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Part VI

Human rights and humanitarian affairs

Section 26

Palestine refugees

Programme 22

Palestine refugees

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* Second reissue for technical reasons (14 June 2019).

** [A/74/50](#).

*** In keeping with paragraph 11 of resolution [72/266 A](#), the part consisting of the programme plan and programme performance information is submitted through the Committee for Programme and Coordination for the consideration of the General Assembly.

**** In keeping with paragraph 11 of resolution [72/266 A](#), the part consisting of the post and non-post resource requirements is submitted through the Advisory Committee on Administrative and Budgetary Questions for the consideration of the General Assembly.





Foreword

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) is mandated by the General Assembly to provide assistance and protection to a population of some 5.4 million registered Palestine refugees to help them achieve their full human development potential, pending a just solution to their plight. The Agency's services encompass education, health care, relief and social services, camp infrastructure and improvement, protection and microfinance, as well as emergency assistance in times of crisis.

Violence and marginalization continue to affect Palestine refugees across all five fields of UNRWA operations the Syrian Arab Republic, Lebanon, Jordan, the West Bank, including East Jerusalem, and the Gaza Strip. In reports about humanitarian crises, there is a tendency to focus on the trauma, the pain and the severity of needs. In the situation of Palestine refugees, this is compounded by the number of decades since their original displacement. In every visit I carry out to our fields of operation, I see the depth of despair, uncertainty and anxiety in the Palestine refugee community, which add to the many layers of suffering that call out for resolution. While there is no doubting or overlooking the pain, there is also much strength, creativity and positive energy in the refugee community. These are people of great courage and resolve. For the sake of their rights and dignity, from Aleppo to the Gaza Strip, the Agency must stay the course, contributing to regional stability, the realization of the Sustainable Development Goals and the preservation of engaged multilateralism and of hope and opportunities for all.

UNRWA draws inspiration from the humanity it sees every day in the refugee community and in the children and youth in our schools in particular. This generation is absolutely determined to rise above the adversity that surrounds them, to succeed in their education and to lead a life of dignity, a life in which the rights of all peoples are respected. We must ensure that their plight is not forgotten in a world affected by so many other situations of armed conflict and crisis. We must ensure also that the rights of Palestine refugees are duly protected and that their needs are appropriately covered.

(Signed) Pierre **Krähenbühl**
Commissioner-General

Overall orientation

Mandates and background

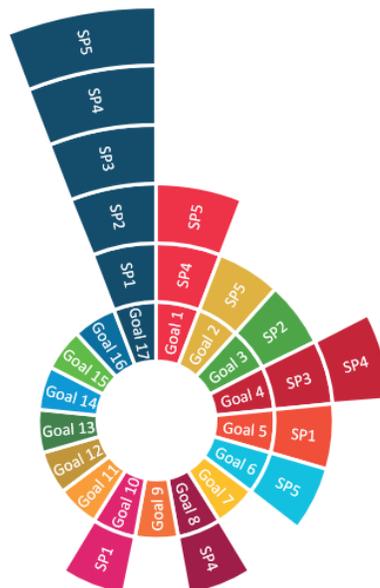
- 26.1 The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established within the United Nations system as a subsidiary organ of the General Assembly by the Assembly in its resolution 302 (IV), from which the Agency derives its mandate to provide assistance to Palestine refugees. Since starting operations in 1950, UNRWA has adapted its programmes to meet the increasingly complex needs of Palestine refugees and to provide them with a measure of protection and stability amid chronic conflict in the region. It stands ready to continue to do so in 2020 in accordance with the triennial mandate that it last received from the General Assembly in its resolution 71/91.
- 26.2 The Agency has an Advisory Commission, established by the General Assembly by resolution 302 (IV), to “advise and assist the Director [now the Commissioner-General] of the United Nations Relief and Works Agency for Palestine Refugees in the Near East in the execution of the programme”. The Agency’s governing body is the General Assembly, to which it reports directly.

Alignment with the Charter of the United Nations, the Sustainable Development Goals and other transformative agendas

- 26.3 The mandate of UNRWA guides the subprogrammes in producing their respective deliverables, which contribute to the attainment of each subprogramme’s objective. The objectives of the subprogrammes are aligned with the Organization’s purpose to achieve international cooperation in solving international problems of an economic, social, cultural, or humanitarian character, and in promoting and encouraging respect for human rights and for fundamental freedom for all without distinction as to race, sex, language, or religion, as stipulated in Article 1 of the Charter of the United Nations. In the context of the 2030 Agenda for Sustainable Development, the purposes stipulated in Article 1 of the Charter are embodied by the Sustainable Development Goals. Figure 26.I summarizes the specific Sustainable Development Goals with which the objectives, and therefore the deliverables, of the respective subprogrammes are aligned.

