



syria regional crisis response  
january – december 2014  
mid-year review



unrwa  
الونروا

## CONTRIBUTORS TO THE APPEAL

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## EXECUTIVE SUMMARY



Palestine refugee family in a makeshift shelter in Yarmouk, Damascus, Apr 2014 © Rami al Sayyed for unrwa.org

In its fourth year, the conflict in Syria has an ever-deepening impact on civilians. The over half a million Palestine refugees in Syria are affected and particularly vulnerable due to the high incidence of poverty in their community, the recurrence of armed conflict and its effects inside refugee camps and communities, and the refugees' escalating dependence on humanitarian assistance from UNRWA. Their refugee status affords them limited options to seek safety in other countries and further compounds their vulnerability in Syria. UNRWA's crisis response builds on a broad and well-established operational presence in Syria, Lebanon and Jordan, providing education, health, work and other vital services to Palestine refugees for the past 64 years. UNRWA works to preserve refugee resilience through humanitarian relief and by ensuring continued provision of essential services.

**Results reporting.** The results in this report highlight the effects of underfunding on an otherwise efficient and effective response to the crisis (see next page). This appeal covers the funding period from January to June and provides results up to May.

- Most of the assumptions on which the appeal was based have proven correct.
- UNRWA has significantly increased its operational capability to deliver assistance to Palestine refugees affected by the conflict. Building on its strengthened capacity, UNRWA is confident that its services and emergency assistance will reach 100 per cent of intended beneficiaries.
- To date, UNRWA has reached all beneficiaries directly through cash assistance in Syria, Lebanon and Jordan. However, Palestine refugees' resilience cannot be maintained through vital cash assistance without timely and sufficient funding.

**Funding and budget.** Out of a total \$417.4 million of funding required, only \$93.5 million funding has been received in 2014. The appeal is therefore currently only 22 per cent funded. UNRWA's expectation for funding by end-year is 43 per cent, approximately half of funding rate of 2013.

- The paucity of funding has severe implications: directly, for the Palestine refugees who depend on UNRWA for their most immediate needs; and indirectly, undermining trust in the Agency, eroding the resilience of Palestinians and contributing to social tensions.
- The most notable change in this review is a shift of \$19 million from the Lebanon to the Syria portion of this appeal, reflecting that the original projection of Palestinians who leave Syria for Lebanon will not be met and that the needs in Syria are greater than the original appeal

reflected. In Syria, the additional requirements are allocated to emergency health and emergency education. The regional portion also funds PRS activities in Gaza and is working on minimum absolute needs; any surplus is channelled to the fields.

- Other changes in the budget will reflect that UNRWA's services for Palestinians affected by the crisis are often delivered through the Agency's core programmes – especially education and health and their staff.

Field Office	Original ask (\$)	Revised ask (\$)	Change	Funded
Syria	310,000,000	328,818,963	+18,818,963	71,561,774 (22%)
Lebanon	90,431,767	70,244,719	-20,187,048	18,409,541 (26%)
Jordan	14,572,578	14,572,578	0	3,011,403 (21%)
Regional	2,400,000	3,768,084	+1,368,084	588,173 (16%)
<b>Total</b>	<b>417,404,345</b>	<b>417,404,345</b>	<b>0</b>	<b>93,570,891 (22%)</b>

**Displacement.** Of around 540,000 Palestinians registered with UNRWA in Syria, over 50 per cent are estimated to have been displaced inside Syria or elsewhere. In Lebanon, 54,000 Palestine refugees from Syria (PRS) are recorded with UNRWA; in Jordan, 14,000 are registered; and 840 have approached UNRWA in Gaza. These figures are expected to remain roughly the same for the remainder of 2014 in Syria and Lebanon, with a gradual rise in Jordan to an estimated 20,000 PRS. There are some 5,000 Palestine refugees in Egypt and smaller numbers have been reported to have reached Libya, Turkey and East Asia. To ensure these PRS receive appropriate support, UNRWA liaises with UNHCR and other partners.

**Syria update.** As a result of the conflict, 12 UNRWA staff have been killed out of a total 16 UN staff killed in Syria. Twenty-four UNRWA staff are missing or presumed detained; a total of 45 UNRWA area staff have been detained and then released since the conflict began. Twenty-six UNRWA staff have been injured. UNRWA Syria Office urgently requires a substantial injection of funds to be able to continue responding to the massive needs and expectations of Palestine refugees in Syria. As the Syria conflict persists from year to year, UNRWA staff also need support to help them sustain the levels of exceptional performance under pressure that they have demonstrated to date.

A significant proportion of funds received for Syria immediately go to cash assistance for the 440,000 Palestinians dependent on UNRWA for their basic requirements – food, shelter, health care. Setting up alternative locations in relatively safe areas has proved effective for a wide range of services, from healthcare (nine new health points), to education (using 39 government schools), microfinance (three new offices) and even vocational training (a Damascus Training Centre branch opened in Homs and Engaging Youth services re-started in Qabr Essit and Neirab). UNRWA's services have remained accessible to most refugees on account of extensive and well-established presence on the ground, astute operations management, and flexible approaches to service delivery.

**Lebanon and Jordan update.** Lebanese and Jordanian authorities have in place policies barring most Palestinians from entry, which do not apply to Syrians, that were made official in May 2014 and January 2013 respectively. Though numbers of new arrivals have plateaued, PRS in Lebanon and Jordan remain a highly marginalized group. In Jordan, many PRS entered the country irregularly and face an ongoing risk of arrest, detention and refoulement. In Lebanon the situation is similar, with the added problem that half of PRS have taken refugees in the existing twelve overcrowded UNRWA refugee camps, creating a threat to health and community cohesion.

**Cash assistance.** With over 60 per cent of its appeal allocated to cash assistance, this critical humanitarian activity is a clear priority for UNRWA, and is unique amongst UN agencies. It has proven the most flexible, cost effective and dignified means to meet Palestine refugees' most urgent needs. Evaluation being conducted of UNRWA's cash assistance in Syria confirms the efficiency of

our strategy implemented through 50 34 collection and distribution points, through partnership with private sector outlets, the addition of an emergency module to the beneficiary database, and by communicating with beneficiaries through SMS, social media, and other channels. In 2014, the first round of cash assistance in Syria reached 98 per cent of intended beneficiaries. The distribution of food and other items remains vital in areas where food is scarce and shops have closed. Combining food distribution with cash transfers gives refugees significant flexibility and concrete support. Where populations can be displaced at a moment's notice, this flexibility considerably strengthens refugees' resilience.

## IMPLICATIONS OF UNDERFUNDING

Inadequate funding is the principal constraint to UNRWA's response to the Syria crisis. UNRWA's crisis response has been scaled up and the targets and budgets in this appeal are realistic, if modest compared to the actual needs of refugees. Especially with its efficient and unique cash distribution network, UNRWA can directly and quickly channel aid to the refugees. A more generous donor response is imperative to ensure more support for Palestine refugees. However, with the appeal currently only 25 per cent funded, and with projected end-of-year income no higher than 43 percent, even UNRWA's modest response is in danger.

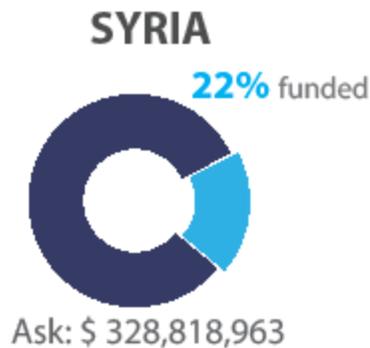
The implications and risks of this underfunding are immense. UNRWA has devoted itself to ensuring human development and humanitarian assistance for one of the most vulnerable groups in the Middle East. Insufficient investment in humanitarian response, staff, security, training and repair of damaged infrastructure, places Palestine refugees at risk and jeopardizes the legacy of UNRWA's decades of service. The majority of Palestine refugees from Syria – in Syria, Lebanon and Jordan – are dependent on UNRWA for their daily basic needs. Not being able to provide for their food, shelter, health care and other requirements will severely undermine trust in the Agency, erode resilience of Palestinians and contribute to social tensions.

