions during 2019, including an eight-year-old Palestine refugee who was playing in an area near Dera'a camp.

In 2020, cash assistance will remain a priority for UNRWA in Syria, to contribute to mitigating the consequences of deepening poverty and increasing vulnerabilities. Under this Emergency Appeal, the Agency will continue to provide cash assistance to up to 418,000 Palestine refugees through a targeted approach introduced in the second half of 2019, which gives priority to the most vulnerable. Based on this two-tier system, female headed households, persons with disabilities, households headed by older persons and unaccompanied minors (orphans) receive a higher social transfer value, while the remainder of the caseload receives a reduced amount of cash assistance. While UNRWA will strive to provide refugees with a meaningful social transfer, funding constraints may force the Agency to decrease the amount provided. In-kind food assistance will also continue to be limited to the most vulnerable.

Throughout 2020, UNRWA will also continue to provide quality education to over 50,000 students in 103 UNRWA-managed schools across the country, and primary health care to Palestine refugees through 25 medical facilities. The Agency will also strive to ensure that mental health, psychosocial support and protection services remain available to Palestine refugees. UNRWA will continue to focus on livelihoods, including support for TVET and Microfinance; should funds become available, the Agency will also explore opportunities to support most vulnerable refugees through small-scale shelter rehabilitation interventions to increase their resilience and reduce their dependency on aid. UNRWA will continue to rehabilitate and maintain water and sanitation services in Palestine refugee camps, with a particular focus on newly accessible areas. With many Agency facilities, including 40 per cent of UNRWA schools and 29 per cent of health facilities currently unusable due to the conflict, essential rehabilitation and construction works on UNRWA installations will also remain a priority in the coming year.

In 2019, funding shortfalls constrained UNRWA emergency activities in Syria, forcing the Agency to reduce the amount of cash assistance provided per person per month, exposing Palestine refugees to further poverty and depleting their already scarce coping mechanisms; the Agency also had to scale down its mental health and psychosocial support activities and the provision of assistive devices. No TVET short-term courses could be provided under the Emergency Appeal, depriving young Palestine refugees of the opportunity to improve their access to livelihoods. Necessary rehabilitation and maintenance works on UNRWA installations were also limited due to the funding shortfall.

In 2020, donor support to UNRWA emergency activities in Syria will be even more crucial to ensure that life-saving interventions can be provided without interruption.

## syria: planning assumptions

In 2020, UNRWA expects localized hostilities to continue to trigger pockets of violence and destruction in certain areas of the country. At the same time, spontaneous returns to newly accessible areas are expected to increase with the government recovering control across parts of the country. The Agency's emergency response in 2020 is based on the following planning assumptions:

**A mix of humanitarian and post-conflict interventions:** Whilst Damascus, Rural Damascus and most of the major urban concentrations in Homs, Hama, Latakia, and Dera'a experienced relative calm throughout 2019, hostilities continued in other areas of the country (e.g. north-east and north-west) and the overall situation remained tense and unstable. In 2020, the Agency anticipates that a mix of humanitarian and development approaches that are supportive of post-conflict rehabilitation will be needed to respond to the different needs of Palestine refugees across Syria.

**Improved access with localized conflict in certain areas of the country:** Hostilities may continue in certain areas of the country; in order to respond to emergency situations, UNRWA will keep a contingency stock to address sudden onset needs. Should safe access resume for civilians in areas like Yarmouk, the Agency will focus on resuming its basic services (health, education and WASH) in these areas. UNRWA will prioritize resuming its basic services in Dera'a and Ein el Tal camps where spontaneous returns were observed.

**High levels of humanitarian needs especially amongst the most vulnerable Palestine refugees:** As 91 per cent of Palestine refugees in Syria live in absolute poverty, the level of humanitarian needs and vulnerabilities is expected to remain very high, resulting in a correspondingly high dependency of Palestine refugees on the Agency for support. Specific categories of individuals, including female-headed households, older persons, persons with disabilities and unaccompanied minors / orphans are particularly at risk and will continue to be prioritized. Humanitarian needs are also likely to persist for internally displaced Palestine refugees and those who are able to return to newly accessible areas, where homes have sustained damage and destruction, and properties have often been looted or destroyed.

**Precarious socio-economic conditions are expected to compound vulnerabilities:** Fluctuations in the price of basic commodities, rising inflation and the depreciation in the value of the Syrian pound will continue to increase the socio-economic vulnerability of Palestine refugees and Syrians alike. In December 2019, the Syrian Central Bank granted a

preferential US\$ exchange rate applicable to cash assistance provided by UNRWA and other UN Agencies, improving the purchasing power of this assistance. However, at the time of drafting, the preferential exchange rate was still below the market rate and overall socio-economic conditions remained bleak.

The impact of sanctions on daily life will also continue to be felt, with the country experiencing fuel shortages and cuts in electricity, particularly during the winter season, thus, driving up the price of fuel and gasoline and increasing the economic burden on families.

**A large proportion of Palestine refugees in Syria will remain displaced:** Out of the 438,000 Palestine refugees currently estimated to remain inside Syria, two-thirds have been displaced at least once since the beginning of the conflict, and around 40 percent remain displaced. It is anticipated that the levels of displacement will remain high among Palestine refugees, as access to Yarmouk is still restricted and the level of destruction there is significant. The majority of the 160,000 former residents of Yarmouk are, therefore, expected to remain in displacement, often paying high rents, which further increases their vulnerability. Returns to Dera'a and Ein El Tal camps, which have sustained major destruction, remain slow, due to the level of damage to basic infrastructure and the lack of public services.

**Increase in spontaneous returns:** In 2020, UNRWA anticipates additional small-scale spontaneous returns, particularly to locations and camps that experience relative calm and where basic infrastructure is being rehabilitated. UNRWA will seek to resume its basic services (education, health, relief and social services, WASH and microfinance services) in defined locations where feasible, to ensure that Palestine refugees are served. While a small number of spontaneous returns of PRS from outside Syria were observed in 2019 (about 2,167 PRS returning from Lebanon and Jordan, as of October 2019) and are expected to continue, most returns in 2020 are expected to be amongst the internally displaced. This trend may change depending on regional developments and on the conditions in neighbouring countries hosting PRS. UNRWA will continue to monitor the situation and will maintain operational flexibility to respond to increased needs.

**Palestine refugees in and from Syria will continue to face serious protection challenges:** It is anticipated that protection risks will persist and may intensify in newly accessible areas where spontaneous returns, both from within and from outside of Syria, are expected to increase. These incl-

ude, but are not limited to, protection risks associated with Housing, Land and Property (HLP) issues, civil documentation, Explosive Remnants of War (ERW), GBV, risk of violence against children and other general protection issues.

Protection response capacities, including external protection referrals, remain constrained in Syria due to sensitivities in the operating environment and limited funding. These challenges are compounded by the fragmentation of previously existing

protective community support structures, including for women, older persons, children and persons with disabilities.

Caseloads for the interventions highlighted below are based on a planning figure of 438,000 Palestine refugees in Syria. Out of this population, 418,000 Palestine refugees are considered highly vulnerable and at-risk of a further decline in their coping mechanisms. Of these 418,000, an estimated 126,000 have been identified as extremely vulnerable.

An UNRWA health centre in Yarmouk. The Agency has three health centres in Yarmouk, all of which need to be completely rebuilt. © 2018 UNRWA Photo by Hala Mukhles





# syria: sector-specific interventions

UNRWA cash assistance is a vital lifeline for the most vulnerable Palestine refugees, UNRWA Syria field office, Damascus. © 2018 UNRWA Photo

## strategic priority 1

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

### emergency food assistance

in-kind food assistance provided to

135,000

Palestine refugees

### emergency cash assistance

emergency cash grants to

418,000

Palestine refugees with a focus on most vulnerable households

### emergency non-food items

non-food items to

30,000

Palestine refugees affected by emergencies

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

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
Palestine refugees are able to meet their life-saving needs and cope with sudden crises	Percentage of households reporting an improved food consumption score <sup>3</sup>	63%	90%
<b>Outputs</b>			
Palestine refugees in Syria are provided with relief assistance	Number of individuals receiving cash assistance during the last completed distribution round (disaggregated by sex)	409,280 (194,688 male, 214,592 female)	418,000
	Number of most vulnerable Palestine refugees provided with cash assistance during the last completed distribution round (disaggregated by sex)	121,944 (48,396 male; 73,548 female)	126,000
	Number of most vulnerable Palestine refugees and targeted vulnerable cases <sup>4</sup> provided with food assistance during the last completed distribution round (disaggregated by sex)	135,662 (55,828 male; 79,834 female)	135,000
	Number of Palestine refugees receiving NFIs	30,393	30,000

In 2020, UNRWA plans to provide up to 418,000 Palestine refugees with cash assistance to meet their basic needs, including for food, NFIs and shelter. The Agency will deliver this assistance through a targeted approach introduced in 2019, focusing on the most vulnerable. In 2020, under this Emergency Appeal, approximately 126,000 Palestine refugees who fall within one of the four most vulnerable categories (female-headed households, families headed by a disabled person and people with disabilities, families headed by an older person and unaccompanied minors / orphans) will be provided with US\$ 28 per person per month. The remaining caseload will continue to receive US\$ 14 per person per month. Through its partners, comprising a network of banks and private companies present in all regions of Syria, UNRWA will continue to provide cash assistance in a flexible and timely manner with minimal financial risk. In 2020, UNRWA also plans to extend the use of ATM for its cash distribution. Some 40,000 ATM cards will be issued, distributed and credited to selected beneficiaries, on top of the 10,000 cards already issued in 2019.

Food insecurity continues to negatively affect the Palestine refugees who depend on UNRWA assistance to meet their minimum food needs. To mitigate the impact of poverty and food insecurity, UNRWA will provide the most vulnerable Palestine refugees and a few additional identified vulnerable cases with in-kind food assistance through three distribution

rounds during 2020. The Agency will continue to monitor the availability of food on the markets and will retain operational flexibility to adjust to a changing context as appropriate.

Ready-to-eat food baskets and NFIs (including mats, mattresses and blankets) will also be provided to Palestine refugees affected by acute emergencies, including newly displaced persons and those directly impacted by new or increased hostilities. Families and individuals spontaneously returning to newly accessible areas that were severely affected by the conflict and/or lacking basic services will also be eligible for in-kind support based on needs.

Should funding become available, UNRWA will launch pilot initiatives in selected locations to support the most vulnerable refugees whose shelters have been damaged as a result of the conflict. Supporting the rehabilitation of these individual shelters will contribute to protecting the most vulnerable while preserving their resilience and reducing dependency on aid handouts. Different implementation modalities will be explored, including a self-help approach used in other UNRWA fields of operations, directly involving the families whose shelters are being rehabilitated, respecting their dignity and generating employment within the local economy, whilst supporting cost effective rehabilitation.



## strategic priority 2

contribute to a protective environment for Palestine refugees by maintaining access to basic services



### livelihoods

provide microfinance loans to

11,500

Palestine refugees



### emergency health

meet health care needs of some

438,000

Palestine refugees



### education in emergencies

provide primary education to

51,000

Palestine refugee children



### protection

provide critical protection services and advocacy for Palestine refugees.



