



occupied Palestinian territory

emergency appeal 2021



oPt emergency appeal
2021

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About UNRWA

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

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Cover Photo: Palestine refugees, employed through the UNRWA Cash-for-Work programme, pack food items at the UNRWA Beach Distribution Centre in Gaza during the COVID-19 emergency. © 2020 UNRWA photo by Khalil Adwan

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acronyms and abbreviations

| | | | |
|--------------|--|--------------|--|
| CBOs | Community-based organizations | NFIs | Non-food items |
| CBRC | Community Based Rehabilitation Centre | NGO | Non-governmental organization |
| CfW | Cash-for-Work | OCHA | United Nations Office for the Coordination of Humanitarian Affairs |
| CIM | Crisis Intervention Model | oPt | occupied Palestinian territory |
| EA | Emergency Appeal | PA | Palestinian Authority |
| EiE | Education in Emergencies | PAS | Poverty assessment survey |
| ESF | Educational Science Faculty | PCBS | Palestinian Central Bureau of Statistics |
| GBV | Gender-based violence | PFA | Psychological First Aid |
| GFO | Gaza field office | PMTF | Proxy-means test formula |
| HCs | Health centres/health clinics | PPE | Personal protective equipment |
| HCT | Humanitarian Country Team | PSS | Psychosocial support |
| HRP | Humanitarian Response Plan | RBM | Results-based monitoring |
| ICCG | Inter-Cluster Coordination Group | SEA | Sexual Exploitation and Abuse |
| IHL | International humanitarian law | SLM | Self-Learning Materials |
| IHRL | International human rights law | TVET | Technical and Vocational Education and Training |
| ILS | New Israeli Shekels | UNCT | United Nations Country Team |
| ISF | Israeli Security Forces | UNRWA | United Nations Relief and Works Agency for Palestine Refugees in the Near East |
| MHPSS | Mental Health and Psychosocial Support | VTC | Vocational Training Centre |
| MoE | Ministry of Education | WBFO | West Bank Field Office |
| MoH | Ministry of Health | WHO | World Health Organization |
| NCD | Non-communicable diseases | WFP | World Food Programme |

foreword by the directors of unrwa field operations in the west bank and gaza

Humanitarian conditions in the occupied Palestinian territory took a turn for the worse in 2020 following the emergence of COVID-19.

The pandemic comes on top of a sustained protection crisis in the West Bank, while in the Gaza Strip two decades of extreme hardship have left resilience hanging by a thread.

In the West Bank, including East Jerusalem, the vulnerable community of refugees, with almost 900,000 registered by UNRWA, is especially affected. Occupation, suffocating movement restrictions and loss of livelihoods are wearing away coping mechanisms. Armed incursions into refugee camps, displacement and demolition are constant threats.

Much of the West Bank remains under daily 12-hour lockdowns. The economy is in tatters. Unemployment in late 2020 was estimated at one of the highest levels in 20 years, and poverty rose sharply. The outlook in 2021 is of serious concern.

The Gaza Strip is in a critical condition. Under the crushing weight of a blockade in its fourteenth year, its economy has come apart. Eight in ten people live in poverty in the refugee-majority enclave, while half its workforce is unemployed. In 2020 UNRWA assessed the community to be universally food insecure. And three wars combined with a disproportionate reaction to two years of the Great March of Return have had devastating health consequences and left many people suffering from several layers of trauma.

UNRWA remains a lifeline for Palestine refugees in Gaza and the West Bank. The sense of normalcy that comes with access to basic services like health and education, among others, is often what keeps them from feeling utterly abandoned and desperate. In 2021, if COVID-19 continues to spread and the socio-economic situation deteriorates further in the occupied Palestinian territory, if there is any decline in assistance, then

hunger may become the next threat faced by the most vulnerable refugees. Subsistence food support, safe and continuing access to essential health care, and education services with built-in and effective remote learning are not only humanitarian priorities but strategic ones: assistance is key to stability.

Yet the Agency's ability to deliver essential services is under threat. We cannot emphasize enough the impact of funding gaps that are growing annually and in 2020 brought UNRWA to the edge of a cliff. In the first quarter of 2021 we are already concerned about financial solvency. We urgently need commitments to ensure continuity and predictability of both our core services and emergency assistance.

For the refugees UNRWA assists, worn down by endless insecurity and reeling from the effects of the pandemic, the Agency's funding crisis adds to their sense of desperation and hopelessness. Any decline in funding would affect the Agency's investment in the human capital of refugees. We are also increasingly concerned about the broader repercussions of such funding gaps, including on the unstable political and security environment in the territory.

The role of the international community towards Palestine refugees is enshrined in the mandate that UNRWA overwhelmingly receives from the United Nations General Assembly. Longstanding generous support has enabled the provision of assistance and a measure of protection to the registered refugees over decades, pending a just and lasting solution to the conflict. Today, the continuation of that support is a key component to regional stability.

We submit this Emergency Appeal for the occupied Palestinian territory to the Member States and all partners on whose solidarity the refugees count, and ask for shared responsibility in meeting the urgent needs of refugees on the ground in 2021.

Matthias Schmale
Director of UNRWA Operations, Gaza

Gwyn Lewis
Director of UNRWA Operations, West Bank

executive summary

Exacerbated by the COVID-19 pandemic, the humanitarian situation in the occupied Palestinian territory (oPt) is critical and deteriorated sharply in 2020. It is causing deep insecurity amongst Palestine refugees across Gaza and the West Bank, including East Jerusalem. This Emergency Appeal lays out the responses required in 2021 to mitigate the impact of the crisis on this vulnerable community.

In Gaza, Palestine refugees are struggling with high levels of poverty, food insecurity and joblessness, as the illegal blockade entered its fourteenth year in 2020. Economic indicators reflect the severity of the protracted crisis. The unemployment rate stood at 49 per cent in the third quarter of 2020.¹ Though measures of poverty vary, the UN cites a rate of 80 percent, and an estimated 10 per cent increase as a result of COVID-19. The crisis has eroded coping mechanisms and the living conditions of Palestine refugees who remain highly dependent on the humanitarian assistance provided by UNRWA to meet basic needs. Despair and hopelessness experienced by many Palestine refugees, in particular youth, are stoked by repeated conflict cycles with Israel, instability, prohibitions on travel to study or work outside Gaza, and a lack of access to clean water. The situation is taking a heavy toll on the mental health and psychosocial wellbeing of individuals and communities, with women and children at particular risk.

As of 31 December 2020, 39,867 COVID-19 cases and 356 deaths had been recorded in Gaza.² While the pandemic in Gaza was contained during the first six months of 2020, the first local transmission cases were reported at the end of August, with numbers increasing since then. This has put an enormous strain on the already degraded public health system, which has been weakened by years of shortages in medical personnel and supplies. Schools have also closed for long periods, and remote learning modalities activated to ensure continuity of education.

In the West Bank, Palestine refugees are an especially vulnerable group, with higher than average rates of unemployment and poverty. They are subjected to a range of protection threats arising from the Israeli occupation. In 2020, Israeli Security Forces (ISF) mounted operations regularly, often in refugee camps resulting in injuries and at times deaths. Israeli settler violence against Palestinians has also continued. Protection threats have increased significantly in the wake of the pandemic. In the first nine months of 2020, UNRWA registered a worrisome increase in the number

of demolitions of Palestinian-owned structures, as well as in the displacement of Palestinian families, with refugees disproportionately affected. Restrictions on freedom of movement, expansion of illegal Israeli settlements and widespread exposure of children to violence and the risk of detention by Israeli authorities also continued.

The COVID-19 pandemic has severely affected the public health system and economy in the West Bank. As of 31 December 2020, the Palestinian Ministry of Health (MoH) reported 114,709 confirmed cases of COVID-19 and 1,158 deaths in the West Bank, including East Jerusalem. Large numbers of Palestine refugees have lost their livelihoods due to the pandemic.

This Emergency Appeal lays out the responses required in 2021 to mitigate the impact of the crisis on this vulnerable community addressing the most urgent needs caused by the occupation and COVID-19. To implement these responses effectively in the Gaza Strip and West Bank including East Jerusalem, UNRWA seeks US\$ 231 million to cover operating requirements of this Emergency Appeal during 2021.

Strategic priority 1

In Gaza, the provision of food assistance will remain a priority. In light of the high levels of vulnerability faced by all Palestine refugees in Gaza, in 2021, UNRWA will provide a unified food basket to all beneficiaries, moving away from the abject and absolute poverty-based categorization. Through this revised approach, the Agency will support the basic food requirements of approximately 1.2 million Palestine refugees, of whom 49.8 per cent are women. COVID-19 prevention measures will remain in place for as long as is necessary; the Agency will also retain flexibility to shift to a home distribution modality depending on the situation. In addition, emergency cash assistance will be provided to 180,000 vulnerable refugees to help them mitigate the additional hardship caused by COVID-19.

The creation of short-term employment opportunities for 21,000 vulnerable refugees through the cash-for-work (CfW) programme, and the continued availability of mental health and psychosocial support services (MHPSS) will remain core elements of UNRWA's emergency operations in Gaza.

In the West Bank, UNRWA, in partnership with the World Food Programme (WFP), will continue to distribute

essential food assistance to 37,400 individuals from Bedouin and herder communities and will provide cash assistance through the e-card modality to more than 24,000 abject poor refugees, whose hardship has been further increased by the socio-economic consequences of COVID-19. The Agency will also provide food baskets to up to 18,000 families in home quarantine due to COVID-19. COVID-19 prevention measures will be integrated in all interventions to protect staff and beneficiaries.