**Syria: without receiving \$25 million before August, 440,000 refugees will not be able to buy food for three months.** A lack of funds has already compelled UNRWA to reduce its forecasted cash and food distributions in Syria from 12 months to eight months, of which four months have been disbursed to date. Funds for cash assistance are currently exhausted and if generous donations are not forthcoming in July, a third round of cash distributions will not be possible. This will mean that 440,000 Palestine refugees will not be able to adequately sustain themselves.

**Lebanon: without receiving \$3 million by September, 53,000 refugees will not be able to buy food or pay rent that month.** Cash for food and also cash for shelter are at risk in Lebanon. An impending agreement with WFP is likely to relieve the budget, but if new funding is not received by September, cash distributions will be at risk. Seventy per cent of PRS have arrived in Lebanon with so little means of their own, that they name UNRWA's cash distribution as their main source of support. Shortage of medicine is another urgent problem that UNRWA will not be able to properly address in Lebanon without sufficient funding.

**Jordan: without receiving \$1.5 million before August, 10,000 refugees will not receive assistance to buy food or pay rent for three months.** Forty per cent of PRS struggle to meet daily needs and 30 per cent PRS simply would not be able to eat without UNRWA's support. Jordan has introduced a system that differentiates between these categories and targets accordingly. Not replenishing these funds will make cash distribution impossible, leaving 70 per cent in the cold.

# 2014 Syria Crisis Response Plan Funding Summary



\* The total funding received does not include 2013 carry over

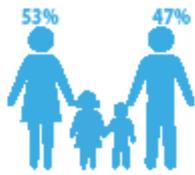
# CHAPTER ONE: SYRIA

**440,000** Palestine Refugees inside Syria

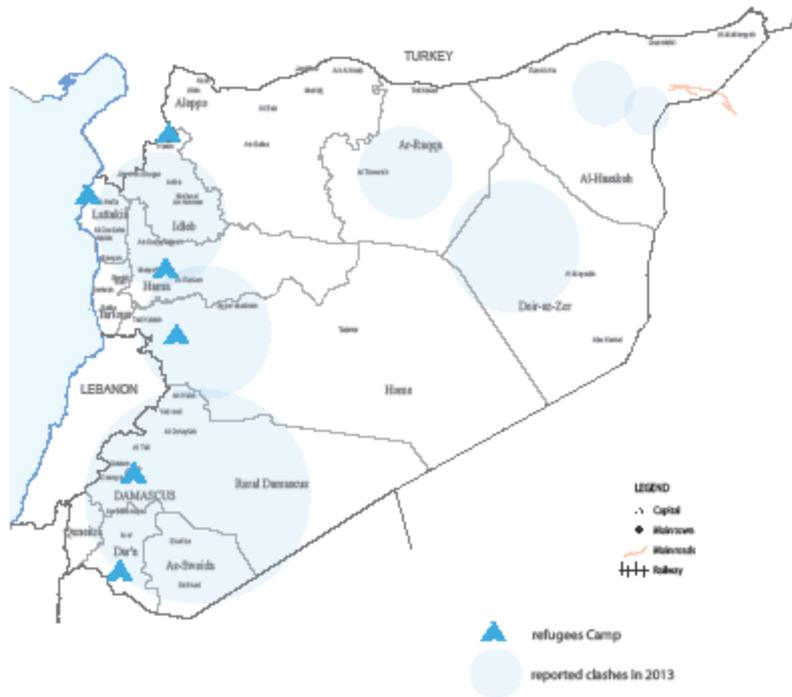
**92%** of refugees are vulnerable



### Refugees by Age and Gender

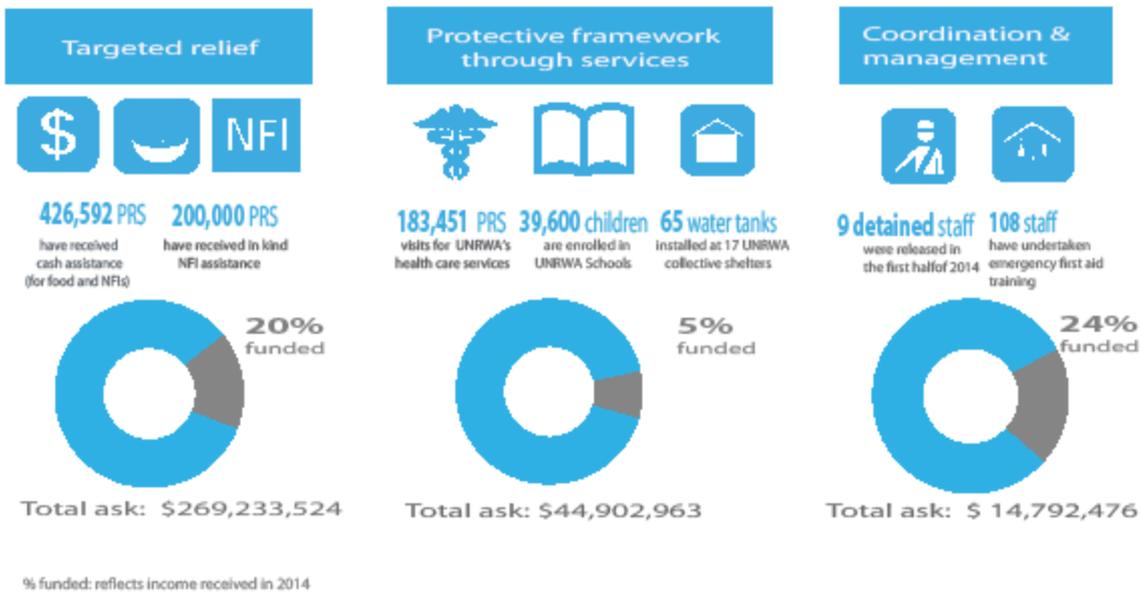


34% of which are children



Map © UNHCR  
Source: SyriaMap © OCHA  
The locations and names shown on this map are for information purposes only and do not constitute a statement of UNHCR's position.

## Programme and Financial Results (up to May 2014)



% funded: reflects income received in 2014

## OPERATING CONTEXT UPDATE – SYRIA



Yarmouk residents rush to Rama Street upon receiving news of the resumption of UNRWA humanitarian aid distribution, Yarmouk, Damascus, Syria Feb 2014 © unrwa.org

On 19 February, an explosion near UNRWA's Zeitoun School in Mzerieb took the lives of at least 18 people, including five Palestine refugee children and an UNRWA staff member. Twenty others were injured, including two UNRWA staff and eight children, two of whom lost limbs. This incident illustrates the tragic human cost of the war in Syria and its impact on UNRWA's operations. Just eight days before the 19 February incident, 40 children sustained injuries from an explosion in the compound of UNRWA's Turaan school, also in Mzerieb. Safety concerns have compelled UNRWA's South Area Office to move on two occasions the past years. Likewise, the UNRWA's North Area Office in Aleppo is due to move in August 2014 to a safer location. UNRWA has remained steadfast in sustaining lifesaving services for Palestine refugees, as illustrated also in Aleppo, where UNRWA has remained operational since the beginning of the crisis despite its Area Office sustaining heavy damages in December 2013.

In the second half of 2014, UNRWA's operating context in Syria will continue to be marked by the ongoing armed conflict and resulting protracted humanitarian crisis. The effects of the conflict on Palestine refugees are multi-dimensional, and include a deteriorated economic environment, devastated infrastructure, continued mass displacement and increased dependence on UNRWA support and services. The situation for people living in Syria, including Palestine refugees, is becoming increasingly difficult. UNRWA estimates that over 50 per cent of the 540,000 Palestine refugees in Syria have been displaced by the fighting, often multiple times. Traditional coping mechanisms for refugees have been stretched to their limit. Unemployment, inflation and lack of access to basic goods and services compound poverty and expose new vulnerabilities. 440,000 refugees are unable to meet their most basic daily food and non-food needs. In this context, sustained support for UNRWA's services and emergency is becoming all the more critical to sustain lives and livelihoods and prevent further reversals in human development.