### environmental health

water supply and sanitation systems repaired and rehabilitated in

10

Palestine refugee camps



## Emergency Health

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
The impact of the crisis on health services for refugees is addressed	Number of visits and/or consultations supported by UNRWA (primary, secondary and tertiary health care)	829,518	830,000
<b>Outputs</b>			
Palestine refugees have access to primary health-care services	Number of Palestine refugee visits to UNRWA health facilities	811,518	810,000
	Number of operational Agency health centres, health points and mobile clinics	25	25
	Number of UNRWA hospitalizations accessed by Palestine refugee patients	18,000	20,000
	Percentage of HCs with no stock-out of 12 tracer items	100	100

The provision of health care inside Syria remains hindered by the widespread damage and destruction of health facilities, insufficient human resources and access constraints in some areas. While the general cost of living, including of health services, has dramatically increased since 2011, the ability of public and private hospitals and clinics to respond to the needs of the population has decreased. As a result, the vast majority of Palestine refugees in Syria have become increasingly dependent on UNRWA for the delivery of health-care services.

In 2020, UNRWA will continue to deliver quality primary health services through 17 health clinics, six health points operating in areas of displacement of Palestine refugees and two mobile clinics which are deployed according to needs. UNRWA health facilities provide a range of primary medical services, including out-patient consultations, immunization services, growth monitoring, provision of medicine, gynaecology consultations, laboratory services, non-communicable disease care, maternal and child health care, dental and MHPSS services.

Furthermore, the Agency provides support to Palestine refugees seeking secondary and tertiary health care through a system of referrals to public, private and NGO hospitals.

UNRWA subsidizes 75-95 per cent of the total cost of treatment for referred patients, depending on the socio-economic status of the patient. UNRWA will continue to ensure that patients have adequate access to essential medical supplies and drugs and will strive to maintain contingency stocks of medical supplies and drugs to address any emerging situation.

Finally, the Agency will focus its efforts on the resumption of health-care services in newly accessible areas and in areas of spontaneous return. Those areas will include the South (Dera'a camp, Muzeirib, Jillin) and the South Damascus area, where accessible (Yarmouk/Yalda), as well as main gatherings, depending on access and based on needs. Should funding become available, UNRWA will also reconstruct its health facilities that have been completely destroyed by the hostilities in selected locations to ensure that Palestine refugees have access to services. The Agency will continue to deploy its mobile clinics to sustain the provision of medical and dental services to refugees in areas where facilities are not fully operational. UNRWA will also equip rehabilitated health centres with confidential spaces for patients facing protection concerns, including cases of gender-based violence (GBV) and violence against children.

## Education in Emergencies

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
Palestine refugees in Syria continue to access quality, inclusive and equitable education despite conflict and displacement.	Number of students graduating from basic education (Grade 9)	3,669 (1,720 boys; 1,949 girls)	3,500
	Number of Palestine refugee students completing end-of-year exams (Grades 1-8)	44,387 (22,671 boys; 21,716 girls)	44,000
<b>Outputs</b>			
Palestine refugee students have access to education through regular/catch-up classes	Number of school-age children enrolled in regular classes in UNRWA schools	50,143 (25,482 boys; 24,661 girls)	51,000
Palestine refugee students are provided with psychosocial support (PSS).	Number of students who have attended at least one counselling session (individual or group counselling)	42,310 (21,300 boys; 21,010 girls)	51,000
Palestine refugee students are provided with educational and recreational materials and activities	Number of students provided with at least one item of material support to enable them to access education at an UNRWA school	50,143 (25,482 boys; 24,661 girls)	51,000

Nine years of conflict have severely affected the provision of education services in Syria, with many school facilities destroyed and children experiencing displacement and dropping out of the education system.

In response, in 2020, UNRWA will continue to provide quality, inclusive and equitable education services to up to 51,000 Palestine refugee children enrolled in 103 UNRWA schools located in Damascus, Rif Damascus, Aleppo, Hama, Homs, Latakia and Dera'a. A number of schools still operate on a double-shift basis. Since the beginning of the conflict, the number of UNRWA-managed schools has decreased from 118 to 103 in the 2019 / 2020 scholastic year, due to access constraints and damage or destruction. UNRWA will employ approximately 1,700 teachers, including daily paid teachers to cover possible gaps created by the conflict. The Agency will also continue its Education in Emergencies (EiE) interventions, including the maintenance and running of recreational spaces; the implementation of recreational activities, the provision of Summer Learning activities; the engagement of parents through awareness-raising sessions on violence / GBV, ERWs, and career guidance for their children; the strengthening of the identification and management of Psychosocial Support (PSS) cases in schools; and continued capacity-building for education staff. To address the anxiety and stress generated by the trauma of conflict, group and individual PSS counselling sessions facilitated by professional counsellors will be available throughout the academic year to students in UNRWA schools.

School principals and teachers in UNRWA schools will continue to receive training on safety and security topics with the aim of enhancing preparedness and response to safety and security risks in schools. Training topics will include evacuation procedures, dealing with ERWs and mines, and tips on fire safety, in addition to live drills. Similar training sessions will also be provided to students, offering them basic survival skills and raising their awareness of security risks.

In 2020, UNRWA will work towards the resumption of educational services in newly accessible areas or areas of increased returns, including Yarmouk/Yalda should conditions allow, and Dera'a and Ein el Tal camps. Construction works will be undertaken depending on the availability of funding to ensure students have access to safe and secure UNRWA premises. With the authorization received to carry out works in Dera'a camp, UNRWA will prioritize the reconstruction of schools in this area to ensure provision of education services to the increasing number of returning Palestine refugees.



UNRWA promotes the psychological well-being of Palestine refugee students in its schools in Syria.  
©2019 UNRWA Photo by Noorhan Abdulhafeez

## Livelihoods (Vocational Training and Microfinance)<sup>5</sup>

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

The protracted crisis in Syria continues to have a dramatic impact on the Syrian economy. In 2019, no funding was received under the EA to support livelihood interventions; however, in 2020, UNRWA will continue to fundraise for these activities, which are critical to increase the resilience of Palestine refugees in Syria and to support their access to employment opportunities.

Depending on the availability of funds, the UNRWA Technical and Vocational Education and Training Programme (TVET) will provide short-term courses in Damascus, Dera'a, Homs, Aleppo and Latakia. As demand for TVET services grows, the Agency will continue its efforts to better link students with the job market in an effort to increase employability rates of graduates. Reconstruction/rehabilitation-focused courses, such as electricity, plumbing or masonry, will remain an area of focus.

Despite significant challenges, the microfinance programme continues to provide a growing number of loans to Syrians and Palestine refugees in Syria. In 2020, the microfinance team will continue to provide inclusive financial services to Palestine refugees and Syrians requiring additional capital through

the direct disbursement of loans to meet rising demand. The majority of the loans requested are consumer loans, which enable a household to cover unforeseen expenditures, such as the purchase of assets. Entrepreneur loans continue to be less in demand, reflecting the ongoing constraints of the Syrian economy. In 2020, UNRWA will continue to work to resume microfinance activities in areas of spontaneous return such as Sbeineh and Qabr Essit camps through the provision of consumer loans, business loans or youth and women focused loans. Special microfinance products focusing on women and youth will continue to be developed by UNRWA and will be further promoted in order to stimulate livelihood activities in recovering areas.

Finally, and in response to the evolving needs of the Palestine refugees in Syria, UNRWA will explore the feasibility of conducting small scale cash-for-work initiatives in 2020. Work opportunities will be provided to support the provision of current UNRWA services (health, and education), or to support the restoration of Agency services in newly accessible areas.



The UNRWA Damascus Training Centre prepares young Palestine refugees for the immediate needs of the job market. © 2017 UNRWA Photo by Taghrid



## Protection

Output	Indicator	Baseline	Target
<b>Outputs</b>			
Strengthened prevention and protection response for Palestine refugees.	Number of Palestine refugees who receive PSS support (disaggregated by sex, age) <sup>6</sup>	New Indicator	5,680
	Number of individuals sensitized on mine risk awareness (disaggregated by children, staff and community members and disaggregated by sex)	50,000	51,000
	Number of UNRWA staff members and volunteers trained on protection (disaggregated by sex)	733	800
	Number of Palestine refugees provided with legal assistance and referrals (disaggregated by sex)	4,046	4,000

UNRWA will continue to provide increasingly needed protection services to Palestine refugees in Syria. Protection concerns remain critical across the country, particularly in areas where access is constrained, in newly accessible and/or areas and camps affected by previous hostilities and in host communities where services are overburdened after receiving large numbers of displaced persons. Protection risks and vulnerabilities identified in 2019 are anticipated to continue through 2020. These include, but are not limited to, psychosocial trauma and distress, particularly among children and other vulnerable groups, including older persons, increased rates of GBV; child protection concerns, specifically violence against children; exclusion and discrimination, particularly in regards to persons with disabilities and increased reliance on negative coping mechanisms.

ERWs remain a major protection concern with often devastating consequences. The high level of destruction in Palestine refugee camps and gatherings will see ongoing needs for this population in relation to shelter, HLP and civil documentation issues, while also restricting the possibility of return movements of IDPs and refugees from abroad.

In 2020, UNRWA aims to improve protection through various interventions responding to the most critical needs of Palestine refugees in Syria. The Agency will continue to focus on protection mainstreaming, including through area-based protection committees and capacity building of staff and volunteers, with priority given to disability inclusion, Addressing Violence Against Children (AVAC), prevention of Sexual Exploitation and Abuse (SEA) and case management



and referral of high-risk protection cases. ERW awareness raising among children, staff and community members will remain another main area of focus. UNRWA will implement dedicated programmatic activities to strengthen the response to psycho-social needs, foster social cohesion and prevent the adoption of negative coping mechanisms. Legal support will continue to be offered to individuals experiencing GBV through assistance to obtain documentation and referrals to external partners.

Protection monitoring, reporting and advocacy will also remain a focus. UNRWA will continue to participate in global

protection mechanisms, engage, as appropriate, with the International Human Rights System (IHRS) in line with the Agency's IHRS framework and, with the support of HQ, interact with relevant stakeholders, including the protection sector of the Humanitarian Country Team (HCT) at country and area levels. UNRWA will also continue to monitor and advocate for particularly vulnerable groups among the Palestine refugee community, including the at least 40 per cent who are expected to remain in displacement in 2020 and returnees from within Syria and abroad.

## Environmental Health

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
Palestine refugees in need are provided with WASH items (hygiene kits, baby kits, diapers)	Number of Palestine refugees receiving WASH items	30,393	30,000
<b>Outputs</b>			
Palestine refugees living in camps are provided with basic WASH services and support.	Number of accessible Palestine refugee camps receiving repair, rehabilitation and sanitation works	New indicator	10

In 2020, UNRWA will continue to provide essential WASH services to Palestine refugees, with specific attention to areas and camps affected by the conflict. The crisis in Syria has resulted in extensive damage to water networks and sewerage infrastructure, resulting in restricted access to potable water and affecting domestic and personal hygiene, which in turn has increased the risk of disease outbreaks.

