contents

4 about unrwa
6 education
7 health
8 relief and social services
9 microfinance
10 infrastructure and camp improvement
11 protection
12 emergencies
13 unrwa and its partners
14 unrwa in figures
16 map of unrwa areas of operation
The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established as a subsidiary organ of the United Nations General Assembly on 8 December 1949 and became operational on 1 May 1950. It is one of the largest United Nations programmes. Created as a temporary agency until a just and durable solution for Palestine refugees was achieved, the UNRWA mandate was set to expire in one year. Sixty-five years later, the Agency continues to provide essential services for the well-being, human development and protection of Palestine refugees, pending a just solution.

**Palestine refugees**
The operational definition of Palestine refugees is people whose normal place of residence was Palestine between June 1946 and May 1948, who lost both their homes and means of livelihood as a result of the 1948 Arab-Israeli conflict. Descendants of Palestine refugee males are eligible to register as Palestine refugees.

UNRWA services are available to all those requiring assistance in the Agency’s areas of operation who meet the definition of a Palestine refugee and are registered with the Agency, and to some other groups.

**Direct Service Delivery**
UNRWA is unique among UN agencies in that it delivers services directly. These services include education, health care, relief and social services, microfinance, infrastructure and camp improvement, emergency assistance, and the protection of refugees’ rights under international law. UNRWA services are delivered in accordance with the United Nations humanitarian principles of humanity, neutrality, impartiality and operational independence.

UNRWA operates in **five fields**: Jordan, Lebanon, Syria, the Gaza Strip and the West Bank, including East Jerusalem.
5.6 million people are registered for UNRWA services, including 5.15 million registered refugees and 440,000 other registered persons.

2 emergency programmes in the occupied Palestinian territory and Syria (in addition to the reconstruction of Nahr el-Bared refugee camp in Lebanon).

UNRWA Today
Palestine refugees today are facing a human development and protection crisis. Food insecurity and poverty levels are high and rising, and youth unemployment rates are alarming, especially among young women. Despite possessing strong human capital as a result of the education and health care provided by UNRWA and host authorities, many Palestine refugees lack the assets and opportunities required for sustainable livelihoods.

Palestine refugees are also facing increasing protection threats from armed conflicts in Syria, the West Bank and the Gaza Strip. A growing number are denied the same basic human rights as other citizens due to their legal status, and are excluded from key aspects of social, political and economic life.

UNRWA itself relies on voluntary funding from donors, prioritizing the limited resources among its most critical services, with particular emphasis on the most vulnerable. Financial support for the Agency has not kept pace with an increased demand for services caused by growing numbers of registered refugees, deepening poverty and conflict. As a result, the Agency’s core fund, which supports essential services and most staffing costs, operates with a large deficit.

In this context, UNRWA service delivery is guided by the Medium-Term Strategy 2016-2021, which works towards five strategic outcomes designed to deliver the most effective support for Palestine refugees.

unrwa strategic outcomes 2016-2021

1. Refugees’ rights under international law are protected and promoted

2. Refugees’ health is protected and the disease burden is reduced

3. School-aged children complete quality, equitable and inclusive basic education

4. Refugees’ capabilities are strengthened for increased livelihood opportunities

5. Refugees are able to meet their basic human needs of food, shelter and environmental health
education

UNRWA operates one of the largest education systems in the Middle East, opening the doors of 685 schools to nearly 500,000 pupils each day. High-quality basic education helps young Palestine refugees develop the skills to thrive as adults in an evolving, challenging landscape. Host government curricula are enriched with United Nations principles through the Agency’s human rights, conflict resolution and tolerance (HRCRT) policy.

School-age Palestine refugee children are eligible to enrol in UNRWA schools for free education across nine grades in the West Bank, the Gaza Strip, Syria and Lebanon, and ten grades in Jordan. Secondary education is offered in Lebanon because Palestine refugees cannot access government education. Refugees in the other four fields generally continue their education within government schools.

UNRWA prioritizes inclusive, pupil-centred education that engages communities. This approach focuses on identifying and supporting children with diverse needs and abilities, and varied socio-economic backgrounds. UNRWA schools have built a reputation for high academic achievement and low drop-out rates. Ground-breaking progress has been achieved in gender parity, with girls making up around 50 per cent of UNRWA students since the 1960s. Today, Palestine refugees’ literacy and educational levels are among the highest in the Middle East.