UNRWA was able to significantly scale-up its cash distribution capacities in Syria in the first half of 2014 and is expected to reach 100 per cent of Palestine refugees in need. UNRWA's distinctive humanitarian capabilities include a wide operational presence in or close to all areas with significant

Palestine refugee communities; its country-wide network of staff and humanitarian facilities, and its proven capacity to rapidly disburse cash assistance to nearly all of the 440,000 Palestine refugees requiring support. Much more needs to be done to achieve full humanitarian access, including through wider deliveries of food, hygiene material and medical supplies. For example, since distribution was first allowed inside Yarmouk on 18 January 2014, UNRWA estimates that only 25 per cent of the food needs there have been met. Yarmouk remains a compelling illustration of the plight of civilians trapped between conflicting sides and the difficulties of securing timely and effective humanitarian assistance. It is also evidence of UNRWA's persistent and unwavering approach to overcoming operational impediments and to seizing whatever opportunities emerge to serve Palestine refugees in Syria.

The effects of the conflict on UNRWA's operations remain variable. Sometimes there are positive developments. UNRWA has recently completed a rapid needs assessment of Qabr Essit camp in Rif Damascus and is seeking to repair two schools in the camp, with a view to having them operational by the start of the new academic year in September 2014. At the time of producing this document, an agreement appeared to have been reached between conflicting parties concerning Yarmouk. By contrast, the situation was more difficult in areas - such as Khan Esheih and Ramadan camp in Damascus, and Jillien and Mzerieb camps west of Dera'a - which experience recurrent and intense armed engagements either directly or in their immediate vicinity. Close to Aleppo in the north of Syria, the ongoing armed engagements constantly threaten to engulf Neirab camp. It is a sign of UNRWA's continued commitment to provide services that UNRWA staff and operations have remained present and active across Syria, including in areas that have seen some of the most ferocious armed conflict - Aleppo, Homs, Dera'a and Rif Damascus.

## RESULTS UPDATE JANUARY TO MAY – SYRIA

### strategic focus area 1:

#### preserve the resilience of the palestinian communities through targeted relief

Indicator	Actual	Annual Target
Percentage of vulnerable PRS receiving one or more UNRWA emergency assistance intervention, each quarter	97%	100%
Families receiving food assistance (cash and food parcels) each quarter	105,367	110,000
Families receiving non-food assistance (cash and in-kind) each quarter	105,367	110,000

From January to May, UNRWA distributed a first round of cash of \$64 per person to 426,592 refugees (105,367 families) across Syria. The second round of cash distribution is ongoing as this review is published; in the first nine days 49,680 refugees (11,367 families) have received \$64 per person. The goal for the second round of distribution is to distribute more than \$27 million to 440,000 Palestine refugees. The Agency also distributes food and non-food items, particularly in areas where food is scarce and prices are unpredictable. In 2014, UNRWA has distributed a total of 165,153 food parcels to 98,279 families.

Gender breakdown 1st round cash distribution	Age <5	Age 5-18	Age 18-60	Age >60	Total
Female	15,573	56,695	127,907	14,809	214,984
Male	16,664	58,694	119,504	16,746	211,608
Total	32,237	115,389	247,411	31,555	426,592

**strategic focus area 2:  
provide a protective framework for palestenian communities and help mitigate their  
vulnerability**

Indicator	Actual	Annual Target
Percentage of population accessing UNRWA's primary health care facilities	68.8%	75%
Hospitalizations (secondary and tertiary)	4,093	16,000
Students receiving basic education	39,600	67,292
Education staff trained in delivering psychosocial support	64	200
Staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	227	4,200
No. of PRS female-headed families receiving Shelter assistance	77	50
No. of PRS families provided with winterization assistance	20,316	50,000
No. of displaced refugees receiving shelter at UNRWA facilities	6,723	8,000

**Emergency health.** UNRWA currently operates 14 health centres and nine health points across Syria: nine health centres and eight health points in Damascus, one health centre each in Homs, Hama, Latakia, Neirab and Aleppo, and one health point in Aleppo. Health points were established to serve new gatherings of displaced refugees, providing primary health care and referrals to hospital and tertiary services. In the first half of 2014, UNRWA held 371,755 primary consultations, in addition to 16,407 dental consultations.

UNRWA has expanded coverage of secondary and tertiary hospitalizations, otherwise unaffordable to the vast majority of Palestine refugees. In the first quarter of 2014, UNRWA covered or subsidized the cost of hospital care for 4,093 Palestine refugees, many of whom required treatment for conditions related to the conflict. UNRWA continues to provide maternal healthcare: 412 women attend ante-natal classes and a further 396 women attending post-natal classes within six weeks of delivery. Syria-wide, UNRWA was able to distribute 72,114 doses of polio vaccine, covering all children under five, including 12,000 doses in Yarmouk.

Following the collapse of Syria's pharmaceutical manufacturing industry, UNRWA now procures medicine internationally at substantially higher costs than when purchase of medical supplies inside Syria was possible. Re-supplying health centres in areas of intense conflict, such as Aleppo, remains a significant challenge.

With expected drought-like conditions continuing over the summer, and severely damaged water and sanitation infrastructures throughout the country, UNRWA will maintain its preparedness to detect and respond to disease outbreaks, in particular in the collective shelters.

**Emergency education.** More than 30 school buildings have been damaged as a result of the conflict or have become inaccessible. UNRWA uses 43 government schools in afternoon shifts, in

addition to running double-shift schools in 42 of the Agency's own buildings and providing classes at sites temporarily accommodating displaced refugees. 1,870 UNRWA teachers continue to teach and 39,600 students attended regular classes in the first half of 2014. UNRWA aims 4,100 students graduated from basic education the semester that ended in May. UNRWA is continuing its vocational training courses, and a total of 1,300 refugee students have graduated from long-term courses this year. A further 1,376 are enrolled in short-term courses. The Agency recently opened a branch of the Damascus Training Centre using UNRWA schools in Homs, and plans to open further branches in Aleppo and Dera'a in next academic year.

Forty-four psychosocial counsellors serve UNRWA students (with 20 more counsellors being trained), to help mitigate the impact of the conflict on students, parents and the wider community, through psychosocial interventions and recreational activities. Remedial classes were provided to 5,016 ninth grade students to prepare for the national exam. UNRWA provided accommodation, meals and a small stipend to 120 students who were allowed to leave Yarmouk to sit their ninth grade exams.

UNRWA intends to include substantial, additional education operational costs within the revised Appeal. The revised document will cover a proportion of primary education costs for the full Palestine refugee student population in Syria (67,000 children), in addition to the supplementary activities included in the original Appeal document, such as distance learning and remedial classes.

**Temporary accommodation.** Many schools and public buildings used temporarily to accommodate displaced refugees are overcrowded, with inadequate water and sanitation facilities, leading to high risk of the spread of communicable diseases. A medical focal point is assigned to each facility to detect and respond to outbreaks. The Agency continues to maintain and upgrade sanitation at existing facilities. In response to a water shortage in the first quarter of 2014, UNRWA installed 65 water tanks at 17 UNRWA collective shelters in Damascus, in addition to recent installation of six water tanks in Neirab camp, where the conflict has caused frequent disruption of water supplies. For garbage collection, the Agency relies on invaluable volunteer committees established for this purpose.

UNRWA developed an interactive self-learning program for grades 1-9 addressing basic skills and core subjects. 1,645 students participated in a trial and gave important feedback before a country-wide roll-out due in September 2014.



UNRWA also developed self-learning materials for English, Maths, Arabic and Science for grade 1-9. UNICEF has adopted the materials and they will be used in both governmental and UNRWA schools throughout Syria.

UNRWA has also piloted provision of education through community-based teaching points, particularly in Yarmouk. The Agency will assess the possibility to strengthen this approach, increasing access to education, particularly for students in hard to reach areas.

**strategic focus area 3:  
strengthen humanitarian capacity, coordination and management**

Indicator	Actual	Annual Target
Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
No. of periodic review of regional humanitarian response plans	1	1

**Risk monitoring, safety and security.** UNRWA's is in the process of establishing capacity in Syria to improve the monitoring of and response to protection issues. To date at least 39 installations have been damaged and others looted as a result of the conflict. While UNRWA does as much as it can to train and protect staff, its over 4,000 area staff continue to work in serving their communities in conditions of intense conflict, without danger pay. The strains on staff are considerable and UNRWA is exploring ways to strengthen the ability of its staff to cope.