UNRWA will continue its efforts to repair, rehabilitate and maintain water supply systems and to ensure that Palestine refugees, particularly in newly accessible camps, have access to potable water. The Agency will also repair, rehabilitate and maintain infrastructure systems including sewerage

and surface drainage systems, in addition to collecting and managing solid waste and controlling rodents and insects in accessible camps. In 2020, UNRWA will prioritize the rehabilitation of water networks and sewer infrastructure in Dera'a camp, in order to respond to the needs of Palestine refugees spontaneously returning to this area. During the course of the year, WASH items will be distributed to Palestine refugees affected by emergencies, as well as Palestine refugees spontaneously returning to newly accessible areas and those facing access constraints, to help safeguard their personal and domestic hygiene.





UNRWA staff members implement a clean-up campaign in Jaramana camp in Rif Damascus.  
©2019 UNRWA Photo by Isber Haddad



UNRWA works to promote the safety and security of its staff. ©2018 UNRWA Photo by Taghrid Mohammad

## strategic priority 3

improve the effectiveness and efficiency of emergency programme delivery



### safety and security

to provide safe services and working environments to

**438,000**

Palestine refugees and UNRWA staff



### emergency repair and maintenance

maintain, repair and upgrade UNRWA facilities for continued service provision



### capacity and management support

maintain UNRWA humanitarian response capacity

## Safety and Security

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
UNRWA is able to provide services to Palestine refugees with appropriate security arrangements.	Number of UNRWA installations with completed security risk assessment	New indicator	48
<b>Outputs</b>			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Number of staff trained on safety and security (SSAFE)	509	300
	Number of staff reached through the Women's Security Awareness Training (WSAT) programme	170	200
	Number of missions supported by the SFO security team	568	600

Since the onset of the conflict, UNRWA has made significant investments in the safety and security of its staff, assets and facilities and security procedures. UNRWA requires funding to maintain and strengthen existing security infrastructure. In 2020, the main investments will continue to focus on security personnel staffing costs, the procurement of communication devices such as VHF radios, as well as the procurement of personal protection equipment and uniforms for security staff. These investments will enable UNRWA to facilitate and provide security support for over 600 field missions conducted yearly in a medium to high risk security environment, and to conduct security risk assessments of its installations. In order to ensure that UNRWA facilities are compliant with minimum operating security standards, the Agency will conduct security risk assessments on targeted facilities and will carry out necessary

physical enhancement works to ensure a safe and secure environment for its staff and beneficiaries accessing assistance and services.

In addition, UNRWA plans to ensure the installation of a closed circuit television (CCTV) room and Internet Protocol (IP) surveillance cameras at its offices in Damascus and Central areas. UNRWA will continue to train its staff in Safe and Security Approaches to Field Environment (SSAFE) and will also provide fire safety trainings. Finally, through its commitment to ensuring gender considerations in security management, and recognizing that women are more exposed to risks of GBV, UNRWA in Syria will maintain a Women's Security Awareness Training (WSAT) programme for UNRWA female staff members.

## Emergency Repair and Maintenance of UNRWA Installations

Outcome/Output	Indicators	Baseline	Target
<b>Outcomes</b>			
UNRWA installations repaired or maintained for continued provision of services.	Number of UNRWA facilities rehabilitated	New indicator	23
	Number of UNRWA facilities that are maintained through minor repairs	60	80

Contrary to the principle of the inviolability of United Nations premises, UNRWA facilities in Syria have suffered extensive damage throughout the conflict. Many Palestine refugee camps have seen major hostilities, particularly Ein el Tal (Aleppo), Dera'a (South) and Yarmouk (Damascus) official and nonofficial camps, which have sustained large-scale destruction.

In 2020, UNRWA will continue to focus on resuming its core services in areas where access has resumed and civilians are spontaneously returning, as observed in 2019 in Sbeineh, Khan Eshieh, and Hama camps and Muzeirib in Dera'a. The main Agency priority is to ensure access to its education and health facilities and to support the restoration of basic WASH services, such as water and sewage connections. Under this E-

mergency Appeal, UNRWA will prioritize the rehabilitation of its installations in Dera'a camp to meet the demands of the increasing number of Palestine refugees spontaneously returning to this area.

Provided access is granted, assessment missions will be conducted in areas where UNRWA emergency repair and reconstruction of UNRWA facilities is expected to be required, including in Yarmouk, Ein el Tal and Dera'a camps, as UNRWA initial assessments indicate that most of the Agency's facilities in these areas have been either partially or fully destroyed. UNRWA will develop area-specific implementation plans based on the findings of the assessment missions, to ensure a comprehensive, needs-based response involving all needed programmes and support departments. While the Agency st-



nds ready to respond to these situations on a case-by-case basis, additional funding will be needed to cover all emergency repair and reconstruction needs throughout the country.

Provided access is granted, assessment missions will be conducted in areas where UNRWA emergency repair and reconstruction of UNRWA facilities is expected to be required, including in Yarmouk, Ein el Tal and Dera'a camps, as UNRWA initial assessments indicate that most of the Agency's facilities

in these areas have been either partially or fully destroyed. UNRWA will develop area-specific implementation plans based on the findings of the assessment missions, to ensure a comprehensive, needs-based response involving all needed programmes and support departments. While the Agency stands ready to respond to these situations on a case-by-case basis, additional funding will be needed to cover all emergency repair and reconstruction needs throughout the country.



Maintenance and repair works continue on UNRWA installations across Syria. ©2019 UNRWA Photo by Taghrid Mohammad.

## Capacity and Management Support

**Management, coordination and technical staff** are essential for UNRWA to deliver timely and effective humanitarian assistance, to ensure efficient coordination with relevant stakeholders and to enhance advocacy on behalf of Palestine refugees. UNRWA will continue to build staff capacity regarding neutrality, to comply with the UNRWA regulatory framework in relation to AVAC and the

prevention of SEA, and to participate in humanitarian coordination mechanisms at country level, including the humanitarian sectors and the HCT. While the vast majority of posts will continue to be filled by Palestine refugees, UNRWA will maintain some international capacity, particularly specialist staff in the fields of humanitarian response, protection, logistics and grants management.

# lebanon: context and needs analysis

As the Syrian crisis enters its ninth year, UNRWA continues to uphold its commitment to provide protection and assistance to Palestinian refugees from Syria (PRS) in Lebanon, while maintaining regular services to Palestine refugees in Lebanon (PRL). In 2019, Lebanon remained the largest per capita host of refugees in the world. The protracted presence of 924,161 registered Syrian refugees in the country<sup>7</sup> has overstretched the capacity of national service delivery and infrastructure.

Since mid-October 2019, there have been regular, country-wide demonstrations in major Lebanese cities to protest against the current government and their perceived inability to deal with a major economic and financial crisis in the country. The protests have been interpreted as a more general movement against the broader sectarian political system and corruption in the public sector. While the protests have largely been non-violent, at the time of writing, some tensions and fatal clashes between protesters and pro-government groups have occurred. The ongoing government crisis and the recent downgrading of Lebanon's credit rating by all major rating agencies further worsened the situation and on 2 September 2019, the Lebanese authorities declared that the country was in a state of economic emergency. The import-oriented Lebanese economy and increased demand in US\$ due to mistrust in the Lebanese currency and banking system led to a US\$ shortage, resulting in limited ability to withdraw US\$ at Lebanese banks and a 30 per cent decrease in the value of the Lebanese pound (LBP) (against the official fixed US\$-LBP exchange rate) on the black market.

In this complex and challenging context, PRS in Lebanon continue to face high vulnerability and marginalization, making them heavily reliant on UNRWA humanitarian support to cover their basic needs. The socio-economic hardships and unrest experienced by all in the country have compounded PRS' already dire living conditions. According to information collected by UNRWA,<sup>8</sup> more than 80 per cent of PRS indicate that the Agency's cash assistance is their main source of income.

Under its Emergency Appeal, UNRWA remains committed to provide a lifeline to PRS in Lebanon through the provision of a number of essential services such as cash assistance, education and health.

In August and September 2019, UNRWA conducted a verification exercise of PRS in Lebanon and verified the physical presence of 27,803 PRS in the country. The number of PRS in Lebanon has been gradually decreasing over the past two years, and UNRWA estimates that in 2020 the country will continue to host approximately 27,700 PRS (8,450 families). According to a survey conducted by the American University of Beirut in 2015, nearly 90 percent of the PRS population in Lebanon live in poverty, including 9 per cent who are in extreme poverty and unable to meet even their most essential

food requirements.<sup>9</sup> PRS's vulnerability is further compounded by their precarious legal status. According to the Agency's monitoring data, around 55 percent of PRS do not possess valid legal residency documents. The lack of a valid legal status, often coupled with outdated civil registration documents, results in severely restricted freedom of movement for some PRS in Lebanon due to fear of arrest, detention and being issued a departure order.

In 2019, the decision of the General Security Office of the Government of Lebanon to deport Syrians who entered the country illegally after 24 April 2019, coupled with departure orders issued to PRS without valid residency who entered before that date, have also increased the fear of PRS of being deported to Syria. The self-restriction of movement puts a strain on their access to basic services, livelihoods and the formal labour market. In addition, a new policy implemented by the Ministry of Labour to limit informal and illegal labour by foreign workers has affected PRS and has resulted in the closure of several shops and businesses.

In order to mitigate vulnerabilities and strengthen resilience, in 2020 UNRWA will continue to provide vital humanitarian assistance to PRS and the most vulnerable PRL in hosting communities. The Agency will provide cash subsidies for all 27,700 PRS in Lebanon, to support them in meeting a range of food and non-food needs. In addition, UNRWA will deliver inclusive, equitable, and quality educational services to all Palestine refugee children through the Agency's 65 schools in Lebanon. With the funding received through the Emergency Appeal, the Agency has successfully managed to integrate PRS children into its schools. Under the 2020 Emergency Appeal, health service provision will continue to be strengthened to maintain PRS's access to primary health care and hospitalization. Given the overcrowded living conditions in the Palestine refugee camps, UNRWA will work to sustain and enhance environmental health and sanitation services to improve the living conditions of vulnerable PRS and PRL.

To safeguard and advance the rights of all Palestine refugees in Lebanon, UNRWA will continue to mainstream protection and disability inclusion across all interventions and programmes. Mental health and psychosocial support, critical prevention and response interventions for GBV and child protection cases, and legal aid services will continue to be provided under this Emergency Appeal. The Agency will continue to monitor the human rights situation of Palestine refugees in Lebanon, and advocate for their rights with all relevant stakeholders including the Lebanese authorities, donors, embassies, INGOs, national and local partners and other UN agencies, as well as through the International Human Rights System (IHRS). Furthermore, UNRWA will continue to monitor the conditions of PRS returns to their place of habitual residence in Syria, as well as the specific vulnerabilities of newly arrived PRS in Lebanon.

In line with the Lebanon Crisis Response Plan (LCRP) guidelines, support to PRL host communities is included in this appeal, in recognition of the widespread impact of the Syria crisis, and the impact of the continued inflation and difficult socio-economic conditions on all communities in Lebanon.