Eight UNRWA technical and vocational training colleges equip refugee youth with skills and knowledge relevant to local job markets through a range of trade and semi-professional courses, as well as short-term needs-based training. Each year, more than 7,200 trainees develop skills in traditional and modern trades including fashion, plumbing, carpentry, pharmacy, graphic design, business and computing, and architecture and surveying.

The Educator

The professional development of teachers is key to quality education and occurs throughout UNRWA teachers’ careers. The UNESCO-UNRWA Institute of Education empowers teachers to embrace new ‘active learning’ methods to equip students with critical-thinking skills.

Tools and Resources

Resource constraints are an ongoing challenge. Since the 1950s, UNRWA has operated many of its schools on a ‘double-shift’ basis, with one group of pupils attending a morning shift and a second an afternoon shift. Today, 408 of the 685 UNRWA schools have double shifts, including 90 per cent of schools in Jordan and 76 per cent in the Gaza Strip.

The UNRWA Education in Emergencies programme supports Palestine refugee children affected by conflict. The framework includes psychosocial support, interactive self-learning materials for children who cannot access schools, and other practical measures to support continued education.

One self-learning initiative is the educational satellite channel UNRWA TV. Based in Gaza, the channel broadcasts math and Arabic lessons, and other educational and entertainment materials throughout the region.
health

Guided by World Health Organization standards, the UNRWA health programme offers comprehensive primary health care to Palestine refugees and facilitates access to secondary and tertiary health care. The Agency also works to ensure healthy living environments in the 58 official Palestine refugee camps.

The health-care needs of refugees have evolved considerably over the years; from responding to outbreaks of air- and waterborne infections in the first refugee camps, to combating widespread malnutrition among children and reducing infant and maternal mortality. Today, people are living longer and developing different health needs, particularly related to non-communicable diseases and chronic conditions that require lifelong care, such as diabetes, hypertension and cancer.

To address the evolving needs of Palestine refugees, UNRWA undertook a major reform initiative in 2011, introducing the Family Health Team (FHT) approach. The FHT offers comprehensive, holistic primary health care services for the entire family, emphasizing long-term doctor-patient relationships. The FHT also addresses factors that impact health, such as diet and physical activity, education, gender-based violence, child protection, poverty and community development.

The FHT brings UNRWA health programming in line with global standards of quality health care, and has been implemented together with an electronic medical record and appointment system, e-health.

Life-Cycle Approach
UNRWA adopts the life-cycle approach to health services, serving Palestine refugees at every stage of their lives, from pre-conception to active ageing.

The Agency offers both preventive and curative services, including mother and child care, family planning, adolescent and adult care, active ageing and oral health. Secondary prevention and management of diabetes and hypertension is also provided. Communicable diseases – in particular vaccine-preventable diseases – are controlled through high vaccination coverage and the early detection and control of outbreaks.

Healthy Environment
The UNRWA environmental health programme focuses on reducing the morbidity and risk of outbreaks associated with poor environmental conditions and practices. This includes the provision of safe drinking water within refugee camps, sanitation, disease vector-control and rodent-control services.

9.5 million
annual patient visits

3,300
health staff

137
primary health-care facilities
relief and social services

The UNRWA Relief and Social Services programme assists the most vulnerable Palestine refugees, supports community empowerment, and is custodian to a digital archive that maintains the records of over 5 million people who fit the legal definition of Palestine refugees in the West Bank, Jordan, Gaza, Syria and Lebanon.

The UNRWA archive preserves more than 17.5 million historical documents, including birth certificates, property deeds and registration papers dating back to pre-1948 Mandatory Palestine.

UNRWA support for the most vulnerable has evolved over time, from the emergency provision of basic humanitarian relief through food aid, towards programmes that further the socioeconomic empowerment of vulnerable Palestine refugees and safeguard their rights.

Today, UNRWA estimates that 1.9 million registered Palestine refugees live in poverty. The Agency continues to provide food and cash to families who are unable to meet their basic food needs through its Social Safety Net programme, while a team of dedicated social workers link refugees to training, disability services and social support programmes.

Community Empowerment

UNRWA works with a wide range of civil society partners to strengthen Palestine refugees’ capacity to overcome vulnerability to social and economic hardships. The Agency partners with over 100 community organizations, public sector entities and other UN agencies that provide services including skills training, rehabilitation and recreational activities. Through these initiatives, UNRWA helps improve the situation of many women, youth and people with disabilities to help them maintain productive lives.