In both fields, UNRWA will continue to adjust its primary health care services to contain the spread of COVID-19. This includes measures to reduce foot traffic at health centres, through telemedicine and the home delivery of life-saving medicines to Non-Communicable Disease (NCD) patients. A triage system will remain in place at all UNRWA health centres to allow for safe screening of patients with respiratory symptoms and all health workers will be provided with personal protective equipment (PPE). If needed, additional health staff will be hired to replace existing staff who need to quarantine or become infected with COVID-19.

Strategic priority 2

Ensuring the continuity of learning of 287,000 students in UNRWA schools in Gaza and 46,000 in the West Bank is also a core component of this appeal. UNRWA will continue to apply its Education in Emergencies (EiE) approach, adapted to the special circumstances of COVID-19. The Agency will adopt different learning modalities to ensure a safe learning environment for students and teachers, ranging from face-to-face learning where possible, to a blended modality (combining face-to-face with remote learning), to full remote learning. The Agency will strive to implement physical distancing and healthy hygiene practices in all its education facilities. Psychosocial support (PSS) will be provided, including through remote modalities, to

help students to cope with the additional stress of the COVID-19 pandemic.

Students enrolled in the Agency's Technical and Vocational Education and Training Centres (TVET) in the West Bank will also be supported through this appeal with a focus on physical distancing in classes, remote learning, addressing health and hygiene needs and the provision of PSS support. Funds mobilized through this appeal will also support environmental health services in all Palestine refugee camps in the West Bank, to avoid any additional health hazards. All sanitation workers will be provided with PPE.

Protection principles will be mainstreamed throughout all interventions, to ensure that services are accessible and are provided in conditions of safety and dignity, taking into account the specific needs of women, children and persons with disabilities. Special attention will be paid to child protection and Gender Based Violence (GBV). In the West Bank, UNRWA will continue to support Palestine refugees affected by demolitions and forced displacement through its Crisis Intervention Model (CIM).

Finally, UNRWA will continue to adopt a number of measures to minimize the impact on the environment, in particular in relation to the use and disposal of PPE.

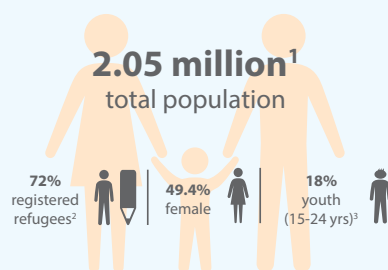
Strategic priority 3

Under strategic priority three, UNRWA is seeking funds to ensure it has adequate capacity in HQ functions to support the coordination and management of the response. Interventions under this strategic priority will also support emergency preparedness through buffer stocks to respond to sudden onset emergencies. The Agency will also support the coordination and management of the response through dedicated functions at its Headquarters (HQ).



2021 oPt EA

GAZA



1.2 million refugees in need of UNRWA food assistance



287,000 students in UNRWA schools need support to continue their education during COVID-19



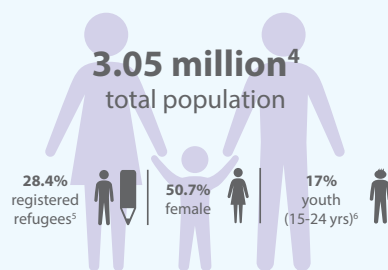
49% unemployment rate



39,867 cumulative COVID-19 cases and 356 deaths as of 31 December 2020

funding requirements
US\$ 193,655,843

WEST BANK



37,437 individuals from Bedouin and herder communities in need of emergency food assistance



24,128 abject poor refugees in need of emergency cash assistance



46,000 students in UNRWA schools need support to continue their education during COVID-19



114,709 cumulative COVID-19 cases and 1,158 deaths in the West Bank, including East Jerusalem, as of 31 December 2020

funding requirements
US\$ 36,532,572

total funding requirements US\$ 230,620,760

| programme requirements | gaza | west bank | unrwa hq | sub-total |
|--|-------------|------------|----------|----------------------|
| strategic priority 1: crisis-affected palestine refugee households facing acute shocks have increased economic access to food | | | | |
| emergency food assistance | 109,526,297 | 5,694,744 | | 160,516,092 (70%) |
| emergency cash-for-work | 33,300,000 | | | |
| emergency cash assistance | 7,992,000 | 4,003,051 | | |
| strategic priority 2: palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis | | | | |
| emergency health | 18,004,893 | 4,399,985 | 44,400 | 65,454,956 (28%) |
| Non-food items (NFIs) | | 177,600 | | |
| education in emergencies | 12,731,901 | 13,127,782 | | |
| mental health and psychosocial support | 7,688,335 | | | |
| protection and neutrality | 439,250 | 3,060,181 | | |
| environmental health | | 5,780,629 | | |
| strategic priority 3: effective management and coordination of the emergency response is ensured | | | | |
| coordination and management | 959,595 | 222,000 | 387,945 | 4,649,712 (2%) |
| emergency preparedness | 777,000 | 66,600 | | |
| safety and security | 2,236,572 | | | |
| Total (US\$) | 193,655,843 | 36,532,572 | 432,345 | 230,620,760 |

All figures in US\$

1 PCBS <http://pcbs.gov.ps/site/512/default.aspx?lang=en&itemID=3774>

2 <https://www.unrwa.org/what-we-do/relief-and-social-services/unrwa-registered-population-dashboard>

3 Of total registered persons in Gaza, UNRWA Q3 2020

4 PCBS <http://pcbs.gov.ps/site/512/default.aspx?lang=en&itemID=3774>

5 <https://www.unrwa.org/what-we-do/relief-and-social-services/unrwa-registered-population-dashboard>

6 Of total registered persons in the West Bank, UNRWA Q3 2020

gaza: context and needs analysis

In 2020, the Gaza Strip marked two decades of a protracted emergency arising from the “second intifada”. In 2000 closures imposed on Gaza tightened and in 2007 a blockade sealed it off from the outside world, reducing it to poverty. For its over two million residents – 1.4 million are Palestine refugees – a new threat appeared in 2020 with the emergence of COVID-19 in the small enclave. As of 31 December 2020 cumulative cases of COVID-19 had reached 39,867 and total deaths stood at 356.³ The novel coronavirus has placed enormous strain on Gaza’s degraded public health system weakened by years of resource shortages.

The humanitarian emergency in Gaza is driven by a land, air and sea blockade which entered its fourteenth year in June 2020, and which the United Nations considers illegal under international law as a form of collective punishment. This has been coupled with cycles of violence, political instability and restricted entry and exit at the Rafah border crossing.

The intra-Palestinian divide continued to reinforce Gaza’s isolation. Key steps towards implementing a landmark 2017 reconciliation deal between Fatah and Hamas have so far failed to materialize. An agreement among Palestinian factions to hold parliamentary and presidential elections in 2020 is yet to take shape.

Primary economic and social indicators reflect a situation of extreme crisis in Gaza, and have worsened year on year. Though measures of poverty vary the UN cites a rate of 80 per cent, and an estimated 10 per cent increase as a result of COVID 19.⁴ At 49 per cent in 2020⁵ the unemployment rate remains among the highest in the world.

Despair and hopelessness experienced by many Palestine refugees, in particular youth, are stoked by repeated conflict with Israel, instability and widespread insecurity. For mental health and psychosocial wellbeing of individuals and communities, the situation is taking a heavy toll.

The protracted crisis has undermined the food security of a majority of households, eroding coping mechanisms and the living conditions of Palestine refugees who remain highly dependent on the humanitarian assistance provided by UNRWA to meet their basic needs. About 68.5 per cent of Gaza’s population is food insecure and 47 per cent is severely food insecure.⁶ Of the many repercussions on families

that have already depleted their resources, malnutrition is a special concern. Among the most vulnerable in the first place are pregnant and nursing women in Gaza: an estimated 18 per cent were malnourished prior to the pandemic.⁷

A recent survey of Palestinian households⁸ speaks volumes about the economic impact of COVID-19 on meeting basic needs in Gaza. The survey found that 31 per cent of head income earners lost all wages during the March – May lockdowns, though were able to retain their jobs. In 38 per cent of households in Gaza income declined by half or more beginning in March. Seventy-nine per cent of Gaza households resorted to borrowing money or using credit to cover household consumption including food, and at the same time food expenditure declined in 40 per cent of surveyed households in Gaza once lockdowns went into effect.

The survey also indicated that certain aspects of household food security declined less in Gaza than in the West Bank; during the pandemic more households in Gaza could cover basic expenditures for a month, and fewer reduced the quantity of food consumed. A number of factors explain this, one likely factor being the large share of Gaza’s population receiving food assistance from UNRWA and WFP.

Action taken by Palestinian and international organizations to reduce food insecurity of the most vulnerable is producing further results. Gaza’s female-headed households are less food insecure than male headed households in Gaza, indicating the effectiveness of food assistance programming.⁹ On a continuing basis, UNRWA has been providing direct food support to female-headed households, last year reaching 17,000 and under this Appeal for 2021 targeting a total of 23,000 with food assistance. Female headed household are also prioritized for the provision of a one-time cash payment to help most vulnerable refugees to meet their most basic needs amidst the COVID-19 pandemic.

Food and cash assistance has been at the core of the Agency’s long-term emergency response. This Emergency Appeal provides for food and cash assistance to 1.2 million refugees, of whom 49.8 per cent are women.

Health status in Gaza remains a long-term concern and during the pandemic UNRWA is addressing it as a strategic priority. Population density in the eight

refugee camps in Gaza is especially high, and large extended families live in single residential structures. Social distancing is all but impossible, creating an environment suited to the spread of COVID-19. Given transmission risks in the camps, reinforcing UNRWA's regular health programme and supporting service delivery that ensures the safety of refugees and staff is essential. Gaza has the highest number of refugees with non-communicable diseases (NCD) Agency-wide and the highest number of patient consultations in traditionally crowded clinics, putting a large group at greater risk if exposed to the virus. Arrangements for home delivery of life-saving medications are necessary.