It is anticipated that the most vulnerable PRL in Lebanon will benefit from winterization assistance, health care and livelihood services as well as environmental health and waste management services, particularly inside Palestine refugee camps.

## lebanon: planning assumptions

UNRWA continues to be the main, and in a number of instances, the sole service provider for PRS in Lebanon. The PRS community is heavily reliant on the Agency for humanitarian assistance, including cash assistance, shelter, health care and education in addition to protection services. The Agency's response in 2020 will be based on the following planning assumptions:

**Economic deterioration affecting resilience.** Difficult socio-economic conditions and a deteriorating economic situation in Lebanon, as well as fluctuation in the exchange rate are expected to continue, with a negative impact on PRS living conditions. With additional restrictions enforced by the host government on the employment of foreign workers, including PRL and PRS, the unemployment rate among Palestine refugees, and in particular PRS, is expected to remain high, increasing dependency on UNRWA assistance.

**High levels of reliance on UNRWA for provision of basic needs.** In 2020, it is expected that PRS will continue to rely almost entirely on UNRWA services—including cash assistance for 27,700 PRS, education for 4,812 children, and health care for 27,700 individuals. Living conditions in Palestine refugee camps, where 45 per cent of PRS reside, will continue to be characterized by overcrowding, substandard shelters and poor infrastructure which is likely to worsen dire environmental health conditions.

**Ongoing difficulties for PRS to maintain or regularize their legal status in Lebanon.** Difficulties in obtaining and renewing legal residency documents will continue to have a wide-reaching impact on PRS in 2020, reaching impact on PRS in 2020, further marginalizing them and excluding them from services and impacting their freedom of movement, increasing the need for advocacy and protection. It is expected that new arrivals of PRS into Lebanon will continue to be restricted, and PRS in Lebanon will face increased risk of deportation or push-back at the border.<sup>10</sup>

**Decreasing caseload and PRS returns to Syria.** In 2019, UNRWA registered a slight decrease (three per cent) in the PRS population in Lebanon. This trend is expected to continue in 2020 as some PRS spontaneously return to Syria or engage in onward movement. Depending on developments in Lebanon and Syria, the pressure on PRS to return may increase. UNRWA will continue to monitor returns and ensure respect for PRS rights.

**Continued tensions between PRS and host communities.** Tensions between PRS and host communities will continue due to the difficult socio-economic situation both communities are enduring, notably in relation to access to livelihood opportunities and employment.



PRS children sit in front of their rented shelter in Beddawi refugee camp, Lebanon. © 2019 UNRWA Photo by Maysoun Mustafa





# lebanon: sector-specific interventions



## strategic priority 1

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



### multi-purpose cash assistance

cover basic needs through cash assistance for some

27,700

Palestinian refugees from Syria



### winterization assistance

provide winterization assistance for some

9,156

refugee families

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

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
PRS are able to meet their essential life-saving needs and to cope with sudden crisis	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	100%	100%
<b>Outputs</b>			
PRS are provided with relief assistance (food assistance, NFIs and shelter assistance)	Number of individuals receiving cash assistance for food and multipurpose cash assistance during last distribution round (disaggregated by sex)	26,919 PRS (12,987 male; 13,932 female) 8,041 families	27,700 PRS (13,357 male; 14,343 female); 8,450 families
	Total amount of cash distributed during last distribution round	US\$ 1,510,361	US\$ 1,592,900
	Number of families provided with winterization assistance (cash and in kind)	8,041 PRS families 717 PRL families	8,450 PRS families 706 PRL families

PRS in Lebanon continue to face significant humanitarian and protection needs. Protracted displacement, lack of livelihood opportunities and limited access to public services have disrupted the lives of PRS in Lebanon and severely undermined their coping mechanisms. Many PRS in Lebanon face a precarious and marginalized existence due to their uncertain legal status and limited social protection mechanisms, making them heavily reliant on UNRWA for their basic needs. Over 89 per cent of PRS in Lebanon are in critical need of sustained humanitarian assistance.<sup>11</sup>

Within this complex and challenging operating environment, UNRWA will continue to provide emergency assistance to meet the essential needs of PRS affected by the protracted crisis.

In 2020, cash assistance to PRS will remain a priority for UNRWA emergency interventions in Lebanon. Given the high levels of vulnerability and dependency across PRS, UNRWA will continue to support all 27,700 PRS (8,450 families) with cash assistance, representing the total estimated PRS population in Lebanon in 2020, based on the results of the verification exercise conducted in August and September 2019. Targeted PRS will receive cash-for-food assistance of US\$ 27 per person per month, in addition to multipurpose cash assistance of US\$ 100 per month per family to cover a range of basic needs, including shelter and NFIs.

In order to better assess the living conditions and the vulnerability of PRS in Lebanon, in 2020 UNRWA is planning to conduct a socio-economic survey of PRS in Lebanon. Depending on the outcome of the survey, the Agency will review its approach to cash assistance and adapt its interventions as appropriate to continue to provide a meaningful response to the most pressing needs.



PRL and PRS students participate in recreational activities and learning support classes conducted by UNRWA in Al Mazar school in Beddawi camp. © 2019 UNRWA Photo by Maysoun Mustafa



## strategic priority 2

contribute to a protective environment for palestine refugees by maintaining access to basic services



### livelihoods

improve access to livelihood and employment opportunities for

**1,800**

Palestine refugees



### emergency health

meet the health-care needs of

**27,700**

Palestinian refugees from Syria



### education in emergencies

provide primary education to

**4,812**

PRS children



### protection

strengthen prevention and protection response for PRS and vulnerable PRL of the host communities



### environmental health

meet the public health needs of the affected population through safe and equitable access to WASH resources and facilities

## Emergency Health

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
The impact of the crisis on health services for refugees is reduced	Number of PRS consultations supported by UNRWA (primary and hospitalization disaggregated by sex)	156,503	116,000
<b>Outputs</b>			
Palestine refugees have access to primary health-care services at UNRWA health centres	Number of PRS visits to health centres (disaggregated by sex)	152,200	112,000
	Number of Agency health centres and mobile health points that are operational	27	27
Palestine refugees have access to hospital care (secondary and tertiary)	Number of UNRWA hospitalizations accessed by PRS patients	4,303	4,000
Palestine refugees have access to essential drugs and medical supplies	Percentage of HCs with no stock-out of 12 tracer items	100%	100%

Providing health services to PRS will remain one of the Agency's core humanitarian activities in 2020. With 15 per cent of PRS having at least one non-communicable disease,<sup>12</sup> around 80 per cent of PRS households having at least one member with a chronic disease, and one in 10 households having at least one person with a disability,<sup>13</sup> the continued provision of UNRWA health services remains crucial to mitigate the vulnerability of PRS in Lebanon. Moreover, at least 20 per cent of PRS present mental health difficulties.<sup>14</sup>

In 2020, free-of-charge primary health care services will be provided to PRS through the 27 UNRWA primary health-care centres, of which 13 are located inside Palestine refugee camps and 14 are located in Palestinian gatherings. Services in HCs will continue to be enhanced through the use of the Agency's electronic patient record system (e-Health), which allows for easy tracking of patients' medical history. UNRWA will also continue to cover 90 per cent of secondary health care and 60 per cent of tertiary health care for PRS. Access to hospitalization will remain

crucial to ensure the well-being of PRS, with a planned target of 4,000 hospital referrals in 2020.



A nurse vaccinates a PRS infant in an UNRWA health centre in Lebanon.  
© 2019 UNRWA Photo by Maysoun Mustafa

## Education in Emergencies

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
PRS continue to access quality, inclusive and equitable education despite conflict and displacement	Percentage of PRS students graduating from basic education	47.18% (34.37% boys; 56.29% girls)	50.68% (42.14% boys; 58.66% girls)
<b>Outputs</b>			
Palestine refugee students have access to education through regular classes	Number of school-age PRS children enrolled in regular classes in UNRWA schools (disaggregated by sex)	5,254 (2,522 boys; 2,732 girls)	4,812 (2,350 boys; 2,462 girls)
	Number of students provided with at least one item of material support to enable them to access education at an UNRWA school	5,254 (2,522 boys; 2,732 girls)	4,812 (2,350 boys; 2,462 girls)
	Number of PRS/PRL students attending formal vocational courses whose registration fees are fully subsidized	34 PRS and 196 PRL (43.5% girls)	41 PRS and 196 PRL (44% girls)



Palestine refugee students are provided with targeted psychosocial support	Number of students who have attended at least one counselling session (disaggregated by sex)	1,169 (577 boys; 592 girls)	1,150 (500 boys; 650 girls)
Palestine refugee students are provided with additional learning support and recreational activities	Number of PRS students participating in at least one recreational (and/or) extra-curricular activity during the year	1,199 (574 boys; 625 girls)	1,150 (500 girls; 650 boys)
	Number of UNRWA students who have attended at least one UNRWA catch-up class	1,800 (850 boys; 950 girls)	1,800 (850 boys; 950 girls)

PRS children continue to face multiple and complex enrolment and retention barriers. PRS children of school age are less likely than PRL to be enrolled in schools at all education levels, with on average only 64.6 per cent of PRS children<sup>15</sup> enrolled in education. Moreover, enrolment significantly drops from elementary to secondary levels. The UNRWA EiE Programme in Lebanon aims to provide equitable access to quality education for all Palestine refugee children and youth. Through its EiE interventions, UNRWA supports a holistic approach to learning through the provision of teaching and learning, psychosocial support and community engagement. During the school year 2018 / 2019, 5,254 PRS children were enrolled in 64 UNRWA schools across Lebanon and 150 graduated from basic education in June 2019, exceeding the planned target of 147 students.

In 2020, UNRWA will continue to support PRS children's academic achievement and their overall well-being through its EiE activities and by enhancing the capacities of its teaching workforce through its development and support structures. UNRWA will also explore opportunities for strengthening partnerships with local and international NGOs and Community Based Organizations (CBOs) working in the camps, to provide complementary learning support and education services to Palestine refugee children and youth.

Children's psychosocial wellbeing remains a key priority for the Agency. Across UNRWA schools, counsellors attend to children's psychosocial needs through delivering individual and group counselling sessions and other targeted psychosocial activities. Through awareness-raising activities, UNRWA aims to equip parents to better identify and address their children's PSS needs. To complement essential PSS services, the Agency will also organize recreational activities for students at all grade levels, focusing primarily on students at risk of dropping out, with a view to fostering cohesion between PRS and PRL students and improving retention.

In addition, in alignment with the Ministry of Education and Higher Education in Lebanon, UNRWA aims to support the enrolment of PRS and PRL students in various trade and semi-professional vocational courses at its Sibilin Training Centre (STC). Through its vocational training services, the Agency supports PRS and PRL youth in Lebanon to realize their full potential and become self-reliant by providing the necessary market-oriented skills and abilities that contribute to sustained livelihoods.