**Capacity and management support.** With over 4,200 area staff and 18 international staff operating in Syria, UNRWA offers an unmatched pool of humanitarian capacity and expertise in the country. A team of international Area Support Officers is currently under recruitment to support and strengthen operations in area offices of Aleppo, Homs, Damascus and Dera'a. One hundred and eight staff have received emergency first aid training and a further 119 have undertaken courses covering a range of security and operational issues faced by frontline staff.

UNRWA cooperates closely with the UN Country Team, notably in conducting needs assessments and in participating in joint convoys to deliver aid to hard-to-reach areas. At the same time, the Agency is a bilateral partner to UNICEF, WFP, UNFPA and UNHCR on a variety of joint projects of mutual benefit. UNRWA also undertakes its own missions, through coordination with GAPAR and other government entities. The ability to combine UNCT action with bilateral relationships and independent efforts enables UNRWA to maximize efficiencies and to achieve optimal impact of donor funding to the benefit of Palestine refugees. The delivery of aid in Syria is fraught with the risk of loss of humanitarian supplies in transit, yet for the first five months of 2014 UNRWA registered an average monthly loss of aid of only 0.13 per cent of aid delivered by road.

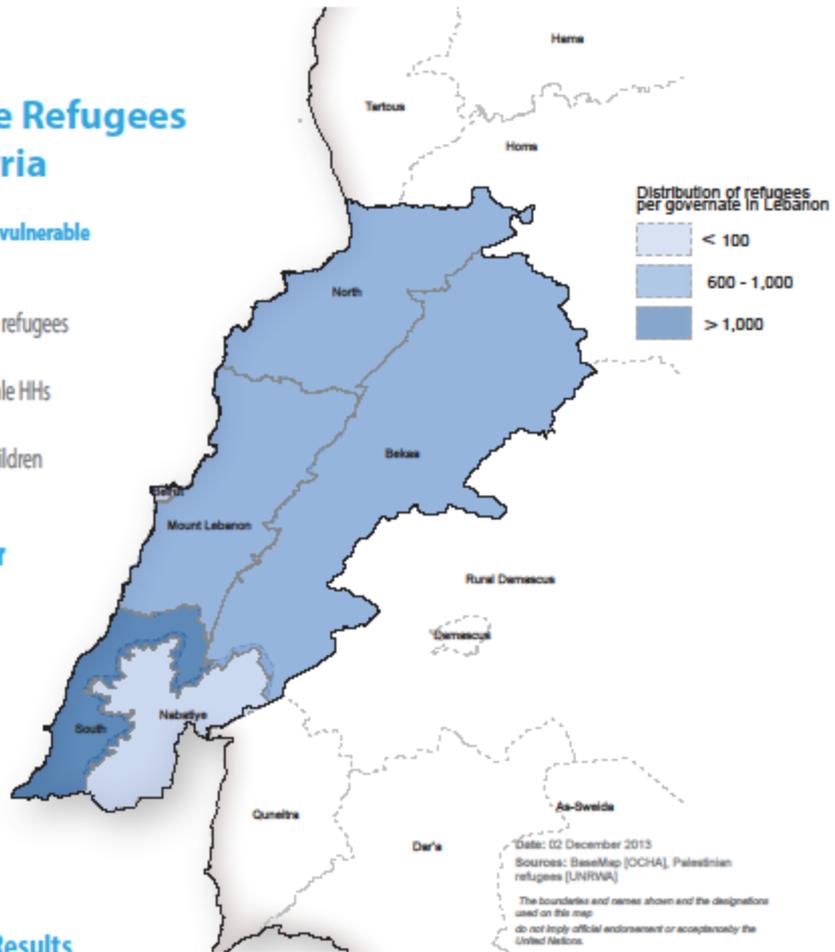
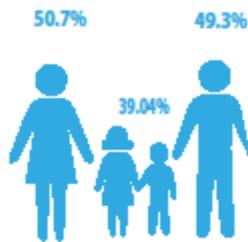
# CHAPTER TWO: LEBANON

## 52,355 Palestine Refugees from Syria

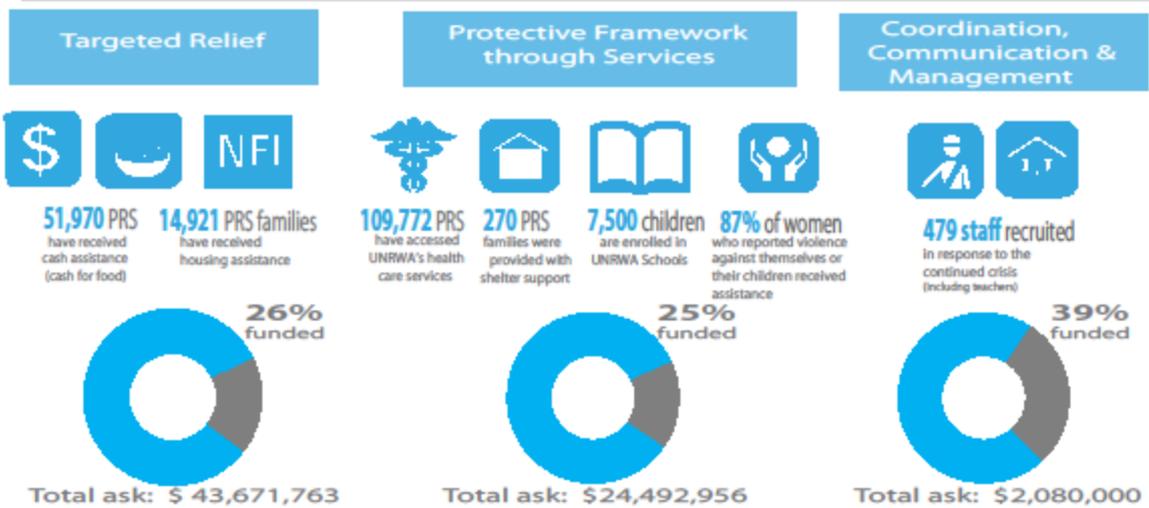
85% of refugees are vulnerable

-  531 Disabled refugees
-  7,506 Female HHs
-  20,730 Children

### Refugees by Age and Gender



## Programme and Financial Results



% funded reflects funding received in 2014

## OPERATING CONTEXT UPDATE – LEBANON



Hosting more refugees than a quarter of its population, Lebanon is increasingly feeling the strain of the crisis in Syria. A dramatic change in Lebanon's approach took place in early May, when restrictions were issued targeting Palestine refugees from Syria (PRS) seeking to enter Lebanon and PRS already inside the country seeking to extend their visas. This has effectively barred Palestinians from leaving Syria legally and has further worsened the situation of PRS in Lebanon. PRS with irregular status risk a broad range of protection concerns, including the inability to complete civil registration procedures and restrictions on movement which limit access to services. UNRWA, donors, partners and sister agencies have advocated against these measures with the Lebanese authorities. UNRWA has introduced a "detention hotline" and continues to have a Border Monitoring Officer at the Masnaa crossing to assess and report on changes in policy and practice towards PRS.

Palestine refugees are a sensitive element in Lebanon's complex political environment. PRS find themselves in a country where the existing Palestine refugee population faces social hostility and an array of discriminatory laws restricting their right to work and own property. The marginalized status of Palestinians in Lebanon exacerbates the vulnerability of PRS, adding to the challenges of a high cost of living in Lebanon and over-crowding of existing camps. As a result PRS have great difficulty sustaining their families in Lebanon, even temporarily, and are highly dependent on the Palestine refugees already present in Lebanon and on UNRWA.

By the end of May 2014, 52,335 PRS had been recorded with UNRWA in Lebanon. Considering the closed borders and a decreased flow of refugees, UNRWA now expects 55,000 PRS to be in Lebanon by the end of this year. A joint UNRWA-WFP needs assessment shows that 51 per cent of PRS live inside the 12 existing Palestine refugee camps in Lebanon, while the rest live outside the camps or in informal gatherings. Twenty-three per cent of households are headed by women and 76 per cent of households have a member with special needs, including 60 per cent with a chronic illness. Humanitarian assistance was found to be the first source of income and approximately 51 per cent are in debt over \$600. The average PRS family size is 3.6 individuals while the average household has 6.6 individuals, indicating that many families have been divided. Eighty per cent of households report having children below 16 years of age.

