



syria, lebanon and jordan  
emergency appeal  
2023



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The development of the 2023 emergency appeal for Syria, Lebanon and Jordan was facilitated by the Department of Planning, UNRWA

## About UNRWA

UNRWA is the United Nations Relief and Works Agency for Palestine Refugees in the Near East. The United Nations General Assembly established UNRWA in 1949 with a mandate to provide humanitarian assistance and protection to registered Palestine refugees in the Agency's area of operations pending a just and lasting solution to their plight. UNRWA operates in the West Bank, including East Jerusalem, The Gaza Strip, Jordan, Lebanon and Syria. Tens of thousands of Palestine refugees who lost their homes and livelihoods due to the 1948 conflict continue to be displaced and in need of support, nearly 75 years on. UNRWA helps Palestine Refugees achieve their full potential in human development through quality services it provides in education, health care, relief and social services, protection, camp infrastructure and improvement, microfinance, and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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**Cover photo:** UNRWA is committed to providing quality education to Palestine refugee children even in times of crisis. UNRWA school in Khan Eshieh camp, Rif Damascus, Syria. © 2022 UNRWA Photo by Taghrid Mohammad

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# acronyms and abbreviations

<b>AAP</b>	Accountability to Affected Populations	<b>NCD</b>	Non-communicable disease
<b>AVAC</b>	Addressing violence against children	<b>NFI</b>	Non-Food Item
<b>CBO</b>	Community-based organization	<b>NGO</b>	Non-governmental organization
<b>CFRM</b>	Complaint Feedback and Response Mechanism	<b>PTA</b>	Parent Teacher Association
<b>CfW</b>	Cash-for-Work	<b>PCR</b>	Polymerase chain reaction
<b>CPN</b>	Child Protection Network	<b>PDM</b>	Post-distribution monitoring
<b>DLP</b>	Digital Learning Platform	<b>PPE</b>	Personal Protective Equipment
<b>EA</b>	Emergency Appeal	<b>PRI</b>	Palestinian refugees from Iraq
<b>ECU</b>	Emergency Coordination Unit	<b>PRJ</b>	Palestine refugees in Jordan
<b>EiE</b>	Education in Emergencies	<b>PRL</b>	Palestine refugees in Lebanon
<b>EORE</b>	Explosive Ordnance Risk Education	<b>PRS</b>	Palestinian refugees from Syria
<b>ERW</b>	Explosive Remnants of War	<b>PSEA</b>	Prevention of sexual exploitation and abuse
<b>FESA</b>	Faculty of Educational Sciences and Arts	<b>PSS</b>	Psychosocial support
<b>FSRM</b>	Field Security and Risk Management	<b>PV</b>	Photovoltaic
<b>GBV</b>	Gender-based violence	<b>RBM</b>	Results-based monitoring
<b>HCT</b>	Humanitarian Country Team	<b>3RP</b>	Regional Refugee and Resilience Plan
<b>HQ</b>	Headquarters	<b>RSS</b>	Relief and Social Services
<b>HRP</b>	Humanitarian Response Plan	<b>SEN</b>	Special Educational Needs
<b>IHRs</b>	International Human Rights System	<b>SFO</b>	Syria Field Office
<b>JHAS</b>	Jordan Health Aid Society	<b>SSN</b>	Social Safety Net
<b>JFO</b>	Jordan Field Office	<b>SSNP</b>	Social Safety Net Programme
<b>KAP</b>	King Abdullah Park	<b>SYP</b>	Syrian Pound
<b>LBP</b>	Lebanese Pound	<b>TVET</b>	Technical and Vocational Education and Training
<b>LCRP</b>	Lebanon Crisis Response Plan	<b>UN</b>	United Nations
<b>LFO</b>	Lebanon Field Office	<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>MCH</b>	Maternal and Child Health	<b>UNICEF</b>	United Nations Children's Fund
<b>MHF</b>	Medical Hardship Fund	<b>UNRWA</b>	United Nations Relief and Works Agency for Palestine Refugees in the Near East
<b>MHPSS</b>	Mental Health and Psychosocial Support	<b>VTC</b>	Vocational Training Centre
<b>MoE</b>	Ministry of Education	<b>WASH</b>	Water, Sanitation and Hygiene
<b>MoH</b>	Ministry of Health	<b>WFP</b>	World Food Programme
<b>MoPH</b>	Ministry of Public Health		

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

As the Directors of UNRWA Affairs in Syria, Lebanon and Jordan, we are submitting this Emergency Appeal for 2023 that outlines the minimum assistance required to mitigate the worst effects of the rapid deterioration in the humanitarian situation of hundreds of thousands of vulnerable Palestine refugees in the region.

Well into its twelfth year, the conflict in Syria continues to have a devastating impact on the lives of Palestine refugees in Syria and those who remain displaced in Lebanon and Jordan. While the armed conflict in Syria has become localised to a few areas, the overall social and economic situation in the country has deteriorated in recent months, with minimal signs of recovery for 2023. Deteriorating socio-economic conditions, loss of assets and livelihoods and protracted displacement – for around 40 per cent of the Palestine refugee population in Syria – remain the main drivers of growing poverty amongst refugee families.

In Lebanon, which is experiencing one of the worst economic and financial crises in its modern history, the economic impact on those who were already identified as vulnerable before the crises – particularly Palestine refugees – is even more severe. The unprecedented devaluation of the local currency, hyperinflation, the end of government subsidies and chronic fuel and energy shortages have pushed millions into poverty. Almost all Palestine refugee families are now living below the poverty line. As the crisis continues, traditional coping strategies have been exhausted. Maladaptive coping mechanisms are being applied to survive, including selling belongings, missing meals, child marriage, child labour, incurring debts and unsustainable borrowing practices. With no resolution to the crisis in sight, increasing numbers of Palestine refugees are attempting to emigrate through irregular channels, risking their lives and those of their children on board overcrowded and poorly maintained boats for perilous voyages across the Mediterranean in the hope of a better future.

In Jordan, as a result of the COVID-19 pandemic, global increases in commodity prices and the economic consequences of the conflict in Ukraine, 93 per cent of Palestinian refugees from Syria are now experiencing a high level of vulnerability. Many Palestinian refugees from Syria do not have Jordanian civil documentation, which leaves them unable to work and access Jordanian services.

In the face of these unprecedented challenges, UNRWA will continue to be the main lifeline for hundreds of thousands of Palestine refugee families in Syria, Lebanon and Jordan. With different overlapping crises across the region expected to deepen over the foreseeable future, the 2023 Emergency Appeal will enable UNRWA to provide a safety net and to continue the delivery of its essential services and protection support to an increasingly vulnerable population. Priority needs for Palestine refugees will remain cash and food assistance, health care, education and protection support, technical and vocational training and environmental health services. These emergency interventions in 2023 will critically support the resilience of Palestine refugees, to allow them to cope with crisis and to prevent them from falling into further impoverishment and despair.

UNRWA wishes to acknowledge with gratitude the ongoing support of its many donors and partners during 2022. This vital assistance has enabled the Agency to maintain its essential services and to provide emergency assistance to Palestine refugees in response to multiple, overlapping crises. Notwithstanding this support, however, UNRWA's funding situation remains precarious, with significant funding gaps effectively limiting its ability to implement its mandate and requiring it to reduce the level of humanitarian assistance it can offer.

This Emergency Appeal is submitted to Member States and all partners who stand in solidarity with the plight of Palestine refugees. The appeal will enable UNRWA to fulfil its obligations to support the most vulnerable refugees to prevent any further deterioration in their already dire situation.

Michael Ebye Amanyaa  
Director  
UNRWA Affairs Syria



Munir Manneh  
Acting-Director  
UNRWA Affairs Lebanon



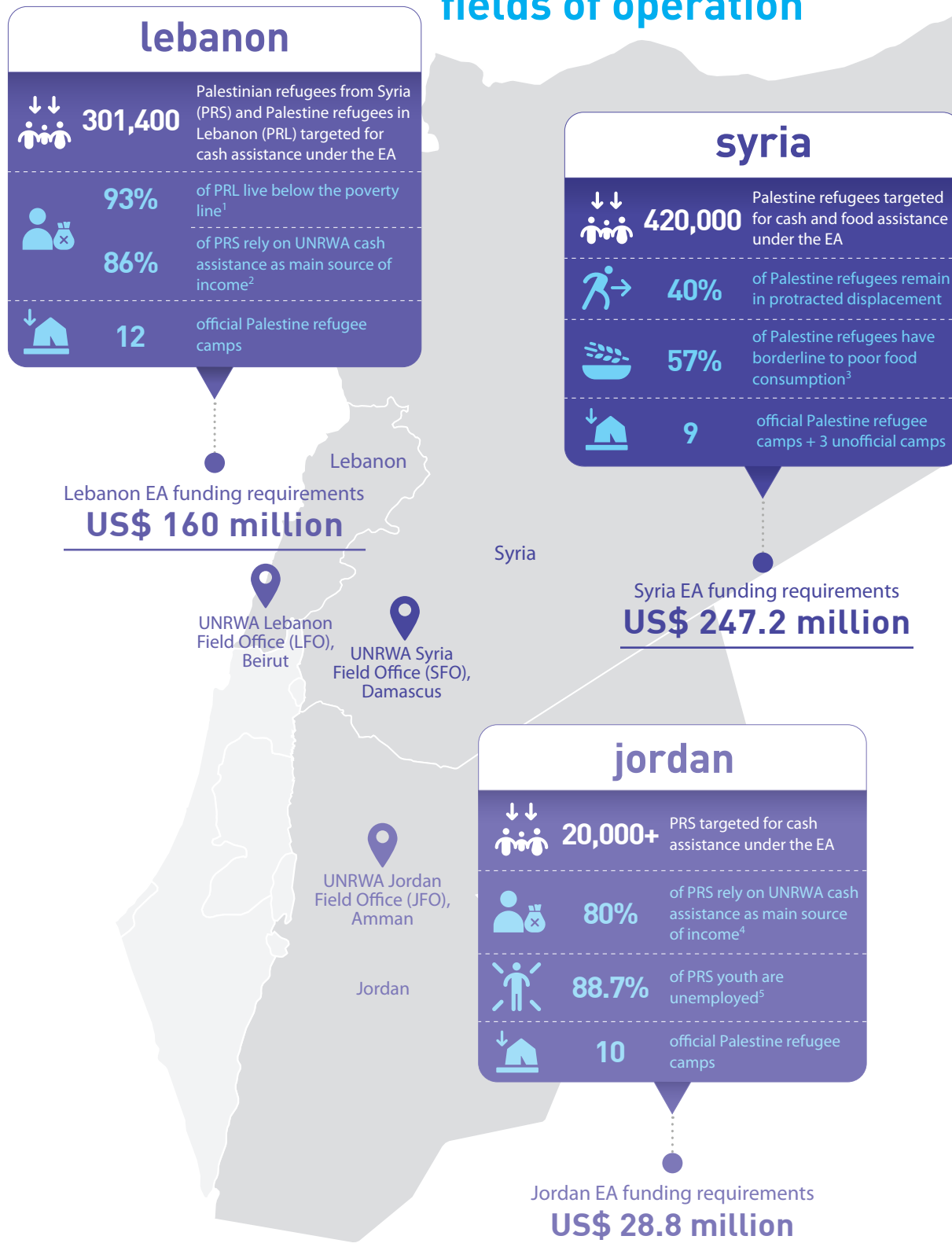
Olaf Becker  
Acting-Director  
UNRWA Affairs Jordan





# humanitarian dashboard

## fields of operation



## total funding **US\$ 436.7 million<sup>6</sup>**

**Notes:** In addition to referenced data, all other information is based on UNRWA statistics.

1. UNRWA High Frequency Crisis Monitoring Report, Lebanon, September 2022.

2. UNRWA post-distribution monitoring (PDM), Q1, Lebanon, 2022 (internal).

3. UNRWA PDM survey, Syria, August 2022.

4. UNRWA PDM, Q2, Jordan, 2022.

5. UNRWA Youth Online Survey, Jordan, May 2022.

6. This amount includes US\$ 586,886 for regional support.

**Credit:** Humanitarian icons courtesy of OCHA.

**Disclaimer:** The boundaries and names shown on this map do not imply official endorsement or acceptance by the United Nations.

# syria: 2023 EA highlights

## strategic priority 1

ensuring the most vulnerable Palestine refugees meet their basic needs



cash and food assistance

**420,000**

refugees targeted for cash and in-kind food assistance



non-food items

**1,690**

refugees targeted for NFIs



winterization

**59,100**

refugee families targeted for winterization support



shelter repair

**300**

refugee shelters repaired using the self-help approach

## strategic priority 2

maintaining access to basic services



emergency health

Palestine refugee health care needs supported through 25 UNRWA health facilities and UNRWA-supported hospitalisations



education in emergencies

**49,500**

students in UNRWA schools receive basic education, recreational activities and group counselling



livelihoods and vocational training

**800**

refugee students complete short-term vocational training courses



protection

**51,200**

individuals receive Explosive Ordnance Risk Education



environmental health

**9**

Palestine refugee camps provided with solid waste/sanitation services

## strategic priority 3

improving the effectiveness and efficiency of emergency programme delivery



safety and security

**400**

UNRWA staff trained on safety and security topics



emergency repair, rehabilitation and maintenance of UNRWA installations

Prioritized UNRWA installations rehabilitated in Yarmouk, Ein el Tal and Dera'a refugee camps



coordination and management

Staffing capacities in SFO maintained and strengthened to ensure effective coordination and delivery of emergency response in Syria

## Lebanon: 2023 EA highlights

### strategic priority 1

ensuring the most vulnerable Palestine refugees meet their basic needs



cash assistance

**301,400**

Palestine refugees (PRS and PRL) targeted for multi-purpose cash assistance



winterization

**15,675**

Palestine refugee families targeted for winterization cash assistance



shelter repair

**500**

refugee shelters repaired using the self-help approach

### strategic priority 2

maintaining access to basic services



emergency health

Primary, secondary and tertiary health care needs of Palestine refugees supported. Cholera prevention and response measures implemented in all 27 UNRWA health facilities



education in emergencies

**39,982**

refugee students in UNRWA schools receive basic education, recreational activities, group counselling and at least one item of material support



livelihoods and vocational training

**440**

youth provided with skills training



protection

**7,500**

refugees receive legal assistance and referrals

**2,800**

women/men/girls/boys engage in community-based protection activities



environmental health

**11**

Palestine refugee camps receive fuel to maintain water supplies

### strategic priority 3

improving the effectiveness and efficiency of emergency programme delivery



safety and security

**36**

UNRWA staff trained on safety and security topics



emergency repair, rehabilitation and maintenance of UNRWA installations

**21**

UNRWA facilities upgraded/repaired for a safe and secure provision of services



coordination and management

Staffing capacities in LFO maintained and strengthened to ensure effective coordination and delivery of emergency response in Lebanon



# jordan: 2023 EA highlights

## strategic priority 1

ensuring the most vulnerable Palestine refugees meet their basic needs



**cash assistance**

**20,393**

PRS targeted with unconditional cash assistance and top-up cash assistance



**winterization**

**5,207**

PRS families targeted for winterization assistance

## strategic priority 2

maintaining access to basic services



**emergency health**

Primary, secondary and tertiary health care needs of Palestine refugees are supported in 29 UNRWA health facilities and the JHAS health clinic in KAP



**education in emergencies**

**913**

PRS and Syrian students in UNRWA schools receive basic education, recreational activities, group counselling and at least one item of material support



**protection**

**200**

Palestine refugees receive legal aid and legal counselling

**4,750**

refugees engage in UNRWA-supported community-based protection activities



**environmental health**

**1,000**

refugees in 10 Palestine refugee camps engage in environmental health awareness campaigns

## strategic priority 3

improving the effectiveness and efficiency of emergency programme delivery



**safety and security**

**400**

front-line UNRWA area office staff receive security and risk management training



**emergency repair, rehabilitation and maintenance of UNRWA installations**

**20**

UNRWA installations rehabilitated/retrofitted to mitigate structural hazards














**coordination and management**

Staffing capacities in JFO maintained and strengthened to ensure effective coordination and delivery of emergency response in Jordan

# funding requirements

## 2023 syria, lebanon and jordan emergency appeal (in US\$)

programme interventions		syria	lebanon	jordan	hq	totals
	cash assistance for essential needs	159,108,655	111,518,073	15,827,239	222,306	286,676,273
	food assistance	43,295,631	—	—	—	43,295,631
	non-food Items (Syria) and shelter repair (Syria and Lebanon)	1,765,563	5,550,000	—	—	7,315,563
	emergency health	6,872,587	25,149,004	2,094,564	55,500	34,171,655
	education in emergencies	13,020,728	8,250,203	4,676,277	—	25,947,208
	livelihoods and vocational training	2,638,581	185,894	—	—	2,824,475
	protection	1,442,995	1,460,223	1,751,748	—	4,654,966
	environmental health	2,102,583	4,588,980	1,796,957	—	8,488,520
	safety and security	1,990,767	152,958	107,466	—	2,251,191
	coordination and management	5,348,887	2,402,926	952,026	309,080	9,012,919
	emergency repair, rehabilitation and maintenance of UNRWA installations	9,661,272	761,460	1,665,000	—	12,087,732
totals		247,248,249	160,019,721	28,871,277	586,886	436,726,133

# executive summary

Over a decade of conflict and mass displacement has left 14.6 million people in Syria in need of humanitarian aid.<sup>1</sup> The outlook for 2023 is grim in the absence of change in the current political and economic situation. In April 2022, the United Nations (UN) Special Envoy for Syria, Geir Pederson, briefed the Security Council that Syria "remains among the greatest humanitarian crises of this era and suffering is at its highest level since the war began 11 years ago".<sup>2</sup>

Syria now faces a serious cholera outbreak caused by conflict-related damages to water and sanitation infrastructure. Cases were first identified in Aleppo in September 2022<sup>3</sup> and, with a health system devastated by years of conflict, the rapid spread of the disease to other parts of the country remains a cause for considerable concern.<sup>4</sup> In addition, a drought, now in its third consecutive year, is impacting on the availability of safe water supplies, putting millions at risk and negatively impacting on agriculture and livelihoods.