Palestine refugee students at Mazar School take part in recreational activities provided by UNRWA. © 2019 UNRWA Photo by Maysoun Mustafa



## Livelihoods and Social Cohesion

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
Improved access to livelihood opportunities for PRS and PRL	Number of PRS/PRL (15-24 years old) reached through formal and non-formal skills trainings (disaggregated by sex)	217 (7 PRS, 186 PRL, 24 other nationalities) <sup>16</sup>	1,800 (224 PRS, 1,576 PRL)

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

While the unemployment rate among PRL was comparable to the Lebanese rate of eight per cent in both 2010 and 2012, it increased to 21 per cent for males and 32 per cent for females in 2015. The unemployment rate among PRS is even higher, standing at 52.5 per cent. Youth between 15 and 24 years of age, representing 20-25 per cent of the overall Palestine refugee population, are the most disadvantaged: 36 per cent of young PRL and 57 per cent of young PRS are reported to

be unemployed. As a result, Palestine refugee youth are also those most affected by poverty, with 70 per cent of PRL youth and 90 per cent of PRS youth living in poverty.<sup>17</sup>

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



A PRS works in a fruit and juice shop in Beddawi camp © 2019 UNRWA Photo by Maysoun Mustafa



Aya, a Palestine refugee youth, works as an ICT Technician in UNRWA Information and Technology Department in Lebanon as part of a short-term job opportunity provided by the Agency. © UNRWA 2019 Photo

## Protection

Output	Indicator	Baseline	Target
<b>Outputs</b>			
Strengthened prevention and protection response for Palestine refugees	Number of UNRWA staff members trained on protection and humanitarian principles (disaggregated by sex)	1,390	720
	Number of Palestine refugees provided with legal aid services (disaggregated by PRL/PRS)	6,536	7,348
	Number of women/men/girls/boys engaged in community-based protection activities	7,610	9,240 (4,620 PRS; 4,620 PRL)
	Number of protection incidents of alleged violations involving duty bearers as perpetrators, documented by UNRWA (disaggregated by PRL/PRS)	144	192

PRS and PRL continue to face a number of protection issues, exacerbated by the impact of the protracted crisis in Syria and a worsening socio-economic situation in Lebanon, leading to increased competition for scarce resources and increased tensions in Palestine refugee camps. In response, UNRWA will continue to identify and monitor protection incidents affecting Palestine refugees and provide assistance by facilitating access to protection services for both PRS and PRL of the host community.

According to the analysis conducted by UNRWA Lebanon field office (LFO) Protection Unit in 2018, PRS are disproportionately affected by protection concerns: despite constituting only between 10 and 12 per cent of the total Palestinian refugee population in Lebanon, PRS represent 60 per cent of general protection cases, 29 per cent of child protection cases, 38 per cent of GBV cases and 64 per cent of the legal aid cases<sup>18</sup> recorded by UNRWA.

The precarious legal status of PRS in Lebanon, coupled with limited self-support opportunities and depletion of

resources, increase vulnerabilities particularly for women and children, who are disproportionately affected by GBV. This has grave consequences for their physical, emotional and social well-being. Children are further exposed to a number of child protection risks, including exploitation, violence and abuse.

In a context where PRS and PRL communities continue to face substantial obstacles to the full enjoyment of their human rights and are exposed to multiple protection risks, the delivery of protection prevention and response services remains a priority for UNRWA. These include critical community-based protection interventions (with a focus on GBV, child protection and MHPSS) and legal aid services. To this end, UNRWA is building the capacity of established community support structures, such as women and girls' committees, boys' and men's groups, as well as structures such as Parent Teacher Associations (PTA), to engage the community on relevant issues such as addressing root causes of GBV, gender equality, disability inclusion, prevention of violence against children including anti-bullying campaigns



and positive parenting, as well as safe identification and referrals of protection cases. Community groups, including both PRS and PRL, are actively leading campaigns and awareness raising sessions aimed at increasing community members' knowledge of their rights and services in place. UNRWA will continue to work with specialized local and international partners to enhance capacity building and training to community members.

Due to funding constraints, in 2019, UNRWA had to adjust its protection structure in Lebanon to a constrained budget, affecting the Agency's ability to deliver trainings on protection to UNRWA staff and requiring a revision of the training packages in line with the revised priorities. Based on this, in 2019, the unit has been progressively disengaging from referral system coordination and response to individual protection cases, due to limited resources and in line with the role and responsibilities established by Agency-wide reform processes (e.g. RSS reform).

In 2020, the UNRWA Protection Unit in Lebanon will put a stronger focus on international protection and protection monitoring along with the mainstreaming and integration of protection in the Agency's programmes. Protection monitoring and documentation will focus on the collection of individual cases involving alleged abuses of human rights by duty bearers to identify and track trends for advocacy and interventions. In addition, the Protection Unit will conduct focus group discussions and individual interviews with both PRS and PRL in host communities to understand the issues and challenges PRS face in making the choice of whether to remain in Lebanon or return to Syria. UNRWA will also continue to conduct interviews with PRS newly arrived from Syria. The Agency will furthermore continue to engage with the international human rights system in line with the IHRS framework and with the support of UNRWA HQ.



PRS women take part in a focus group discussion organized by UNRWA Protection team in Beddawi Camp.  
© 2019 UNRWA Photo by Maysoun Mustafa



## Environmental Health

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
Public health needs of the affected population are met	Percentage of PRS in camps who have safe and equitable access to WASH resources and facilities	96%	97%
<b>Outputs</b>			
Improved solid waste management inside UNRWA camps	Percentage of PRS benefiting from garbage collection inside camps	93%	97%
Safe and adequate water supply provided inside UNRWA camps	Percentage of PRS in camps provided with potable water for their basic needs.	95%	97%
Improved wastewater and storm water systems	Percentage of PRS in camps served with adequate wastewater and storm water systems.	95%	97%

Services related to water supply and water quality control, maintenance and cleaning of wastewater and storm water networks and pavements, in addition to solid waste collection and timely disposal and insect and rodent control, are among the most important that UNRWA provides in Palestine refugee camps. Due to the additional pressure put on UNRWA services and infrastructure by the increased populations in the camps, including PRS and Syrian refugees, the provision of these services is at its capacity limit.

The increased demand and water scarcity conditions (drop in groundwater tables) in recent years have caused water shortages in many camps. Seawater intrusion has affected the functioning of some of the existing wells, requiring frequent repairs. To ensure a safe and healthy environment, UNRWA also continues to provide disinfection materials (sodium hypochlorite and chlorine tablets), and water quality control services, however funding constraints put the availability of

these services at risk. The increased population in camps has also placed additional strain on solid waste management services, resulting in a need for additional sanitation labourers, solid waste vehicles, machinery and equipment. The persistence of the solid waste crisis, in particular with the closure of a solid waste treatment plant in Tyre area, has forced the Agency to identify costly alternatives using private dumping sites.

To overcome these challenges and sustain the delivery of environmental health services for all residents in camps, in 2020 the Agency will continue to maintain and repair vital infrastructure, such as water boreholes, network systems, and solid waste equipment and vehicles. In line with the current UNRWA environmental health strategy for Palestine refugee camps in Lebanon, the Agency will continue to work on ways to reduce waste and increase recycling to improve environmental health for PRS and PRL in Lebanon.

Maintenance works contribute to a positive learning environment in UNRWA Shajrah school in Tyre, Lebanon. ©2019 UNRWA Photo by Abeer Nouf

# strategic priority 3

to improve the effectiveness and efficiency of emergency programme delivery

## safety and security

enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees

## emergency repair and maintenance

maintain, repair and upgrade UNRWA facilities for continued service provision

## capacity and management support

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

## Safety and Security

Output	Indicator	Baseline	Target
<b>Outputs</b>			
Enhanced safety and security of UNRWA staff to facilitate the provision of humanitarian aid to Palestine refugees.	Percentage of front-line staff provided with safety, security and awareness trainings	90%	100%

UNRWA requires funding to maintain and reinforce its security procedures and equipment in 2020. The Agency continuously monitors the security situation in Lebanon, in coordination with other UN Agencies and the Government of Lebanon, to identify threats and any possible deterioration of the security situation that could have an adverse impact on the population and the Agency's operations and programmes.

Funding under this component will also support preparedness for critical events through front-line staff training on security awareness and delivery of humanitarian assistance in case of an emergency, as well as through additional security staff, the provision of critical equipment related to communication and emergency trauma kits. Improved security and control measures in accessing UNRWA facilities will keep staff safe and secure while executing their duties.

## Emergency Repair and Maintenance of UNRWA Installations

Output	Indicator	Baseline	Target
<b>Outputs</b>			
UNRWA installations repaired or maintained for continued service provision.	Number of UNRWA facilities rehabilitated or repaired	50	100

In 2020, UNRWA will focus on urgent and preventive maintenance works of its premises, such as HCs, schools and vocational training centres, fostering a positive learning environment and improving the effectiveness of the Agency's emergency programmes, ensuring the continued provision

of quality services to PRS. UNRWA will also ensure that its installations in the Beqaa area, where winters are especially harsh, are adequately equipped with properly functioning heating systems and that leakages are treated.

## Capacity and Management Support

In order to respond to the needs of PRS and PRL in Lebanon, UNRWA will maintain and enhance, as required, its staff capacity and management support for all emergency programmes in accordance with the current Medium-Term Strategy. UNRWA will ensure that the emergency response is cost-effective and that Palestine refugees benefit from UNRWA assistance and services to the maximum extent. The Agency continues to operate in accordance with the LCRP and engages in continued coordination and communication with the Government of Lebanon, UN agencies and other humanitarian organizations.

Active participation in inter-agency planning and responses through respective sectoral working groups, as well as the HCT in Lebanon, will be continued and further strengthened. The Agency's support departments will place a special emphasis on collaboration at the country level aiming at achieving efficiencies and economies of scale specifically under the UN Development Group Business Operations Strategy (UNDG BOS) initiative in which UNRWA is already actively engaged.<sup>19</sup>



# jordan: context and needs analysis

In recent years, the Hashemite Kingdom of Jordan has remained relatively stable within a turbulent region. In 2019, Jordan had the second highest share of refugees compared to its population in the world, with 654,955 Syrian refugees registered in the country<sup>20</sup> as of October 2019. The large influx of refugees has placed enormous pressure on the country's infrastructure, services, economic resources and ability to provide for both refugees in need and the host community.

In the last few years and in the framework of external regional challenges, the performance of Jordan's economy has been weak, with slowed growth rate and rising public debt.<sup>21</sup> Insufficient supplies of water, oil and other natural resources have resulted in Jordan relying on foreign aid, public debt, remittances and foreign direct investment to support its finances and generate productive economic activity.<sup>22</sup> Although the Government of Jordan has taken several measures to boost economic growth and job prospects, the unemployment rate still remains high, especially among youth, social and economic inequalities persist and foreign direct investments are sluggish, increasing the frustration of the population.<sup>23</sup>

The number of PRS in Jordan has remained relatively stable for a number of years, with 17,343 PRS recorded with UNRWA as of December 2019.<sup>24</sup> Of these, 349 reside in King Abdullah Park (KAP),<sup>25</sup> facing movement restrictions and a number of protection concerns.