## RESULTS UPDATE JANUARY TO MAY – LEBANON

### strategic focus area 1:

#### preserve the resilience of the palestinian communities through targeted relief

Indicator	Actual	Target
Percentage of vulnerable PRS receiving one or more UNRWA emergency assistance intervention, each quarter	100%	100%
PRS families receiving food assistance (cash and food parcels) each quarter	14,921	14,921
PRS families receiving non-food assistance each quarter	2,191	14,921

During the first half of 2014 there were four cash distribution rounds (in February, March, April and May). On average, beneficiaries received \$30 per person for food assistance (an average of 51,970 PRS individuals per round); \$100 per family for housing assistance (an average of 14,921 PRS families per round). UNRWA has also provided NFI assistance to 5,965 families, particularly for winterization.

### strategic focus area 2:

#### provide a protective framework for palestinian communities and help mitigate their vulnerability

Indicator	Actual	Target
Visits by PRS to UNRWA's primary health care facilities	111,362	n/a
Hospitalizations of PRS (secondary and tertiary)	1,500	4,000
PRS students receiving basic education	6,300	7,500
Education staff trained in delivering emergency education	142	290
Education staff trained in delivering psychosocial support	145	290
Staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	126	100
Response to women reporting forms of violence against themselves or their children	87%	100%
PRS families provided with winterization assistance	5,965	6,563
PRS with continuing access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	26,600	26,600

**Emergency health.** UNRWA covers the cost of primary health care to PRS, providing consultations and medication through 27 health centres throughout the country. From January to April 2014, over 100,000 consultations were provided to PRS. UNRWA covers the cost of secondary hospitalization for emergency and life-saving conditions through contracted hospitals, and covers part of tertiary

hospitalization costs for emergency and life-saving conditions. Almost 40 per cent of the remaining share of tertiary hospitalization to date was covered by NGO partners.

**Emergency education.** Limited school infrastructure is a challenge, but the Agency is committed to ensuring that all PRS children receive full education services and supplies. UNRWA recruited 340 new teachers, mainly from PRS themselves; 14 UNRWA schools ran double-shifts and 5 UNRWA schools ran special morning classes to accommodate the additional 7,500 students. Eighty-five per cent of PRS students attended special integration classes and 15 per cent already attend regular classes. The school year was extended by a month. UNRWA has increased the number of school counsellors, psychologists and psychiatrists and is mainstreaming psychosocial support by building capacity, establishing a referral system and ensuring safe spaces for PRS and Palestine refugees.

**Protection.** To date UNRWA has conducted 170 household assessments to ensure access of unaccompanied and separated children to UNRWA’s emergency assistance, as they cannot be issued ATM cards. Following visits by the protection team, they can be referred to child protection services internally or externally, including school enrolment, case management and psychosocial support and family tracing services. As of May 2014, 28 per cent of sexual and gender-based violence (SGBV) survivors in Lebanon were PRS, 24 per cent of which were cases concerning rape and sexual assault and 39 per cent forced marriage (primarily early marriage). UNRWA responds by making staff aware of SGBV and by strengthening community support structures together with local partners. This year, 90 education staff took comprehensive SGBV training; 250 staff in health and relief and social services have begun this training. Many PRS families share shelters to reduce costs, with an average of 4.6 persons reported per bedroom, increasing the risk of health problems and GBV. UNRWA continues to provide legal advice and counselling to PRS. From the end of January to May, the Agency reached 468 PRS through legal awareness sessions and provided individual legal counselling to 852 PRS. UNRWA continued to rehabilitate collective shelters and has rehabilitated 17 to date, providing accommodation to approximately 270 families.

**Environmental health.** UNRWA is committed to adequate and safe water and sanitation services, including waste management. The additional 26,600 PRS residing in the 12 Palestine refugee camps around Lebanon add pressure on the already fragile water, drainage, sewer and solid waste systems. In response, UNRWA is upgrading existing infrastructure systems in 9 of the 12 camps by providing additional water sources, upgrading water wells and connecting shelters to water networks.

**strategic focus area 3:  
strengthen humanitarian capacity, coordination and management**

Indicator	Actual	Target
Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
No. of periodic review of regional humanitarian response plans	1	1

**Risk monitoring, safety and security.** The Agency continuously monitors the security situation in Lebanon in coordination with other UN bodies and the Lebanese government to identify any possible deterioration in the security situation in the country that could have an adverse impact on the PRS population and the Agency’s installations and programmes.

**Capacity and management support.** The Emergency Coordination Unit continued addressing the humanitarian needs of PRS in Lebanon. In addition, staffing was increased in education and health

to handle the increased vulnerability. UNRWA is planning to complete a new headcount and needs assessment of PRS needs in Lebanon in the early second half of 2014 with WFP.

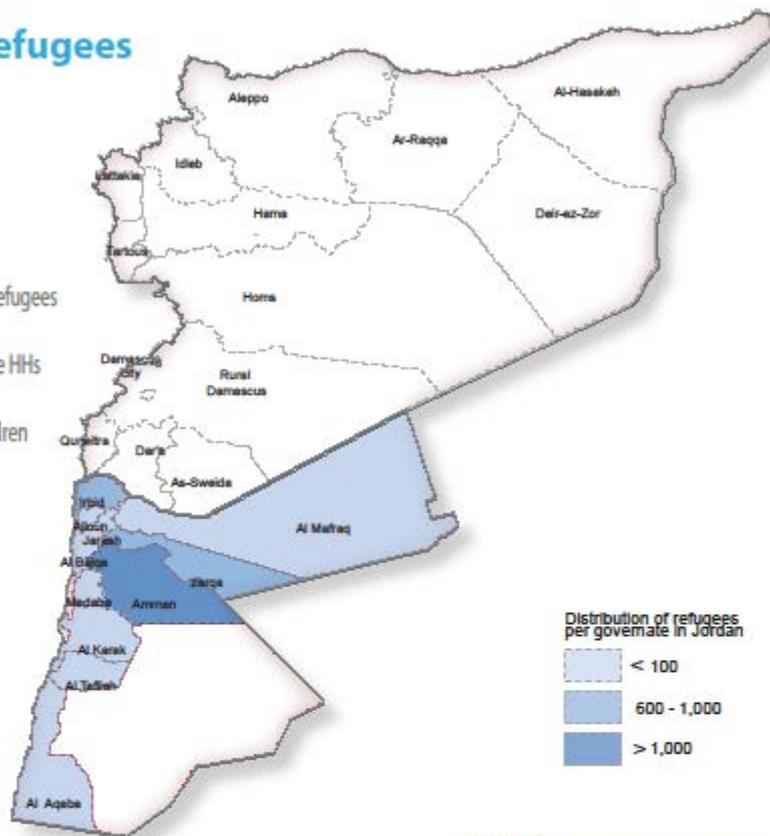
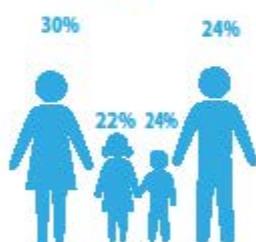
## CHAPTER THREE: JORDAN