Palestine refugees remaining in Syria, who were already among the most vulnerable before the crisis, are being pushed further into poverty by these developments. Following more than a decade of crisis (40 per cent of the 438,000 Palestine refugees currently estimated to be in Syria remain in protracted displacement), and with coping mechanisms exhausted, many refugees struggle to survive.

The spread of cholera from Syria to neighbouring Lebanon, in October 2022, could not have come at a worse time. A political stalemate in 2022, amidst unprecedented economic and financial crises, has left the country's infrastructure close to collapse, including a health system that barely functions. Under the weight of multiple crises, including recovery from the impact of COVID-19 and the 2020 Beirut Port explosion, the majority of the population in Lebanon is falling further into poverty. Palestine refugees in Lebanon (PRL) and Palestinian refugees from Syria (PRS) in Lebanon are among the most impoverished and marginalised. Many are now unable to afford even basic items and are increasingly resorting to negative coping mechanisms and making impossible and life-threatening choices, such as leaving Lebanon in boats in an attempt to reach Europe.

Jordan has remained a beacon of stability in a highly volatile region. However, the economic impact of COVID-19 coupled with rising global food and fuel prices has resulted in increased unemployment, including amongst the 19,000 PRS residing in the country. In an overall environment of increased poverty, PRS youth have been hardest hit with an alarming 88.7 per cent unemployment rate.<sup>5</sup>

In this context, the United Nations Relief and Works Agency for Palestine refugees in the Near East (UNRWA, or the Agency), is committed to continue providing emergency humanitarian assistance to Palestine refugees in Syria, Lebanon and Jordan. This critical support, in addition to the Agency's regular

programming, provides a lifeline and aims to contribute to long-term development and stability. At a 22 September 2022 meeting co-hosted by Jordan and Sweden at the UN in New York, UN Secretary-General António Guterres reiterated that "UNRWA is a safety-net for the most vulnerable, a source of stability in the region and a lifeline of hope and opportunity for millions. Without this emergency assistance, the danger is that Palestine refugees will sink into deeper poverty and despair."<sup>6</sup>

Through this 2023 Emergency Appeal (EA) for Syria, Lebanon and Jordan, UNRWA has set out a needs-based response to the humanitarian situation of Palestine refugees, in accordance with the Agency's mandate and the guiding principles of humanitarian assistance – humanity, neutrality, impartiality and independence. UNRWA is seeking US\$ 437 million in 2023 to provide life-saving support and other essential interventions to reduce the suffering of Palestine refugees and strengthen their resilience to cope with ongoing crises. The Agency's 2023 emergency requirements for Syria, Lebanon and Jordan are almost US\$ 72 million higher than in 2022. This reflects a spike in humanitarian needs, in particular in Lebanon where high poverty levels and deteriorating socio-economic conditions now affect all Palestine refugees. In Syria, UNRWA has revised its planned cash and food budgets to accommodate rising inflation and commodity costs. Across Syria, Lebanon and Jordan, COVID-19 interventions have been reviewed and adapted to the evolving context, maintaining the necessary readiness to prevent and effectively respond to new outbreaks and emerging emergency risks such as cholera.

Interventions through the 2023 EA will be guided by UNRWA's Environmental Sustainability Policy to ensure emergency assistance supports the health and well-being of millions of Palestine refugees and protects them from future environmental hazards while minimising damage to the environment. This is aligned with the goals of the 2030 Agenda for Sustainable Development. UNRWA field offices are undertaking a number of initiatives in 2023, including with the refugee communities UNRWA serves, to promote good environmental practices. Environmental conservation / protection measures will be integrated within emergency operations, including the installation of solar systems in UNRWA installations, ensuring the appropriate handling of medical waste, and greening Agency installations and camps through tree planting campaigns and reducing the use of plastic.

In addition, UNRWA will ensure that procurement processes undertaken for this EA follow sustainable procurement considerations as early as the programme design stage and throughout the supply chain cycle. All procurement carried out by UNRWA is guided by the key principles of: (i) best value for money; (ii) fairness, integrity and transparency; (iii) effective competition; and (iv) in the best interest of UNRWA and the



Palestine refugees. By integrating sustainable procurement in the requirements, specifications and criteria for goods and services, UNRWA can continue to contribute to the protection of the environment while meeting the humanitarian needs of Palestine refugees.

The assistance provided through this appeal will support the most vulnerable Palestine refugees who depend on UNRWA to meet their most basic food and non-food item (NFI) needs, targeting women and children, older persons and persons with disabilities. The strengthening of gender mainstreaming, including in emergency situations, enables UNRWA to continue to better plan and target interventions to meet the specific needs of women, girls, men and boys and ensure equitable access to Agency services. Continuing the collection of sex, age and disability disaggregated data for the EA interventions allows the Agency to better monitor the impact of its response and adjust it to ensure that no one is left behind.

The interventions UNRWA has included in the 2023 appeal are consistent with the priorities identified by partner organizations in the Humanitarian Response Plan (HRP) for the whole of Syria (under development at the time of drafting this appeal), the Lebanon Crisis Response Plan (LCRP) and the Regional Refugee and Resilience Plan (3RP).

Providing sufficient and sustainable funding to the 2023 Syria, Lebanon and Jordan EA is more crucial now than ever to ensure that the most basic humanitarian needs of Palestine refugees are addressed.

UNRWA is launching this appeal as it begins implementing a new Strategic Plan, covering the years 2023–2028, to meet the human development, humanitarian and protection needs of Palestine refugees. The priorities and interventions in this appeal are aligned with the Agency's strategic direction over the coming years and will contribute to the objectives described in the Strategic Plan.



UNRWA provides food assistance to Palestine refugees who lack the financial means to cover their nutritional needs. UNRWA distribution centre in Alliance, Damascus, Syria. © 2022 UNRWA. Photo by Nourhan Abdulhafeez



# syria: context and needs analysis

Twelve years into the protracted crisis in Syria, its population continues to endure the cumulative effects of instability and economic meltdown. Notwithstanding relative stabilization in a number of areas, insecurity prevailed across large parts of the country in 2022. According to the UN Special Envoy of the Secretary-General for Syria, intensified hostilities have been witnessed in the northwest, northeast and south of the country with an increase in strikes and shelling causing civilian death and injury. These hostilities have been attributed to a wide range of actors and serve as a warning that heavy fighting could break out again and drive large-scale displacement.<sup>7</sup>

Explosive ordnance contamination is widespread in Syria with approximately one-third of populated communities estimated to be potentially contaminated and 10.2 million people to be at risk, including from improvised explosive devices (IED), landmines and other explosive remnants of war (ERW).<sup>8</sup>

Macro-economic conditions continued to deteriorate in 2022. The October 2022 standard reference food basket<sup>9</sup> increased by 52 per cent since the start of the crisis in Ukraine, up 91 per cent compared to a year earlier, reaching 357,593 Syrian pounds (SYP) (US\$ 119 at the official exchange rate of SYP 3,015/US\$).<sup>10</sup>

In 2022, climate change and other shocks affecting natural resources, particularly water, intensified, further undermining Syria's prospects for agricultural recovery. The 2022/23 climate forecast indicates another below-average rainfall season, likely to last throughout the 2022 winter cereal season. This will adversely affect the main crop areas in the north and northeast of Syria, resulting in reduced yields and crop losses and impacting food security in 2023.<sup>11</sup>

The COVID-19 pandemic continued to exacerbate the economic downturn by further reducing already limited income-generating opportunities. Official data<sup>12</sup> regarding the number of infections and related deaths provides relatively low figures due to limited access to Polymerase chain reaction (PCR) tests. The vaccination rate remains one of the lowest in the world. Furthermore, in September 2022, the Syrian Ministry of Health (MoH) declared an outbreak of cholera in Aleppo Governorate. With the source of infection believed to be linked to people drinking unsafe water and using contaminated water to irrigate crops, resulting in food contamination, the outbreak further negatively impacts on an already vulnerable population.

The combined effects of accelerating economic deterioration, declining agricultural production and health challenges on the population are enormous, with the humanitarian crisis currently at its worst level since the beginning of the conflict. In 2022, 14.6 million people in Syria were in need of humanitarian assistance, an increase of 1.2 million from 2021.<sup>13</sup> In 2023, the conditions of 12 million people already facing acute food insecurity (of this number, 2.5 million are classified as being severely food insecure) are expected to worsen further.<sup>14</sup>

The estimated 438,000 Palestine refugees remaining in Syria, who were already among the most vulnerable groups in the country, are continuously pushed further into vulnerability and poverty and will remain highly dependent on the assistance provided by UNRWA to meet their basic needs.

An UNRWA post-distribution monitoring (PDM) survey, conducted in August 2022, found that only 43 per cent of assessed Palestine refugee households demonstrated acceptable food consumption patterns (indicative of access to adequate quantity and quality of food), 40 per cent were borderline and 17 per cent showed poor food consumption patterns. PDM findings also showed that 36 per cent of assessed households were practising some form of coping strategy to respond to dwindling food stocks. The most common coping strategies employed included reliance on cheap, less expensive food (35 per cent), borrowing or relying on help from friends (31 per cent), and reducing the number of meals per day (19 per cent).

As people's ability to meet basic needs is expected to further deteriorate in 2023, the crisis will continue to disproportionately impact female-headed households, children, older persons without family support and persons with disabilities. The 2022 Humanitarian Needs Overview for Syria highlighted an increase in negative coping practices, which also increase protection risks, particularly for women whose lives are scarred by gender-based violence (GBV) and discrimination.<sup>15</sup> According to UNRWA records, women account for 60 per cent of the most vulnerable Palestine refugee caseload in Syria. Their vulnerabilities are further increased due to disruptions in pre-existing family and community-level protection mechanisms and diminishing crucial services, including family planning, maternal and child health (MCH) care, sexual and reproductive health care services, and legal assistance and counselling.

According to UNRWA estimates, about 40 per cent of the Palestine refugee population in Syria remain in protracted displacement. Yarmouk, Dera'a and Ein el Tal camps, previously home to more than 30 per cent of the Palestine refugee population, have been almost completely destroyed. Despite the lack of basic infrastructure for the provision of safe water supplies and electricity, as of September 2022, 1,000 vulnerable Palestine refugee families had returned to Yarmouk camp.<sup>16</sup> Around 126 extremely vulnerable families had returned to Ein el Tal camp (near Aleppo) and a further 622 to Dera'a camp in the south. UNRWA installations in these camps remain severely damaged or have been completely destroyed due to the conflict.

According to information available to UNRWA, more Palestine refugees continue to leave than return to Syria, citing deteriorating socio-economic conditions, insecurity and lack of employment opportunities. Between January and June 2022, 994 Palestine refugees left Syria for Lebanon, while

712 new arrivals were recorded with UNRWA in Syria, mostly from Lebanon. UNRWA also recorded an increase in refugee returns to Yarmouk camp due to the high cost of rented accommodation and basic services in the surrounding areas, resulting in an increase of 400 students in the new 2022/23 school year.

In order to address emerging needs, the 2023 EA will ensure the provision of humanitarian assistance for basic needs for 420,000 Palestine refugees,<sup>17</sup> prioritising emergency cash and food distributions as well as supporting the provision of health, education, technical and vocational training, environmental health and protection services. The Agency will also continue to seek funding to rehabilitate its installations in Yarmouk, Ein el Tal and Dera'a, to restore essential UNRWA

services. As part of its response under this appeal, UNRWA will strengthen its efforts to foster the resilience of communities, provide increased dignified livelihood opportunities for Palestine refugees in Syria while enhancing Accountability to Affected Populations (AAP), ensuring that communities are meaningfully and continuously involved in decisions impacting their lives. UNRWA will also continue to strengthen existing mechanisms for community engagement, such as Parent Teacher Associations (PTAs) in schools, regular meetings with camp leadership committees, and health programme quality of care surveys. A robust and standardized beneficiary Complaint Feedback and Response Mechanism (CFRM) will be strengthened to systematically receive complaints and provide feedback to the refugees.



One of the many destroyed or damaged UNRWA facilities in Syria. Sakhnin School, Yarmouk, Damascus, Syria. © 2021 UNRWA. Photo by Nourhan Abdulhafeez



# lebanon: context and needs analysis

Throughout 2022, the socio-economic situation in Lebanon continued to deteriorate, threatening the ability of the majority of its population to meet their basic needs. The economic and financial crises, impact of COVID-19 and the Beirut Port explosion in August 2020 have driven Lebanon into a dire economic crisis which continued to deepen in 2022. Soaring prices for basic necessities – notably electricity, medications and food – are leading large numbers of people to leave the country. With the end of government subsidies and the continued devaluation of the Lebanese Pound (LBP), fuel has become too expensive for the majority of the population, including Palestine refugees, and has made travel for work and education, and heating in winter increasingly difficult. The Lebanese parliament's inability to appoint a new President (as of mid-December 2022) has left the country with a caretaker government unable to pass legislation until a new President appoints a new prime minister.

Multiple crises in Lebanon have particularly impacted PRL and PRS who are facing a food, basic needs and health crisis that has not been seen for decades. Living conditions have significantly deteriorated over the last two years, with vulnerable refugee households reporting increasing difficulties in securing their basic needs due to lost or reduced employment and related income.<sup>18</sup> Eighty-six per cent of PRS have reported that they relied on UNRWA cash assistance as their main source of income in the first quarter of 2022.<sup>19</sup> To protect Palestine refugees against the depreciation of the Lebanese pound, all UNRWA cash assistance to PRS and PRL is paid in US dollars.

Regular food price monitoring surveys conducted by UNRWA revealed that, between October 2019 and July 2022, the average cost of a food basket in Palestine refugee camps in Lebanon rose from LBP 130,441 per month to LBP 860,000 per month, an increase of approximately 560 per cent. The cost of food basket staples increased exponentially in this period, with bread rising from LBP 1,500 in October 2019 to LBP 16,000 in October 2022 – a 966 per cent increase. According to the World Food Programme (WFP), Lebanon reported the highest annual increase of 351 per cent in December 2021 in the Middle East North Africa (MENA) region for the cost of a food basket (followed by Syria at 97 per cent).<sup>20</sup>

Lebanon's deepening crises have undermined Palestine refugees' food security, with many families unable to afford basic items as prices continue to increase. Food consumption scores in 2022 show some worrying trends. The UNRWA Food Price Monitoring report for the second quarter 2022 indicated that only 50 per cent of respondents had an acceptable food consumption score, with 28 per cent borderline and 22 per cent poor.<sup>21</sup> In addition, 68 per cent of Palestine refugee families stated that they have reduced the number of meals they consume<sup>22</sup> in the face of high food costs. UNRWA Protection Monitoring focal points reported that many Palestine refugee children now arrive at school on an empty stomach and

without food.<sup>23</sup> In the Central Lebanon area, the North and Bekaa Valley, focal points also reported that sickness caused by drinking unsafe tap water is a growing concern.<sup>24</sup> A high frequency crisis monitoring report conducted by UNRWA in September 2022 showed that the poverty level amongst PRL was 93 per cent compared to 73 per cent in August 2021.<sup>25</sup>

The current shortage of trained healthcare professionals due to Lebanon's ongoing "brain drain", electricity cuts and the lifting of subsidies for imported medications, have left the health system close to collapse. Hospitals have relied on generators since the final quarter of 2021, due to extensive power cuts in the national grid. Reduced subsidies for fuel and continuous, massive price increases have led to an increase in hospitalisation costs. In addition, basic essential drugs and medications cannot be produced locally and are no longer available in pharmacies. Subsidies on lifesaving medications have been lifted, placing them out of reach of a large proportion of the population. Palestine refugees, already the most vulnerable population group in Lebanon, are the most affected by this health crisis. The exclusion of non-Lebanese from obtaining cancer medications at subsidised prices has serious implications for the health of Palestine refugee cancer patients. The official announcement of a cholera outbreak on 6 October 2022 by the Ministry of Public Health (MoPH) has added to the health concerns of the refugee population. As of 11 November, the cumulative number of suspected and confirmed cholera cases in Lebanon totalled 3,253; of these, 521 cases and 18 deaths had been confirmed.<sup>26</sup> The government's inability to identify the source of contaminated water, due to a lack of resources and national capacities, and the geographical spread of the outbreak (from the north into the south and the Bekaa Valley) has put vulnerable people at higher risk.