By reducing foot traffic at health centres, telemedicine is indispensable to COVID-19 containment and to health protection of vulnerable persons requiring in-clinic care. Falling into this category are women with high risk pregnancies. Safe and effective delivery of pre and post-natal care through UNRWA clinics is a high priority in Gaza where the rate of maternal mortality among refugees is 25.2 per 100,000 live births, the second highest rate Agency-wide.¹⁰ According to the last survey of post-natal outcomes in Gaza, the infant and child mortality rate was 22.7 per 1,000 live births, the highest rate Agency wide but one which would, in UNRWA's estimation, be higher if not for effective and sustained health interventions.¹¹

Education continuity for 287,000 students in Agency schools is crucial, through a blended approach based on in-person teaching that shifts to remote modalities when made necessary by COVID-19 restrictions. Challenges are steep. Domestic space, electricity and connectivity are limited. Most families live below the poverty line and stress levels are high at home.

UNRWA continues to adapt its EiE approach to meet these COVID-19 challenges, with emergency appeal funding required to address the many additional needs resulting from the pandemic. At 89 per cent the proportion of children who accessed the Agency's self-learning materials in Gaza during school closures is positive in that regard.

Given the social and economic challenges due to COVID-19 and the continued emphasis on remote learning, adequately resourced counselling – a key strand within the overall EiE approach – is particularly important for the well-being and development of the 287,000 UNRWA students in Gaza.

Gendered economic and social inequalities persist in Gaza. From the staggering unemployment rate of female refugees – 63.8 per cent (50 per cent higher than the rate for male refugees)¹² – to COVID-19 trends that further constrict livelihoods opportunities for women, strengthened responses are needed. Whether emergency employment for female refugees, or temporary recruitment of teaching and medical staff supporting COVID-19 efforts, access to skilled or unskilled employment even of limited duration offers valuable livelihood opportunities where so few otherwise exist.

COVID-19 has exposed women and girls to greater risks of abuse and violence. UNRWA recorded 655 cases of Gender-Based Violence (GBV) in the first 11 months of 2020, with the number of cases sharply increasing in Gaza during the lockdown period. In relative terms, 70 per cent were acts committed against female refugees during Q1 and rising to 91 per cent in Q2 and Q3 following the introduction of COVID-19 lockdowns.¹³

Additional capacity to address GBV and other protection threats is needed, in particular to support dedicated case management, immediate response services to GBV survivors and child protection cases among the refugee community. Broader Mental Health and Psychosocial Support Services (MHPSS) are essential in coping with the additional stress caused by the pandemic and the pressures of a protracted humanitarian crisis. During the first five months of the pandemic, 16,350 Palestine refugees received MHPSS counselling in Gaza.¹⁴ An integrated approach through a mix of remote support groups and counselling for students and parents in UNRWA's schools; dedicated MHPSS helplines; and assistance to GBV survivors, including through case management and referrals, are baseline tools for an effective response in 2021.

west bank: context and needs analysis

The Palestine refugee community is enduring a long-term protection crisis under the occupation of the West Bank including East Jerusalem.

In a crisis affecting virtually every aspect of life, painful constraints on access are among its most costly features for Palestinians. For the 871,000 registered refugees that UNRWA assists in the territory, employment, livelihoods and services are placed under constant risk. Inevitably, many face challenges meeting basic needs.

UNRWA has identified five overarching protection threats disrupting the lives of Palestine refugees, including injury and loss of life as a result of the use of force by Israeli Security Forces (ISF) during security operations; forced displacement and risk of forcible transfer; presence and expansion of illegal Israeli settlements; restrictions on freedom of movement; and widespread exposure of children to violence and risk of detention by Israeli authorities.

In 2020 security operations conducted by the ISF in the West Bank, including East Jerusalem, have continued even in the face of the COVID-19 pandemic. Displacement and demolitions of refugee homes and property increased in the first nine months of 2020 over the same period in 2019, while other threats continued to affect refugees from use of live ammunition and tear gas causing injuries, to bulldozing and scorching of agricultural land.

In 2020, the COVID-19 pandemic exacerbated the crisis in the West Bank, including East Jerusalem, resulting in a loss of livelihoods for large numbers of refugees. The most vulnerable, many of whom relied on daily labour and informal sector income to sustain their families, are the worst affected.

At 31 December, a total of 114,709 Palestinians in the West Bank and East Jerusalem had contracted the novel coronavirus, and total deaths stood at 1,158.¹⁵ The number of cases amongst Palestine refugees reached 17,383, out of a registered population just over 871,000.

COVID-19 is dealing a severe blow to a fragile West Bank economy and Palestinians throughout the territory. By April the public and private sectors were in freefall. The Palestinian Authority (PA) – the largest single employer in the West Bank – cut salaries in half and the private sector which accounts for two-thirds of employment saw its income collapse. The World Bank

forecast an economic contraction of the Palestinian economy of up to 8 per cent, leading to “profound” and lasting effects.¹⁶

A 2020 survey of the impact on Palestinian households found that 40 per cent in the West Bank saw incomes decline by half or more.¹⁷ Some 52 per cent of households reported that they had to borrow cash to purchase food and other staples.

Few refugees have the means to absorb a significant loss of income. To subsist, most would borrow, cut expenditure on other essentials or reduce food consumption.

Bedouin and herder refugee communities are highly exposed to the crisis. These are amongst the most vulnerable populations and their food insecurity is almost four times higher than Palestine refugees in the West Bank including East Jerusalem¹⁸. Their vulnerability is severely aggravated by the demolitions and forcible displacement, depriving them of their homes and disrupting their livelihoods, leading to entrenched poverty and increased aid dependency.

In addition, 24,000 abject poor refugees inside and outside the camps, corresponding to 3,380 abject poor households – including 137 female-headed households deemed “most vulnerable” – are in need of UNRWA cash assistance for food and a minimum of other essentials. Effective targeting by humanitarian providers including UNRWA is producing results. As a case in point, female-headed households, ranked as one of the most economically deprived demographic groups, are also one of the lead recipients of food support and have one of the lowest rates of food insecurity in the West Bank. Loss of cash assistance would in all likelihood drive many of these households into deeper poverty.¹⁹

Another 18,000 households are identified by UNRWA to require food support having lost income or experienced other economic shocks as a result of the pandemic. These beneficiaries include households headed by female refugees, the elderly, persons with disabilities, and families that have lost their main or sole breadwinner.

UNRWA’s health care programme in the West Bank including East Jerusalem is a critical element of the health care system. Within the West Bank’s 19 camps, population density is suited to transmission of the virus.

Inside and outside the camps poverty, unemployment and movement restrictions also create susceptibility to infection and a range of other health risks. Ensuring refugee access to safe, primary and higher-level medical care is a priority for UNRWA in 2021.

A majority of Palestine refugees are located outside West Bank camps. Geographical dispersion poses a challenge to delivery of health services. Remote communities account for the largest number of refugees in need of direct medical support, but face barriers to access including Israeli movement restrictions. In 2020, UNRWA recorded 40 refugee communities facing chronic difficulties accessing health care. To respond to the needs of vulnerable communities unable to reach health services during the COVID-19 pandemic, mobile health teams will be crucial. For the elderly in particular, above all elderly Palestine refugee women whose access to and utilization of medical care is minimal, health teams can play a life-saving role.²⁰

Continuity of education is a strategic priority of the Agency for 46,000 students in its 96 schools in the West Bank, and for 1,627 students in technical vocational training and educational sciences. With the closure of schools due to COVID-19 from March 2020, UNRWA focused on remote learning as a key strand of its overall Education in Emergencies (EiE) approach, to meet the new challenges caused by the pandemic. Remote learning was continued for the 2019/2020 school year but in the 2020/2021 school year, UNRWA moved to hybrid/blended education in its West Bank field whereby the study week for children combined both school and home-based learning.

Among the challenges of the remote learning modality is equity of access for students and the Agency is working to ensure that all students have access to quality self-learning materials.

In the West Bank 90 per cent of children in UNRWA schools have accessed self-learning materials, and safety whilst in school will also remain a priority based on the Agency's education protocol guidelines, as well as guidance available from the Palestinian Ministry of Education. These guidelines address specific measures including physical distancing, frequent hand washing, masks, ensuring that sick students and teachers stay at home, and daily disinfection and cleaning of surfaces. Within the EiE approach, student counselling has been a key strand. It is one of the core interventions supporting refugees to cope with the additional, and very different nature of, needs and stress caused by COVID-19 and through it the Agency continues to respond to emerging educational challenges.

Palestine refugees in the West Bank also face a number of protection risks due to the occupation and violations of international humanitarian law (IHL) and international human rights law (IHRL). Protection monitoring and advocacy, as well as dedicated support to Palestine refugees affected by these concerns through the UNRWA Crisis Intervention Model (CIM) remains of pivotal importance.