Since the opening of Jabeer-Al Nassib border between Syria and Jordan, in October 2018, UNRWA has registered the return of 624 PRS individuals to Syria. As of November 2019, of those returnees, some 227 individuals were displaced again to Jordan for a range of reasons, including the unstable security situation in Syria, problems with civil documentation, lack of economic resources and livelihood opportunities, and high levels of destruction of homes and property. While the re-opening of the border might contribute to the spontaneous return of refugees to Syria, based on currently observed trends, UNRWA expects that the majority of PRS will remain in Jordan during 2020.

PRS in Jordan continue to be exposed to a number of protection issues. Those without Jordanian documents who have entered from Syria and remained in Jordan irregularly are particularly vulnerable. They live under continuous risk of arrest, detention and potential forced return to Syria. Since 2015, UNRWA has recorded 133 cases of *refoulement* to Syria.<sup>26</sup> While PRS holding valid Jordanian national documents face fewer concerns, UNRWA has registered some cases of PRS families holding Jordanian IDs exposed to risk of confiscation of their documentation and/or de-nationalization and denied access to state sponsored-services and social safety nets.

Following years of protracted displacement, many PRS have exhausted their coping mechanisms and rely on UNRWA assistance to cover their basic needs. A Comprehensive Food Security and Vulnerability Assessment conducted by WFP in 2018<sup>27</sup> indicated that the majority (67 per cent) of PRS were food-insecure or vulnerable to food insecurity. Twelve per cent of PRS female headed households were found to be food insecure compared to seven per cent of male-headed households. Food insecurity was even higher (78 per cent) in PRS households where the head of household was reported to be completely illiterate. Eighty-six per cent of surveyed PRS

PRS households were also reported to be in debt. A post-distribution monitoring exercise (PDM), conducted by UNRWA in August 2019 to collect feedback on the cash assistance programme, revealed that 35 per cent of PRS respondents used UNRWA cash assistance to pay for rent, 15 per cent used it to cover food needs, 15 per cent to repay a debt, 11 per cent paid water and electricity bills and 24 per cent utilized cash for other priorities like health, transportation, clothing, etc. Forty-two per cent of respondents stated that the assistance provided by UNRWA had slightly improved their living conditions.

In 2020, UNRWA will continue to provide basic services to PRS, helping them address their most urgent needs and supporting the enjoyment of their human rights by addressing protection challenges and enhancing resilience. Under this Emergency Appeal, the Agency will continue to provide all targeted PRS with cash assistance. Since the second half of 2018, UNRWA introduced a targeted approach with a focus on the most vulnerable PRS, who continued to receive US\$ 40 per person per month, while the rest of the caseload received a reduced allowance of US\$ 10 per person per month. However, recognizing the difficult socio-economic conditions and widespread poverty faced by all PRS, in 2020 the Agency will increase this amount from US\$ 10 to US\$ 25 per person per month, in order to provide more meaningful support.

In addition to cash assistance, quality, inclusive and equitable basic education will continue to be provided to PRS children through the network of UNRWA schools in Jordan, and essential health services will be available across 25 UNRWA primary health-care centres and four mobile units. Protection services, including addressing child protection risks, in particular violence against and amongst children, and gender-specific vulnerabilities, as well as legal counselling, will also be provided.

In 2020, UNRWA will also work to improve its data collection and analysis of PRS vulnerabilities in Jordan. This will enable the Agency to monitor changes in vulnerability, and to target its assistance in a more efficient and effective manner, while strengthening service delivery, impact and results.

## jordan: planning assumptions

**Stable caseload in 2020:** The number of PRS in Jordan is expected to remain stable throughout 2020. The number of PRS returning to Syria will remain low for a number of reasons, including lack of shelters, shattered infrastructure, and scarcity of livelihood opportunities in Syria. UNRWA will continue to monitor the dynamics of possible spontaneous returns and will maintain operational flexibility in order to adjust to any significant change.

**Challenging socio-economic environment:** The socio-economic situation of PRS will continue to be difficult, as resources from Syria are further stretched, employment opportunities remain limited and the performance of the Jordan economy does not improve.

**Challenging protection and legal environment for PRS:**

The legal and protection environment, in particular for the most vulnerable PRS, will remain restricted, as will access to employment, services, civil registration and legal processes. The Government of Jordan's policy of non-admission of PRS is expected to remain in place; the risk of forced return raising concerns of refoulement, particularly for those without valid documentation or identified as security cases, will remain high.

*A PRS girl looks from the window of her shelter in Jordan*  
© 2019 UNRWA Photo by Ibrahim Al-Alami





# jordan: sector-specific interventions

UNRWA provides emergency cash assistance to PRS families on a monthly basis to support essential food and non-food needs. © 2019 UNRWA photo by Ibrahim Al-Alami

## strategic priority 1

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



### emergency cash assistance

cover basic needs through cash assistance for

16,500

Palestinian refugees from Syria with a focus on the most vulnerable



### winterization assistance

provide winterization assistance for

4,400

PRS families



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

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
PRS are able to meet their essential life-saving needs and to cope with sudden crises	Percentage of eligible PRS receiving one or more UNRWA emergency cash-based transfer assistance	99%	100%
<b>Outputs</b>			
Eligible PRS families in Jordan are provided with Unconditional Cash Assistance to meet essential needs during the time of their displacement	Number of eligible PRS provided with unconditional cash assistance per distribution (disaggregated by sex)	16,163	16,500
PRS cases identified as facing major crises are provided with emergency cash assistance	Number of PRS families receiving one-time emergency cash assistance	509	450
PRS in Jordan are provided with winterization cash assistance to better cope with the hardships of winter season	Number of PRS families provided with winterization assistance	4,404 <sup>28</sup>	4,400

According to the findings of an Accelerated Vulnerability Exercise<sup>29</sup> conducted in 2016 by the UNRWA Jordan field office (JFO) emergency coordination unit, the majority of PRS in Jordan are below the national poverty line.<sup>30</sup> Despite the high levels of vulnerability faced by all PRS, families not holding Jordanian documents are particularly vulnerable to socio-economic and protection risks, given their exclusion from the formal labour market and lack of access to public services.

In 2018, in order to make more efficient use of scarce resources, and to ensure that the most vulnerable PRS continued to be served, the Agency introduced a targeted approach to cash-based transfers. PRS households where the head of family does not hold a Jordanian ID number, were prioritized to continue to receive the full amount of US\$ 40 per person per month, while PRS belonging to families where the head of household holds Jordanian documents, and who are hence more likely to have access to public services and other entitlements for Jordanian citizens (health, higher education, employment, National Aid Fund-NAF, etc.), continued to receive a reduced cash transfer value, set at US\$ 10.42 per person per month in line with the assistance provided to PRJ cases benefiting from UNRWA SSN programme.

However, in the second half of 2019, given the challenging socio-economic conditions faced by all PRS in Jordan, such as the high cost of living, a constrained job market, the lack of sustainable livelihoods and widespread poverty, UNRWA decided to increase the cash transfer value provided to PRS with Jordanian documents (about 10,000 PRS) from US\$ 10.42 to US\$ 25, starting from quarter one 2020, in order to provide a more meaningful contribution to respond to their basic needs. The most vulnerable households will continue to receive US\$ 40 per person per month.

Under the 2020 Emergency Appeal, in order to further support the resilience of PRS families, the UNRWA cash assistance programme will also continue to include a one-off emergency cash grant component with an average value of US\$ 200. This assistance will be provided to an estimated 450 PRS families who experience a major shock or a crisis with devastating consequences on their economic situation.

During the last quarter of 2020, winterization assistance will also be provided to all PRS to support them to cover a number of costs related to the winter season. Winterization assistance is provided based on family size, with families receiving between US\$ 277 and US\$ 453 depending on the number of members. This methodology is in line with the winterization assistance provided by the international community to other refugees from Syria in Jordan.

An UNRWA doctor at Jabal el-Hussein health centre in Jordan providing dental care to a PRS patient. © 2019 UNRWA Photo by Dania Batayneh

## strategic priority 2

contribute to a protective environment for palestine refugees by maintaining access to basic services



### emergency health

meet the health-care needs of all Palestine refugees from Syria in Jordan



### education in emergencies

provide primary education to

1,170

PRS and Syrian children



### protection

strengthen prevention and protection response for PRS in Jordan

## Emergency Health

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
The impact of the crisis on health services for refugees is mitigated.	Number of PRS consultations supported by UNRWA (primary, secondary and tertiary health care)	13,896	15,500 (6,411 male; 8,589 female)
<b>Outputs</b>			
PRS have access to primary health-care services.	Number of PRS visits to UNRWA health facilities (disaggregated by sex)	13,463 (5,657 male; 7,806 female)	15,000 (6,197 male; 8,303 female)
	Number of operational Agency health centres and mobile health points	30	29
PRS have access to hospital care (secondary and tertiary).	Number of UNRWA hospitalizations accessed by PRS patients (disaggregated by sex)	433 (178 male; 255 female)	500 (214 male; 286 female)

In 2020, UNRWA will continue to ensure that all PRS in Jordan have unrestricted access to the Agency's primary health care services, including preventive and curative care, through the Agency's 26 health centres<sup>31</sup> and four mobile units across Jordan. UNRWA will ensure that such services are available to all PRS, including those who face challenging protection issues, as well as those whose freedom of movement is limited, including PRS located in KAP

who will continue to be assisted through a partnership with the Jordan Health Aid Society (JHAS).

Secondary and tertiary health care will also be facilitated through the Agency's referral system to external service providers, with UNRWA covering verified hospitalization costs.

## Education in Emergencies

Outcome/Output	Indicator	Baseline	Target
<b>Outcomes</b>			
PRS are able to continue their education despite conflict and displacement	Percentage of PRS and Syrian <sup>32</sup> students graduating from basic education	96% <sup>33</sup>	100%
<b>Outputs</b>			
The quality of teaching and learning is sustained even during emergencies	Number of UNRWA schools that enrol PRS and Syrian students in their classes	133	133
	Number of PRS and Syrian students enrolled in UNRWA schools disaggregated by sex	1,167	1,167
	Number of PRS students admitted to vocational training centres and Faculty of Educational Sciences and Arts disaggregated by sex	13	40
The psychosocial well-being of students affected by conflict is supported	Number of PRS and Syrian students who have attended at least one counselling session	653	1,167
	Number of newly appointed school counsellors trained on the Agency's PSS framework	4 <sup>34</sup>	52
PRS students are provided with educational and recreational materials and activities	Number of PRS and Syrian students provided with educational/recreational materials disaggregated by sex	0 <sup>35</sup>	1,167
	Number of PRS and Syrian students participating in at least one recreational (and/or) extra-curricular activity during the year	1,151	1,167



In 2020, UNRWA will continue to ensure that PRS children receive equitable and inclusive access to education from grade 1 to grade ten in UNRWA schools across throughout the country.