The continuous rise in the exchange rate of the US dollar against the Lebanese pound has caused progressive increases in the price of fuel and has driven up transportation costs, which have become unaffordable for the majority of Palestine refugees. The inability of families to pay school transportation costs is also negatively impacting on the retention of students in school.

Within the current socio-economic environment in Lebanon, Palestine refugees report feelings of anxiety, hopelessness and fear;<sup>27</sup> multiple crises have exhausted their traditional coping strategies. Negative coping mechanisms are increasingly being applied in order to survive, including the selling of belongings, missing meals, arranging child marriages, relying on child labour and incurring debt through unsustainable borrowing practices. Interpersonal disputes occasionally erupt into violent confrontations. While violent crime does not appear to have increased during 2022, many Palestine refugees continue to live in fear and are limiting their movements as a result.<sup>28</sup>

Palestine refugee women report increased harassment on the streets in some camps – the heightened risk of male violence makes them no longer feel safe to go out after sunset. Children are especially vulnerable as families struggle to cover their most basic needs. Child labour has remained a small but growing phenomenon as the economic crisis continues to undermine household incomes. In some camps, UNRWA Protection Monitoring Focal Points report that children are being pushed into harmful survival activities. In a smaller number of cases, reports have been received that young women and children are being pulled into drug networks to earn “easy money”.<sup>29</sup> Incidents of child marriage continued to be reported during the first half of 2022, although this does not appear to be a widespread practice as Palestine refugee families have sought to avoid the costs associated with all marriages.<sup>30</sup>

The closure of government offices due to public sector strikes became a common occurrence during 2022, severely

limiting Palestine refugees’ ability to register births, deaths and marriages and access civil documentation, while also making it more difficult for PRS to obtain or renew residency permits.<sup>31</sup> Over half of all PRS in Lebanon are thought to be without residency rights and are therefore restricted in their movements and ability to gain employment. These difficulties are having a profound effect on the well-being of PRS families.

Onward movement out of Lebanon, by regular or irregular means, continues to be a coping mechanism for many PRS, particularly youth. Whilst previously only a very small number of Palestine refugees are known to have attempted to reach Europe by boat, this practice has significantly increased from the second quarter of 2022. UNRWA is aware of at least 20 boats with Palestine refugees on-board leaving Lebanon irregularly since the beginning of June 2022 (however, the precise number of individuals is difficult to ascertain).<sup>32</sup>



An elderly Palestinian refugee from Syria receives his medication at the UNRWA health centre in Nahr el-Bared camp, Lebanon. © 2022 UNRWA. Photo by Maysoun Mustafa



# jordan: context and needs analysis

Jordan is host to a large number of refugees, including more than 660,000 Syrian refugees registered with the United Nations High Commissioner for Refugees (UNHCR),<sup>33</sup> and over 19,000 PRS (4,959 families) registered with UNRWA (as of 30 June 2022). The lingering impact of the COVID-19 pandemic, coupled with global increases in commodity prices and the economic consequences associated with the conflict in Ukraine, have further increased the vulnerability faced by PRS in Jordan. Around 80 per cent of PRS households now depend on Agency assistance as their primary source of income. A majority of PRS households are food-insecure or vulnerable; 93 per cent are experiencing a high level of vulnerability, of which, 46 per cent are considered highly vulnerable.<sup>34</sup>

Results of a PDM conducted in December 2021 indicated that the employment status of PRS remains unstable, with 57 per cent of respondents working as daily labourers, 13 per cent as salaried workers with a regular income and 28 per cent not working.<sup>35</sup> Due to the pandemic, 15 per cent of respondents lost their previous jobs and were unable to find new work, of whom three per cent were from female-headed households. According to a May 2022 Youth Online Survey carried out by UNRWA, the percentage of unemployed PRS youth (aged 15–24) was 88.7 per cent with little difference between male and female unemployment levels (females 88.6 per cent, males 88.9 per cent).<sup>36</sup> PRS without valid Jordanian documents are particularly vulnerable as they are not eligible for work permits. Despite this situation, 89.5 per cent of those interviewed for a PRS Perceptions Survey responded that they do not intend to return to Syria within the next 12 months and 9.5 per cent remained undecided (only 1 per cent wanted to return).<sup>37</sup>

In April 2022, the Jordanian Ministry of Energy announced the implementation of eight new electricity tariffs that have

created additional socio-economic hardship.<sup>38</sup> An online survey conducted by UNRWA indicated that the average monthly electricity cost for 66 per cent of surveyed PRS households (14 per cent with one or more persons with disabilities) has risen from JOD 16 (US\$ 23) to JOD 36 (US\$ 51). Of those surveyed, 1 per cent use solar panels and 55 per cent were unable to register on the government's electricity support platform because they do not have valid Jordanian documents.

Some 199 PRS families are still residing in the King Abdullah Park (KAP) refugee reception centre,<sup>39</sup> together with Syrian refugee families, and continue to face restrictions, including in relation to freedom of movement and the right to work. More broadly, PRS continue to be exposed to a broad range of protection risks, including civil documentation issues, de-nationalisation, deportation and refoulement.

Jordan was hit hard by COVID-19, registering 1,746,997 infections from the start of the pandemic through October 2022, including 2,253 UNRWA staff, nine of whom died. All COVID-19 related restrictions were lifted during the course of 2022, a period that witnessed steady reductions in the rate of infection. UNRWA, in cooperation with the MoH, provided COVID-19 vaccinations to 86 per cent of PRS with protection concerns.

Through the 2023 EA, UNRWA will continue to provide essential support to PRS, including cash assistance, health, education, protection and environmental health services. The provision of protection to PRS and vulnerable Palestine refugees in Jordan (PRJ) will include child protection and support to GBV survivors, along with legal assistance, gender-specific vulnerabilities and disability inclusion.



A Palestinian refugee family from Syria enjoy a meal together. Food supplies were bought with the cash assistance they received from UNRWA. Amman, Jordan. © 2022 UNRWA. Photo by Omar Shawish

# syria | sector-specific interventions

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

**Humanitarian Assistance for Basic Needs (including cash and food assistance, cash for shelter repairs, cash for work and NFIs)**

Outcome: Palestine refugees are able to meet their basic needs and cope with sudden crises		
Output	Indicators	Target (2023)
Palestine refugees in Syria are provided with relief assistance	Percentage of households reporting an acceptable food consumption score <sup>40</sup>	<b>60%</b>
	Number of individuals receiving cash assistance during the last distribution round	<b>420,000</b> (220,355 females, 199,645 males, incl. 7,384 persons with disabilities)
	Number of the most vulnerable Palestine refugees provided with cash assistance during the last distribution round	<b>149,500</b> (89,165 females, 60,335 males, incl. 7,384 persons with disabilities)
	Number of Palestine refugees provided with food assistance during the last distribution round	<b>420,000</b> (220,355 females, 199,645 males, incl. 7,384 persons with disabilities)
	Number of Palestine refugees receiving NFIs	<b>1,690</b> (887 females, 803 males, incl. 26 persons with disabilities)
	Number of Palestine refugee families receiving one-off cash winterization support	<b>59,100</b>
	Number of Palestine refugee families provided with cash-for-work job opportunities for 3 months	<b>2,500</b>
	Number of shelters repaired using the self-help approach <sup>41</sup>	<b>300</b>

In 2023, cash and food assistance will form UNRWA's top priority humanitarian interventions for Palestine refugees in Syria. Through this EA, the Agency aims to provide cash assistance to 420,000 Palestine refugees, helping them to meet their basic food and NFI needs. Recipients will include 149,500 Palestine refugees categorized as most vulnerable (female-headed households, families headed by a person with a disability and families with members with disabilities, families headed by an older person, and unaccompanied minors/orphans). After consultation and coordination with the Cash Working Group in Syria, the transfer value for Palestine refugees in the most vulnerable category will be US\$ 33 per person, per month, while the remaining caseload will be provided with US\$ 23 per person, per month.<sup>42</sup>

In 2023, UNRWA plans to introduce pilot interventions related to innovative cash assistance transfer mechanisms, including through e-wallets, prepaid cards and mobile money transfers. This will give refugees more flexibility in withdrawing their cash, saving on their transportation costs and commuting time. It will also allow the Agency to reach the same number

of beneficiaries in a shorter period of time. Palestine refugee communities will be informed about transfer values and surveys will be conducted to understand the impact of cash assistance, while ensuring refugees have easy access to distribution branches. In line with this, community meetings will continue to take place to provide and gather information, enable space for discussion, the receipt of feedback and to address concerns.

The cash assistance pilot phase will target beneficiaries who are willing to receive cash assistance through this mechanism. Those refugees who will face difficulties to withdraw cash assistance from designated branches/points of distribution at ATMs due to poor literacy, disabilities or any other barriers, including lack of valid IDs, will be served through the current transfer mechanism. In addition, UNRWA will pilot a cash-for-work (CfW) intervention by creating short-term job opportunities linked to the Agency's emergency activities. Where possible, and depending on the availability of funds, UNRWA will seek to create some unskilled activities to the CfW modality, such as the provision of labour for food basket



production, loading and offloading supplies, sanitation work, construction and minor repair work on shelters. The CfW intervention will be funded through the EA to temporarily alleviate extremely high levels of unemployment amongst Palestine refugees in Syria, prioritizing the most vulnerable, including refugees registered in the Agency's Social Safety Net Programme (SSNP). Targeting criteria will be developed to identify eligible beneficiaries by February 2023.

In 2023, UNRWA will provide in-kind food assistance to 420,000 Palestine refugees through three distribution rounds. Each food basket will include wheat flour, rice, bulgur wheat, sunflower oil, sugar, chickpeas, lentils and milk. In 2021 and 2022, UNRWA faced challenges related to the availability and timely delivery of some food commodities by local and international suppliers. Providing cash to replace certain food commodities (rice and wheat flour) in 2022 was identified as

an appropriate option to avoid suspending or delaying the in-kind distribution of food. In 2023, UNRWA will also consider the monetization of certain food commodities, if it faces similar procurement and supply chain challenges. In addition, UNRWA will provide NFIs to a planned 1,690 refugees, including newly displaced persons, refugees spontaneously returning to Syria and other vulnerable persons who may face acute needs.

In 2023, UNRWA will continue to support families whose homes have been damaged and are in urgent need of minor repairs, targeting 300 families in Dera'a and Ein el Tal refugee camps. In addition, depending on funding availability under the 2023 EA, an estimated 59,100 Palestine refugee families (corresponding to 149,500 of the most vulnerable individuals) will be provided with one-off cash winterization support to help them cope with harsh weather conditions.



UNRWA cash assistance helps Palestine refugees meet their basic needs. Cash distribution centre, UNRWA Field Office, Damascus, Syria.  
© 2022 UNRWA. Photo by Taghrid Mohammad

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

### Emergency Health

Outcome: The impact of the crisis on health services for refugees is reduced		
Output	Indicators	Target (2023)
Palestine refugees have access to primary health-care services	Number of Palestine refugee consultations supported by UNRWA (primary health care and hospitalisation referrals)	<b>800,000</b> (490,000 females, 310,000 males, incl. 2,000 persons with disabilities)
	Number of Palestine refugee visits to UNRWA health facilities	<b>790,000</b> (485,000 females, 305,000 males, incl. 1,900 persons with disabilities)
	Number of operational Agency health centres, health points and mobile clinics	<b>25</b>
	Number of UNRWA-supported hospitalisations accessed by Palestine refugee patients	<b>10,000</b>
	Percentage of health facilities supported by UNRWA with no stock-out of 12 tracer items <sup>43</sup>	<b>100%</b>
	Number of COVID-19 tests for Palestine refugees paid for by UNRWA	<b>500</b> (300 females, 200 males)
	Number of physiotherapy sessions for persons with disabilities	<b>16,000</b>
	Number of health facilities maintained or repaired	<b>15</b>

The public health system in Syria has been degraded by over a decade of conflict and remains extremely vulnerable as a result of the displacement and migration of qualified professionals and the widespread destruction or damage to health facilities. UNRWA's health services in Syria are facing growing pressures due to socio-economic crisis, with an increasing number of Palestine refugees now relying heavily on the Agency for health care. It is expected that at least 790,000 patient visits will be made to UNRWA health centres in 2023.

The Agency's 25 health facilities in Syria (23 health centres and health points located in Palestine refugee camps and two mobile clinics) provide a range of primary health care services, including out-patient consultations, immunization services, infant and child growth monitoring, dispensing of medications, gynaecology consultations, laboratory services, non-communicable disease (NCD) care, MCH care, dental care, and mental health and psychosocial support (MHPSS) services. Mobile clinics are deployed to areas that have been the most affected by the conflict and where Agency health facilities have been damaged or destroyed, including Yarmouk and Ein el Tal camps.

UNRWA will continue to subsidise access to secondary and tertiary health care for around 10,000 refugees through a network of partner hospitals and private laboratories. This intervention has become increasingly critical as families' ability to afford hospitalisation services continues to decrease. Support provided by the Agency will cover between 75 and 95

per cent of the costs, depending on the level of vulnerability and availability of funds.

Dedicated support will be provided to persons with disabilities through the provision of assistive devices, including hearing aids, while baby kits (including diapers) will be provided to 800 pregnant women for their newborn infants. Persons with long-term disabilities and in need of physiotherapy will be referred to external partners in community-based organizations (CBOs) across Syria. It is estimated that 16,000 physiotherapy sessions will be provided.

In 2023, UNRWA will also conduct minor repairs to 15 of its health facilities that require urgent maintenance (this does not include facilities covered under the Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations section of the present appeal). To promote environmental sustainability, UNRWA will install solar systems at UNRWA health facilities to support an uninterrupted cold chain storage system and internet connectivity for eHealth real-time reporting as well as for lighting. UNRWA aims to phase out the use of plastic bags when dispensing medicines to patients and replace them with paper bags or reusable bags, funding permitting. Partnerships will be sought with other organizations that are supporting environmental conservation measures.

As part of its commitment to AAP, the Agency will familiarise health centre staff on AAP related principles and actions. This



will include supporting patients to provide feedback, and act on same. A standardized CFRM will be strengthened for all Syria Field Office (SFO) programmes, including health.

Under this appeal, UNRWA will continue to respond to COVID-19 by subsidizing COVID-19 testing for 500 Palestine refugees. This assistance is extended to all UNRWA staff to contain the spread of the pandemic and ensure the safety of Agency staff and those they serve. Since 2021, UNRWA has been responsible for administering COVID-19 vaccinations for all UN staff and partner non-governmental organizations

(NGOs) in Syria as part of the UN vaccination campaign, which has contributed significantly to the inter-agency pandemic response. This appeal will support the recruitment of five additional staff for the vaccination campaign and the establishment of a cold room at the UNRWA central pharmacy in Damascus to store vaccines.

As part of an awareness raising effort, UNRWA will conduct health staff and patient awareness sessions, including for students in the Agency's schools, on COVID-19, cholera and other health threats.



UNRWA is committed to ensuring that immunizations are accessible to all Palestine refugee children as part of its primary health care services. UNRWA health centre, Damascus, Syria.

© 2022 UNRWA. Photo by Taghrid Mohammad

## Education in Emergencies

Outcome: Palestine refugees continue to access quality, inclusive and equitable education despite the crisis		
Outputs	Indicators	Target (2023)
UNRWA students are able to access basic education despite the crisis	Total number of students enrolled in UNRWA schools	<b>49,500</b> (24,528 girls, 24,972 boys, incl. 3,500 students with disabilities)
	Number of students graduating from basic education (Grade 9)	<b>4,998</b> (2,639 girls, 2,359 boys, incl. 315 students with disabilities)
	Number of students who have attended at least one UNRWA catch-up class	<b>5,380</b> (2,776 girls, 2,604 boys, incl. 188 students with disabilities)
Basic maintenance carried out in UNRWA operated schools	Number of school buildings maintained or repaired	<b>73</b>
Palestine refugee students are provided with psychosocial support (PSS)	Number of students who have attended at least one counselling session (individual or group counselling)	<b>49,500</b> (24,528 girls, 24,972 boys, incl. 3,500 students with disabilities)
	Number of students participating in summer learning	<b>12,000</b> (6,200 girls, 5,800 boys, incl. 120 students with disabilities)
Barriers to accessing education are reduced	Number of students provided with at least one item of material support <sup>44</sup> (back-to-school kits and/or stationery) to enable them to access education at an UNRWA school	<b>49,500</b> (24,528 girls, 24,972 boys, incl. 3,500 students with disabilities)
	Number of students who use UNRWA-provided transport to attend an UNRWA school	<b>880</b> (491 girls, 389 boys, incl. 15 students with disabilities)

In 2023, UNRWA will continue to deliver basic, quality and inclusive education to 49,500 Palestine refugees through 102 schools managed by the Agency across Syria, of which, 39 operate on a double-shift basis in buildings on loan from the Ministry of Education (MoE) to compensate for UNRWA schools that have been destroyed or severely damaged by the conflict.