294,000 refugees supported by the social safety net

5.6 million people registered for UNRWA services, including 5.15 million registered refugees and 440,000 other registered persons
microfinance

The UNRWA microfinance programme extends credit and complementary financial services to Palestine refugees and other poor or marginalized groups who live and work near them. Microfinance clients include families, women, youth, entrepreneurs and small-business owners. Their investments create and sustain jobs, reduce poverty and empower communities, particularly women.

Many microfinance clients operate small – often informal – businesses on the margins of the economy. Clients include fishermen, garage-owners, at-home seamstresses and vegetable stall-owners. UNRWA focuses microfinance outreach on poor urban areas, where refugees often live, and which tend to be centres of commercial and industrial activity.

Families
Family services include personal loans for poor and low-income families with no access to bank credit. These loans help families build household assets and support education, well-being and other social expenses, such as weddings and funerals. Families with no access to mortgage facilities can access loans to improve, expand or acquire housing.

Women and Youth
A youth start-up loan called Mubadarati is available to men and women aged 18-30 to start new businesses that create self-employment and employ others. Mubadarati is the first loan of its kind in the region.

Women entrepreneurs can access women’s household credit to sustain enterprise and support household spending on education, health and basic needs. Women’s household credit accommodates women’s home-based enterprises, allowing them to build household assets for business use.

Small Business
Small businesses can access a range of financial products, including microenterprise credit, which targets the overwhelming majority of regional businesses that employ fewer than five workers. Most of these businesses have no access to formal credit and are vulnerable to shocks. Microenterprise credit plus helps successful small businesses expand their capital and increase employment. Small-scale enterprise lending provides larger loans that typically support capital investment, modernization and market expansion.

US$ 403m
worth of loans awarded since 1991

UNRWA financial services operate in accordance with global standards and microfinance industry best practice.

360,000
loans awarded since 1991

UNRWA runs a training programme for small business owners in the Gaza Strip, offering customized training in subjects such as book-keeping, taxation, computing and e-commerce.
The UNRWA infrastructure and camp improvement programme improves the living conditions of Palestine refugees by implementing projects that respond to camp improvement plans developed in partnership with camp residents.

Over more than six decades, the 58 official Palestine refugee camps in Jordan, Lebanon, Syria, the West Bank and the Gaza Strip have transformed from 'tent cities' into congested masses of multi-storey buildings characterized by poverty and extreme overcrowding. The camps are considered to be among the densest urban environments in the world, and because shelters were built for temporary use, many are critically substandard and even life-threatening. Under international law, refugees – like everyone else – have the right to an adequate standard of living, including housing. This is without prejudice to their other rights as refugees.

**Camp Improvement**

Refugees are involved at every stage of the camp improvement process – providing input through working groups and needs assessments, helping to define a vision, and participating in the implementation of improvements to public open spaces, roads, alleyways, play spaces and markets. Projects contribute to social development and inclusion, economic growth and environmental aspects in camps.

**School and Health Facilities**

UNRWA oversees the design, construction and maintenance of Agency schools and health centres. All newly-constructed facilities are built to comply with international standards and provide universal access for people with disabilities.

**Environmental Infrastructure and Environmental Health**

UNRWA collaborates with host authorities to assure access to safe drinking water, adequate sewerage systems and storm water drainage. This helps promote a safe and healthy urban environment for Palestine refugees and controls outbreaks of waterborne diseases. Environmental health includes solid waste-removal services and rodent-control services.

**Housing**

Substandard and overcrowded housing is an acute problem in Lebanon, Syria, Jordan and the Gaza Strip due to financial constraints and the needs of growing refugee populations. The UNRWA response prioritizes improving the critically substandard shelters of the most vulnerable refugees. In Jordan alone, 500 substandard shelters have been earmarked for urgent upgrading.

The UNRWA camp improvement programme is not funded by the Agency's core budget. It depends on project funding from donors.
Protection

Protection is what UNRWA does to safeguard and advance the rights of Palestine refugees under international law.

Increasing conflict and displacement across the region means that today, more than ever, Palestine refugees are in need of protection. UNRWA has significantly strengthened its protection capacity in recent years through the introduction of dedicated protection staff, protection training and protection activities. The Agency adopted a protection policy in 2012 and has developed tools and standards for service delivery. Progress is measured through annual internal protection audits. UNRWA has an extensive gender-based violence programme and is currently developing a child protection framework.