The COVID-19 pandemic has also exposed female refugees to greater risks of abuse and violence. Between March and October 2020 over 2,000 psychosocial counselling sessions were held in UNRWA clinics and schools, and ninety-one cases of Gender-Based Violence (GBV) were logged by the Agency following the lockdowns. Of these GBV cases 83 per cent were women; all 91 cases were assisted.²¹ Immediate response to GBV and child protection cases will be a main focus of UNRWA protection interventions, including through case management and referral, psychosocial first aid hotlines and provision of dignity kits and children kits.

programme requirements

| programme requirements | gaza | west bank | unrwa hq | sub-total |
|---|-------------------------|-------------------|----------------|---------------------------------|
| strategic priority 1: crisis-affected palestine refugee households facing acute shocks have increased economic access to food | | | | |
| emergency food assistance | 109,526,297 | 5,694,744 | | |
| emergency cash-for-work | 33,300,000 | | | |
| emergency cash assistance | 7,992,000 | 4,003,051 | | |
| sub total | 150,818,297 | 9,697,795 | | 160,516,092 |
| strategic priority 2: palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis | | | | |
| emergency health | 18,004,893 | 4,399,985 | 44,400 | |
| Non-food items (NFIs) | | 177,600 | | |
| education in emergencies | 12,731,901 | 13,127,782 | | |
| mental health and psychosocial support | 7,688,335 ²² | | | |
| protection and neutrality | 439,250 | 3,060,181 | | |
| environmental health | | 5,780,629 | | |
| sub total | 38,864,379 | 26,546,177 | 44,400 | 65,454,956 |
| strategic priority 3: effective management and coordination of the emergency response is ensured | | | | |
| coordination and management | 959,595 | 222,000 | 387,945 | |
| emergency preparedness | 777,000 | 66,600 | | |
| safety and security | 2,236,572 ²³ | | | |
| sub total | 3,973,167 | 288,600 | 387,945 | 4,649,712 |
| Total (US\$) | 193,655,843 | 36,532,572 | 432,345 | 230,620,760²⁴ |

gaza: sector-specific interventions

An UNRWA distribution team delivers food assistance to refugees at their homes during the COVID-19 emergency. © 2020 UNRWA Photo by Khalil Adwan

strategic priority 1

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

emergency food assistance

to meet the food requirements of

1,200,000

food-insecure refugees with no stable income

emergency cash-for-work

to provide temporary employment opportunities for

21,000

Palestine refugees

emergency cash assistance

for

180,000

extremely vulnerable refugees to mitigate the economic impacts of COVID-19

Emergency Food Assistance

| Outcome: The severity of refugee food insecurity is tempered | | |
|--|---|---|
| Output | Indicator | Target |
| Refugee households living in poverty meet their most basic food requirements | Number of eligible individuals receiving emergency food assistance (disaggregate by sex and disability) | 1,200,000 (598,680 female, 601,320 male, 54,000 persons with disabilities) |

The Agency's emergency food assistance operation provides a critical humanitarian lifeline to Palestine refugees who depend on food aid to meet their most basic food security needs. In 2020, UNRWA reviewed its approach to food assistance to more clearly delineate its intervention as an emergency programme amidst the unique circumstances of the blockade. The extent and depth of poverty in Gaza continues to worsen, with increasing numbers of Palestine refugees assessed under the UNRWA Poverty Assessment System (PAS) to be falling from absolute poverty (defined as US\$ 3.87 per person per day) into abject poverty (US\$ 1.74 per person per day); the latter category now accounts for two-thirds of the caseload.

In such conditions, and as even more people seek assistance given the economic impacts of COVID-19, the categorization of levels of poverty is less meaningful. Based on this, and to manage available resources in a sustainable and equitable manner, in 2021, UNRWA will shift away from a resource-intensive poverty assessment that assigns refugees to categories of absolute or abject poverty to one unified food basket that is provided to all registered refugees physically present in Gaza, with certain exclusions around employment status. In 2021, UNRWA estimates to distribute in-kind food assistance based on this new approach to 1.2 million individuals, an increase from the 1.04 million people assisted in 2020.²⁵ This figure may change as the Agency will continue to conduct verification and refine employment exclusion criteria.

The unified food basket is composed of basic food commodities – wheat flour, rice, sunflower oil, sugar, whole milk, lentils and chickpeas, and will be distributed on a quarterly basis. Women will represent approximately half of the total caseload, including 23,000 female headed households. Around 54,000 persons with disability will also receive assistance through this intervention.

In 2020, in order to continue to provide essential food assistance during COVID-19, UNRWA rapidly adjusted its operation to ensure the safety of staff and beneficiaries through the adoption of a home delivery modality for short periods. Enhanced hygiene and physical distancing measures were also introduced at distribution centres, including an appointment system to better manage potential crowds.

In 2021, UNRWA will continue to deliver food assistance in conditions of safety, rapidly adjusting its operation to different approaches according to the local context and the epidemiological situation.

Through its well-established monitoring and evaluation system, UNRWA will implement quality assurance measures, and will actively engage with refugees to inform planning and ensure continuous improvement of its interventions.



A Palestine refugee receives food assistance at an UNRWA distribution centre, as part of the Agency's COVID-19 response measures. © 2020 UNRWA. Photo by Khalil Adwan

Emergency Cash-for-Work

| Outcome: The severity of refugee food insecurity is tempered | | |
|---|--|---------------------------------------|
| Output | Indicator | Target |
| Palestine refugees earn wages to cover their basic food needs | Number of workdays generated | 2,150,000 |
| | Number of full-time equivalents created | 7,500 |
| | Number of refugees benefiting from short-term CfW (disaggregated by sex) | 21,000 (4,600 female, 16,400 male) |
| | Total value provided to CfW beneficiaries | US\$ 26,000,000 |

Through its Cash-for-Work (CfW) intervention, UNRWA will support Palestine refugees in coping with the protracted economic crisis and the shocks caused by the COVID-19 pandemic, contributing to mitigate food insecurity by offering short-term employment opportunities to approximately 21,000 poor Palestine refugees. This translates into more than 2,150,000 workdays generating almost 7,500 full time job equivalents and injecting US\$ 26 million into the local economy. The short-term work opportunities will include 15,000 unskilled positions, more than 5,700 skilled positions and around 300 professional positions. UNRWA aims to provide 40 per cent of skilled and professional job opportunities to women, and about 40 per cent of all CfW opportunities will target youth (19 to 29 years of age) to expose them to a workplace experience amidst high levels of unemployment for recent graduates.

Unskilled opportunities will be offered for periods of three to four months, skilled positions for six months to nine months, and professional positions for up to twelve months. With the increasing need and limited opportunities, only one member of a

given household will be eligible for a cash for work opportunity over the duration of the appeal. The cash transfer amount will be paid in local currency and will range from US\$ 10 to US\$ 19 per day. Payment in local currency will mitigate any potential impact of fluctuations in the exchange rate. A dedicated CfW team will be responsible for administrating this intervention and will ensure quality standards.

In 2021, UNRWA will continue to implement enhanced occupational health measures to reduce the risk of COVID-19 transmission. CfW beneficiaries involved in front line work will receive the necessary PPE. UNRWA will also provide all CfW beneficiaries with training on safety measures in the workplace, and will screen candidates for pre-existing medical conditions to ensure they are not placed in positions that could expose them to COVID-19. Furthermore, CfW beneficiaries who may need to suspend their assignment and isolate due to exposure to COVID-19, will be offered the opportunity to complete their assignment in a subsequent period, once they have concluded the necessary treatment or isolation.



An UNRWA cash-for-work sanitation worker sterilizes the truck used to transport food parcels to refugee homes during the COVID-19 outbreak. ©2020 UNRWA photo by Khalil Adwan

Emergency Cash Assistance

| Outcome: The severity of refugee food insecurity is tempered | | |
|--|---|--|
| Output | Indicator | Target |
| COVID-19 affected refugee families are meeting their basic needs | Number of Palestine refugees receiving cash assistance to mitigate additional socio-economic hardship due to COVID-19 (disaggregated by sex and disability) | 180,000 (89,796 female, 90,204 male, 8,603 persons with disabilities) |

The global outbreak of COVID-19 is putting further pressure on the already deteriorating socioeconomic situation in Gaza. The restrictions on daily life activities as a result of the measures enforced by the local authority to prevent the spread of the virus are having severe impacts on lives and livelihoods, leading to a significant increase in the need for assistance. Families with high dependency ratios, including those with children, elderly and headed by females or persons with disability, are particularly at risk, as they are more likely than others to suffer from poverty or other forms of deprivation.

To mitigate this additional socio-economic hardship, the Agency plans provide a one-off unconditional cash transfer of US\$ 40 per person to 45,000 extremely vulnerable Palestine refugees per quarter (with an annual target of 180,000) to help cover their essential needs. Assistance will be provided to the at-risk families identified based on the Agency's vulnerability criteria, including households headed by females, households headed by older persons or adolescents, and persons with disabilities. The status of the listed beneficiaries will be further verified by UNRWA relief and social workers.

During COVID-19, UNRWA continues to provide medical consultations to Palestine refugees in Gaza through a dedicated telemedicine system, avoiding overcrowding at the Agency's health centres. © 2020 UNRWA photo by Khalil Adwan

strategic priority 2

Palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis

Continued access to
**primary, secondary
and tertiary health
care**



for Palestine refugees
ensuring that COVID-19
prevention measures are in
place

**education in
emergencies**



to ensure continuity of
learning to

287,000

UNRWA students through the
provision of blended learning

**protection and
neutrality**



to enhance the protection
of Palestine refugees and
safeguard the integrity of
UNRWA operations

**mental health &
psychosocial support**



to provide support to
students, parents, families
and communities through
UNRWA MHPSS network in
schools and health centres,
including through remote
modalities

Emergency Health

| Outcome: Crisis-affected refugees enjoy their right to health | | |
|--|--|-------------------------------------|
| Output | Indicator | Target |
| Crisis-affected refugees have access to secondary and tertiary health care | Number of UNRWA-supported hospitalizations accessed by Palestine refugee patients for non-COVID-19 treatment | 3,150 (1,606 female, 1,544 male) |
| Crisis-affected refugees have access to primary health care | Number of patients provided with essential medicines (disaggregated by sex) | 4,700 |
| | Number of additional health workers hired (telemedicine, triage system, home delivery) | 440 |
| | Number of medical consultations provided via hotline | 600,000 |
| | Number of phone calls conducted by health staff to provide remote healthcare | 360,000 |
| Infection control measures are in place based on WHO guidelines for COVID-19 situation | Percentage of UNRWA health workers receiving personal protective equipment (PPE) | 100% |
| | Number of health centres that undergo regular disinfection as part of COVID-19 response | 22 |
| Vulnerable refugee students receive medical support | Percentage of identified students provided with necessary assistive devices and tools based on screening | 90% |

Under the 2021 EA, UNRWA will continue to support the health needs of Palestine refugees through its 22 Health Centres (HCs) in Gaza. Essential medicine will be provided to 4,700 poor refugees, while hospitalization support, through referrals to a network of partnered private hospitals, will be offered to more than 3,000 vulnerable refugees who do not have the means to cover the cost of secondary and/or tertiary healthcare. Through this intervention, UNRWA will also contribute to alleviate the burden on the public health sector which is already facing increased pressure to respond to the COVID-19 pandemic.