Through its Education in Emergencies (EiE) programme, the Agency helps to ensure that Palestine refugee children can continue to access education, even in times of emergencies, and facilitates school/community linkages through PTA platforms. The UNRWA approach to EiE involves "doing things differently" (delivering education in alternative ways), "doing more of other things" (more PSS to children) and "doing things that had not been the focus before" (safety and security training for students, staff and parents).

In 2023, the Agency will provide back-to-school kits (including school bags) at the beginning of the 2023/24 school year to all 49,500 students; stationery will be procured and provided to students at the beginning of the 2022/23 second semester in January 2023, and also at the beginning of the 2023/24 school year to alleviate some of the economic burden faced by parents. UNRWA will also support at least 880 students returning to damaged camps such as Yarmouk and Ein el Tal by providing transport (contracted buses) to take them

to schools in nearby areas. In 2023, this service will also be extended to students in Senaya.<sup>45</sup>

The Agency will continue to provide PSS to address student and teacher anxiety, stress and trauma caused by years of conflict and deteriorating socio-economic conditions. Psychosocial counsellors will be deployed in all UNRWA schools to provide individual and group counselling and support. Recreational activities will also be provided if funds become available.

Under the 2023 appeal, a number of training sessions will be conducted for teachers and school principals on topics such as GBV, child protection and addressing violence against children (AVAC). Similar training sessions will be delivered to parents through the PTAs, which will continue to play a pivotal role in developing a holistic approach to the education of Palestine refugee students. UNRWA will also conduct minor repairs and essential maintenance<sup>46</sup> to 73 Agency school facilities that require urgent attention (this does not include facilities already included in this appeal under the Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations section). UNRWA aims to install solar systems in selected Agency schools as part of its environmental sustainability measures in rehabilitation work under the EA, subject to funds availability. Solar power will reduce the use of generators while ensuring an uninterrupted power supply for Education Management Information System (EMIS) reporting.



Green spaces will also be established in schools as part of the tree planting campaign in all UNRWA installations.

Through this appeal, summer learning activities will be organized for at least 12,000 students, providing them with an opportunity to maintain quality learning / address

potential learning loss. In addition to academic support, this intervention will include extracurricular and PSS activities in support of student well-being. In addition, catch-up classes will be organized for Grade 9 students in preparation for official end of cycle exams.



Palestine refugee children attend class in UNRWA's al-Ramleh School, Homs, Syria. © 2022 UNRWA. Photo by Taghrid Mohammad



## Livelihoods and Vocational Training

Outcome: Young Palestine refugees have access to vocational training		
Output	Indicators	Target (2023)
Young Palestine refugees in Syria provided with short-term courses to support employment opportunities	Number of students completing short-term courses	<b>800</b> (480 females, 320 males, incl. 15 persons with disabilities)
	Number of short-term courses conducted	<b>40</b>
	Number of students enrolled in long-term courses in the following areas: Aleppo, Homs, Latakia, Hama and Dera'a	<b>260</b> (128 females, 132 males, incl. 4 persons with disabilities)

To support Palestine refugee youth with access to employment opportunities, the UNRWA Technical and Vocational Education and Training (TVET) Programme will continue to provide short-term courses, including in digital technology, for 800 Palestine refugee students in Damascus, Dera'a, Homs, Aleppo and Latakia, offering a variety of specializations that respond to the needs of the local market. Short-term courses (three months on average) are designed to strengthen technical skills, with minimal financial costs to students, improving their prospects in the labour market. In addition to courses offered in the Damascus Training Centre, UNRWA will continue to expand the availability of long-term courses at its vocational training centres (VTCs) in Aleppo, Homs, Latakia and Dera'a and will introduce these courses in Hama in 2023. This is in response to the increasing demand in these areas for similar courses to those offered in Damascus and to promote equal access for all young Palestine refugees to livelihood opportunities.

UNRWA will also provide employability and soft skills sessions to TVET students to encourage their confidence and abilities in approaching companies and communicating with potential future employers during job interviews. The Agency will

maintain a dormitory at the Damascus Training Centre to provide a limited number of students, who live in remote locations, with accommodation to support the continuation of their studies. Transportation for vulnerable students will be subsidised to mitigate the impact of the fuel crisis and associated transportation costs on the ability of students to access VTCs.

Students with business aptitude will be supported through an entrepreneurship initiative that aims to build knowledge and skills for the start-up of new enterprises to encourage self-employment opportunities. Such initiatives are becoming increasingly needed in a country with high youth unemployment. In addition, an alumni association for TVET students will be established to connect with former graduates aimed at strengthening youth and community engagement and encouraging creative approaches to self-employment, peer-to-peer learning and professional network building. As part of creating awareness on environmental sustainability, the TVET programme will conduct awareness sessions to trainees and encourage youth-led action to establish green societies.



UNRWA Damascus Training Centre prepares young Palestine refugees for the immediate needs of the job market. Damascus, Syria. © 2022 UNRWA. Photo by Taghrid Mohammad



Palestine refugee students participate in psychosocial support activities at UNRWA's Balad Esheikh School in Sbeineh camp, Rif Damascus, Syria. © 2022 UNRWA. Photo by Taghrid Mohammad

## Protection

Outcome: At-risk Palestine refugees continue to receive protection support		
Outputs	Indicators	Target (2023)
Palestine refugees are supported through programmatic protection interventions	Number of Palestine refugees who received PSS support	<b>11,360</b> (943 women, 413 men, 5,270 girls, 4,734 boys, incl. 700 persons with disabilities)
	Number of Palestine refugees provided with legal assistance and/or referrals	<b>4,000</b> (2,881 females, 1,119 males, incl. 50 persons with disabilities)
Awareness raising is conducted to strengthen Explosive Ordnance Risk Education (EORE) prevention and response	Number of individuals receiving EORE	<b>51,200</b> (49,500 students, 200 staff, 1,500 community members)
Capacity of staff and volunteers is enhanced on protection related topics <sup>47</sup>	Number of UNRWA staff members trained on protection	<b>1,000</b> (600 females, 400 males)

In Syria, protection concerns and vulnerabilities identified by UNRWA in 2022 are expected to become more pronounced in 2023 due to the rapid decline in the economic situation. These include but are not limited to: (i) psychological trauma and distress, particularly amongst children;<sup>48</sup> (ii) GBV; (iii) economic destitution leading to increased reliance on negative coping strategies; (iv) child protection concerns; and (v) exclusion and discrimination, particularly affecting persons with disabilities and older persons.

The experiences of the conflict, including multiple psychological shocks and trauma, have disrupted and in some cases permanently altered household compositions, traditional household roles and community and family networks. Non-detrimental coping mechanisms have been depleted, leading individuals, families and communities to increasingly adopt negative coping strategies, notably child labour, child / forced marriage, drug abuse, child neglect and school dropout. Close to one-third of Palestine refugee households report needing a child to work to support the family as a reason for non-attendance at school.<sup>49</sup> Female

heads of households, unaccompanied and separated children, older persons and persons with disabilities are at particular risk of falling into further poverty and exploitation. Protracted displacement, high levels of destruction in residential areas, including in Palestine refugee camps and gatherings, and the economic crisis are key triggers in escalating these protection problems.

UNRWA will continue to provide increasingly needed protection services to Palestine refugees in Syria in line with its commitment to humanitarian principles. In this regard, the Agency will continue to focus on mainstreaming protection in service provision, including through area-based structures and staff capacity building to identify and address intersecting factors affecting individual vulnerability. The Agency will also work towards building a stronger data-driven protection approach to strengthen evidence-based programming and the prioritization of beneficiaries and assistance.

PSS activities, delivered through CBOs, for 11,360 refugees, including children, older persons and persons with disabilities,



will remain a priority in 2023. The aim will be to strengthen the response to increasing psychosocial needs, foster social cohesion and mitigate the adoption of negative coping mechanisms. Legal support (assistance in obtaining civil documentation and referrals to external partners) will be provided by Agency social workers through UNRWA Family Support Offices and will continue to be offered to refugees (mainly women) experiencing GBV.

The threat caused by explosive ordnance remains a major protection concern in Syria, particularly for children. Thirty per cent of populated communities in Syria are estimated to be contaminated.<sup>50</sup> UNRWA will continue to address this risk through awareness raising for all UNRWA students (49,500 children) and people from Palestine refugee communities (1,500), as well as training for Agency staff (200). Focus will extend to areas seeing increases in spontaneous returns of refugee families, especially in Yarmouk, Ein el Tal and Dera'a camps which are potentially heavily contaminated.

Protection monitoring, reporting and advocacy will remain

a priority in 2023. UNRWA will continue to (i) participate in global protection mechanisms; (ii) engage, as appropriate, with the International Human Rights System (IHRS) in line with the Agency's IHRS framework; and (iii) interact with relevant stakeholders, including the protection coordination structures of the Humanitarian Country Team (HCT) at country and area levels. UNRWA will also continue to monitor and advocate for, and respond to, particularly vulnerable groups within the Palestine refugee community. This will include individuals who remain displaced and Palestine refugees willing to voluntarily return to their place of habitual residence from within Syria and abroad, noting that those returning to newly accessible areas with limited services are often amongst the most economically vulnerable. The Agency will also strengthen adherence to humanitarian principles, including by conducting integrated installation checks to ensure they are compliant with protection standards and UN values and, in particular, that they are safe, accessible, and inclusive spaces. Training and awareness-raising on humanitarian principles will also be conducted for staff and community members.

## Environmental Health

Outcome: Palestine refugee WASH needs are met		
Outputs	Indicators	Target (2023)
Palestine refugees in need are provided with Water, Sanitation and Hygiene (WASH) items (hygiene kits, baby kits, diapers)	Number of Palestine refugees receiving WASH items	5,190
Palestine refugees living in camps are provided with basic WASH services and support	Number of additional sanitation workers hired	27
	Number of camps supported with solid waste/sanitation equipment upgrades	9

Extensive damage to Syria's water networks and sewerage infrastructure during the conflict has resulted in restricted access to safe water supplies. This has affected domestic and personal hygiene and increased the burden on women (who are usually responsible for the family's household water use and hygiene).

The lack of safe water increases the risk of water-borne diseases and is a potential public health hazard. Providing adequate environmental health services in Palestine refugee camps to mitigate the risks of disease has become even more critical, as evidenced during the recent cholera outbreak, reportedly affecting all 14 governorates in Syria. Between 25 August and 8 October 2022, 15,823 suspected cases of cholera were reported, including amongst Palestine refugees, resulting in 68 deaths.<sup>51</sup>

In 2023, SFO will undertake a self-assessment of all its operations to identify actions that could be made more environmentally sustainable. Recommendations will be used as a blueprint for implementing various actions to improve environmental sustainability, including under the EA. The Agency-wide Environmental and Social Management Framework will also be applied at the field level with technical support from UNRWA Headquarters (HQ).

In 2023, UNRWA will continue to provide essential WASH services to the most vulnerable among Palestine refugees identified and referred for assistance by the UNRWA Health Programme. WASH items will be distributed to at least 5,190 refugees and will include baby kits/diapers (for 500 infants) and adult incontinence pads (for 3,000 older persons and persons with disabilities).

Solid waste management and sanitation services will continue to be provided in Palestine refugee camps by UNRWA sanitation workers. The Agency will also conduct minor repairs and maintenance of water and sewerage networks and surface drainage systems in accessible refugee camps. Upgraded equipment, such as garbage compactors and water tankers, will be procured to improve the quality and efficiency of service provision in nine refugee camps.

As part of its measures to prevent additional health hazards, UNRWA will recruit 27 additional sanitation workers and ensure that all sanitation workers continue to be equipped with personal protective equipment (PPE). UNRWA will continue disinfection campaigns and the sanitization of garbage collection points to support cleaner environments in the refugee camps, helping to prevent the spread of disease.



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

### Safety and Security

Outcome: A safe and secure environment is ensured for UNRWA personnel, assets and programmes		
Outputs	Indicators	Target (2023)
UNRWA ensures security compliance for its personnel and assets, including premises, installations and programmes	Number of UNRWA installations with completed compliance assessments	<b>48</b>
Enhanced security of UNRWA staff to facilitate the provision of humanitarian support to Palestine refugees	Number of UNRWA staff trained on safety and security topics	<b>400</b> (240 females, 160 males)
	Number of security and risk management staff receiving technical training	<b>167</b> (6 females, 161 males)
	Number of missions supported by the security and risk management team	<b>600</b>

To ensure that UNRWA facilities are compliant with security risk management measures, the Agency will conduct compliance assessments on 48 facilities throughout Syria in 2023 and will undertake structural works to enhance installation security for its personnel. In addition, UNRWA will maintain its closed-circuit television (CCTV) room and Internet Protocol (IP) surveillance cameras at its offices in Damascus and other areas.

The Agency will also continue to strengthen staff capacities and awareness on safety and security topics through training provided by the Field Security and Risk Management (FSRM) team, targeting 400 locally-recruited front-line staff. Training

topics will include Safety and Security in the Field, fire safety, security incident reporting and awareness on ERW. Technical training for 167 security and risk management staff will cover access control procedures and guard force duties.

Finally, UNRWA will continue to deploy FSRM staff in all areas to support at least 600 humanitarian field missions in 2023. This is to ensure that the Agency's emergency operations are conducted while upholding the security of its personnel and assets, mitigating the security risks faced in a volatile environment.

### Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations

Outcome: Service provision is maintained		
Output	Indicator	Target (2023)
UNRWA installations repaired or maintained	Number of UNRWA installations (distribution centres, area office buildings and community centres) that are maintained through minor repairs	<b>40</b>
	Number of community centres damaged due to the conflict that are rehabilitated	<b>2</b>
	Number of health centres damaged due to the conflict that are rehabilitated	<b>1</b>
	Number of classrooms damaged due to the conflict that are rehabilitated	<b>28</b>
	Number of multipurpose service centres damaged due to conflict that are rehabilitated	<b>1</b>

UNRWA facilities in Syria have suffered extensive damage during years of conflict, particularly in Yarmouk, Ein el Tal and Dera'a camps, which have sustained large-scale destruction. Under this EA, the Agency will prioritize the rehabilitation of its key installations in Yarmouk and Ein el Tal to support Palestine refugee families who are spontaneously returning to the camps.<sup>52</sup> Priority in 2023 will be given to repairing damages

in 28 classrooms to support the provision of education, in addition to rehabilitation work on one health centre, one multipurpose centre, (the Yarmouk Service Centre) that will host different UNRWA services and two community centres.

UNRWA will also prioritize the minor repairs and maintenance of 40 installations throughout Syria (such as distribution centres, area office buildings and community centres) based

on the most urgent needs, to maintain the provision of quality services to Palestine refugees.

In addition to UNRWA's environmental sustainability obligations as a member of the UN development system and global citizen, the fuel crisis and daily electricity shortages in

Syria have highlighted the urgency attached to transitioning towards more sustainable energy sources. Therefore, this appeal will also support the installation of solar panels on UNRWA installations in need of rehabilitation due to the emergency, starting with health centres and schools.

## Coordination and Management

In Syria, UNRWA will continue implementing its emergency response through over 3,500 staff, most of whom are Palestine refugees themselves, with close links to the communities they serve. Additional international capacity (specialist staff in the fields of humanitarian response, donor relations, communications and monitoring and evaluation) will be maintained to reinforce the planning, management, and the monitoring and evaluation of emergency interventions and coordination with relevant humanitarian and other stakeholder organisations. The SFO Programme Support Office and the Emergency Operations Support Team will lead in the coordination and general oversight of the emergency response, working closely with implementing programmes and support departments, including Finance, Human Resources, Administration, Information Management and Technology, and Procurement and Logistics, all playing a vital role for the efficient and effective delivery of services.

The Agency will continue to strengthen community-based protection mechanisms and AAP by building the capacity of community-based structures that will identify, respond to and refer protection cases for assistance. In line with the UNRWA Framework for Accountability to Affected Populations and the Core Humanitarian Standard on Quality and Accountability, the Agency will strive to deliver more accountable, high-quality humanitarian assistance. This will be done through systematically increasing the participation of Palestine refugees in programme identification, design, delivery and

learnings. Feedback will be sought on programme quality and to assess Palestine refugees' satisfaction with the services provided. The participation of Palestine refugees is also one of the Agency's minimum protection standards, including the proactive involvement of the most vulnerable (women, children, older people and persons with disabilities).

UNRWA will focus on building the AAP capacity of its staff, particularly through: (i) training on AAP for senior staff; (ii) designing and implementing a robust refugee CFRM; and (iii) conducting bi-monthly meetings between each programme and community leaders in the field. These duties and responsibilities will be steered by a newly created AAP team focusing on improving community engagement systems.

The Agency will also ensure proactive and sustained advocacy and lobbying with different stakeholders on various issues to support its response to ongoing and emerging Palestine refugee needs. Advocacy efforts will be coordinated, where appropriate, with the other UN agencies in Syria.<sup>53</sup>

To maintain and further develop UNRWA's ability to respond to emergencies, the Agency will continue to focus on building and strengthening staff capacity, including through dedicated training for senior and middle management staff on humanitarian leadership. The field will also ensure that staff involved in the emergency response, as well as senior management, have opportunities to analyse, reflect and learn from the response.