UNRWA Protection Framework

UNRWA applies a holistic approach to protection, which includes an internal dimension focused on realizing the rights of Palestine refugees through service delivery and an external dimension that engages with relevant duty bearers to ensure respect for Palestine refugee rights. There are four complementary elements to the Agency’s protection approach:

- Providing protection in and through service delivery programmes by meeting minimum protection standards;
- Implementing programmes that respond to protection threats and promote the resilience of Palestine refugees;
- Addressing cases of violence, abuse, neglect and exploitation of vulnerable groups, including women and children; and
- Promoting the rights of Palestine refugees under international law, through monitoring and reporting of violations, and by engaging in private and public advocacy.

Protection Priorities

Each UNRWA field of operation has its own priorities; however, Agency-wide protection focuses on:

- Protection challenges from the ongoing occupation in the West Bank and Gaza;
- The impact of armed conflict in Syria and Gaza;
- The plight of Palestine refugees from Syria in Jordan, Lebanon and elsewhere;
- The lack of legal status and denial of certain rights for Palestine refugees in host countries;
- Protection risks facing women, children and persons with disabilities; and,
- Protection challenges within the Agency’s own service delivery programmes.

Community partnership is vital to the UNRWA protection approach and the perspective of Palestine refugees is taken into account in the planning and implementation of all services.
UNRWA has acted over the past 65 years to mitigate the effects of emergencies on the lives of Palestine refugees.

The Agency operates in a challenging context and works closely with UN country teams to develop contingency and emergency response plans through the prevention, preparedness, response and recovery phases.

The UNRWA emergency programme currently supports Palestine refugees impacted by the conflict in Syria, where an estimated 95 percent of the 480,000 Palestine refugees remaining in the country are fully dependent on UNRWA humanitarian assistance to meet their minimum food, shelter, health and water and sanitation needs. In addition, 60,000 Palestine refugees who have fled from Syria to Lebanon and Jordan face increasing vulnerability due to difficulties maintaining a legal status and increasing poverty.

The Emergency Appeal for the occupied Palestinian territory supports refugees living under Israeli occupation in the West Bank and surviving the devastating results of the ongoing blockade and three conflicts in the past eight years in Gaza.

UNRWA also continues to appeal for support to address the humanitarian crisis and rebuilding needs stemming from the 2007 destruction of the Nahr el-Bared refugee camp in Lebanon.

Drawing on its vast operational capacity and expertise, UNRWA is able to provide quick and responsive support to Palestine refugees in crises. Emergency responses are context-specific and based on acute humanitarian needs. Responses may include, but are not limited to, food aid, water and sanitation, temporary shelter, emergency cash assistance, cash-for-work, emergency education, emergency health services and reconstruction.
unrwa and its partners

Partners play an increasingly vital role in the delivery of human development and emergency assistance to Palestine refugees. UNRWA offers unique partnership opportunities across diverse sectors, including health, education, camp infrastructure and relief and social services. Partners contribute financial and in-kind support, expert knowledge, operational capacity and advocacy.

Who Partners with UNRWA?
- **Millions of individuals** who share the UNRWA vision support advocacy campaigns and contribute one-off or regular donations.
- **Local NGOs and community-based organizations**, which are firmly rooted in their communities, contribute local knowledge and deliver direct services to some of the most vulnerable Palestine refugees.
- **International NGOs** provide financial support and expertise, and contribute to advocacy and service delivery.
- **Universities** conduct research to support evidence-based policy making and programming.
- **Private companies and foundations** make important financial contributions to UNRWA and help foster creative thinking and innovation in service delivery.
- **United Nations agencies** share skills and expertise, engage in policy dialogue, and provide financial and operational support.

Partnering with UNRWA Means:

1. Helping the largest and most experienced United Nations agency in the Middle East provide services and assistance to over five million Palestine refugees, including education for 500,000 school children and primary health care in 137 clinics.
2. Visible support for United Nations values and the empowerment of a vulnerable group.

UNRWA National Committees

The Spanish Committee of UNRWA (UNRWA España) is the oldest and largest national committee. UNRWA España implements education and awareness-raising activities across Spain and raises funds from the public and private sectors.

The Italian Committee of UNRWA (UNRWA Italia) promotes solidarity and respect for the rights of Palestine refugees through awareness-raising among the general public and Italian institutions.

American Friends of UNRWA (UNRWA USA) is an independent nonprofit with a mission to promote dignity and human development for Palestine refugees by informing the American public about UNRWA and generating support for the Agency’s programmes through fundraising, education and advocacy.

The Swiss Committee of UNRWA (UNRWA Switzerland) is currently being established to raise awareness about Palestine refugees in Switzerland and raise funds to support UNRWA operations.