### 13,978 Palestine Refugees from Syria

70% of refugees are vulnerable

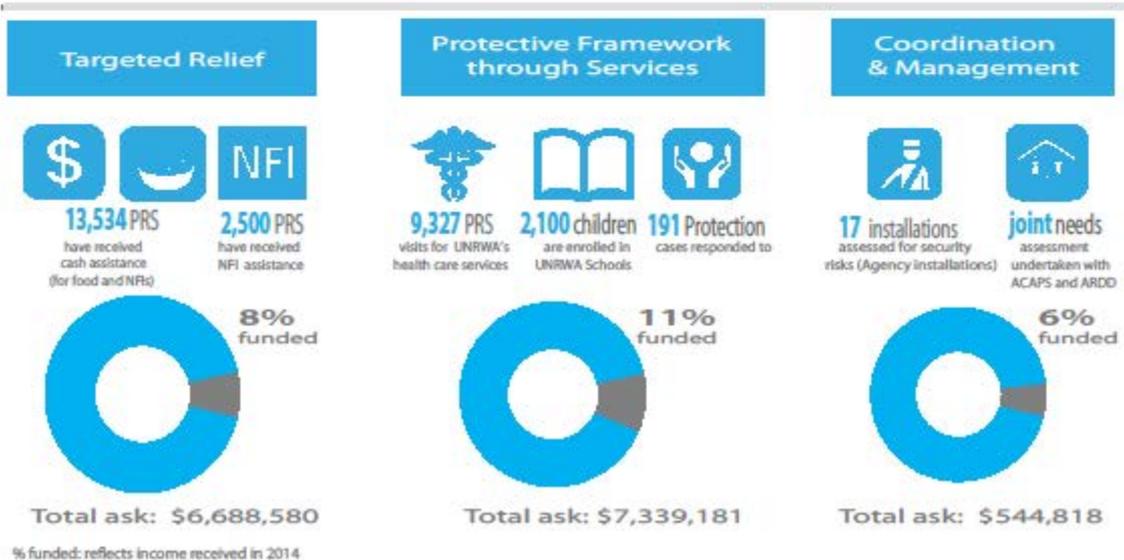
-  ➤ 979 Disabled refugees
-  ➤ 1,109 Female HHs
-  ➤ 6,430 Children

#### Refugees by Age and Gender



Date: May 2014  
Sources: BaseMap (OCHA), Palestinian refugees (UNRWA)  
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

### Programme and Financial Results (up to May 2014)



% funded: reflects income received in 2014



“The most important thing is that we are safe”, says Teffaha, who shares a single room with ten of her family members in Tyre, Lebanon. May, 2014 © kate brooks for unrwa.org

In Jordan, Palestine refugees from Syria (PRS) remain a highly marginalized group. PRS have been barred from entering Jordan and accessing assistance reserved for Syrian refugees since a policy of non-admittance of Palestinians was declared in January 2013. The lack of legal status and protection continue to cause considerable distress amongst the PRS population. Many families entered and remain in the country irregularly, and thus face an ongoing risk of arrest, detention and forcible return to Syria. Their precarious status also creates difficulties for legal and civil processes, access to services and employment. Awareness of PRS vulnerability in Jordan appears to be growing among the humanitarian community but the support received remains extremely limited. Only one in five PRS families report receiving services from other agencies, and the majority of these families include at least one Syrian national.<sup>[1]</sup>

A joint UNRWA/ACAPS needs assessment conducted in January and February showed that the large majority of PRS live in poverty, typically in small, overcrowded rented apartments in poor urban areas. The situations of individual households are highly diverse, but 70 per cent of families combine multiple aspects of vulnerability that severely impair their resilience. As a result, PRS rely heavily on UNRWA to meet their basic needs. Overall, they have better access to health and education services than Syrian refugees. UNRWA cash assistance is a lifeline for many households, but insufficient to meet their basic food, shelter and NFI needs due to a lack of emergency funding. Also because no other agencies provide assistance, PRS rely on negative coping mechanisms, such as debt, cutting down expenditure on basic needs and child labour.

Since the start of 2014, around 3,000 new PRS have been recorded with UNRWA, bringing the total number PRS and their non-Palestinian dependents eligible for UNRWA assistance to 14,000. In light of the slowly but steadily growing population, the agency maintains its initial planning assumption

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[1] UNRWA/ACAPS needs assessment, February 2014.

of up to 20,000 PRS needing UNRWA assistance in Jordan by end 2014, while continuing to invest in the human development of two million Palestine refugees already in the country for decades.

## RESULTS UPDATE JANUARY TO MAY – JORDAN

### strategic focus area 1: preserve the resilience of the palestenian communities through targeted relief

Indicator	Actual	Annual Target
Percentage of vulnerable PRS receiving one or more UNRWA emergency assistance intervention each quarter	96%*	100%
PRS families receiving food assistance (cash and food parcels) each quarter	3,182	3,500
PRS families receiving non-food assistance (cash and food parcels) each quarter	1,546	400

\*13,060 prs out of the 13,543 prs eligible for cash assistance (as at april 2014) collected their cash assistance. Each beneficiary has received only two month worth of assistance on average.

PRS overwhelmingly rank income and livelihoods, followed by housing and other basic non-food needs, as their priority needs. In a context where livelihood opportunities are severely restricted, PRS often cite UNRWA cash assistance as the only source of income. However, payments have been irregular and insufficient due to a lack of emergency. On average, each PRS has only received 2 month worth of cash for food and NFIs so far this year (approximately \$80/person). Additional emergency funding is therefore urgently needed to support the next cash distribution rounds.



"I haven't paid rent in three months and the owner of the apartment is threatening to throw us in the street." explains, Nidal, a Palestine refuacee from Svria. Apr 2014 © Irina Prentice for unrwa.org

Household category	Household characteristics	Estimated % total PRS	Current entitlements	Entitlements starting in mid-2014	Envisioned entitlements in mid-2015
<b>Category a 'less vulnerable'</b>	Meets basic needs, likely over national poverty line	30%	Regular cash assistance Health and education services	Health and education	Health and education services
<b>Category b 'vulnerable'</b>	Struggles to meet its basic needs (relying on aid/debt) and demonstrates socio-economic vulnerability	40%	Regular cash assistance Health and education services	Regular cash for food and NFIs Winterization Health and education	Health and education services
<b>Category c 'extremely vulnerable'</b>	Does not meet basic needs; combines types of vulnerability that impair self-reliance. In or vulnerable to fall into abject poverty.	30%	Regular cash assistance Health and education services	Regular cash for food and NFIs Shelter subsidies Winterization Health and education	Regular cash for food and NFIs Shelter subsidies Winterization Health and education

Recognizing the increasingly diverse profile of the population, as well as the chronic underfunding of the appeal, UNRWA is now shifting from a status-based to a vulnerability-based approach to cash assistance in Jordan. Based on findings from UNRWA/ACAPS needs assessment, UNRWA intends to target 70 per cent of the PRS population for regular cash assistance for food and NFIs, complemented by shelter subsidies for the 30 per cent most vulnerable (see targeting framework above). 950 families have already been visited at their homes for vulnerability assessments and categorized using a 'point scale' method. As example, the type of family likely to qualify for cash assistance is a single mother with several young children at risk of eviction, or a large family with no earners and a disabled child. The current assessments will provide a baseline to assess the evolving situation and progressively graduate families less in need from UNRWA's cash assistance ('exit strategy').

**strategic focus area 2:  
provide a protective framework for palestinian communities and help mitigate their vulnerability**

Indicator	Actual	Annual Target
Number of visits by PRS to UNRWA's primary health care facilities	9,327	24,957
Hospitalization of PRS (secondary and tertiary)	255	858
PRS students receiving basic education	2,100	n/a
Education staff trained in delivering psychosocial support	4	172
PRS families receiving Shelter assistance	0	1,200

Staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topics	275	285
Response to women reporting forms of violence against themselves or their children	88%	90%

**Health.** Two out of three PRS households include someone with a chronic illness and almost one in four households someone with a disability.<sup>1</sup> Over 80 per cent of PRS have needed medical services since arriving in Jordan. UNRWA provides primary health care in its 24 clinics across Jordan and hospital referrals for inpatient and specialized care. PRS have made over 9,300 free consultations so far in 2014. Ninety-seven per cent of PRS report receiving medical care when they need it.<sup>2</sup> However, a quarter of households have over \$40 continuous medical expenses, a significant burden on the family budget. This health-related expenditure is factored into the cash targeting strategy.

**Education.** Admissions to UNRWA schools (173 schools across the country) are open to all PRS, as well as to Syrian refugee children residing in Palestine refugee camps. A little over 2,100 children from Syria currently continue their education from grades 1-10 (54 per cent girls; 62 per cent Syrians). The overall number is expected to reach 2,900 by end 2014. The school enrolment rate of Palestinian children from Syria is estimated at 85 per cent,<sup>3</sup> a considerably higher rate than for Syrian children living in host communities in Jordan. UNRWA also opened admissions to its vocational training centres. This is a critical step in allowing youths and their families to continue to build towards the future.