# lebanon | sector-specific interventions

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



A Palestine refugee woman receives her UNRWA cash assistance through an Online Money Transfer (OMT) branch. Beddawi camp, Lebanon. © 2022 UNRWA. Photo by Maysoun Mustafa

## Cash Assistance for Essential Needs

Outcome: Palestine refugees are able to meet their essential needs and cope with sudden crises		
Output	Indicators	Target (2023)
PRS and PRL are provided with relief assistance	Percentage of targeted PRS individuals receiving one or more UNRWA emergency assistance interventions	100%
	Percentage of targeted PRL individuals receiving one or more UNRWA emergency assistance interventions	100%
	Number of PRS families receiving at least one monthly top-up of emergency cash assistance	9,850
	Number of Palestine refugee individuals receiving multi-purpose cash assistance during the last distribution round (PRL/PRS)	301,400 (31,400 PRS, 270,000 PRL) (PRS: 16,255 females, 15,145 males) <sup>54</sup>
Palestine refugees affected by seasonal hazards benefit from cash assistance	Number of Palestine refugee families receiving winterization cash assistance (PRS/PRL)	15,675 (9,850 PRS, 825 SSN PRL, 5,000 non-SSN PRL in Bekaa Valley)

Rising inflation, linked to the devaluation of the Lebanese pound against the US dollar, continues to affect the cost of food and other basic necessities. This is impacting on the overall well-being of all refugees. In this context, UNRWA will continue to provide cash assistance for essential needs to PRL and PRS to mitigate increasing hardship.

Given the almost universal levels of poverty across PRL (93 per cent live below the poverty line<sup>55</sup>) as a consequence of the current crisis, in 2023 UNRWA aims to expand the provision of essential cash assistance to all PRS and PRL. The Agency expects to assist up to an estimated 301,400 individuals (31,400 PRS and up to 270,000 PRL), pending the results of the digital ID verification system that will be rolled out starting from March 2023. In this regard, assistance will be provided to already verified refugees, while additional individuals

will become eligible as they are verified. Under this appeal, UNRWA plans to provide all refugees with a cash transfer of US\$ 25 per person per month. Refugees already registered with the Agency's SSNP will receive a top up under this EA of around US\$ 14 to supplement the assistance they receive through the SSNP (to reach the level of US\$ 25 per person, per month). Moreover, 9,850 PRS families will continue to receive a monthly top-up of US\$ 75 per family to mitigate the additional vulnerability caused by the protracted displacement.

In 2023, UNRWA is also planning to provide winterization cash assistance (US\$ 75 per family per month for five months) to 15,675 refugee families (9,850 PRS, 825 SSN PRL, 5,000 non-SSN PRL in the Bekaa Valley only) affected by harsh winter conditions and seasonal hazards, especially for those living in the Bekaa Valley and above the altitude of 500 metres.

## Shelter Repair

### Outcome: Palestine refugee living conditions are improved and health and safety risks mitigated

Output	Indicator	Target (2023)
PRL are provided with cash assistance to mitigate the risks arising from deteriorated shelters	Number of shelters repaired through the self-help approach	500

Around 64 per cent of PRL reside in 12 official refugee camps characterised by very poor housing conditions with little daylight, high humidity and physical access difficulties. The high cost of construction materials and Lebanese authority restrictions on bringing these materials into Palestine refugee camps has meant that very few families have been able to carry out needed repairs to mitigate health and safety risks associated with unsafe shelters. To respond to this urgent need, UNRWA will provide cash assistance to families living in 500 unsafe shelters in 11 refugee camps<sup>56</sup> to enable them to carry out repair and rehabilitation works through the self-help approach. With technical support and supervision from UNRWA engineers, families will help to prioritize the work

needed, identify local labourers (if they cannot undertake the work themselves) and oversee the implementation. This approach respects the dignity of refugee families, generates employment within the local economy and reduces the costs of the repairs.

In its design approach, UNRWA aims to enhance the lived environment through improving natural light and the energy efficiency of refugee shelters to the greatest extent possible. By adopting an environmental sustainability approach, adverse impacts on the environment will be minimized through specifying the use of energy-efficient and sustainable materials and ensuring there is minimum wastage in shelter repair and rehabilitation activities.



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

### Emergency Health

Outcome: The impact of the displacement crisis on health services for refugees is reduced		
Outputs	Indicators	Target (2023)
PRL and PRS have access to primary health-care services at UNRWA health centres	Number of Palestine refugee visits supported by UNRWA (primary health care and referrals to hospitalisation services)	<b>188,126</b> (80,620 PRS, 106,796 PRL, 710 non-IDs <sup>57</sup> )
	Percentage of UNRWA health facilities with no stock-out of 12 tracer items	<b>100%</b>
	Number of Palestine refugee visits to health centres (PRL/PRS)	<b>180,000</b> (79,000 PRS, 101,000 PRL)
	Number of operational Agency health centres and health points	<b>27</b>
Palestine refugee women have access to breast cancer early detection	Number of women screened for breast cancer (PRS/PRL)	<b>30,000</b>
PRL and PRS have access to hospital care (secondary and tertiary)	Number of UNRWA-supported hospitalisations accessed by PRL/PRS/non-ID patients for non-COVID-19 treatment	<b>8,126</b> (1,620 PRS, 5,796 PRL, 710 non-IDs)
PRL and PRS with chronic diseases and tertiary hospitalisation are supported through the Medical Hardship Fund (MHF)	Number of Palestine refugee patients supported through the MHF requiring tertiary hospitalisation top-up coverage and medication for cancer/chronic diseases (thalassemia, multiple sclerosis, and sickle cell anaemia) (PRL/PRS)	<b>2,381</b> (tertiary top-up: 120 PRS, 972 PRL; cancer and chronic medications: PRS/PRL 1,289)
Contain the spread of infectious diseases and decrease mortality and morbidity	Number of additional health workers hired	<b>173</b>
	Number of COVID-19 PCR tests for Palestine refugees paid for by UNRWA	<b>11,976</b>
	Number of Vibrio Cholerae Rapid Tests done by UNRWA	<b>16,000</b>
	Number of UNRWA-supported hospitalisations accessed by Palestine refugee patients for COVID-19 treatment	<b>1,428</b>

In the context of the collapse of the health system in Lebanon, UNRWA continues to be the main provider of primary health care services, including MCH, NCD screening and control, laboratory tests, and the provision of related necessary medications to both PRL and PRS. As such, it is critical that the Agency's 27 health facilities remain fully operational with a full complement of family health teams (doctors, nurses, pharmacists and health clerks), in addition to midwives and laboratory technicians. An estimated 188,126 Palestine refugee visits (covering primary health care and hospitalisation referrals) to Agency health facilities are expected to take place in 2023. In addition, shortages of medicines in the local market and the massive price increases of vital NCD medications and other medicines and medical supplies necessitate the need to secure funds, through this EA, to maintain sufficient stocks of 12 tracer items in all Agency health facilities for PRL and PRS patients at all times.

A nation-wide nutrition survey of children (under five) and women, carried out by the Lebanon Nutrition Sector in 2021, showed that acute malnutrition amongst pregnant

and lactating women is highest in Palestine refugee camps (9.5 per cent, including 4 per cent of children), followed by Syrian refugees (8 per cent). The survey also found that over 40 per cent of all women and children in Lebanon (refugees and Lebanese nationals) are affected by anaemia, which can impact on the well-being and cognitive development of future generations. According to United Nations Children's Fund (UNICEF) survey data, based on the People in Need calculation at the national level, 11,000 Palestine refugee women and children are currently in need of nutritional support.<sup>58</sup>

To address nutritional deficiencies amongst most vulnerable women and children, UNRWA will provide multiple micronutrient supplements for pregnant and lactating women and children (under five) through the MCH Programme in the Agency's facilities.

Breast cancer is one of the leading causes of cancer-related deaths amongst Palestine refugee women and globally it is estimated that one in eight women will be diagnosed with breast cancer in their lifetime. Due to reduced public services

and to address the risk of late diagnosis, UNRWA aims to improve early detection through subsidised ultrasound scans and mammography for around 30,000 women who attend Agency health centres (for women over 35 years with a family history of breast or ovarian cancer and for all others over 40 years).

As a result of the economic crisis, most Palestine refugees requiring secondary and tertiary hospital treatment and care are no longer able to cover the difference between the Agency's contribution to their hospitalisation costs and the final hospital bill. Under this EA, UNRWA will support 8,126 vulnerable Palestine refugees (1,620 PRS, 5,796 PRL, 710 non-IDs) with subsidised hospitalisation admissions for non-COVID-19 related treatment. Under this appeal UNRWA will continue to subsidise 90 per cent of the secondary hospital admissions for PRS and non-IDs and will top-up the tertiary subsidy to 90 per cent of the total bill (an increase from 60 per cent) for all PRS, PRL and non-IDs. Some 1,289 PRS/PRL patients with cancer and chronic illnesses, such as thalassemia, multiple sclerosis and sickle cell anaemia, have suffered in the past due to the absence of much needed medications from the MoPH and unaffordable prices in the private market. Support through this EA will enable UNRWA to contribute 50 per cent of the total cost of cancer and chronic illness medications through the MHF.<sup>59</sup>

As of 19 October 2022, 44.2 per cent of Lebanon's residents, including Palestine refugees, had received two doses of the COVID-19 vaccine.<sup>60</sup> UNRWA will continue to support national vaccination efforts through raising awareness amongst Palestine refugees and Agency staff. The Agency will also

continue to cover the cost of PCR tests for an estimated 11,976 PRL/PRS, in addition to providing medications and hospitalisation costs for approximately 1,428 refugees requiring COVID-19 treatment.

UNRWA will maintain COVID-19 prevention and control through multiple interventions aimed at vulnerable refugees and Agency staff, including: (i) awareness raising on good hygiene practices; (ii) the use of appropriate disinfectants; and (iii) the provision of PPE to all health staff.

On 6 October 2022, the MoPH officially declared an outbreak of cholera in Lebanon.<sup>61</sup> In response, and as part of the national prevention, preparedness and response plan, UNRWA has established a fast-track procedure for symptomatic patients and referrals for those in need of higher level care within its health facilities. UNRWA is actively participating in the inter-agency working group as well as the national pandemic response working group. To reduce the potential mortality and morbidity from cholera, UNRWA aims to position necessary medications and cleaning supplies in its health centres. In parallel, to support early detection and diagnosis, the Agency will provide *Vibrio Cholerae* Rapid Tests for a potential caseload of 16,000 Palestine refugees. Hospitalisation for cholera treatment will also be subsidized for Palestine refugees who require it.

Based on the Health Programme's experience during the COVID-19 pandemic, there will be a need to hire 173 additional health staff in 2023 to cover the work of absent staff and staff who have contacted COVID-19 and are self-isolating, as well as additional cleaners in health centres in response to the cholera outbreak.



A nurse weighs a Palestine refugee baby at the UNRWA health centre in Beddawi camp, Lebanon. © 2022 UNRWA. Photo by Maysoun Mustafa



## Education in Emergencies

Outcome: Palestine refugee students continue to access quality, inclusive and equitable education despite conflict and displacement or an emergency situation		
Outputs	Indicators	Target (2023)
Barriers to accessing education are reduced	Number of students enrolled in UNRWA schools	<b>39,982</b> (5,000 PRS, 34,982 PRL) (21,431 girls, 18,551 boys, incl. 900 children with disabilities)
	Number of students who use UNRWA provided transport to attend an Agency school	<b>12,000</b> (6,240 girls, 5,760 boys, incl. 270 children with disabilities)
	Number of students provided with at least one item of material support (back-to-school kits/stationery) to enable them to access education at an UNRWA school/learning space	<b>39,982</b> (5,000 PRS, 34,982 PRL) (21,431 girls, 18,551 boys, incl. 900 children with disabilities)
Palestine refugee students are provided with PSS	Number of students who attended at least one UNRWA counselling session (individual, group or care call)	<b>4,000</b> (434 PRS, 3,566 PRL) (2,000 girls, 2,000 boys, incl. 200 children with disabilities)
UNRWA students continue to access quality teaching and learning, also in times of crisis	Number of UNRWA students accessing remote learning resources at least once weekly in case of school closures due to emergencies	<b>5,638</b> (612 PRS, 5,026 PRL) (3,500 girls, 2,138 boys)
	Number of students identified with special educational needs (SEN) receiving support to meet their specific needs	<b>1,744</b> (189 PRS, 1,555 PRL) (876 girls, 868 boys, incl. 400 children with disabilities)
Parent and community engagement in education has been strengthened	Number of parents/guardians who have attended at least one awareness/parenting skills session	<b>2,000</b> (217 PRS, 1,783 PRL) (1,800 females, 200 males)
Young Palestine refugees are able to access vocational training, also in times of crisis	Number of refugee students enrolled in UNRWA VTC (Siblin Training Centre)	<b>718</b> (78 PRS, 640 PRL) (271 females, 447 males)
Continued access to TVET is ensured, also in times of crises	Percentage of Siblin Training Centre students accessing remote learning resources at least once weekly in case of VTC closures due to emergencies	<b>98%</b> (11% PRS, 87% PRL)

Preliminary results of the 2022 class formation exercise estimate that 39,982 students will be enrolled in UNRWA schools in the 2022/23 school year (5,000 PRS, 34,982 PRL), an increase on enrolment during the previous school year. UNRWA attributes this in part to the transfer of children from both private and public schools to Agency schools as families are increasingly unable to cope with rising education-related expenses. All enrolled students will be provided with printed materials and back-to-school kits.

Commuting to school in the current climate of increasing transportation costs due to rising fuel prices is a major concern and burden for parents and threatens student access to education. The UNRWA Education Programme, together with UNRWA Lebanon Field Office (LFO) Protection team, has developed eligibility criteria to identify the most vulnerable students in need of transportation subsidies. For the current 2022/23 school year, some 12,000 students will benefit from this subsidy.

The educational experiences of children and youth have been profoundly impacted by the socio-economic crises in Lebanon and from the constant shocks and stressors their families are facing, resulting in increased psychological and behavioural distress. Feedback collected from students during UNRWA back-to-school campaigns and protection and education assessments revealed that students perceive themselves at-risk for a number of reasons: (i) transportation/communication costs, lack of school supplies and other actual costs related to learning; (ii) loss of motivation/interest/hope resulting from psychological distress; and (iii) prolonged periods of virtual learning during the pandemic. All these factors have increased the vulnerability of children and youth, with increased learning loss particularly affecting those already at risk of dropping out. To reduce the impact of these factors, and to address the potential of further exacerbating learning development gaps and protection risks (such as substance abuse, child labour and early marriage), UNRWA will continue to provide individual and group counselling. Awareness

sessions for 4,000 students (434 PRS, 3,566 PRL), as well as parenting skills sessions for 2,000 parents will be provided in 2023 by 45 school counsellors (of them, 29 counsellors will be covered by this EA). These sessions will be delivered through in-person individual and group counselling or through online support in the case of remote learning covering related topics.

Some 1,744 (189 PRS, 1,555 PRL) students with special needs, including children with disabilities, will be supported through the identification and referral pathway system, in coordination with existing UNRWA services and external partners. Through this EA, the Agency will provide continuous capacity building for its teachers to ensure they have the skills and tools to identify needs, develop specific Individual Education Plans (IEPs) for students, and are capable of quick and adaptable responses in times of crisis and major emergencies.

UNRWA Education Programme will prepare an environment campaign for all UNRWA schools in Lebanon with the following objectives: (i) to reduce energy waste; (ii) promote recycling and upcycling; and (iii) enhance environmentally sustainable school environments through awareness-raising sessions for students, teachers, parents and caregivers. In-class and out-of-class activities will be implemented to better engage

students in this campaign. Given the high energy costs and electricity cuts affecting refugee families, further initiatives will be planned, together with the Field Infrastructure and Camp Improvement programme, to extend these activities into the local neighbourhoods, either inside or outside the camps, where Agency schools are located.

Following the lifting of all COVID-19 restrictions in Lebanon in 2022, UNRWA resumed face-to-face classroom teaching in its schools and at the Siblin Training Centre. However, with the Lebanese government's announcement of an outbreak of cholera in October 2022, and the increasingly unstable security situation in the country, ad-hoc closures of some schools in affected locations may occur in 2023. In the event that new emergencies disrupt access to education, the UNRWA Education Programme will be able to provide remote learning resources for at least 5,638 school students (612 PRS, 5,026 PRL). UNRWA will also ensure that the required tools and resources are in place in Siblin Training Centre as a preparedness measure to ensure continued access to learning for 718 vocational training students. This will include a TVET online learning platform (via Microsoft) to facilitate remote learning for VTC students Agency-wide.