Runners at the start of the third annual Gaza 5km run in Washington DC, organized by UNRWA USA © 2014 UNRWA Photo by Malikah Photography
unrwa in figures as of 1 Jan 2015

<table>
<thead>
<tr>
<th>GENERAL</th>
<th>JORDAN</th>
<th>LEBANON</th>
<th>SYRIA(1)</th>
<th>WEST BANK</th>
<th>GAZA STRIP</th>
<th>TOTAL/AVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>REGISTERED REFUGEES (RR)</td>
<td>2,117,361</td>
<td>452,669</td>
<td>528,616</td>
<td>774,167</td>
<td>1,276,929</td>
<td>5,149,742</td>
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<tr>
<td>OTHER REGISTERED PERSONS</td>
<td>95,556</td>
<td>40,465</td>
<td>63,164</td>
<td>168,017</td>
<td>72,544</td>
<td>439,746</td>
</tr>
<tr>
<td>TOTAL REGISTERED PERSONS (RP)</td>
<td>2,212,917</td>
<td>493,134</td>
<td>591,780</td>
<td>942,184</td>
<td>1,349,473</td>
<td>5,589,488</td>
</tr>
<tr>
<td>INCREASE IN RP OVER PREVIOUS YEAR (%)</td>
<td>2.7</td>
<td>2</td>
<td>3.9</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>% OF RP EACH FIELD OF OPERATION</td>
<td>39.6</td>
<td>8.8</td>
<td>10.6</td>
<td>16.9</td>
<td>24.1</td>
<td>100</td>
</tr>
<tr>
<td>OFFICIAL CAMPS</td>
<td>10</td>
<td>12</td>
<td>9</td>
<td>19</td>
<td>8</td>
<td>58</td>
</tr>
<tr>
<td>RP REGISTERED TO CAMPS (RPCs) (2)</td>
<td>385,418</td>
<td>249,410</td>
<td>178,666</td>
<td>228,560</td>
<td>560,964</td>
<td>1,603,018</td>
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<tr>
<td>RPCs AS % OF RPs</td>
<td>17.4</td>
<td>50.6</td>
<td>30.2</td>
<td>24.3</td>
<td>41.6</td>
<td>28.7</td>
</tr>
</tbody>
</table>

EDUCATION - 2014-2015 ACADEMIC YEAR

| SCHOOLS (ELEM, PREP + SECONDARY IN LEBANON) | 174 | 68 | 94 | 97 | 252 | 685 |
| EDUCATIONAL STAFF | 5,301 | 1,915 | 2,503 | 2,783 | 9,422 | 21,924 |
| FEMALE EDUCATIONAL STAFF (%) | 49.1 | 53.5 | 57.8 | 58.5 | 59.5 | 56.2 |
| PUPIL ENROLMENT | 118,546 | 38,173 | 45,802 | 50,566 | 240,413 | 493,500 |
| FEMALE PUPILS (%) | 48.8 | 52.6 | 48.9 | 58.4 | 48.4 | 49.9 |
| COST PER ELEMENTARY PUPIL (US$) (2013-2014) | 805 | 1,469 | 1,697 | 2,276 | 709 | 878 |

HEALTH

| PRIMARY HEALTH CARE FACILITIES (PHCF) | 23 | 27 | 23 | 42 | 22 | 137 |
| HEALTH STAFF | 739 | 357 | 437 | 789 | 1,016 | 3,338 |
| FEMALE HEALTH STAFF (%) | 58.2 | 48.5 | 53.5 | 61.6 | 60.5 | 58.1 |
| PHCFs WITH DENTAL SERVICES (including mobile units) | 33 | 19 | 14 | 23 | 21 | 110 |
| ANNUAL ANTENATAL CARE PATIENTS | 26,634 | 5,165 | 3,600 | 13,670 | 39,546 | 88,615 |
| ANNUAL PERINATAL CARE PATIENTS | 20,838 | 4,241 | 2,228 | 10,871 | 37,589 | 75,947 |
| ANNUAL DIABETES/HYPERTENSION PATIENTS | 73,557 | 28,058 | 20,210 | 37,869 | 71,433 | 231,127 |
| TOTAL ANNUAL PATIENT VISITS | 1,721,440 | 1,276,153 | 983,635 | 1,293,960 | 4,181,967 | 9,457,155 |