In 2021, UNRWA will continue to implement the measures introduced in 2020 to mitigate the risk of COVID-19 transmission, including the provision and

use of PPE for all health staff, the implementation of a triage system at HCs for patients with respiratory symptoms, and the use of telemedicine to reduce foot traffic at HCs. The Agency will also ensure that additional staff are available to implement COVID-19 specific measures and to replace staff who may contract COVID-19 and/or need to isolate. Home delivery of medicine to patients with chronic diseases may be provided if required to patients who need to quarantine or if further lockdowns are imposed.

As part of school health activities, UNRWA will continue medical screenings in schools for children with special needs including those with disabilities, and will provide the necessary assistive devices that vulnerable families are not able to afford otherwise.

Education in Emergencies

Outcome: The effects of the blockade, poverty and violence, compounded by COVID-19, are countered through a supportive learning environment where refugee students can realize their potential.

| Output | Indicator | Target |
|---|---|---|
| The quality of teaching and learning is sustained and barriers to access learning are reduced, including during crisis | Percentage of UNRWA students who need catch-up classes are supported through remedial education interventions | 100% |
| | Number of students who receive printed self-learning materials in support of remote learning (disaggregated by sex) | 287,000 (138,450 girls, 148,550 boys) |
| Schools are adhering to health and safety measures to prevent the spread of COVID-19 | Number of schools meeting enhanced health and safety measures | 278 schools |
| | Number of school buildings with enhanced hand-washing facilities | 178 schools |
| Vulnerable Palestine refugee children are provided with inclusive education through partnered special education providers | Number of children with disabilities receiving specialized education services as part of inclusive education (disaggregated by sex) | 700 (290 girls, 410 boys) |

UNRWA in Gaza continues to support the education of Palestine refugee students despite the multiple and protracted crises they continue to face. Responding to the additional challenges of the COVID-19 crisis, the Agency continued to focus on the delivery of its Education in Emergencies (EiE) approach, reconceptualised in five key areas: Continuity of Learning, Psychosocial Support (PSS), Safety and Security – Health and Hygiene issues, Technical Vocational Education Training (TVET), and Monitoring and Evaluation (M&E). The adaptation of the Programme has facilitated the roll-out of an emergency response that considered both pre-existing challenges and the impact of the COVID-19 pandemic. Below is a description of the key elements of the response in Gaza for this Appeal:

1) continuity of learning

students and installations

During the 2020/2021 school year, UNRWA in Gaza continues to provide basic education to 287,000 elementary and preparatory school students.

nature of learning

In order to adjust to the challenges created by the COVID-19 pandemic, UNRWA will deliver education through a blended learning approach combining in-classroom learning with learning at home. The

Education programme will maintain a flexible approach, applying different learning methodologies based on developments and circumstances on the ground, including through the adoption of full remote learning when needed.²⁶

In order to provide quality education amidst increased local transmission of COVID-19 in Gaza, remote learning will be provided using printed self-learning educational materials in addition to textbooks, to ensure that support is provided to all students regardless of their ability to access online material. Self-learning at home will be closely followed up by the Education programme to ensure the quality of the education provided. A quality assurance plan will be developed with support from UNRWA headquarters.

During the 2020/2021 school year, UNRWA will also aim at providing support classes to students who return to in-person learning in class from quarantine and/or isolation periods. While UNRWA will continue to provide education through remote learning to students in quarantine/isolation, additional support through catch-up classes will be offered upon their return to blended learning. Should the epidemiological situation improve, in-person support classes will be provided specifically for students who are struggling to meet minimum academic standards in Arabic and Mathematics. Access to education will be extended to children with disabilities as part of inclusive education. To this end, UNRWA will continue partnering with

Community-Based Rehabilitation Centres (CBRCs) for the provision of basic education to 700 children with disabilities, whose educational needs cannot be provided in UNRWA schools.

2) hygiene and physical safety

For as long as the situation allows students to receive in-person education in schools, UNRWA will ensure that enhanced COVID-19 hygiene and health measures are implemented in all premises. These include the continued availability of cleaning materials and the

improvement of hand washing facilities. Guidance will also be provided to school staff to manage suspected or identified COVID-19 cases in UNRWA schools. Through the implementation of a blended learning approach UNRWA will reduce by half the number of students per classroom to ensure physical distancing in the Agency's crowded schools.

3) psychosocial support (PSS)

Please refer to the section below on MHPSS for the details of this intervention.



An UNRWA student continues her education through remote learning after the closure of schools in Gaza due to a local outbreak of COVID-19. © 2020 UNRWA photo by Khalil Adwan

Mental Health and Psychosocial Support

| Outcome: The psychosocial well-being of Palestine refugees is enhanced | | |
|---|--|---|
| Output | Indicator | Target |
| UNRWA students and parents receive psychosocial support at UNRWA schools | Number of students receiving individual counselling (disaggregated by sex and disability) | 13,500 (6,600 girls, 6,900 boys, 540 children with disabilities) |
| | Number of students receiving group interventions (disaggregated by sex and disability) | 7,000 (3,400 girls, 3,600 boys, 280 children with disabilities) |
| | Number of public awareness sessions for parents held (disaggregated by sex and disability) | 370 |
| Families and communities receive psychosocial support at UNRWA health centres | Number of Palestine refugees receiving psychosocial support including remote counselling (disaggregated by sex and disability) | 2,100 (1,760 female, 340 male, 42 persons with disabilities) |
| | Number of GBV survivors assisted by counselling support including remote counselling (disaggregated by sex and disability) | 240 (220 female, 20 male, 4 persons with disabilities) |

The global outbreak of COVID-19 is putting further pressure on the population of Gaza, who have already been facing years of humanitarian crisis due to the ongoing blockade coupled with the impact of recurrent hostilities. The COVID-19 pandemic and the measures enforced to mitigate its spread have further heightened the existing social, economic and financial challenges, causing additional stress. In order to ensure that mental health and psychosocial support (MHPSS) support is not disrupted during such difficult times, UNRWA will continue to provide MHPSS services remotely through its Education and Health programmes, by using dedicated helplines and hotlines to ensure that people have access to psychosocial support.

The Agency will also ensure that school psychosocial counsellors are deployed to all 278 schools across the Gaza Strip to provide both preventive and responsive psychosocial support to all students. Individual and group counselling will be offered either in UNRWA

schools if the situation permits, or through remote counselling in case of a full remote learning scenario and in support of students in home quarantine or isolation. The counsellors will use a holistic and integrated approach to child and family well-being, providing consultations and guidance for parents, teachers and students. Dedicated helplines will be available for students and parents who seek support.

Mental health and psychosocial support counsellors in the 22 UNRWA health centres will provide in-person support to critical cases identified through qualified UNRWA medical staff. Focused and structured MHPSS counselling will be provided to vulnerable groups, including women of reproductive age, children, older persons, persons with disabilities and GBV cases, who will be identified through a referral system in health centres and through other UNRWA programmes. Other support, such as legal counselling, will also be provided as required.



An MHPSS counselling session provided at an UNRWA Health Centre in Gaza. © 2020 UNRWA photo by Khalil Adwan

Protection and Neutrality

| Outcome: The protection of Palestine refugees' human rights is enhanced | | |
|---|---|--|
| Output | Indicator | Target |
| High risk and critical protection cases are responded to in a comprehensive manner | Percentage of high ²⁷ and critical ²⁸ protection cases receiving individual case management support | 100% |
| | Number of advocacy initiatives on the protection context provided to members of the international community | 25 |
| | Number of staff members trained on Protection (Child Protection, Disability and GBV) | 200 |
| The Agency's compliance with the prevention of SEA policy is ensured | Number of staff members trained as trainers on SEA awareness, detection or prevention | 150 |
| | Number of community members who participate in SEA related awareness raising sessions | 1,000 |
| Vulnerable Palestine refugees are provided with special protection interventions through CBOs | Number of GBV survivors receiving legal advice and social interventions (disaggregated by sex and disability) | 1,000 (700 female, 300 male, 150 persons with disabilities) |

To mitigate and respond to mounting protection concerns, risk factors, including negative coping mechanisms, and diminishing resources, UNRWA will seek to maintain its protection capacity and processes through mainstreaming protection across existing programmes and services. Inter-programme coordination and cooperation as well as inter-agency coordination will also be strengthened. Efforts will continue to raise awareness and increase advocacy with the international community on the rights of Palestine refugees and the impact of the protracted humanitarian crisis in Gaza, in addition to the impact of COVID-19.

Through case management and referral systems mainstreamed across all programme and service delivery, special attention will be given to high and critical protection cases including cases of gender-based violence (GBV) and child protection. To this end, training of front-line staff on protection principles, protection interventions, and referral systems focusing on child protection, disabilities and GBV will be conducted in a safe manner either in person, taking COVID-19 precaution measures, or remotely.