Students in UNRWA's Media School in Tripoli take part in activities to raise awareness on recycling and environmental issues. © 2022 UNRWA. Photo by Maysoun Mustafa



## Livelihoods

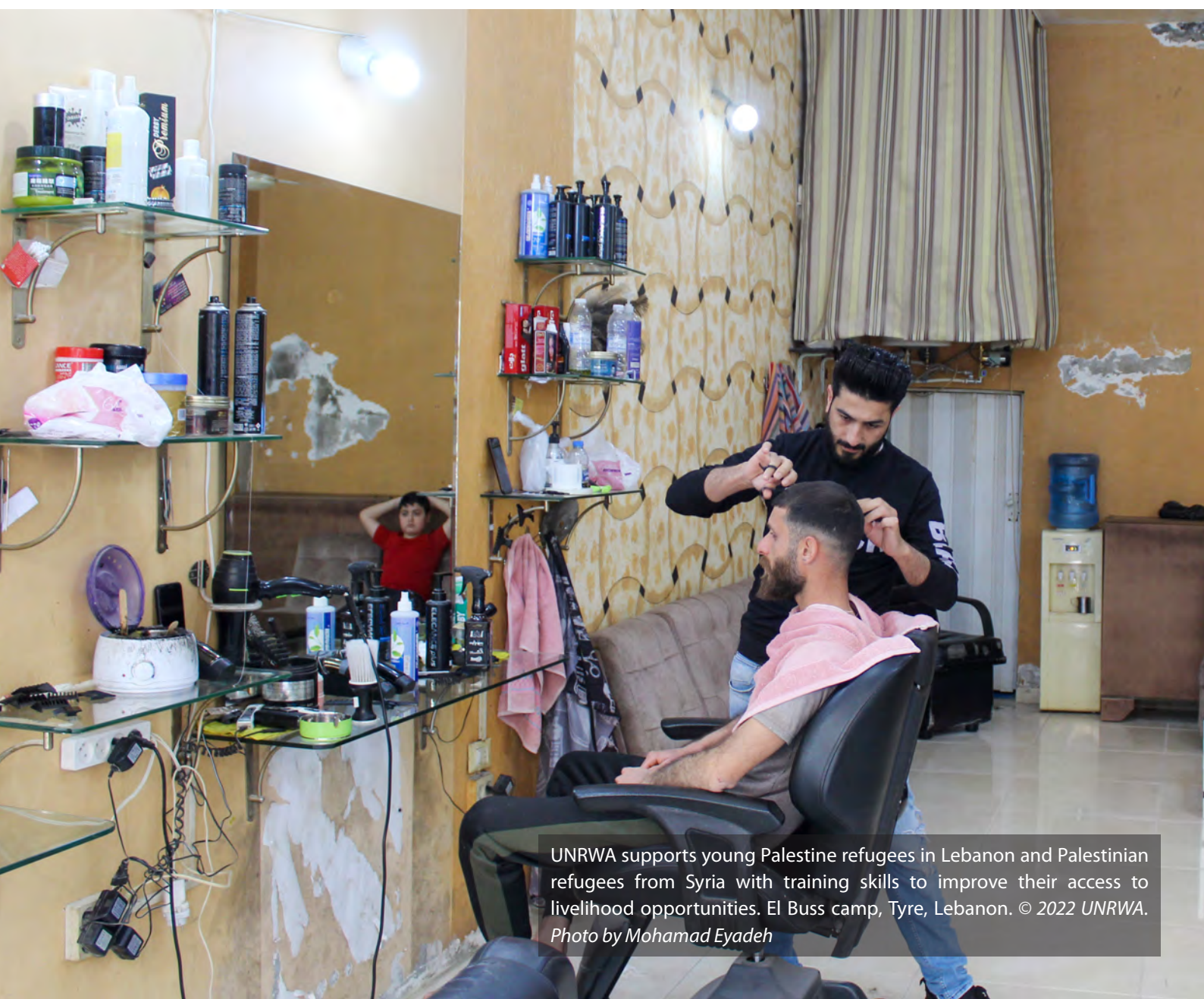
### Outcome: Palestine refugee youth have access to livelihood opportunities

Output	Indicator	Target (2023)
PRS and PRL youth are provided with employment support services	Number of PRS/PRL youth (15–29 years old) reached through non-formal skills trainings	<b>440</b> (4 PRS, 436 PRL) (264 females, 176 males)

Under this EA in 2023, UNRWA will continue to support 440 PRS and PRL youth through its Innovation Lab, implemented jointly with UNICEF, that provides employment support services in Youth Innovation and Employment Hubs. These hubs provide life skills, career counselling, job matching and work-based learning services. This service, which is considered one of the key options for Palestine refugee youth to escape the poverty trap, targets youth who are not in formal education, employment, or enrolled in any training. The Innovation Lab provides youth with: (i) new technologies and knowledge on how to channel good ideas into business opportunities with a social impact; and (ii) information to overcome the legal

barriers they will confront in more traditional labour market sectors in Lebanon.

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



UNRWA supports young Palestine refugees in Lebanon and Palestinian refugees from Syria with training skills to improve their access to livelihood opportunities. El Buss camp, Tyre, Lebanon. © 2022 UNRWA. Photo by Mohamad Eyadeh



## Protection

Outcome: At-risk Palestine refugees continue to receive protection support		
Outputs	Indicators	Target (2023)
Palestine refugees are supported through programmatic protection interventions	Number of Palestine refugees who receive PSS support	<b>4,000</b> (2,900 women, 520 girls, 50 men, 530 boys) (PRL 3,600, PRS 400, incl. 40 persons with disabilities)
	Number of GBV survivors assisted	<b>180</b> (152 women, 18 girls, 4 men, 6 boys) (18 PRS, 162 PRL, incl. 10 persons with disabilities)
	Number of Palestine refugees provided with legal assistance and referrals	<b>7,500</b> (3,000 females, 4,500 males) (PRS 3,000, PRL 4,500)
	Number of Palestine refugees supported with emergency protection cash assistance	<b>80</b> (38 females, 42 males, incl. 8 persons with disabilities) (60 PRS, 20 PRL)
	Number of women/men/girls/boys engaged in community-based protection activities	<b>2,800</b> (2,000 women, 380 girls, 40 men, 380 boys, incl. 28 persons with disabilities) (280 PRS, 2,520 PRL)
	Number of community-based protection organizations and initiatives supported by UNRWA	Organizations / networks: <b>25</b> Initiatives: <b>25</b>
Capacity of staff and volunteers is enhanced on protection related topics	Number of UNRWA staff members trained on protection	<b>250</b>
		<b>1,200</b> (600 females, 600 males)

Lebanon's economic crisis is having a profound impact on the mental health of Palestine refugees and protection needs continued to rise in 2022, with many unable to access services and/or afford basic commodities. Protection issues such as drugs and sexual abuse, which previously were taboo subjects, are now topics of discussion among the Palestine refugee community, reflecting their widespread presence.

The UNRWA Protection team, working within the 2021 Protection Strategic Framework, is committed to a three-pillar approach, focussing on protection mainstreaming, programming and advocacy. As the Agency's approach to humanitarian principles is rolled out across the field, the Protection team will increasingly work to support the safe and dignified access to services for all Palestine refugees.

The Agency will provide assistance for 7,500 Palestine refugees (3,000 PRS, 4,500 PRL). Awareness-raising sessions on legal issues will continue to focus on access to civil rights, family law, residency and the right to work. Civil registration has become an increasingly pressing topic as the closure of government offices has jeopardized the registration of births

and marriages. Legal counselling will also be provided to those in need.

Emergency cash will be provided to 80 individuals who have suffered a protection shock, such as eviction, GBV, threats to physical security, or who need one-off cash support to access a specific service (e.g., a PCR test in support of securing PSS services). The Protection team will work closely with other Agency programmes to ensure that this support is part of a case management package. Coordination with other programmes will also serve as a tool to track the support that the Agency offers to survivors of GBV/child abuse, which is expected to reach 180 individuals. In addition, recognizing the clear link between mental health and GBV/child protection, the Protection team will work with UNRWA contracted psychologists in the community to provide community-based PSS. The team will also coordinate with the Agency's health and relief and social services (RSS) teams, and in liaison with the Education Programme, to record how many individuals access PSS support across the Protection, Health and RSS programmes (with a total annual target of 4,000 cases).

In 2023, the Agency will work with community members and organizations to increase their skills and knowledge in the prevention of, and response to, sexual exploitation and abuse (SEA), reaching 3,800 people and working with eight women's programme centres, 11 women's committees and seven child protection networks (CPN) (in the camps where they are established). As in 2022, a special focus will be made to reach young men to support them to develop and model positive coping strategies in dealing with stress and anger. The Protection team will also strengthen its coordination role at an area level with CPNs. CPNs are made up of organizations working on child protection in the camps and their function is to prevent and respond to child protection violations through reporting, tracking, referral, and response to violence against children. Their role also involves increasing community awareness of child protection risks and rights violations in the refugee community. UNRWA will support these CPNs to undertake at least 25 community-led initiatives where an

expected 250 individuals will participate (CPN members and women's committee members) to improve protection in the community. This will help to build on the work initiated in 2022 to strengthen communication between these organizations and Palestinian security forces in order to improve the protective environment in the camps.

In 2023, the Protection team will train 1,200 UNRWA staff on humanitarian principles, gender mainstreaming, disability inclusion, prevention of sexual exploitation and abuse (PSEA), child protection, including AVAC, and MHPSS to strengthen the protection capacity of all Agency services.

Funding under this appeal will further enable documentation of the protection situation and the establishment of coordinated responses with other organizations. A PRS intention survey<sup>62</sup> will be carried out alongside an intention survey of Syrian refugees undertaken by UNHCR, as well as the monitoring and analysis of trends around PRS movement.



Representatives of Palestine refugee popular committees, parents' committees, social media activists and UNRWA staff attend an introductory session on Accountability to Affected Populations during an outreach meeting on UNRWA legal aid services and social work reform. Mar Elias camp, Lebanon. © 2022 UNRWA. Photo by Zahraa Hodroj





UNRWA sanitation labourers clear solid waste from alleyways in Beddawi camp, Lebanon. © 2022 UNRWA. Photo by Maysoun Mustafa

## Environmental Health

### Outcome: Safe environmental standards are maintained in Palestine refugee camps

Outputs	Indicators	Target (2023)
Basic environmental and public health needs of the affected population are met	Number of Palestine refugee camps that receive fuel supplies to maintain water supplies	11 <sup>63</sup>
Improved solid waste management inside Palestine refugee camps	Number of landfill sites secured to maintain proper solid waste management	7

UNRWA Infrastructure and Camp Improvement Programme is responsible for the daily delivery of vital environmental health services to residents in the 12 official Palestine refugee camps in Lebanon. These services include: (i) water supply management (except in El Buss camp in Tyre); (ii) wastewater and storm water maintenance; and (iii) solid waste management.

The socio-economic crisis and the collapse of the energy sector in Lebanon increased the Agency's operational challenges in 2022. Lebanon is experiencing complete electricity blackouts and UNRWA relies on backup generators for the operation of water wells in 11 camps. With increased fuel consumption requirements associated with generator use, as well as the drastic increase in fuel prices, UNRWA has struggled to cover fuel expenses, impacting on the daily



operation of water plants in the camps and leading to reduced water supplies to camp residents. For those reasons, UNRWA is planning to transition to the use of solar photovoltaic (PV) systems, which will be installed in phases in water wells and Agency facilities with funding from other sources. This will ensure a more consistent and sustainable provision of energy supplies for UNRWA installations, thereby reducing reliance on fuel-powered generators and improving cost-efficiency. The quality of the lived environment within the camps will also be enhanced as pollution omitted from generators will be reduced. The introduction of PV systems is currently being trialled in a number of selected locations and full roll-out is awaiting the availability of funding for implementation.

Lack of access to safe water sources is a leading risk factor in the spread of waterborne communicable diseases, including dysentery and Viral Hepatitis A, and also exacerbates malnutrition and childhood stunting.<sup>64</sup> The outbreak of cholera

in Lebanon, the first since 1993, is also cause for concern.<sup>65</sup> Under this appeal, UNRWA seeks additional funding to ensure that enough fuel is procured to maintain water supplies in 11 Palestine refugee camps.

One of the essential needs under the EA will be to hire sanitation inspectors who will be responsible for conducting awareness-raising sessions in UNRWA schools on the importance of using safe water, water conservation, good hygiene practices and proper solid waste disposal and recycling.

Maintaining adequate environmental health conditions for a growing population in overcrowded Palestine refugee camps is highly challenging. In this context, municipal landfill sites do not have the capacity to absorb the amount of solid waste that is now being generated in the camps. The Agency will therefore continue to secure the use of a number of private landfill sites to maintain its solid waste management operations.

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

### Security and Risk Management

Outcome: A safe and secure environment is ensured for UNRWA personnel, assets and programmes		
Output	Indicators	Target (2023)
UNRWA staff safety and security is enhanced	Number of personnel trained on security	36
	Number of new security officer positions established	4 (3 mobile security officers, 1 national security officer)

Increasing levels of poverty and unemployment in the Palestine refugee population are leading to growing frustration and tensions, particularly in Palestine refugee camps where threats of violence against Agency staff have been on the increase. During 2022, 281 security incidents were reported in all areas of operation, including the UNRWA LFO. Agency staff are operating in a stressful environment in which refugees are routinely expressing their dissatisfaction with service provision – particularly in relation to hospitalisation coverage, cash assistance and school transportation. Thirty forced closures of the Field Office in Beirut and area installations, as a result of refugee protests and sit-ins, were recorded in the first 10 months of 2022. These closures have, at times, disrupted the refugee communities' access to UNRWA services, while front-line Agency staff, in particular, have been affected by office closures, threatening behaviour and, in some cases, physical violence. The number of cases of physical violence against Agency staff, recorded by UNRWA security, rose from one incident (January–March 2022) to four incidents (April–June 2022). These incidents have a serious impact on staff morale and the Agency's ability to ensure the continuity of service provision to Palestine refugees.

Under this appeal, UNRWA will establish three Mobile Security Officer posts to work with the UNRWA FSRM team in the five areas of operation in the Lebanon Field (North, Central, Beirut, South and Bekaa Valley). Given the challenging and unstable security environment in Lebanon, including in Palestine refugee camps, the establishment of these posts is vital to ensuring security support to front-line staff through raising personal security awareness to better address challenging situations. The mobile security officers will be responsible for following up on all security related matters in the areas of operation, providing security advice to the FSRM team at LFO and to chief area officers, and supporting security incident reporting and follow-up recommendations.

UNRWA will also re-establish the post of a National Security Officer to provide additional support to the FSRM office in the implementation of UNRWA security and risk management strategies.<sup>66</sup>

Under the 2023 EA, UNRWA will provide training to 36 staff (21 guards, 15 drivers) on different security and risk management topics, such as access control, firefighting and first aid.

## Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations

### Outcome: Continued service provision is maintained

Output	Indicator	Target (2023)
UNRWA installations repaired or maintained for continued service provision	Number of UNRWA facilities upgraded/repaired for a safe and secure provision of services	21

UNRWA operates its services in Lebanon through 65 schools, two VTCs, 27 health centres and health points and five area offices. In a resource-tight environment, with growing widespread insecurity in the camps and an increasing number of refugees accessing Agency services, there is a deterioration in the physical conditions of UNRWA facilities. Inevitably this is impacting on the Agency's ability to provide quality services for Palestine refugees. With the majority of UNRWA installations located inside camps, it is even more critical

that Agency services, mainly used by women, children, older persons and persons with disabilities, continue to be provided in safe and sanitary environments. Through assessments to evaluate whether UNRWA installations meet minimum protection standards,<sup>67</sup> 21 installations (schools and health centres) were identified as being in urgent need of upgrades and repair. This work will be carried out under the EA in 2023 to provide safe, secure and inclusive facilities for Palestine refugees.

## Coordination and Management

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

UNRWA continues to operate in accordance with the LCRP 2022-23 and the Revised Lebanon Emergency Response Plan (LERP) 2021-2022 and engages in continued coordination

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

# jordan | sector-specific interventions

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

## Cash Assistance for Essential Needs

Outcome: Palestine refugees are able to meet their essential basic needs and cope with sudden crises		
Outputs	Indicators	Target (2023)
PRS are able to meet their essential needs and cope with sudden crises	Percentage of targeted PRS receiving one or more UNRWA emergency assistance interventions	<b>100%</b>
PRS are provided with relief assistance	Number of PRS provided with unconditional cash assistance during the most recent distribution round	<b>20,393</b> (10,604 females, 9,789 males)
PRS cases identified as facing major crises are provided with emergency cash assistance	Number of PRS families receiving one-time emergency cash assistance	<b>1,200</b>
PRS are provided with winterization cash assistance to better cope with seasonal hardships	Number of PRS families provided with winterization assistance	<b>5,207</b>
PRS are provided with top-up cash assistance to mitigate the negative impact of COVID-19	Number of PRS provided with top-up cash assistance	<b>20,393</b> (10,604 females, 9,789 males)

In 2023, UNRWA will provide unconditional cash assistance to 20,393 PRS through a targeted approach that prioritizes the most vulnerable with a higher transfer value. PRS households where the head of family does not hold a Jordanian identification document will receive US\$ 40 per person per month. PRS belonging to families where the head of household holds a Jordanian identification document, and who are more likely to have access to public services and other entitlements reserved for Jordanian citizens, will receive US\$ 25 per person per month. In 2023, the planned target of PRS receiving cash assistance has increased to 20,393, from 19,000 in 2022, mainly due to population growth. This includes PRS (398) and Syrians (149) residing in KAP, who are considered extremely vulnerable, who will also continue to receive regular cash assistance.