RELIEF & SOCIAL SERVICES

| SOCIAL SAFETY NET/SPECIAL HARDSHIP CASES (SSN/SHC) | 58,889 | 61,648 | 38,752 | 35,993 | 98,870 | 294,152 |
| SSN/SHC AS % OF RPs | 2.8 | 13.6 | 7.3 | 4.6 | 7.7 | 5.7 |
| WOMEN'S PROGRAMME CENTRES | 14 | 8 | 13 | 19 | 7 | 61 |
| COMMUNITY REHABILITATION CENTRES | 10 | 1 | 5 | 15 | 6 | 37 |
| COMMUNITY DEVELOPMENT CENTRES | 1 | 0 | 3 | 0 | 0 | 4 |
| COMMUNITY-MANAGED FUND SCHEMES | 11 | 7 | 5 | 15 | 0 | 38 |
| RELIEF AND SOCIAL SERVICES STAFF | 123 | 146 | 113 | 188 | 349 | 919 |
| FEMALE RELIEF AND SOCIAL SERVICES STAFF (%) | 71.5 | 65.1 | 61.9 | 47.9 | 45.3 | 54.5 |

MICROFINANCE & MICROENTERPRISE (Gaza & West Bank)

| NUMBER OF LOANS 2014 | 11,288 | - | 9,788 | 10,924 | 2,967 | 34,967 |
| VALUE OF LOANS 2014 (US$) | 11,778,457 | - | 3,159,691 | 14,669,492 | 4,768,590 | 34,376,230 |
| NUMBER OF LOANS AWARDED (cumulative) (3) | 68,043 | - | 82,035 | 101,290 | 108,593 | 359,961 |
| VALUE OF LOANS AWARDED (US$) (cumulative) (3) | 83,171,394 | - | 50,085,717 | 143,212,582 | 126,093,693 | 402,563,386 |

STAFF POSTS

| AREA STAFF | 6,880 | 2,882 | 3,305 | 4,820 | 12,488 | 30,718(4) |
| INTERNATIONAL STAFF | 10 | 15 | 17 | 24 | 30 | 182(4) |

(1) All Syria figures represent a working estimate as the situation in Syria remains volatile
(2) This figure is based on data supplied voluntarily to UNRWA by registered refugees, and hence may not represent statistically-valid demographic data
(4) Agency total includes staff in HQ Amman
UNRWA is funded almost entirely by voluntary contributions, and financial support has not kept pace with increased demand for services due to growing numbers of registered refugees, deepening poverty and conflict. As a result, the UNRWA General Fund, which supports core essential services and most staffing costs, faces chronic deficits. UNRWA emergency programmes and key projects are funded through separate funding portals and face large deficits.

### General Fund Budget*

- **Education**: $17m
- **Health**: $17m
- **Relief and social services**: $5m
- **Infrastructure and camp improvement**: $5m
- **Support departments**: $5m

### General Fund Deficit

UNRWA requires a cash budget of US$ 677 to maintain operations in 2015.

### Occupied Palestinian Territory Emergency Appeal 2015

- **$414m**
  - $129m food assistance
  - $127m shelter
  - $84m emergency cash-for-work
  - $1m explosive remnants of war education
  - $2m protection
  - $5m emergency health
  - $5m operations support officers
  - $5m Gaza summer fun weeks
  - $6m environmental health
  - $8m community mental health
  - $8m emergency education
  - $15m coordination, safety, security & management
  - $20m cash assistance

### Syria Emergency Appeal 2015

- **$415m**
  - $249m cash assistance
  - $58m food assistance
  - $33m education
  - $17m environmental health
  - $17m health
  - $17 capacity and management support
  - $12m non-food items
  - $3m safety and security
  - $3m protection
  - $3m livelihoods
  - $2m emergency repair and maintenance
  - $1m shelter

### Non-Communicable Disease (NCD) Care

- 231,000 Palestine refugees receiving NCD care from UNRWA in 2014

### UNRWA Gaza Emergency Shelter Programme

- 138,630* Palestine refugee homes impacted:
  - 9,117 totally demolished
  - 4,979 severe damage
  - 3,635 major damage
  - 120,899 minor damage

- 120,899 required to support shelter needs resulting from the 2014 conflict

*Figures as of 6 July 2015 and pending final assessment results

*2013 figure excludes data from Syria

Fields of operation

Population by field*

- Jordan: 1,349,473
- Lebanon: 2,212,917
- Syria: 942,184
- West Bank: 591,780
- Gaza Strip: 493,134

Total: 5,589,488

*Total persons registered with UNRWA. All figures as of January 2015