In 2021, UNRWA will strive to mitigate the risks of sexual exploitation and abuse (SEA) by engaging in a multifaceted campaign targeting staff on prevention, detection, response and monitoring mechanisms. Trained UNRWA staff will provide awareness raising sessions to the refugee community, including on prevention strategies and reporting mechanisms. COVID-19 prevention measures will be applied during

these sessions, which will be delivered in person should the situation allow. To address the increased protection and mental health concerns amongst refugees arising from the impact of the pandemic and to raise awareness on the services available during lockdown or movement restrictions, UNRWA will conduct a series of awareness raising activities through different means (in-person or remotely) depending on the situation.

Furthermore, in order to assist vulnerable women in need of legal aid services, including survivors of GBV, UNRWA will support the provision of legal counselling and legal representation, as well as other social interventions, for approximately 1,000 Palestine refugee women in partnership with community based organizations (CBOs) such as the Women's Programme Centres (WPCs) located across the Gaza Strip, enhancing community-based protection models. WPCs will be supported to raise awareness and involve Palestine refugee communities in the protection of women against GBV, to enhance both response and prevention.

Finally, safeguarding neutrality will remain critical for the continued operational effectiveness and safety of staff, beneficiaries and UNRWA facilities in Gaza. Given the political context and challenges, this can involve sensitive issues and provoke strong community reactions requiring continual monitoring and engagement. UNRWA installations will be monitored, and neutrality issues that are incompatible with the Agency's neutrality framework will be documented and followed up.

west bank: sector-specific interventions

An UNRWA distribution team delivers food assistance to refugees during the COVID-19 emergency in the West Bank. © 2020 UNRWA Photo

strategic priority 1

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

emergency food assistance

to meet the food requirements of

37,437

food-insecure individuals from Bedouin and herder communities in Area C

food baskets

to support the food requirements of

18,000

vulnerable refugee households affected by COVID-19

emergency cash assistance

to support the food security of

24,128

abject poor refugees inside and outside camps

Emergency Food Assistance

| Outcome: The severity of refugee food insecurity is tempered | | |
|---|--|--------|
| Output | Indicator | Target |
| Food-insecure refugee households are provided with the means and knowledge to meet their most basic food requirements | Number of individuals benefiting from joint WFP-UNRWA food distributions for vulnerable Bedouin and herder communities in Area C | 37,437 |
| | Number of households in home quarantine or isolation receiving in-kind food baskets | 18,000 |

Under the 2021 Emergency Appeal, food-insecure Bedouin and herder communities in Area C will be provided with in-kind food assistance through an existing cooperative arrangement between UNRWA and the World Food Programme (WFP). Through this intervention, 37,437 individuals from Bedouin and herder communities will receive food parcels on a quarterly basis, with food items procured by WFP and distributed by UNRWA. These communities are amongst the most vulnerable populations in the West Bank with food insecurity levels exceeding 60 per cent for Bedouin refugees, in comparison with 16 per cent for all refugees in the West Bank. Their vulnerability is severely aggravated by the threat of demolitions and forcible displacement, which deprive people of their homes and disrupt their livelihoods, leading to entrenched poverty and increased aid dependency. Over the years, beneficiaries have repeatedly stressed the importance of the food assistance programme and its considerable positive impact on their daily lives. Due to the high vulnerability of these communities and their dependency on UNRWA and WFP to meet their food security needs, the Agency will continue to prioritize this life-saving intervention.

Furthermore, UNRWA will provide 18,000 vulnerable refugee households with in-kind food baskets to mitigate their food insecurity due to the COVID-19 outbreak. Through this intervention, the Agency aims to support Palestine refugee households in home quarantine or isolation facing acute economic shocks. The intervention prioritizes the most vulnerable categories such as female-headed households, elderly households, families with members having chronic diseases, families with members with disabilities, families who have lost their source of income due to COVID-19, and families who contact the UNRWA Psychosocial First Aid hotline to request assistance.

In 2021, UNRWA will continue to distribute food assistance incorporating COVID-19 risk-mitigation measures; this will include controlled management of crowds, ensuring physical distancing at UNRWA installations, strict use of PPE, and enhanced hygiene and cleanliness measures.

Emergency Cash Assistance

| Outcome: The severity of refugee food insecurity is tempered | | |
|---|--|---|
| Output | Indicator | Target |
| Abject poor refugees receive emergency cash assistance to cover their basic needs | Number of abject poor refugee households in the West Bank (in rural, urban areas and in the 19 camps) receiving cash assistance through the e-card modality | 3,380 |
| | Number of abject poor refugee individuals in the West Bank (in rural, urban areas and in the 19 camps) receiving cash assistance through the e-card modality (disaggregated by sex and disability) | 24,128 (11,736 female, 12,392 male, 3,963 persons with disabilities) |
| | Total value disbursed as cash to abject poor refugee households | US\$ 3,659,413 |

In 2021, UNRWA plans to provide unconditional and non-restricted cash assistance through its e-card modality to an estimated 24,128 abject poor refugee individuals in the West Bank, inside and outside of the 19 refugee camps. This modality provides cash to vulnerable refugees who live on less than two dollars a day, through bank debit cards in partnership with the Bank of Palestine.

Beneficiaries are targeted following assessments by UNRWA social workers. The poverty level of the households is assessed using a Proxy Means Test Formula (PMTF). In addition to consumption levels, this formula takes into consideration other aspects of vulnerability, such as the presence of chronic diseases, housing characteristics, education and health characteristics, attachment to the labour force, as well as household composition (e.g. the number of elderly and persons with disabilities, and female-headed households). Each household identified receives 125 New Israeli Shekels (ILS) (approx. US\$ 35) per person per quarter.

Since the introduction of the e-card modality in 2016, UNRWA has improved the efficiency of the programme and has developed specific tools to monitor its implementation. Beneficiaries have the opportunity to provide their feedback and receive help through the troubleshooting system and hotline established for e-card beneficiaries. According to the information collected through the Agency's quarterly post-monitoring reports, emergency cash assistance has contributed to alleviating food insecurity amongst vulnerable households, and protected families from falling into deeper poverty.

The socio-economic impact of COVID-19 has further increased the vulnerability of abject poor refugees to food insecurity. In addition to the loss of employment and income opportunities, poor households also suffer disproportionately from higher food prices. This intervention is hence crucial to prevent a further deterioration in the living conditions of these already vulnerable households.

A student receives a reusable mask from her teacher at the entrance of an UNRWA school in the West Bank.
© 2020 UNRWA Photo

strategic priority 2

Palestine refugees maintain access to critical services and are protected from the most severe impacts of the crisis

Continued access to
**primary, secondary
and tertiary health
care**

for Palestine refugees
ensuring that COVID-19
prevention measures are in
place

**Ensure continuity
of learning for**

47,627
students in UNRWA schools
and TVET centres

Protection

to mitigate the impact of the
continued erosion of coping
mechanisms among Palestine
refugees and increasing levels
of poverty

**Environmental
health services in 19
refugee camps**

to prevent additional public
health hazards

Emergency Health

| Outcome: Contain the spread of COVID-19 and decrease morbidity | | |
|--|--|--------|
| Output | Indicator | Target |
| Refugees have continued access to primary health care | Percentage of health workers who receive PPE | 100% |
| | Number of NCD patients reached with home distribution of medicines (disaggregated by sex and disability) | 13,260 |
| | Number of individuals in remote communities who have access to urgent support through mobile health teams (disaggregated by sex) | 24,630 |
| | Number of calls received via the health advice lines, including medical consultations and service inquiries | 2,245 |
| | Number of emergency surge staff hired to cope with increasing demand on UNRWA health centres due to COVID-19 | 128 |
| Crisis-affected refugees have access to secondary and tertiary health care | Number of COVID-19 hospitalization referrals to MoH | 3,435 |
| Infection control measures are in place based on WHO guidelines for COVID-19 situation | Number of health centres provided with infection control materials needed for COVID-19 response | 43 |

UNRWA will continue operating its 43 primary health centres and health points in the West Bank, including East Jerusalem, as well as its hospital in Qalqilya. In all health centres, the Agency will extend the triage system introduced in early 2020 in response to COVID-19, to safely screen patients with respiratory symptoms. A rotation system for health staff will remain in place, to ensure the continuity of services in case some health staff are infected with COVID-19, or have to quarantine. UNRWA will also continue to operate hotlines to provide remote health advice, reducing foot traffic at health centres. All health staff, including daily paid staff, will be provided with PPE and health centres will be regularly disinfected.

To respond to the needs of vulnerable communities unable to reach health services due to COVID-19 related movement restrictions and pre-existing protection concerns, UNRWA health teams will be deployed to provide urgent health support for up to 24,630 individuals in remote communities, requiring also enhanced coordination with authorities to ensure there are no barriers to the delivery of assistance. This service is critical given that many refugee communities have

had very limited access to primary health care services due to COVID-19-related movement restrictions and closures. This has been compounded by continued protection concerns, including settler violence, home demolitions and ISF incursions, which have continued unabated during the COVID-19 emergency.

Home deliveries of Non-Communicable Disease (NCD) medications will also be expanded in order to reduce the need for patients to visit health centres.

Finally, UNRWA, together with other humanitarian actors, will support the MoH-approved isolation centres for mild and moderate COVID-19 cases. Many families in the 19 refugee camps in the West Bank live with extended family in small homes, and are unable to properly self-isolate at home. In response to requests from the community and after an assessment conducted by the Inter Cluster Coordination Group (ICCG), UNRWA is planning to support community led isolation centres in Amari, Kalandia, Deir Ammar, Balata, Old Askar, New Askar, Tulkarem, Jenin, Fawwar and Arroub refugee camps through the provision of non-food items and hygiene materials.