To further support the resilience of PRS families, UNRWA will continue to provide one-time emergency cash assistance with an average value of US\$ 270 per family to those who experience a major shock or crisis affecting their economic situation. In 2023, UNRWA anticipates more families will be in need of this assistance due to deteriorating socio-economic conditions. Accordingly, the planned caseload has been increased to 1,200 PRS families (up from 900 in 2022).

During the final quarter of 2023, winterization assistance will be provided to 5,207 PRS families with assistance ranging

between US\$ 277 and US\$ 453, depending on family size and in line with winterization assistance levels provided by UNHCR and international NGOs to non-PRS in Jordan. According to a January 2022 UNRWA winterization PDM, PRS respondents reported that Agency cash assistance had helped them: (i) during a few weeks of the winter months (40 per cent); (ii) for half of the winter months (35 per cent); (iii) for most of the winter months (3 per cent); and (iv) for the whole winter (1 per cent); 21 per cent reported that the assistance did not help at all.

To mitigate the lingering socio-economic hardship caused by COVID-19, UNRWA will complement the regular assistance provided to PRS with two rounds of top-up cash assistance of US\$ 100 per person, per round for all PRS (20,393 individuals), including those in KAP. A vulnerability assessment is being planned to update the data on PRJ and PRS in Jordan to better inform programming. The data will be used to review the current targeting approach and the adequacy of assistance being provided. An external consulting company has been hired to undertake this assignment, which will be conducted in coordination with the Norwegian Refugee Council and the International Labour Organization. It will be completed in the first quarter of 2023.





A Palestinian refugee from Syria receives information from an UNRWA social worker on the cash assistance she will receive. Amman, Jordan.  
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## strategic priority 2: contribute to a protective environment for Palestine refugees by maintaining access to basic services

### Emergency Health

Outcome: The impact of the displacement crisis on health services for refugees is reduced		
Outputs	Indicators	Target (2023)
PRS have access to primary health-care services	Number of PRS consultations supported by UNRWA primary health care, including in the Jordan Health Aid Society (JHAS) clinic and KAP mobile dental clinic, and referrals to secondary and tertiary care	<b>16,400</b> (9,364 females, 7,036 males)
	Number of PRS visits to UNRWA health facilities	<b>9,000</b> (5,400 females, 3,600 males)
	Number of operational Agency health centres/ health points and mobile clinics	<b>29</b>
	Number of PRS NCD patients benefiting from UNRWA telemedicine services	<b>100</b>
PRS have access to hospital care (secondary and tertiary)	Number of UNRWA-supported hospitalisations accessed by PRS patients	<b>1,000</b> (600 females, 400 males)
PRS in KAP receive comprehensive healthcare	Number of PRS consultations provided by the JHAS clinic	<b>6,000</b> (3,180 females, 2,820 males)
	Number of PRS consultations provided by KAP mobile dental clinic	<b>400</b> (184 females, 216 males)
The health care, including mental health of PRS, vulnerable PRJ and UNRWA staff severely affected COVID-19, is supported through the availability of professional services	Number of staff recruited to follow-up on COVID-19 related physical and MHPSS needs of vulnerable PRJ and PRS and UNRWA staff	<b>3</b>
Environmental-friendly initiative	Annual amount (in kilos) of bio-medical waste collected and incinerated from 25 health centres	<b>12,000</b>
	Number of biohazard bags and safety boxes procured for 25 health centres	<b>50,000</b> biohazard bags; <b>6,000</b> safety boxes

In 2023, UNRWA will ensure that all PRS registered with the Agency in Jordan have unrestricted access to Agency health care services. Under this EA, an estimated 16,400 consultations will be provided to PRS, covering primary health care and referrals to secondary and tertiary care. Of these, 9,000 consultations will be provided through the Agency's 29 health centres/health points and mobile clinics in addition to an estimated 1,000 referrals to secondary and tertiary hospital care. A further 6,000 consultations will be supported through the JHAS clinic in KAP, and 400 dental consultations will be provided by the KAP mobile dental clinic.

Telemedicine is essential in providing medically vulnerable refugees with remote access to UNRWA health services, decreasing their exposure to infection by minimizing the need for in-person visits to Agency health centres. This service will be continued under the 2023 EA to support at least 100 PRS, particularly older persons and those with NCDs. Telemedicine services include provisional diagnosis, monitoring, essential health-specific reminders, revising NCD medication prescriptions, and referrals to secondary and tertiary care.

The UNRWA Health Programme anticipates that a higher number of patients with underlying medical conditions will

require secondary and tertiary health care services in 2023. This is because, as the COVID-19 epidemiological situation stabilizes, the Agency expects that a higher number of PRS patients with chronic diseases will seek more specialized and/or lifesaving care. Under this EA, UNRWA will provide hospitalisation support for 1,000 PRS at an estimated cost of US\$ 451 per patient.

PRS residing in KAP will continue to receive primary health care services and secondary and tertiary referrals through the JHAS health facility, which is the sole health care provider for PRS in KAP and is supported by UNRWA through a partnership arrangement.<sup>68</sup> An estimated 6,000 consultations for PRS at the JHAS clinic are expected in 2023.

In 2023, UNRWA will also support 400 dental consultations for PRS at the JHAS mobile dental clinic, which visits KAP once a week. Given the limited access to dental services at KAP, under this EA, UNRWA is planning to establish a fixed dental clinic there to provide consultations, six days per week.

UNRWA will recruit three staff – one COVID-19 coordinator, one 'First Line of Defence' (FLoD) medical officer and one psychologist – to provide health care and MHPSS to refugees



and Agency staff to address the physical and mental health impact of 'long Covid'. The Agency will also continue to implement the necessary COVID-19 prevention measures at all its health facilities. This will include the provision of PPE to 680 UNRWA health staff, the cleaning and disinfection of 29 UNRWA health facilities and continued availability of hygiene supplies. The Health Programme will also continue to carry out COVID-19 tracing amongst staff, respond to health queries by medical professionals and liaise with the MoH and other health stakeholders to improve refugee and staff health care.

Additional daily paid staff will be hired as needed if there is an increase in COVID-19 cases, if staff have to self-isolate/quarantine, and to help cover extra shifts at the JHAS clinic in KAP, ensuring 24/7 service availability. UNRWA will prioritize the hiring of health workers from the 10 Palestine refugee camps where the Agency provides services in Jordan to

create short-term employment opportunities. In a worst case scenario, UNRWA Jordan Field Office (JFO) may need to hire approximately 230 daily paid staff in different job categories.

Through community volunteers, trained by UNRWA health staff, the Agency will strengthen awareness on safe management of water resources and the handling of food to prevent water borne diseases and food contamination.

As part of its efforts to strengthen environmental sustainability, UNRWA will ensure that EA interventions continue to adhere to medical waste management procedures, as set out Agency-wide, in line with Jordanian national legislation and policies and WHO guidelines to ensure the proper collection, disposal and incineration of bio-medical waste.<sup>69</sup> In 2021, 12 tons of hazardous waste was properly disposed of from 25 Agency health centres.



An elderly Palestinian refugee receives her prescription medications at the UNRWA health centre pharmacy in Amman New Camp, Jordan.  
© 2022 UNRWA. Photo by Amjad Ghsoun



## Education in Emergencies

Outcome: Palestine refugee students continue to access quality, inclusive and equitable education despite conflict and displacement or an emergency situation		
Outputs	Indicators	Target (2023)
Palestine refugee students in Jordan are able to continue their education despite the crisis	Percentage of PRS and Syrian <sup>70</sup> students graduating from basic education	<b>100%</b> (52% girls, 48% boys)
The quality of teaching and learning is sustained even during emergencies	Number of PRS and Syrian students enrolled in UNRWA schools	<b>913</b> (478 girls, 435 boys)
	Number of PRS students admitted to VTCs and Faculty of Educational Sciences and Arts (FESA)	<b>10</b> (5 females, 5 males)
	Number of SEN PRS, PRJ and Syrian students at UNRWA schools benefitting from the services provided by 36 SEN teachers	<b>2,119</b> (1,508 girls, 611 boys) (29 PRS, 2,071 PRJ, 19 Syrian)
The psychosocial well-being of students affected by the crisis is supported	Number of PRS and PRJ students who have attended at least one counselling session	<b>113,485</b> (913 PRS, 112,572 PRJ)
	Percentage of newly-appointed school counsellors trained on the Agency's PSS framework	<b>43</b> (51% females, 49% males)
	Number of PRS and PRJ students participating in at least one recreational (and/or) extra-curricular activity during the year	<b>113,485</b> (913 PRS, 112,572 PRJ)
Barriers to accessing education are reduced	Number of PRS and PRJ students with visual or hearing disabilities provided with appropriate assistive devices	<b>640</b> (4 PRS, 636 PRJ) (444 girls, 196 boys)
	Number of PRS students provided with at least one item of material support (back-to-school kits and/or stationery) to enable them to access education at an UNRWA school/learning space	<b>913</b> (478 females, 435 males)

In 2023, UNRWA will provide quality education to 913 PRS students enrolled in UNRWA schools in Jordan. In addition, 10 PRS students enrolled in VTCs and FESA will be supported to continue their studies.

Special attention under this EA will be given to 2,119 SEN students (PRS, PRJ and Syrian) who experienced considerable learning challenges in the 18 months of school closures during the pandemic. To address this gap, the Agency will hire an additional 36 SEN teachers to support existing staff in providing appropriate support for students in need. In addition, the Education Programme will provide 640 PRS and PRJ students who have visual and/or hearing disabilities with appropriate assistive devices. Of this number, 525 visually impaired PRS and PRJ students will receive A3 textbooks and eyeglasses and 115 PRJ and PRS students will receive hearing aids.

In 2023, UNRWA will provide 113,485 PRS and PRJ students with individual and group counselling to be provided by 52

school counsellors. Given the increasing need for PSS amongst students, an additional 43 counsellors will be recruited. In addition, 913 students who have been most affected by the economic impact of COVID-19 will receive at least one item of material support, such as school bags or stationery (notebook, pens, pencils).

To maintain hygiene and cleanliness in schools, UNRWA will ensure that all Agency schools are regularly cleaned and disinfected. In the event of school closures in 2023, in response to a new wave of COVID-19 or other emergencies, UNRWA will be ready to roll out its EiE programme and Digital Learning Platform (DLP) to ensure uninterrupted learning.

Through the involvement of school parliaments and school principals, UNRWA Education Programme will promote the design and implementation of small initiatives aimed at enhancing environmental awareness amongst school students and their communities with a focus on climate change issues facing Jordan.



Students celebrate painting a mural in UNRWA's Ashrafieh Girls School. Amman, Jordan. © 2022 UNRWA. Photo by Omar Shawish



## Protection

Outcome: At-risk Palestine refugees continue to receive protection support		
Outputs	Indicators	Target (2023)
Palestine refugees are supported through programmatic protection interventions	Number of individual PRS (women, girls, men and boys) experiencing a protection risk (GBV, child protection and general protection, excluding legal services) identified and assisted by UNRWA	<b>50</b> (10 women, 20 girls, 5 men, 15 boys, incl. 5 persons with disabilities)
	Number of persons receiving legal aid and legal counselling	<b>200</b> (PRS, PRJ, Palestinian refugees from Iraq (PRI), ex-Gazans) (100 females, 100 males, incl. 20 persons with disabilities)
	Number of children and their families who receive MHPSS in KAP	<b>300</b> (100 girls, 100 boys, 50 women, 50 men, incl. 30 persons with disabilities)
Community-based protection mechanisms and capacities are developed to strengthen prevention and response	Number of women, girls, men and boys engaged in community-based protection activities	<b>4,750</b> (PRS, PRJ, PRI, ex-Gazans) (1,000 women, 1,500 girls, 750 men, 1,500 boys)
The protection capacity of UNRWA staff, particularly frontline workers, is enhanced on GBV, child protection, general protection, humanitarian principles, protection mainstreaming, and disability and inclusion	Number of UNRWA staff members trained on protection (GBV, child protection, general protection, humanitarian principles, protection mainstreaming, and disability and inclusion)	<b>500</b> (250 females, 250 males)

In 2023, UNRWA plans to provide case management support for at least 50 protection cases (covering survivors of GBV, child protection and general protection concerns but excluding legal aid and counselling). Cases will be registered and referred either internally to the RSS Programme or external partners, in alignment with a survivor-centred approach and, where applicable, in the best interests of the child.

The Agency will continue to respond to protection concerns faced by PRS in Jordan through the provision of legal assistance, including referrals and counselling. In this regard, one roving legal protection clinic will operate across Jordan, with a focus on Irbid and Zarqa where the majority of PRS reside, to disseminate information on UNRWA legal protection services and raise awareness on PRS rights. The protection clinic will also provide individual legal counselling and perform safe identification and referral of persons with civil documentation and status concerns for an estimated 200 PRS.

In KAP, while a certain level of MHPSS services are provided throughout the year by other humanitarian organizations, during the summer break, children and adolescents have less opportunities to leave the camp and socialize in child-friendly environments. To address this gap, UNRWA will provide MHPSS services in KAP during the summer break for around 200 children / adolescents and 100 parents / caregivers, enabling them to participate in MHPSS activities relevant to their age, gender and needs. Services and activities will include individual psychosocial counselling, play and art-based activities, MHPSS community awareness, life skills group sessions for adolescents and parenting groups sessions for caregivers.

Under this EA, the Agency will also engage at least 4,750 Palestine refugees – PRS, PRJ, PRI and ex-Gazans – in community-based activities aimed at strengthening their capacity to identify, prevent, mitigate and respond to protection risks. Community-based engagement will take place with UNRWA programmes, including through the Area Protection Working Groups, UNRWA school counsellors, protection focal points and health frontline staff, to maximize Agency outreach.

In 2023, UNRWA will continue to strengthen the capacity of key Agency staff on protection-related topics relevant to their professional function. Here, the focus will be on training 500 frontline staff on a range of topics, including: (i) disability and inclusion (540 PRS are registered with UNRWA as persons with disabilities); (ii) child protection; (iii) PSEA; (iv) gender mainstreaming; (v) prevention and response to GBV; (vi) safe identification/disclosure and referral of children and survivors of individual protection concerns; (vii) rights of refugees under national and international law; and (viii) protection risk identification and mitigation.

During 2023, the JFO Protection team will conduct protection situation and needs analysis and continue to coordinate and advocate with duty bearers to advance PRS rights and meet their needs through, among others, intervention letters and participation in the international human rights system. The Protection team will also continue to engage with key stakeholders to mobilize attention and understanding towards the specific protection concerns of PRS within the humanitarian coordination mechanisms in Jordan.



## Environmental Health

Outcome: Environmental standards are maintained in Palestine refugee camps		
Output	Indicators	Target (2023)
Environmental health services are enhanced to address potential risks and mitigate additional health hazards in the refugee camps	Number of Palestine refugee camps where solid waste collection is enhanced	10
	Number of additional sanitation labours hired and provided with essential PPEs	90
	Number of rehabilitated solid waste collection points	10
	Number of solid waste vehicles maintained	16
	Number of camp residents engaged in environmental health awareness campaigns	1,000

In 2023, UNRWA will continue the daily collection, transportation and disposal of solid waste from the 10 Palestine refugee camps in Jordan to government landfill sites. This will facilitate safe environmental health conditions and form part of the Agency's COVID-19 response to protect the health and safety of approximately 416,822 Palestine refugees residing in these camps.

To address staff shortages that negatively affect quality service provision, 90 additional sanitation labourers will be hired and provided with essential PPE. In addition, all sanitation labourers, supervisors and inspectors will be provided with PPE and the necessary equipment and tools to ensure their safety.

Ten of the 53 collection points (in 10 camps), which are in a dilapidated state, will be rehabilitated to facilitate the safe collection and removal of solid waste. In advance of this work, environmental risk information will be issued to those living

in the vicinity of the collection points and to sanitation staff.

The current compactor fleet suffers from continuous breakdowns due to the lack of spare parts. To address this issue, the 2023 EA will support the purchase of spare parts and maintenance of 16 compactor trucks to ensure the continuity of solid waste management services.

Local community involvement is critical for the promotion of healthier environments in camps where UNRWA provides services and cleaning campaigns are being planned for each camp to support environmental health awareness. To this end, 10 community mobilizers (one per camp) will be hired to raise awareness and mobilize at least 1,000 refugees, including community leaders, school parliamentarians and local business owners, to promote better solid waste disposal practices, particularly during major festivals such as Eid el-Fitr and Eid al-Adha. In addition, focal point groups will be formed in each camp to follow up on camp-level plans.

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

### Safety and Security

Outcome: The continuity of humanitarian aid to Palestine refugees is ensured		
Outputs	Indicators	Target (2023)
UNRWA ensures security compliance for its staff and assets, including premises and installations	Percentage of area level UNRWA premises and installations with security risk management measures in place	80% <sup>71</sup>
Enhanced security of UNRWA staff to facilitate the provision of humanitarian support to Palestine refugees	Number of frontline area office staff that receive security and risk management training	400

JFO's four mobile field security officers will conduct security risk assessments to ensure that at least 80 per cent of UNRWA installations in Jordan are compliant with security risk management measures. In addition, JFO will continue to enhance staff capacity and knowledge of security risk management. In this regard, training will be provided by

the UNRWA FSRM team for 400 front-line staff, covering: (i) personal security awareness for front-line personnel; (ii) security training for guards; and (iii) fire safety. UNRWA in Jordan will also continue to provide women's security awareness training (WSAT).