At the beginning of the 2019 / 2020 school year, 1,167 PRS and Syrian students (865 PRS and 302 Syrian students) were enrolled in 133 UNRWA schools. In line with the Agency-wide EiE approach, UNRWA will continue to support and respond to the specific educational and psychosocial needs of PRS students. Education in emergencies activities in 2020 will continue to be conducted in line with EiE programmatic strands that include: i) ensuring the provision of a safe and secure learning environment; ii) sustaining the quality of teaching and learning during emergencies; iii) enhancing community and student engagement and participation and; iv) improving data manag-

ement. In this regard, funding will be used to deploy additional school counsellors to respond to the psychosocial needs of the children. Recreational and learning materials will also be made available to all PRS.

UNRWA will also ensure free admission to its Vocational Training Centres (VTCs) and the Faculty of Educational Sciences and Arts (FESA) to support PRS's access to the labour market and strengthen their livelihood opportunities. In 2020, based on availability of funds, UNRWA will undertake the repair and maintenance of these educational facilities through the rehabilitation of workshops and the provision of new tools and equipment in support of the educational process, to ensure a safe, secure and conducive learning environment.



Third grade PRS student at Jabal el-Hussein girls' school in Jordan. © 2019 UNRWA Photo by Daniah Batayneh



## Protection

Outcome/Output	Indicator	Baseline	Target
<b>Outputs</b>			
Strengthened prevention and protection response for PRS.	Number of PRS individuals referred to external partners for legal counselling disaggregated by sex	56	74
	Number of UNRWA staff members trained on protection disaggregated by sex	0	500

In 2020, UNRWA will continue its efforts to ensure that PRS in Jordan enjoy full and equal respect for their rights without discrimination. In addition to general protection concerns, many PRS in Jordan continue to face a number of additional protection risks due to their irregular legal status. PRS living below the poverty line, women and children (47 per cent of PRS caseload in Jordan), and persons with disabilities are also particularly vulnerable to protection risks and are exposed to different forms of violence including GBV and social exclusion.

During 2020, UNRWA will continue to prioritize the provision of protection services to vulnerable PRS families and individuals who face protection concerns; the Agency will further strengthen its protection interventions by increasing coordination of protection-related activities, ensuring quality

assurance, timely planning and monitoring and reporting. Legal assistance services will be reinforced through the retention of a dedicated legal officer providing legal advice and counselling, as well as follow up and liaison with external service providers and authorities. A protection coordinator will oversee the implementation of activities and initiatives targeting PRS in Jordan, in addition to providing PRS facing major protection risks with adequate assistance.

In 2020, in coordination with the UNRWA Syria field office (SFO), the Protection Unit in Jordan will continue to monitor PRS returns to Syria and possible new displacement to Jordan due to the absence of conditions necessary for a stable resettlement in the country. The Agency will continue to engage with the international human rights system based on the IHRS framework and with support from UNRWA HQ.



A PRS in her shelter in Jordan. © 2019 UNRWA Photo by Dania Batayneh



## Capacity and Management Support

Staff capacity and management support is required to ensure a timely and effective response to the needs of PRS. The Emergency Coordination Unit (ECU) will continue to provide coordination, capacity and management support to the JFO emergency response. The ECU will work closely with the national and international humanitarian community in Jordan to work on harmonizing, as appropriate, the Agency's emergency response for PRS with the response provided by other actors to non-PRS. ECU will oversee the implementation of response plans at the field level and incorporate minimum Sphere standards (education, health, protection and cash-for-food) into programme delivery at the field level. At the Agency level, ECU will support UNRWA through the development and rollout of tools, such as refugee registration and cash distribution SOPs and systems, especially information management and monitoring, to improve the overall efficiency

of the region-wide response.

In 2020, UNRWA in Jordan will also reinforce its monitoring, reporting and quality assurance capacities by strengthening its data collection and analysis methods and tools to provide for a more comprehensive profile of the PRS population in country. In line with Agency requirements, JFO will align its emergency operations approach with the RSS programme. The main goal of this arrangement is to strengthen the field's capacity to respond to emergency situations and ensure better distribution of roles and responsibilities. This will increase not only cost efficiency, but also cost effectiveness while ensuring the quality of the achieved results. UNRWA will ensure that proper mentoring, oversight and systems buildings are in place to ensure that the transition process is successful.

# regional response



Palestine refugees receive emergency humanitarian assistance, including non-food items, in Sbeineh camp in Rif Damascus.

© 2017 UNRWA Photo by Bara'a al-Alem

Outcome/Output	Indicator	Baseline	Target
The response, as funded, is effectively implemented and managed.	Draft mid-year Emergency Appeal Progress report issued within 120 days of the end of the reporting period	120 days	120 days
	Draft annual Emergency Appeal Report issued within 120 days of the end of the reporting period	120 days	120 days
	Emergency Appeal implementation is reviewed through mid-year and annual results reviews	2 reviews	2 reviews

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria Regional Crisis Response. This includes coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, and the production of key documents and appeals and reporting and monitoring against these appeals. UNRWA participates actively in the Humanitarian Response Plan (HRP) for the whole of Syria and in the Regional Refugee and Resilience Plan (3RP) and related technical and senior-level working groups.<sup>36</sup> When PRS are reported outside of the Agency's fields of operations, the Agency liaises with and refers cases to relevant partners for their follow up, in accordance with their relevant mandates and the status of PRS under international law. In 2020, through its liaison office in Egypt, UNRWA will continue its efforts to coordinate support to some 3,000 PRS in the country through the provision of health and food assistance, access to education and advocacy.

Under this appeal, a senior emergency officer<sup>37</sup> maintains day-to-day oversight of the Agency's response to the crisis and to ensure that dedicated capacity is available for political advice, emergency preparedness and response. A statistician will be retained, to ensure the appropriate level of technical capacity for data monitoring analysis.<sup>38</sup> In addition, a regional cash assis-

tance and poverty specialist will reinforce the Agency's technical capacity on cash transfers, including advice on levels of assistance and alignment with services provided by other humanitarian actors. This will improve both the effectiveness and efficiency of the Agency's cash based interventions.

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

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



## annex i: risk register

Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring
<b>Strategic / Programmatic</b> <ul style="list-style-type: none"> <li>Continuous and unpredictable changes in the operating environment</li> <li>Programmatic and implementation targets partially achieved</li> <li>Effectiveness in management and governance declines</li> <li>Delays in reform implementation</li> </ul>	<ul style="list-style-type: none"> <li>Political and security realities of protracted Syria conflict</li> <li>Inadequate operational or programmatic capacity to implement plans</li> <li>Lack of proper assessment, planning and/or monitoring of plans</li> <li>Lack of ownership, inadequate accountability and resistance to targeted results</li> <li>Referral service needs unmet qualitatively and/or quantitatively</li> </ul>	<ul style="list-style-type: none"> <li>Higher risk of exposure to violence and insecure environment</li> <li>Failure to meet and demonstrate results to stakeholders</li> <li>Programme quality is compromised.</li> <li>Policy decisions not based on evidence or reliable data</li> <li>Legal cases against UNRWA Stakeholder confidence in UNRWA declines</li> </ul>	<ul style="list-style-type: none"> <li>Develop and utilize assessment and conflict analysis to inform management decisions</li> <li>Enhance partnership with national and international organizations for efficiency and effectiveness</li> <li>Strengthen adherence to project cycle management (PCM) cycle (develop and utilize work plans and logical framework)</li> <li>Institutionalize humanitarian programme cycle management and periodic programme and financial monitoring</li> <li>Strengthen communication with key stakeholders.</li> <li>Continuous capacity-building provided to staff</li> <li>Implement the 2020-2022 UNRWA Evaluation Strategy to reinforce accountability, transparency, integrity and learning</li> </ul>	<ul style="list-style-type: none"> <li>Monitoring security updates</li> <li>Periodic monitoring undertaken through Quarterly Management Reviews and semi-annual Results Reviews</li> <li>Regular programme and financial monitoring through monthly management meetings</li> <li>Regular monitoring of reform strategies through annual work plan and report</li> <li>Periodic review and update of UNRWA risk register</li> <li>Quarterly planning, monitoring and reporting meetings</li> <li>Humanitarian snapshots issued on a bi-monthly basis</li> <li>Monthly protection meetings</li> </ul>

Financial				
<ul style="list-style-type: none"> <li>Deficit in donor aid commitment to the regional response plan</li> <li>Decline in purchasing power (exchange rate fluctuation and inflation)</li> <li>Efficiency of expenditures declines</li> <li>Deficit in EA funding affecting the provision of services</li> </ul>	<ul style="list-style-type: none"> <li>Donor fatigue and reprioritization of humanitarian response in Syria</li> <li>Humanitarian needs exceed international response.</li> <li>Competition from other emergencies or regional issues</li> <li>Limitations in adequacy of audit and oversight functions</li> <li>Ongoing economic contraction, aggravated by insecurity and/or sanctions</li> <li>Insufficient funding to the EA</li> </ul>	<ul style="list-style-type: none"> <li>Shortfall in donor contribution for Syria</li> <li>Inability to respond adequately to the increased needs of PRS</li> <li>Increase in staff dissatisfaction</li> <li>Fiduciary risks in operational implementation</li> </ul>	<ul style="list-style-type: none"> <li>Intensive and regular engagement with donors and international stakeholders</li> <li>Review of programmatic interventions to adjust levels of assistance to depreciation of the currency</li> <li>Strategic approach to fundraising</li> <li>Prioritization of key projects</li> <li>Robust financial and management systems in place</li> <li>Audit and oversight provided and recommendations are implemented</li> </ul>	<ul style="list-style-type: none"> <li>Communication with donors (private/institutional) is more consistent and of higher quality.</li> <li>Audit and oversight monitored through UNRWA systems of review and response</li> <li>Budget hearings and project prioritization processes held annually</li> <li>Regular budget monitoring processes are held.</li> <li>Regular coordination between field offices and HQ on review of programmatic interventions</li> </ul>
Hazards				
<ul style="list-style-type: none"> <li>Escalated conflict, and/or increase in asymmetric attacks and/or natural disasters</li> <li>Civil unrest (LFO)</li> <li>Heightened physical threats to refugees, staff and UN facilities (personal safety) and increased risk of GBV, SEA and incidents of violence against children</li> <li>Further displacement/movement of Palestine refugees from camp and gatherings (SFO)</li> <li>Sudden increase in the number of PRS returns to Syria, in particular from neighbouring countries</li> <li>Area staff rules and regulations for safety and security are not covered by UN security framework</li> </ul>	<ul style="list-style-type: none"> <li>No peaceful resolution to conflict</li> <li>Local staff safety and security are not covered by UN security framework.</li> <li>Lack of financial investment in maintenance</li> <li>Civil unrest in Lebanon leads to increase in PRS returns and further displacement for PRL</li> <li>Increased risk of child sex trafficking</li> <li>Change in the context in Lebanon and Jordan pushing PRS to return to Syria</li> </ul>	<ul style="list-style-type: none"> <li>Increased threat, violence-related injuries and displacement of UNRWA refugees</li> <li>Increased staff flight and fatigue</li> <li>Damage to and loss of UNRWA assets; violations of UNRWA Privileges and Immunities</li> <li>Reduced access to beneficiaries, installations, camps and gatherings</li> <li>Increase in needs, in particular in areas of Palestine refugee's returns</li> <li>Lack of adequate duty of care standards on safety and security</li> <li>Partial or complete evacuation of international staff</li> </ul>	<ul style="list-style-type: none"> <li>Establish field-specific plans to mainstream safety and security.</li> <li>Ensure all staff are fully trained on security and safety.</li> <li>Coordination with partners and within the UNCT strengthened to ensure flexibility in modes of delivery and alternative supply routes</li> <li>Review of programmatic interventions to adjust to increase needs</li> <li>Coordination with authorities; the Office of the Special Envoy; and, as possible, other parties controlling access</li> <li>All staff trained on the increased vulnerability to incidents of GBV, SEA and VAC in emergencies</li> <li>Cross-cutting initiatives on GBV, SEA and AVAC integrated into emergency response plans and processes</li> </ul>	<ul style="list-style-type: none"> <li>Regular use of security updates and information management system</li> <li>Ongoing analysis and collection of security information</li> <li>Close coordination with UN Security Management Team and other UN security teams</li> <li>Regular coordination between fields and with HQ on monitoring of PRS returns</li> </ul>