**Shelter.** UNRWA completed limited rehabilitation works in Cyber City, a holding facility near the border town of Ramtha, hosting about 190 PRS and 200 Syrians, but so far has not been able to provide cash for shelter to extremely vulnerable PRS living in urban areas due to a lack of emergency funding. Approximately 4,000 PRS (30 per cent of the total population) would qualify for shelter subsidies. This assistance is urgently needed as rental payments remain a source of great anxiety for many PRS households: 22 per cent of them report having been evicted at least once since arriving in Jordan and 60 per cent mentioned eviction as a serious worry.<sup>4</sup>

On her way to do groceries, seven-year old Tala (not her real name) was lured to an empty building and sexually assaulted by a stranger. Having fled Syria that year, this was yet another traumatizing experience.

Tala's mother confided in an UNRWA protection social worker, who helped Tala go back to school and provided her mother with cash assistance to start a business to generate income. One year later, Tala has proved incredibly resilient and courageous. She completed her psychosocial treatment and with the help of a school counsellor her performance continues to improve. Her mother's business is a source of financial stability. UNRWA continues to check the family's situation closely.



<sup>1</sup> UNRWA/ACAPS needs assessment, February 2014. 34 per cent of PRS households reported having some problems, while 14 per cent reported a bad or very bad health status.  
<sup>2</sup> UNRWA/ACAPS needs assessment, February 2014.  
<sup>3</sup> UNRWA/ACAPS needs assessment, February 2014. 63 per cent of Palestinian school attending children are in Government schools, 30 per cent in UNRWA schools and 7 per cent in private schools. The main reasons given for not attending included: child labour (31 per cent of non-attenders); lack of a nearby school (15 per cent); weak/sick/traumatized child (15 per cent); school expenses (13 per cent).  
<sup>4</sup> UNRWA/ACAPS needs assessment, February 2014.

**Protection.** UNRWA and partners continue to engage authorities and the international human rights mechanisms on concerns related to the refoulement of PRS to Syria and their status and assistance in Jordan. UNRWA has made significant progress in monitoring and responding to protection issues and incidents by strengthening the new case management system established in 2013. A total of 430 protection cases, requiring 873 separate interventions, have been identified; over 70% of interventions have been completed. A Protection and Operations Support Unit is being established to bring together existing protection initiatives and mainstream protection work related to the emergency.

**strategic focus area 3:  
strengthen humanitarian capacity, coordination and management**

Indicator	Actual	Target
Emergency response contingency plans updated in coordination with UN agencies and NGOs	1	1
No. of periodic review of regional humanitarian response plans	1	1

**Capacity management and support.** Building on the findings from the UNRWA/ACAPS needs assessments, which emphasized the cash programme and beneficiary outreach as areas for improvements, UNRWA Jordan has developed a new cash assistance strategy, targeting framework and vulnerability assessment method to focus limited resources on families most in need. UNRWA Jordan is also now shifting from physical distributions to ATM-based transfers, a more dignified, efficient and convenient mechanism for beneficiaries. The Agency will launch a new call centre in June 2014, and is institutionalising appeals, complaints-handling and community feedback mechanisms.

Despite challenges posed by the absence of PRS issues in the Jordan chapter of the Regional Response Plan 6 and Jordan’s National Resilience Plan, which frame the policy dialogue and operational coordination efforts, UNRWA Jordan continues to be involved in the UN coordinated cluster system. The new cash assistance strategy, in particular, was consulted with the Cash Sector Working Group, while UNICEF and UNRWA are exploring options to strengthen their partnership for emergency education and child protection programming in Palestine refugee camps.

**Risk monitoring, safety and security.** Overall, the security situation remains stable in Jordan. UNRWA continues to monitor potential security threats in coordination with the UN security management team and the authorities. As part of broader efforts to enhance contingency preparedness, UNRWA also continues to conduct safety and security assessments of all its installations in Jordan, particularly those near the Syrian border, and to organize security trainings and evacuation drills for staff.

## REGIONAL COORDINATION



Palestine refugees wait to receive food aid, UNRWA Jaramana distribution center, Dec 2013 © Carole al Farah for unrwa.org

UNRWA's regional coordination of the Syria crisis response is managed by a small team in the Executive Office at UNRWA Headquarters in Amman, led by the Deputy Commissioner-General. A committee of directors meets regularly to discuss policy and ensure support of HQ departments for UNRWA's regional response. Specialized staff include a regional coordinator, a senior political advisor, a protection officer and a communications officer. When PRS are reported outside of UNRWA's fields of operation, the regional team liaises with UNHCR and other partners, to ensure these PRS also receive the support they deserve. A crucial aspect of regional coordination is coordination with other UN agencies and INGOs, including on key programmatic concerns and the production of key documents and appeals.

**Gaza.** Palestinian refugees that flee Syria to arrive in Gaza are covered by the regional portion of this appeal. As of May 2014, around 840 PRS have approached UNRWA for services there. All regular services are provided and in addition 144 poor families receive food assistance and 224 PRS families received shelter assistance. No PRS in Gaza has been left without shelter.

**Communications.** By generating compelling news about the Palestine refugee situation that also illustrates the greater humanitarian crisis in Syria, UNRWA has become one of the main humanitarian narrators of the crisis. This culminated with the release of an iconic photo of Palestine refugees from Yarmouk queuing for food in a war-ravaged street (see cover photo). The photo was published on nearly a thousand covers of newspapers worldwide, and generated the largest donation from individual donors in the Agency's history. This attention contributed to a successful advocacy social media campaign, #LetUsThrough, which generated almost 23 million followers and was projected on New York City's Time Square and Tokyo's Shubiya Crossing billboards.

For the second half of 2014, UNRWA is developing an education project together with Digital Explorer and Skype. The project, "My Voice-My School", connects Palestinian refugee children from Syria in UNRWA schools in Jordan, Lebanon and Syria with their peers in the UK. Through video conversations and a specially developed curriculum, children will build a sense of solidarity across borders and develop the skills needed to advocate for their education and future. UNRWA will build an advocacy campaign to amplify the students' messages of hope.

## HEADQUARTERS SUPPORT TO THE SYRIA APPEAL

The effort in the three fields affected by the crisis is supported by UNRWA's programmatic and support departments at Headquarters. The following are some highlights.

**Safety and Security Division.** A security and communication system has been designed to specifically reduce and minimize the risk of injury and death to UNRWA students and staff. This includes training of school principals and area officers, the development of evacuation and contingency plan at the school level, SMS security and GIS mapping of incidents to expand the Agency responsiveness.

**Procurement and Logistics Department.** The widening conflict has eroded supply chains and is causing increasing difficulties in ensuring the timely supply of stocks, especially of life-saving medicines. Since late 2013, special arrangements were made with logistical clearing channels in Beirut, which reduced the number of required permits and holding days in Lebanon for medicines destined for Syria.

**Education Department.** Education in Emergencies addresses the educational and psychosocial needs of UNRWA students affected by the conflict and ensures continuous access to quality education through: alternative ways to learn in safe spaces; catch-up programmes for children who have missed school due to conflict; psychosocial support and security awareness training, including by engaging with parents and local communities.

**Department of Planning.** Provide guidance and support on programme cycle management matters to the emergency response, specifically planning, periodic results reporting and implementation monitoring, using the RBM system. This works well together with support from the Department of Finance on financial management and support from the External Relations and Communications Department on matters related to funding and grant management.