## Emergency Repair, Rehabilitation and Maintenance of UNRWA Installations

Outcome: Agency installations are safer for refugees and staff		
Output	Indicator	Target (2021)
UNRWA installations are safe from hazards impacting refugees and personnel	Percentage of buildings to be assessed for structural integrity	50%
	Number of UNRWA installations undergoing rehabilitation / retrofitting works to mitigate structural hazards	20

UNRWA has more than 500 installations in Jordan, many of them being quite old and almost 50 per cent showing visible signs of deterioration. Repair and/or rehabilitation work is required to ensure services continue to be provided to Palestine refugees in a safe environment.

Based on assessments by UNRWA engineers, 20 installations are in need of urgent structural repair and will be prioritized for rehabilitation under this EA.

## Coordination and Management

Under this appeal, UNRWA JFO will maintain a number of positions that are needed to ensure effective coordination and management of the EA interventions. These include protection, emergency coordination, monitoring and reporting and donor relations and project support. The Emergency Coordination Unit (ECU) will continue to provide coordination and management support to the JFO emergency response. It will work closely with the national and international humanitarian community in Jordan to work on harmonizing, as appropriate, the Agency's emergency response for PRS in

line with Core Humanitarian Standards. At the Agency level, the ECU will support UNRWA through the development and rollout of tools such as refugee registration, cash distribution standard operating procedures (SOPs) and systems, and information management and monitoring to improve the overall efficiency of the region-wide response. Upon funding availability, JFO will hire a consultant to conduct a study on livelihood opportunities in emergency settings and develop a strategy for livelihood programming with a focus on the most vulnerable refugees to inform future EA programming.

## regional response

Output	Indicators	Target (2023)
The response, as funded, is effectively implemented and managed	Number of times EA implementation is reviewed within the context of mid-year and annual results reviews	2
	Number of days from the end of the reporting period until the circulation of the mid-year EA progress report	120
	Number of days from the end of the reporting period until the circulation of the draft annual EA report	120

Within UNRWA, the Department of Planning is responsible for the planning and coordination of emergency response activities, including the regional component of the Agency's Syria, Lebanon and Jordan EA. This includes coordination with the humanitarian system at the regional level in Amman on programming, advocacy and fundraising, and the production of key documents and appeals and reporting and monitoring against these appeals. UNRWA participates actively in the Humanitarian Response Plan (HRP) for the whole of Syria and in the Regional Refugee and Resilience Plan (3RP) and related technical and senior-level working groups.<sup>72</sup> When PRS are identified as requiring assistance outside of the Agency's fields of operation, the Agency liaises with, and refers cases to, relevant partners for their follow up, in accordance with their mandates and the status of PRS under international law. In 2023, through its liaison office in Egypt, UNRWA will continue efforts to coordinate support through partners to some 3,300 PRS in the country (as of June 2022) whose vulnerability has further increased due to the impacts of COVID-19, through the provision of health, cash assistance – depending on funding availability – and advocacy.

Through this appeal, UNRWA also plans to provide emergency cash assistance to some 547 PRS who have fled to Gaza and whose vulnerability has been further exacerbated by the combined impacts of the blockade, recurrent cycles of hostilities and COVID-19.

A senior emergency officer<sup>73</sup> maintains day-to-day oversight of the Agency's response to the crisis and ensures that dedicated capacity is available for political advice, emergency preparedness and response. The Department of Planning will

continue to oversee monitoring and reporting on emergency activities using an Agency-wide results-based monitoring (RBM) framework. The three field offices covered under this appeal continue to collect data on a daily basis and report to the RBM system on a quarterly basis. Progress on anticipated results will be reviewed at field and Agency levels on a quarterly and semi-annual basis, respectively. External reporting will be provided on a biannual basis through semi-annual and annual reporting. UNRWA will also maintain other headquarters functions in support of emergency operations, including enhanced reporting and information management capacities, and specialized support to promote the environmental sustainability of the EA interventions.

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. Technical guidance and coordination support will be provided, as appropriate, by headquarters to affected fields that may need to strengthen their response to COVID-19 or other infectious diseases.

In 2023, UNRWA will also start reviewing its emergency interventions, as needed, in light of the findings of the comprehensive EA evaluation 2016-2021, which was under implementation at the time of writing and is expected to be completed at the beginning of 2023. Throughout the year, the Department of Planning will continue to coordinate with relevant HQ departments and field offices to improve UNRWA emergency operations based on the evaluation's recommendations, with possible changes reflected in 2024 emergency programming.



# endnotes

- 1 See, <https://reliefweb.int/report/syrian-arab-republic/2022-humanitarian-needs-overview-syrian-arab-republic-february-2022>
- 2 See, <https://news.un.org/en/story/2022/04/1117012>
- 3 The Syrian Ministry of Health (MoH) declared the cholera outbreak on 10 September 2022. Cases were first identified in Aleppo and along the Euphrates River in Eastern Syria.
- 4 See, <https://www.emro.who.int/syria/news/norway-lends-first-hand-support-to-who-in-response-to-the-cholera-outbreak-in-syria.html> and <https://reliefweb.int/report/syrian-arab-republic/whole-syria-cholera-outbreak-situation-report-no9-issued-10-december-2022>
- 5 Youth Online Survey, UNRWA JFO, May 2022.
- 6 See, <https://www.un.org/unispal/document/unrwa-press-release-un-member-states-and-secretary-general-convene-in-new-york-to-address-unrwa-financial-crisis/>
- 7 Office of the Special Envoy of the Secretary-General for Syria. 2022. UN Special Envoy for Syria, Geir O. Pederson's briefings on Syria to the UN Security Council on 29 June 2022 and 29 August 2022. <https://specialenvoysyria.unmissions.org/security-council-briefings-text>
- 8 OCHA. 2022 Humanitarian Needs Overview: Syrian Arab Republic (February 2022). <https://reliefweb.int/report/syrian-arab-republic/2022-humanitarian-needs-overview-syrian-arab-republic-february-2022>
- 9 The 'standard reference food basket' refers to WFP's group of essential food commodities providing 2,060 kcal a day for a family of five during a month. In the case of Syria, the WFP food basket comprises of the following dry foods: 37 kg bread, 19 kg rice, 19 kg lentils, 5 kg of sugar and 7 litres of vegetable oil. WFP. Syria Market Price Watch Bulletin – October 2022. Issue 94. [https://fscluster.org/sites/default/files/documents/wfp\\_syria\\_price\\_bulletin\\_oct\\_2022.pdf](https://fscluster.org/sites/default/files/documents/wfp_syria_price_bulletin_oct_2022.pdf)
- 10 Ibid.
- 11 Hunger Hotspots: FAO-WFP early warnings on acute food insecurity, October 2022 to January 2023 Outlook. <https://www.wfp.org/publications/hunger-hotspots-fao-wfp-early-warnings-acute-food-insecurity-october-2022-january-2023>
- 12 See, <https://covid19.who.int/region/emro/country/sy>
- 13 OCHA. Humanitarian Update Syrian Arab Republic - Issue 1, June 2022. <https://reliefweb.int/report/syrian-arab-republic/humanitarian-update-syrian-arab-republic-issue-1-june-2022>
- 14 WFP. Syria Situation Report #7, July 2022. <https://www.wfp.org/publications/syria>
- 15 OCHA. 2022 Humanitarian Needs Overview: Syrian Arab Republic (February 2022). See also UNFPA, Regional Situation Report for the Syria Crisis – August 2022 (18 October 2022). <https://syria.unfpa.org/en/publications/unfpa-regional-situation-report-syria-crisis-august-2022>
- 16 This is based on Government of Syria data where extended families are registered together. According to UNRWA calculations, the number would reach about 700 families.
- 17 420,000 is the estimated number of Palestine refugees in need of humanitarian assistance under this EA, out of an estimated 438,000 Palestine refugees in Syria. The difference of 18,000 represents UNRWA staff and their dependents who are not eligible for assistance.
- 18 REACH Lebanon. Multisector Needs Assessment (MSNA) 2021 (January 2022). [https://www.impact-repository.org/document/reach/a183a582/REACH\\_LBN2101\\_HCT-meeting\\_MSNA-sectoral-key-results\\_January-2022.pdf](https://www.impact-repository.org/document/reach/a183a582/REACH_LBN2101_HCT-meeting_MSNA-sectoral-key-results_January-2022.pdf)
- 19 UNRWA PDM, Q1 2022 (internal).
- 20 WFP. Regional Market Analysis. Economic Trends across RBC Region H2 2021 Update (Issue #10 February 2022). [https://docs.wfp.org/api/documents/WFP-0000136993/download/?\\_ga=2.256897739.1570722013.1669589417-1003490396.1669589417](https://docs.wfp.org/api/documents/WFP-0000136993/download/?_ga=2.256897739.1570722013.1669589417-1003490396.1669589417)
- 21 UNRWA Food Price Monitoring, Q2 2022.
- 22 UNRWA Crisis Monitoring, March 2022.
- 23 UNRWA Protection Monitoring, Q4 2021.
- 24 UNRWA Protection Monitoring, Q2 2022.
- 25 UNRWA High Frequency Monitoring Report, September 2022.
- 26 Republic of Lebanon Ministry of Public Health. Cholera Surveillance Report, 11 November 2022. <https://www.moph.gov.lb/userfiles/images/Prevention/Communicable%20Diseases/Cholera-Surveillance-2022/11-11-2022.jpg.pdf>

27 UNRWA Protection Monitoring, Q2 2022.

28 Ibid.

29 UNRWA Protection Monitoring, Q4 2021.

30 UNRWA Protection Monitoring, Q2 2022.

31 Ibid.

32 News and social media monitoring by the UNRWA Protection team, Lebanon (internal) (as of 19 October 2022).

33 According to UNHCR, the total number of registered Syrian refugees in Jordan, as of 31 December 2022, was 660,892. <https://data.unhcr.org/en/situations/syria/location/36>

34 UNRWA Jordan Field Office (JFO). PDM, Q2 2022.

35 UNRWA JFO, PDM, December 2021.

36 UNRWA JFO. Youth Online Survey, May 2022.

37 UNRWA JFO. PRS Perceptions Survey on Return to Syria from Jordan. March 2022.

38 See, <https://www.jordantimes.com/news/local/new-electricity-tariff-go-effect-friday-%E2%80%9494-emrc>

39 KAP is a closed refugee reception facility that was set up by the Government of Jordan in 2012 near Ar-Ramtha (Irbid Governorate) to receive refugees from Syria, including PRS. There is a limited presence of humanitarian actors in KAP – UN Agencies and their implementing partners are only able to provide minimal services there due to limited funding.

40 UNRWA measures food consumption through a methodology aligned with WFP and following Food Security Sector recommendations. Food consumption measurement is part of the PDM introduced by the Agency in 2018. It includes the following categories: (i) poor food consumption: households that are not consuming staples and vegetables every day and never or very seldom consume protein-rich food, such as meat and dairy; (ii) borderline food consumption: households that are consuming staples and vegetables every day, accompanied by oils and pulses a few times a week; and (iii) acceptable food consumption: households that are consuming staples and vegetables every day, frequently accompanied by oils and pulses and occasionally meat, fish and dairy.

41 The UNRWA self-help approach for minor shelter repair in Syria directly involves the families whose shelters have been damaged. With the Agency's technical support and supervision, families help to prioritize the minor repair works needed in their shelters, identify local labourers (if they cannot undertake the work themselves) and oversee implementation. This approach respects the dignity of refugee families, generates employment within the local economy and reduces the cost of minor repairs.

42 In 2022, the transfer value for Palestine refugees in the most vulnerable category was US\$ 25 per person, per month, and the remaining caseload was provided with US\$ 18 per person, per month.

43 "No stock-out of 12 tracer items" means that there should be a continuous adequate supply of 12 essential medications that should never be out of stock in Agency health facilities.

44 Material support is defined as a uniform (including a uniform, shoes and/or school bags) and stationery that students receive to enable them to access education at an UNRWA school/learning space.

45 The Syrian MoE requested UNRWA to vacate one donated school and replaced it with an alternative school in a refugee gathering far from where the enrolled students reside.

46 Minor repairs cover the repair of doors and windows, painting, fixing light bulbs, repairing desks, chairs, toilets, etc.

47 These include protection mainstreaming, disability inclusion, AVAC, prevention of sexual exploitation and abuse (PSEA) and humanitarian principles.

48 OCHA. 2022 Humanitarian Needs Overview: Syrian Arab Republic (February 2022). One third of households report their children showing signs of psychological distress.

49 Ibid.

50 Ibid.

51 See, <https://reliefweb.int/report/syrian-arab-republic/whole-syria-cholera-outbreak-situation-report-no3-issued-14-october-2022>

52 Due to the large scope of reconstruction needs in Yarmouk and Ein el Tal, comprehensive rehabilitation works of all UNRWA facilities in these camps will not be covered fully under this EA. The Agency will continue to explore other sources of funding, including through projects, to complement funds received under the EA for the rehabilitation of its installations.

53 Key advocacy issues include: (i) continuous access for UNRWA staff and Palestine refugees to UNRWA areas of operation inside Syria (advocacy target: Government of Syria (GoS) ); (ii) approvals for undertaking surveys and humanitarian needs assessments, including PDM surveys (GoS); (iii) resumption of basic utilities/services in Yarmouk and Ein el Tal camps for returning refugees (GoS); (iv) removal of ERW

from Yarmouk and Ein el Tal camps (GoS); (v) adequate funding for the EA (Donors); (vi) Inclusion of the needs of Palestine refugees within wider UN Country Team (UNCT) priorities and the Syria Humanitarian Response Plan (SHRP); and (vii) prevent the loss of value due to the depreciation of the Syrian pound in the informal market (GoS and UNCT).

54 The number of PRL is subject to verification and the gender breakdown will be provided for the mid-year reporting.

55 UNRWA High Frequency Monitoring Report, September 2022.

56 Excluding Nahr el-Bared camp, which has been under reconstruction since 2009.

57 Vulnerable PRL includes 'non-registered' and 'non-IDs' – a group of an estimated 7,100 individuals in Lebanon who are not recognized by the Lebanese authorities, do not have residency in Lebanon and are either not registered with UNRWA or are registered with the Agency in a different field of operation. Persons eligible to receive UNRWA services without being registered in the Agency's Refugee Registration System include non-registered persons displaced as a result of the 1967 and subsequent hostilities and non-registered persons identified by the UNRWA Commissioner-General as eligible to receive services for humanitarian and other policy reasons related to UNRWA's mandate.

58 Lebanon Nutrition Sector. Nutrition in Times of Crisis. February 2022. Accessed at <https://www.unicef.org/lebanon/reports/nutrition-times-crisis>

59 The MHF covers additional tertiary hospitalisation costs that are not covered under the Agency's hospitalisation policy but are charged to Palestine refugee patients.

60 WHO and MoPH, Joint Health Brief, 19 October 2022.

61 See, <https://www.moph.gov.lb/en/Pages/127/64430/the-ministry-of-public-health-reports-first-case-of-cholera-in-akkar>

62 Intention surveys are carried out to provide insights into refugees' hopes, intentions and concerns. While a useful tool, the intention surveys only record refugees' intentions and perceptions at a given point in time, which may subsequently change depending on a wide range of circumstances.

63 Excluding El Buss camp in Tyre, which receives water supplies through the local municipal water network; UNRWA pays annual fees to the municipality for these services.

64 OCHA. Increasing Humanitarian Needs in Lebanon, April 2022. <https://reliefweb.int/report/lebanon/increasing-humanitarian-needs-lebanon-april-2022-enar>

65 See, <https://www.who.int/emergencies/disease-outbreak-news/item/2022-DON416>

66 The National Security Officer post is available on the regular Agency staffing table in all other fields except Lebanon.

67 The assessments were in line with the Agency's Protection Alignment Review Exercise and the Disability Inclusion Needs Assessment carried out by Humanity International in March 2022.

68 UNRWA's partnership with JHAS began in 2012 and has been renewed on an annual basis.

69 UNDP. Jordan Country Profile: Health Care Waste Management (HCWM). September 2020. <https://greenhealthcarewaste.org/wp-content/uploads/2020/12/UNDP-COVID-19-Rapid-Assessment-on-HCWM-Jordan.pdf>

70 Syrian (non-Palestine) refugee students were enrolled in UNRWA schools at the beginning of the crisis in 2011 in a spirit of solidarity; however, this practice was halted in 2013 due to the strain placed on finite Agency resources. Non-Palestine refugees who are already enrolled will continue their education until the completion of Grade 10.

71 Budgetary restrictions and the dated designs of some installations that UNRWA rents are the reasons for the 20 per cent non-compliance rate.

72 The Agency's humanitarian response in Syria is reflected in the HRP, while activities in Jordan and Lebanon are covered under the 3RP.

73 Costs are shared between this appeal and the 2023 occupied Palestinian territory (oPt) EA.





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وكالة الأمم المتحدة لإغاثة وتشغيل  
اللاجئين الفلسطينيين في الشرق الأدنى