Event	Causes	Consequences	Mitigation/Coping Mechanisms	Risk Management Monitoring
<b>Operational</b> <ul style="list-style-type: none"> <li>• Lack of adequate human resources/capacity</li> <li>• Sustained disruption and/or inadequacy of power supply</li> <li>• Access and transportation routes to areas compromised by insecurity</li> <li>• Lack of adequate and reliable suppliers for essential supplies and services within Syria</li> <li>• National banking systems reduce capacity or collapse</li> <li>• Sustained disruption of information, communication and technology services (ICT)</li> <li>• Procurement-related fiduciary risks</li> <li>• Breach (real or perceived) in neutrality and staff code of conduct</li> <li>• Non-availability of technical expertise</li> <li>• (JFO) The humanitarian partners of UNRWA completely or partially interrupt service provision to refugees in KAP, including PRS</li> </ul>	<ul style="list-style-type: none"> <li>• Displacement of staff families and destruction of homes</li> <li>• Flight of technically qualified staff from Syria</li> <li>• Lack of reliable markets combined with crippling impact of economic sanctions</li> <li>• Expanding areas of insecurity and/or limited access in Syria</li> <li>• Lack of adequate state and financial institutional capacity to support operations</li> <li>• Lack of capacity and/or resources in ICT support functions</li> <li>• Lapses in adherence to Agency policies and procedures</li> <li>• Misuse of goods or assets for activities other than those intended</li> <li>• (JFO) Humanitarian partners in Jordan are repositioning their approach to assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Inability to respond adequately and in a timely manner to growing needs with quality services and assistance</li> <li>• Constant feeling of insecurity and low morale and recruitment challenges</li> <li>• Unstable local markets undermine the Agency's ability to procure goods and services locally</li> <li>• Disruption to business continuity</li> <li>• Poor systems in place to support service delivery, management and oversight and informed decision-making</li> <li>• UNRWA becomes target for violence; the inviolability of Agency premises is compromised</li> <li>• (JFO) Basic service provision to vulnerable PRS in KAP is undermined and disrupted</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain emergency roster of international staff members trained and prepared for deployment to the Syria crisis response</li> <li>• Maintain multiple rosters of national candidates for all emergency functions, allowing rapid recruitment in case of vacancies.</li> <li>• Business continuity plans in place dealing with emergency and crisis situations</li> <li>• Establish remote and decentralized management structure</li> <li>• Develop options and alternative transportation and importation routes</li> <li>• Maintain dual procurement tracks (local and international).</li> <li>• Pre-positioning of core relief items in all areas of operations, allowing continuity of operations in case of access cuts</li> <li>• (JFO) Explore new partnership opportunities, maintain advocacy with existing partners to ensure continuous service provision to PRS in KAP.</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency staff rosters regularly updated.</li> <li>• Regular review of business continuity plan.</li> <li>• Periodic review of programme criticality and essential staff</li> <li>• Periodic review of procurement contracts</li> <li>• Tracking and analysis of neutrality violations and follow up for UNRWA installations</li> <li>• Field visits</li> <li>• Meetings with partners</li> </ul>

Sociopolitical				
<ul style="list-style-type: none"> <li>Higher expectations from refugees than UNRWA capacity and mandate allows for</li> </ul>	<ul style="list-style-type: none"> <li>Lack of understanding of UNRWA mandate and capacity</li> <li>Constrained operational environment resulting from limited funding and lack of access</li> <li>Inadequate/misinformation regarding UNRWA service provisions</li> <li>Expanding needs as a result of the protracted crisis</li> </ul>	<ul style="list-style-type: none"> <li>Growing administrative burden as a result of increased appeals/complaints</li> <li>Unfavourable social media coverage</li> <li>Exposure of staff to threats and violence</li> <li>Interference with programme delivery</li> <li>Demonstrations and protests</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen relationship with and participation of community and IDP leaders and committees</li> <li>Maintain dialogue with all stakeholders</li> <li>Improve communication with staff, beneficiaries, host communities, donors and governments</li> <li>Active outreach activities</li> </ul>	<ul style="list-style-type: none"> <li>Assessments and informal survey of Palestine refugees' satisfaction</li> <li>Effective complaint and appeal mechanism</li> <li>Staff reporting on incidents and complaints</li> </ul>

# endnotes

1. At the time of writing this appeal, the 2020 Syria Humanitarian Response Plan (HRP) was still under discussion. As part of the Humanitarian Country Team (HCT) in Syria, UNRWA actively participates in the Humanitarian Programme Cycle and HCT coordination mechanisms.
2. As compared with 642,361 persons registered with UNRWA in Syria as of June 2019. For the purpose of this document the term Palestine refugees refers to: registered Palestine refugees, other registered persons and services only persons.
3. UNRWA is measuring food consumption through a methodology aligned with WFP and following the Food Security Sector's recommendations. The measurement of food consumption is part of the Post Distribution Monitoring (PDM) introduced by the Agency in 2018. It includes the following categories: i) poor food consumption: households that are not consuming staples and vegetables every day and never or very seldom consume protein-rich food such as meat and dairy. ii) borderline food consumption: households that are consuming staples and vegetables every day, accompanied by oils and pulses a few times a week; iii) acceptable food consumption: households that are consuming staples and vegetables every day, frequently accompanied by oils and pulses and occasionally meat, fish and dairy.
4. Additional identified vulnerable cases comprise former Social Safety Net Programme (SSNP) cases who were not included in the four most vulnerable categories, PRS living in areas with restricted movement (such as Yalda), new displacements and vulnerable returnees.
5. In 2019, no funding was received under the EA for livelihoods interventions. However, UNRWA was able to provide some support to these activities through other sources of funding.
6. This indicator refers to persons served with PSS through UNRWA health, RSS, and TVET interventions. It does not include reporting on students provided with PSS services at UNRWA schools as this indicator is reported against under EiE.
7. According to UNHCR dashboard, August 2019, available at <https://data2.unhcr.org/en/situations/syria/location/71>
8. Post distribution monitoring survey, Q1 2019
9. AUB survey 2015 [https://www.unrwa.org/sites/default/files/content/resources/survey\\_on\\_the\\_economic\\_status\\_of\\_palestine\\_refugees\\_in\\_lebanon\\_2015.pdf](https://www.unrwa.org/sites/default/files/content/resources/survey_on_the_economic_status_of_palestine_refugees_in_lebanon_2015.pdf)
10. Implementing the Lebanese Higher Defense Council's decision of 24 April 2019, the General Security Office (GSO) issued an internal instruction on 13 May 2019 to deport Syrians apprehended for having entered Lebanon illegally after 24 April 2019, and to hand them over to the Syrian authorities. This decision can equally impact PRS who entered Lebanon irregularly.
11. AUB survey 2015
12. UNRWA e-health records
13. AUB survey 2015
14. UNRWA e-health records
15. AUB survey 2015
16. This intervention is mainly directed to PRL and PRS,. However, UNRWA was able to include 24 vulnerable youth from other nationalities in order to support social cohesion between Palestine refugees and other members of the community.
17. AUB survey, 2015.
18. Includes counselling, assistance and legal representation.
19. The UNDG BOS is a UN-wide strategic planning tool to harmonize efforts of business operations of Agencies present in the field in order to reduce the duplication of functions and administrative and transaction costs. Through leveraged buying positions and common operational approaches, costs are saved and efficiencies and effectiveness in delivery are enhanced. Launched in 2012, the UNDG BOS is gradually rolled out, with a pilot being implemented in Lebanon since 2018.
20. Syria Regional Refugee Response, Operational portal, Refugees situations <https://data2.unhcr.org/en/situations/syria/location/36>
21. <https://www.worldbank.org/en/country/jordan/overview>
22. Ibid
23. Ibid



24. As of December 2019, 17,343 PRS were recorded with the Agency in Jordan (9,867 adults and 7,476 children)
25. As of November 2019.
26. UNRWA Jordan Field Neutrality and Protection Unit records: 2015, 69; 2016, 11; 2017, 41; 2018, 12; 2019, 0.
27. WFP Jordan - Comprehensive Food Security and Vulnerability Assessment 2018, April 2019, <https://www.wfp.org/publications/wfp-jordan-comprehensive-food-security-and-vulnerability-assessment-2018>
28. This baseline is calculated on 2018 actuals, i.e. number of families who received winterization cash assistance at the end of 2018. At the time of compiling the 2020 Syria Emergency Appeal, the 2019 winterization assistance distribution round had not started yet.
29. This exercise was conducted by UNRWA in the framework on one of the EU-funded projects targeting PRS in Jordan (ENI/2015/351-617).
30. 2010, 68 JOD
31. In 2019, UNRWA in Jordan initiated construction works on two health centres in Zarqa, with the aim of merging two existing structures into a bigger, more cost efficient health centre providing better quality services to the refugee community. The works are expected to be completed by the end of 2020, hence decreasing the total number of UNRWA health centre in Jordan from 26 to 25.
32. Syrian refugee students were enrolled in UNRWA schools at the beginning of the crisis in a spirit of solidarity with the refugees, but this practice was stopped in 2013 due to the strain on resources. PRS continue to be enrolled and the non-Palestine refugees who are already enrolled will continue their education until the completion of Grade 10.
33. At the beginning of the 2018/2019 scholastic year, 96 PRS students were attending the tenth grade at UNRWA schools. Of those, 13 moved to another school, five dropped out, and 78 took the final exams. Out of them, three students failed the final exams.
34. Trained under GIZ MHPSS project in 2017/18
35. In 2019, UNRWA provided this assistance through other sources of funding due to underfunding of the EA. The Agency will continue to fundraise for this component under the 2020 Emergency Appeal in the hope that funding can be made available to support these activities.
36. The Agency's humanitarian response in Syria is reflected in the HRP, while activities in Jordan and Lebanon are covered in the 3RP.
37. Costs are shared between this appeal and the oPt Emergency Appeal.
38. Costs are shared between this appeal and the oPt Emergency Appeal.
39. clinics). This figure has been updated following the closure of three health points located at collective shelters that were



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