Education in Emergencies

| Outcome: Ensure continuity of learning during COVID-19 for Palestine refugee children in the West Bank | | |
|--|---|--------|
| Output | Indicator | Target |
| UNRWA students continue to receive equitable, quality and inclusive education services while standards of physical distancing are enforced | Percentage of students accessing remote learning at least once weekly, disaggregated by sex and disability | 80% |
| | Percentage of VTC students accessing remote learning at least once weekly during COVID-19 during VTC closures, disaggregated by sex and disability | 83% |
| | Number of school students reached with PSS activities, disaggregated by sex and disability | 70% |
| | Number of students provided with at least one item of material support to enable them to access education at an UNRWA school, disaggregated by sex and disability | 11,500 |

The COVID-19 emergency has had a significant negative impact on the education system. On 5 March 2020, the Palestinian Ministry of Education (MoE) announced the closures of all educational institutions. Following MoE's instructions, UNRWA shut down all of its 96 schools and three Higher Education Centres on 6 March 2020.

Responding to this crisis, the Agency continued to focus on the delivery of its Education in Emergencies (EiE) approach, reconceptualised in five key areas: Continuity of Learning, Psychosocial Support (PSS), Safety and Security – Health and Hygiene issues, Technical Vocational Education Training (TVET), and Monitoring and Evaluation (M&E). The adaptation of the Programme has facilitated the roll-out of an emergency response that considered both pre-existing challenges and the impact of the COVID-19 pandemic.

1) continuity of learning

students and installations:

UNRWA West Bank operates 96 schools for 46,000 students in basic education. There are two TVET institutions and one Educational Science Faculty (ESF) teacher training college for around 1,627 students.

nature of learning:

Within this challenging environment, UNRWA continues to work to provide quality, inclusive, and equitable education to Palestine refugees. In September 2020, all the UNRWA 96 schools gradually reopened with the implementation of strict COVID-19 preventive measures to ensure safe access, while maintaining social distancing and hygiene standards. The Agency is implementing a blended learning approach,

combining face-to-face education and remote learning. The new learning model has decreased the maximum number of students per section from 50 to 25 to be consistent with physical distancing requirements; to implement this approach, UNRWA has recruited 230 additional daily paid teachers, whose support will continue to be needed throughout the school year.

Students are attending school partially in person and partially remotely using self-learning materials (SLMs), in order to reduce the number of students per class and decrease the risk of infection. As part of the school curriculum was converted into a Self-Learning Programme to ensure continuity of learning in the context of COVID-19, UNRWA will provide all students with SLMs. Moreover, 11,500 vulnerable students living in remote and Bedouin communities will receive tablets containing electronic versions of the SLMs, in addition to electronic copies of the textbooks and will be provided with printed material to access the Self-Learning Programme. This is particularly important as students might be prevented from coming to schools due to infection, isolation or quarantine at home even though schools remain open. Furthermore, 1,850 teachers will be provided with laptops to enable them to plan and conduct remote learning and create self-learning material for students through the recording of videos and texts.

2) hygiene and physical safety

All 96 UNRWA schools across the West Bank, including East Jerusalem, are following strict protocols to limit the risk of further contamination among students and teachers. All school facilities are disinfected and cleaned every day prior to receiving children. To do so, an additional 160 daily paid school attendants have been recruited and cleaning supplies and hygiene

materials are procured to conduct regular cleaning in line with standards and WHO guidelines.

Under this appeal, UNRWA is planning to create outdoor class spaces in the school courtyards to help sustain the reduced class sizes and ensure hygienic class spaces. Large rain and sun-blocking awnings, chairs, tents and portable whiteboards will be procured for all 96 UNRWA schools to ensure that the standards of physical distancing are adhered to.

3) psychosocial support (PSS)

As the impact of the pandemic extends far beyond the sphere of physical health, UNRWA is strengthening

the provision of Mental Health and Psychosocial Support (MHPSS) activities to students studying at Agency schools through the hiring of additional school counsellors.

4) TVET

TVET students are benefiting from the online delivery of some of the TVET courses; online links are provided to access relevant resources for both the theoretical and practical elements of their courses. The Agency is working to identify suitable and quality self-learning materials with a particular focus on students who may be facing constraints in accessing materials online.



A student has his hands sanitized by his teacher as part of the COVID-19 preventive measures implemented in all UNRWA schools in the West Bank. © 2020 UNRWA Photo

Protection and Neutrality

Outcome: Refugees receive enhanced protection from the immediate and most serious effects of occupation related policies, practices and hostilities, respect for international humanitarian law (IHL) and international human rights law (IHRL) is promoted, and abuses are mitigated

| Output | Indicator | Target |
|--|---|--------|
| Systematic follow-up to alleged violations of IHL and other applicable standards | Percentage of external stakeholders who report awareness raised and intention to take action, or who take a concrete action as a result of the Agency's advocacy interventions | 40% |
| | Percentage of documented incidents for which UNRWA obtains informed consent that is presented to the relevant authorities | 65% |
| International delegations are better informed to advocate on the protracted crisis affecting refugees | Number of protection (advocacy) interventions, including formal letters, concerning protection issues undertaken by UNRWA targeting external actors and duty bearers | 80 |
| The risk of forced displacement of vulnerable communities is reduced and their coping capacities are increased | Percentage of vulnerable refugee households impacted by protection threats who re-establish the physical safety and security of their residence after receiving emergency cash assistance | 50% |
| | Percentage of refugee households affected by demolitions/evictions who re-establish stable accommodation at the cessation of interventions ²⁹ | 50% |
| Installation inspections and sensitization training and management reviews are carried out to safeguard neutrality | Percentage of installations monitored biannually | 100% |
| Protection needs (GBV and child protection) of the most vulnerable Palestine refugees are addressed | Number of protection cases receiving individual case management support | 650 |
| | Number of new protection cases provided with targeted cash assistance | 144 |
| | Percentage of new GBV cases provided with dignity kits | 100% |
| | Number of Palestine refugees receiving Psychological First Aid (PFA) through the hotline | 2,500 |

The WBFO Protection and Neutrality Department prioritizes its work where Palestine refugees are most vulnerable. The Department provides technical support to the provision of emergency assistance, documents and monitors protection incidents and conducts advocacy interventions including through civil-military coordination with the ISF to address overall International Humanitarian Law (IHL) and International Human Rights Law (IHRL) concerns.

UNRWA protection interventions seek to address the direct humanitarian consequences of abuses, and the

exposure to protection threats that arise from the IHL and IHRL violations. This will be undertaken through the Crisis Intervention Model (CIM) established by UNRWA, which consists of the identification of protection needs, the provision of psychosocial support, referrals to relevant specialized services (both internal and external to UNRWA) and the provision of cash assistance to families affected by protection concerns, following the completion of an eligibility assessment, carried out by a dedicated team of protection social workers.

UNRWA has adjusted its operations to effectively face the operational and movement restriction-related challenges arising from the COVID-19 emergency, i.e. through the implementation of alternative transfer modalities for emergency cash assistance and the establishment of remote accountability mechanisms.

Advocacy and civil-military interventions are conducted in relation to the activities of the Israeli authorities and/or other duty-bearers, with a view to both promoting accountability for IHL and IHRL violations and advocating for policies and practices which uphold IHL and IHRL, improving the protection situation of Palestine refugees. UNRWA has also adjusted these interventions due to the COVID-19 emergency by developing guidelines on remote investigations of serious human rights violations.

This approach is in line with the Humanitarian Country Team (HCT) Advocacy Strategy 2019-2021 that UNRWA was instrumental in developing and implementing where resources permit, and the WBFO Protection and Neutrality Department's Protection Advocacy Strategy.

UNRWA will carry out the proposed advocacy interventions through evidence-based research including documented cases, the modality of persuasion, and by directly engaging duty bearers and their representatives through private advocacy. Furthermore, UNRWA will reach out to influential persons, decision-makers, diplomats and others, to foster a greater understanding of the complexities of the protection challenges faced by Palestine refugees, and to seek to mobilize these actors to advocate on behalf of the affected populations.

In 2021, UNRWA will also take active steps to strengthen its work in community-based protection models for advocacy, fostering conditions in which affected populations are able to advocate for their own needs. Specifically, UNRWA will establish dialogue platforms within the targeted communities; and will interact with targeted communities to promote improved information sharing, analysis and participation to build capacity for community-driven protection, including advocacy, access to services and coordination. Where appropriate and feasible, UNRWA will provide platforms for refugees to advocate on their own behalf during briefings, and will support refugees' access to

global forums and audiences, and international human rights mechanisms.

Safeguarding neutrality remains critical for the continued operational effectiveness and safety of staff, beneficiaries and UNRWA facilities. In accordance with the Agency's regulatory framework, including the Neutrality Framework, and standard operating procedures, UNRWA will conduct semi-annual inspections of all its installations (over 200) in the West Bank. UNRWA Protection and Neutrality staff, together with senior UNRWA field staff, will conduct the inspections on UNRWA installations, documenting any neutrality breaches and reviewing them to take the necessary corrective actions. The majority of breaches identified generally entail resource issues such as the absence of a UN flag and/or sign. Protection and Neutrality staff along with senior field staff will discuss and take action to resolve other incidents that may entail more substantive neutrality violations. Staff understanding of neutrality, particularly Senior Area Staff and Installation Managers, will also be strengthened by providing technical advice (including in response to issues and breaches).