## FUNDING SUMMARY TABLE: 1 JANUARY- 19 JUNE 2014 (\$)

Interventions		Total	Syria	Lebanon	Jordan	Regional
Cash assistance for essential needs (inc food, shelter, NFIs)	<i>ask</i>	241,559,536	190,907,125	43,671,763	6,580,648	400,000
	<i>funded</i>	41,755,368	29,442,953	11,519,999	506,825	285,591
	<i>shortfall</i>	<b>199,804,168</b>	<b>161,464,172</b>	<b>32,151,764</b>	<b>6,073,823</b>	<b>114,409</b>
Non-food Items (NFIs)	<i>ask</i>	19,919,786	19,811,854	-	107,932	-
	<i>funded</i>	433,094	433,094	-	-	-
	<i>shortfall</i>	<b>19,486,692</b>	<b>19,378,760</b>	<b>-</b>	<b>107,932</b>	<b>-</b>
Food Assistance	<i>ask</i>	58,514,545	58,514,545	-	-	-
	<i>funded</i>	22,778,121	22,778,121	-	-	-
	<i>shortfall</i>	<b>35,736,424</b>	<b>35,736,424</b>	<b>-</b>	<b>-</b>	<b>-</b>
Emergency Health	<i>ask</i>	17,109,209	6,660,000	9,136,212	812,997	500,000
	<i>funded</i>	3,092,327	648,642	2,230,766	212,919	-
	<i>shortfall</i>	<b>14,016,882</b>	<b>6,011,358</b>	<b>6,905,446</b>	<b>600,078</b>	<b>500,000</b>
Emergency Education	<i>ask</i>	31,698,598	20,038,963	8,715,260	2,444,375	500,000
	<i>funded</i>	3,002,568	1,306,346	1,093,595	500,045	102,582
	<i>shortfall</i>	<b>28,696,030</b>	<b>18,732,617</b>	<b>7,621,665</b>	<b>1,944,330</b>	<b>397,418</b>
Protection	<i>ask</i>	3,158,386	1,110,000	1,335,704	512,682	200,000
	<i>funded</i>	981,971	-	895,391	86,580	-
	<i>shortfall</i>	<b>2,176,415</b>	<b>1,110,000</b>	<b>440,313</b>	<b>426,102</b>	<b>200,000</b>
Shelter	<i>ask</i>	11,815,998	6,660,000	1,586,871	3,569,127	-
	<i>funded</i>	55,500	-	55,500	-	-
	<i>shortfall</i>	<b>11,760,498</b>	<b>6,660,000</b>	<b>1,531,371</b>	<b>3,569,127</b>	<b>-</b>
Emergency Environmental Health	<i>ask</i>	4,272,909	1,554,000	2,718,909	-	-
	<i>funded</i>	1,773,687	77,700	1,695,987	-	-
	<i>shortfall</i>	<b>2,499,222</b>	<b>1,476,300</b>	<b>1,022,922</b>	<b>-</b>	<b>-</b>
Capacity and management support	<i>ask</i>	17,433,057	13,238,476	1,800,000	476,497	1,918,084
	<i>funded</i>	3,474,202	2,690,975	750,433	32,794	-
	<i>shortfall</i>	<b>13,958,855</b>	<b>10,547,501</b>	<b>1,049,567</b>	<b>443,703</b>	<b>1,918,084</b>
Safety and Security	<i>ask</i>	1,902,321	1,554,000	280,000	68,321	-
	<i>funded</i>	873,385	817,564	55,821	-	-
	<i>shortfall</i>	<b>1,028,936</b>	<b>736,436</b>	<b>224,179</b>	<b>68,321</b>	<b>-</b>
Livelihoods (Microfinance, VT, Income gen.)	<i>ask</i>	6,355,000	6,105,000	-	-	250,000
	<i>funded</i>	-	-	-	-	-
	<i>shortfall</i>	<b>6,355,000</b>	<b>6,105,000</b>	<b>-</b>	<b>-</b>	<b>250,000</b>
Emergency repair and maintenance of UNRWA installations	<i>ask</i>	3,775,000	2,775,000	1,000,000	-	-
	<i>funded</i>	272,999	160,950	112,049	-	-
	<i>shortfall</i>	<b>3,502,001</b>	<b>2,614,050</b>	<b>887,951</b>	<b>-</b>	<b>-</b>
To be allocated		15,077,671	13,205,430	-	1,672,241	200,000
TOTAL	<i>ask</i>	417,404,345	328,818,963	70,244,719	14,572,579	3,768,084
	<i>funded</i>	93,570,891	71,561,774	18,409,541	3,011,403	588,173
	<i>shortfall</i>	<b>323,833,454</b>	<b>257,257,189</b>	<b>51,835,178</b>	<b>11,561,176</b>	<b>3,179,911</b>

*This table includes firm pledges and contributions made in 2014. It does not include carry over. To be allocated includes pledges not yet received and not yet allocated between the fields. Of the funds unallocated, \$14.4 million was pledged but not received.*

## 2014 SYRIA APPEAL RESULTS FRAMEWORK

Outcome/Output	Indicators	Actual SFO As of May 2014	Target SFO	Actual LFO As of May 2014	Target LFO	Actual JFO as of May 2014	Target JFO		
<b>Strategic Priority 1: Preserve the resilience of the community through targeted relief</b>									
<b>1.1</b>	Palestine refugees better able to meet their essential lifesaving household needs and to cope with sudden crisis	<b>1.1.a</b>	Percentage of vulnerable PRS receiving one or more UNRWA emergency assistance interventions	97%	100%	100%	100%	96%	100%
<b>1.1.1</b>	PRS are provided with food assistance	<b>1.1.1.a</b>	No. of PRS families receiving food assistance (Cash for food & food parcels)*	105,367	110,000	14,921	14,921	3,182	3,500
<b>1.1.2</b>	PRS are provided with NFI assistance	<b>1.1.2.a</b>	No. of PRS families receiving NFI assistance (Cash for NFI and NFI items)*	105,367	110,000	2,191	14,921	1,546	400
<b>Strategic Priority 2: Provide a protective framework for Palestinian communities and help mitigate their vulnerability</b>									
<b>2.1</b>	PRS are able to cover their primary, and life-saving secondary and tertiary health care needs through UNRWA services	<b>2.1.a</b>	Percentage of PRS population accessing UNRWA's primary, secondary and tertiary health care services (visits)	68.80%	75%	109,772	N/A	9,327	24,957
<b>2.1.2</b>	PRS have access to hospital care (secondary and tertiary)	<b>2.1.2.a</b>	Total No. of hospitalization of PRS (secondary and tertiary)	4,093	16,000	1,500	4,000	255	858
<b>2.2</b>	PRS are able to continue their education despite conflict and displacement	<b>2.2.a</b>	No. of PRS students graduating from basic education	N/A	41	6,300	7,500	44	ND

Outcome/Output		Indicators		Actual SFO	Target SFO	Actual LFO	Target LFO	Actual JFO	Target JFO
2.2.1	PRS students with primary, intermediate and secondary have access to formal education through regular and special classes	2.2.1.e	No. of education staff trained in delivering emergency education	-	-	142	290	0	0
2.2.2	PRS are provided with psychosocial support	2.2.2.b	No. of education staff trained in delivering psychosocial support	64	200	145	290	4	173
2.3.1	Improved protection against refolement and physical security and reducing incidents of violence in particular preventing and responding to SGBV	2.3.1.b	% of women reporting forms of violence against themselves or their children and responded to, through receipt of receiving integrated assistance	No data avail.	100%	87%	100%	88%	90%
		2.3.1.c	No. of UNRWA staff receiving training in protection in emergencies, SGBV, PSEA, child protection, psychosocial assistance, and other relevant topic	227	42	126	100	275	285
2.4.1	PRS are provided with shelter assistance	2.4.1.b	No. of PRS female-headed families receiving Shelter assistance	77	1	-	-	0	1,200
		2.4.1.c	No. of PRS families provided with winterization assistance	20,316	50,000	5,965	6,563		2,800
		2.4.1.d	No. of displaced refugees receiving shelter at UNRWA facilities	7,861	8,000	-	-	-	-

Outcome/Output		Indicators		Actual SFO	Target SFO	Actual LFO	Target LFO	Actual JFO	Target JFO
2.5.1	Affected populations are ensured with safe, equitable and sustainable access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	2.5.1.a	No. of PRS with access to a sufficient quantity of water for drinking, cooking and personal and domestic hygiene	-	-	26,600	26,600	-	-
<b>Strategic Priority 3 : Strengthen humanitarian capacity, coordination and management</b>									
3.1	UNRWA is able to effectively and efficiently plan, manage and monitor humanitarian response activities under increasing demands and operational complexity	3.1.a	Emergency response contingency plans updated in coordination with UN agencies and NGOs * (FIP indicator)	1	1	1	1	1	1
3.1.1	Strengthened programme planning, management and monitoring of regional humanitarian response activities through increased humanitarian capacity and coordination	3.1.1.a	No. of periodic review of regional humanitarian response plans	1	1	1	1	1	1





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**About UNRWA**

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA's services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.

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