The COVID-19 pandemic has disproportionately affected women and girls in several ways and exacerbated their vulnerabilities. Based on observation from UNRWA social workers, domestic tensions have increased during the lockdown period, as well as the risk of abuse and violence. The Women's Centre for Legal Aid and Counselling (WCLAC) reported a 69 per cent increase in consultations between March and May 2020, while the Palestinian NGO SAWA reported an increase of 20 per cent during the same period. Due to movement restrictions and lockdown measures imposed, face-to-face interaction, and access to GBV services and safe spaces have been significantly reduced or, in most cases, completely suspended, thus creating a response gap both for survivors and those at risk of GBV.

In response, UNRWA will provide immediate response services to GBV survivors and child protection cases among the refugee community. This will be achieved through remote support groups for women and children; psychosocial first aid hotline; case management and referral to mental health services; and provision of cash, dignity kits, and children kits.

Environmental Health

| Outcome: Refugees in camps are living in a clean and sanitized environment | | |
|---|---|--------|
| Output | Indicator | Target |
| Ensuring continuation of solid waste management services for Palestine refugees during COVID-19 | Number of camps benefiting from improved access to sanitation, solid waste management, and hygiene services | 19 |
| | Tons of solid waste removed from camps | 44,000 |
| Strengthened hygiene and sanitation practices of vulnerable refugee households in camps | Number of hygiene kits distributed to vulnerable refugee households in camps | 12,000 |

In response to the COVID-19 emergency in the West Bank, the Agency's environmental health teams will provide increased solid waste management services and additional sanitation campaigns in all 19 Palestine refugee camps and perform other emergency environmental health tasks (sewerage/water testing). Continuation of these services requires the provision of PPE, infection control material and additional daily paid sanitation labourers to cover the increased demand and mitigate for staff shortages in case staff have to isolate or are infected.

In some camps, equipment and services will be outsourced to minimize disruption of services. To prevent further transmission of the virus, UNRWA will also provide hygiene kits including diapers, sanitary and incontinence pads to up to 12,000 vulnerable refugee households in camps, focusing on COVID-19 hotspot areas. Non-food items, hygiene kits and cleaning materials will also be provided to community led isolation centres in the camps that are approved by the MoH.



An UNRWA sanitation worker sterilizes an Area Office in the West Bank during the COVID-19 outbreak. © 2020 UNRWA Photo

gaza, west bank and headquarters

UNRWA health staff at an Agency health centre in Gaza practice some stress-releasing exercises during the COVID-19 outbreak. © 2020 UNRWA photo by Khalil Adwan

strategic priority 3

Effective management and coordination of the emergency response

coordination and management



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

emergency preparedness and safety and security



to support emergency buffer stocks and the safety and security of Palestine refugees and UNRWA staff

Coordination and Management and Safety and Security

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

UNRWA requires additional capacity to reinforce the planning, management, monitoring and evaluation of emergency interventions, ensure the safety and security of staff and refugees and safeguard the neutrality of its facilities. This is vital for the efficient and effective delivery of services and to maintain and further develop capacity to respond to rapid-onset emergencies, including the health and non-health consequences of COVID-19.

To improve the safety of UNRWA personnel, the Agency requires continued and strengthened capacity to: (i) support the management and training efforts of the Department of Security and Risk Management and the respective Field Security and Risk Management Offices; and (ii) deploy an appropriate guard force to address security and other risks. Resources are also needed to ensure effective coordination with other humanitarian organizations, bilaterally and through established multi-agency structures, including the Humanitarian Country Team (HCT), UN Agencies and NGOs.

At the headquarters (HQ) level, the Department of Planning is responsible for the planning and

coordination of the Agency's emergency response activities. Under the 2021 EA, a senior emergency officer³⁰ will oversee planning, monitoring and reporting activities. Reporting will be managed through an online results-based monitoring (RBM) system that allows the Agency to track actual results against planned priorities on a quarterly basis, facilitating regular consolidated reporting. UNRWA will also maintain other HQ functions in support of emergency operations, such as data analysis for emergency programmes implemented by the Agency's Department of Relief and Social Services, and engagement with international human rights mechanisms and other legal support led by the Department of Legal Affairs.

In order to ensure health standards are met at its HQ premises to prevent the spread of COVID-19, UNRWA will continue to equip its facilities with adequate hygiene and sanitation items. Additional PPE will be made available for staff in direct contact with the public.³¹ Where necessary, telecommuting modalities will be implemented as a risk mitigation measure, in line with host government and UNCT recommendations.

Emergency Preparedness

| Output | Indicator | Target |
|---|---|--|
| The Agency has adequate response capacity to address protracted crises and sudden-onset emergencies | Number of families affected by small scale natural disasters provided with NFIs | West Bank 300 families Gaza 13,000 families |

UNRWA will continue to strengthen its emergency preparedness and risk management capabilities in the oPt through a continued focus on warehouse stockpiling, staff training, engagement in inter-agency preparedness and planning activities, and the refinement and testing of internal mechanisms and protocols, taking into account good practices and lessons learned from the COVID-19 emergency.

In response to small scale natural disasters (mostly winter storms and floods), UNRWA will provide NFIs to affected vulnerable households in the West Bank and Gaza. NFIs include blankets, mattresses, kitchen kits, gas, tents and tarpaulin. Furthermore, UNRWA West Bank Field Office (WBFO) will also focus on risk mitigation, through maintenance and small upgrades of camp infrastructure, especially concerning sewerage networks and storm water channels.

endnotes

- 1 PCBS Labour Force Survey Q3/2020, http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_8-11-2020-lf-en.pdf
- 2 Number of cumulative cases, UNRWA COVID-19 Health Brief Update: <https://us10.campaign-archive.com/?u=354e66081503459e50f2236ec&id=442bd32145>
- 3 Number of cumulative cases, UNRWA COVID-19 Health Brief Update: <https://us10.campaign-archive.com/?u=354e66081503459e50f2236ec&id=442bd32145>
- 4 <https://reliefweb.int/report/occupied-palestinian-territory/double-quarantine-gaza-covid-19-and-blockade>
- 5 http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_8-11-2020-lf-en.pdf
- 6 Participatory Gender Analysis Report West Bank and Gaza Strip, WFP 2020
- 7 Participatory Gender Analysis Report West Bank and Gaza Strip, WFP 2020
- 8 <http://www.pcbs.gov.ps/post.aspx?lang=en&ItemID=3825>
- 9 <http://www.pcbs.gov.ps/post.aspx?lang=en&ItemID=3825>
- 10 Annual Report UNRWA Health Department, 2019. These figures exclude Syria, where data could not be collected. Also: <https://www.un.org/unispal/document/unrwa-report-finds-infant-mortality-in-gaza-no-longer-in-decline-press-release/>
- 11 Annual Report UNRWA Health Department, 2019. These figures exclude Syria, where data could not be collected
- 12 Palestinian Central Bureau of Statistics (Labour Force Survey 2019)
- 13 UNRWA internal data
- 14 Progress Report UNRWA COVID Flash Appeal March-July 2020
- 15 Palestinian Ministry of Health
- 16 Economic Developments in the Palestinian territories, 24 November 2020, and West Bank Emergency Social Protection COVID-19 Response Project (P174078), 19 June 2020
- 17 Palestinian Central Bureau of Statistics (PCBS), Impact of COVID-19 Pandemic on the Socio-economic Conditions of Palestinian Households Survey (March-May), 2020 <http://www.pcbs.gov.ps/post.aspx?lang=en&ItemID=3825>
- 18 UNRWA 2021 Emergency Appeal for the oPt
- 19 Participatory Gender Analysis Report West Bank and Gaza Strip, WFP 2020
- 20 Ibid.
- 21 UNRWA COVID-19 report March - October, 2020
- 22 This corresponds to the total cost of UNRWA's mental health and psycho-social support programme in Gaza. Some elements (around US\$3.3m) are also included in the Agency's Programme Budget requirements and are reflected here for fundraising purposes and to ensure the integrity of the overall intervention.
- 23 This includes the cost of the close protection officer team in Gaza, who have been charged on an exceptional basis to the Agency Programme Budget. Their presence is required based on the current security risk assessment in Gaza, linked to the prevailing crisis.
- 24 The total EA budget is higher than the total amount listed for UNRWA in the HRP funding requirements for 2021. This is due to the inclusion in the EA of additional interventions to cover the needs of Palestine refugees and/or the inclusion of a higher caseload. In addition, the EA includes operational, safety and security and capacity and management costs which are not eligible under the HRP, however are essential to ensure the effective delivery of the Agency's humanitarian response.
- 25 As of 30 June 2020.
- 26 On 2 November 2020, UNRWA schools were reopened for the gradual return of 7 to 9 grade students using the blended learning approach. Preparations and considerations for the return to school of lower grades will continue and strict implementation of COVID-19 prevention measures will be respected and followed by all students and UNRWA staff.
- 27 A case is defined as high risk where there is an imminent risk of severe harm to others, and/or of being harmed. Examples include domestic violence, violence against children, neglect of children, emotional, physical, sexual abuse and exploitation, GBV, legal protection issues e.g. risk of deportation, use of substances/drugs, non-prescribed medication (e.g. Tramadol) and alcohol.
- 28 A case is defined as critical when there is an imminent risk or indication of life threatening harm to the self or others which requires immediate intervention. Examples include suicidal intent or attempt, self-harm or harm that may lead to death or grave injury, sexual exploitation/prostitution, grave physical violence, rape, domestic violence or any kind of high risk case that takes place in an UNRWA installation.
- 29 Stable accommodation refers to those assisted who report that they believe they will be able to remain in their current accommodation for up to 12 months after the protection incident (e.g. military operation, settler violence and/or demolition).
- 30 Costs are shared between this Appeal and the 2021 Syria Regional Crisis Emergency Appeal.
- 31 Costs of health support at HQ are shared between this Appeal and the 2021 Syria Regional Crisis Emergency Appeal.



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