Figure 26.I

Palestine refugees: alignment of subprogrammes with Sustainable Development Goals



- 26.4 The objectives of the subprogrammes are also aligned with the Beijing Declaration and Platform for Action; the New Urban Agenda; the Paris Agreement; the Sendai Framework for Disaster Risk Reduction, 2015–2030; the sustaining peace agenda, pursuant to Security Council resolution [2282 \(2016\)](#) and Assembly resolution [70/262](#); the women and peace and security agenda, pursuant to Council resolution [1325 \(2000\)](#); and the youth and peace and security agenda, pursuant to Council resolution [2419 \(2018\)](#).

Recent developments

- 26.5 In 2018, UNRWA was confronted with the greatest financial challenge in its history. The abrupt loss of \$300 million, about a quarter of total essential funding requirements for the year, in planned funding from the Agency's largest donor precipitated an existential crisis. Through a global campaign of fundraising and diplomatic outreach, coupled with internal cost-saving measures, the Agency was able to overcome the funding shortfall and keep services operational throughout the year. Schools for over half a million refugee children remained open, health clinics provided over 8.5 million primary health-care consultations and more than 1.4 million received life-saving emergency food and cash assistance. Through those efforts, the dignity and human security of 5.4 million registered refugees were upheld. That achievement was made possible by the generosity of UNRWA partners, including existing and new donors, and the unwavering support of refugee-hosting countries.

Strategy and external factors for 2020

- 26.6 The mission of UNRWA is to help Palestine refugees to achieve their full potential in human development under the difficult circumstances in which they live. In line with this mission, as part of its medium-term strategy for 2016–2021, the Agency works towards five strategic outcomes: (a) Palestine refugee rights under international law are protected and promoted; (b) Palestine refugee health is protected and the disease burden is reduced; (c) school-age children complete quality, equitable and inclusive basic education; (d) Palestine refugee capabilities are strengthened for increased livelihood opportunities; and (e) Palestine refugees are able to meet their basic human needs of food, shelter and environmental health. Progress towards these objectives will continue to drive UNRWA operations during 2020.
- 26.7 Under the above-mentioned five strategic outcomes, UNRWA aims to achieve its objectives by maintaining and improving the provision of education and health services, relief and social services, microfinance services, infrastructure and camp improvement within refugee camps, and protection, for the benefit of 5.5 million registered Palestine refugees in Jordan, Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip.
- 26.8 The Agency also provides emergency assistance to more than 1.4 million Palestine refugees in acute distress as a result of the protracted crisis in the occupied Palestinian territory and, more recently, in the Syrian Arab Republic. UNRWA will continue to provide such services, as necessary, as well as, on an exceptional and temporary basis, services to non-refugees currently displaced and in serious need of continued assistance, in accordance with its mandate.
- 26.9 With regard to the external factors, the overall plan for 2020 is based on the following planning assumptions:
- (a) There is no instability in the UNRWA fields of operation, existing protracted conflicts do not deteriorate and new conflicts do not erupt;
 - (b) UNRWA does not face increased access restrictions for humanitarian operations;
 - (c) The macroenvironment will be characterized by a continuation of the current cycle of complex emergencies;

- (d) Demand for UNRWA emergency assistance will persist, combined with a rising demand for core services;
 - (e) There is no increase in hostility towards and growing prejudice against Palestine refugees within host communities;
 - (f) The closure in Gaza does not tighten and the access and movement restrictions in the occupied Palestinian territory do not worsen;
 - (g) There is no economic downturn, at the national, regional or global level;
 - (h) UNRWA is able to raise sufficient funds;
 - (i) There are no increases in enrolled populations beyond projections based on historical trends;
 - (j) There are no rises in commodity and accommodation prices beyond projected levels;
 - (k) The infrastructure, installations and housing in the UNRWA fields of operation do not sustain damage as a result of natural or human-made humanitarian crises.
- 26.10 The Agency is almost entirely dependent on voluntary funding to implement its programmes. It has contended with chronic shortfalls and acute funding uncertainties induced by economic and political volatility. UNRWA will continue to seek the human and financial resources that it needs to sustain and improve the quality of the services it provides to refugees, while maintaining cost-conscious management and the operational flexibility required to respond to unforeseen disruptions to lives and livelihoods in Palestine refugee communities.
- 26.11 UNRWA will also continue its efforts to mainstream protection and gender into its operations, including with a view to meeting the needs of Palestine refugee children, persons with disabilities, youth and other vulnerable groups.
- 26.12 The Agency integrates a gender perspective in its operational activities, deliverables and results, as appropriate. For example, for subprogramme 2, the result reflects that women and men, girls and boys have equal access to primary health care. For subprogramme 3, the result reflects that all Palestine refugee children and youth, regardless of gender, ability, disability, socioeconomic status, health and psychosocial need, have an equal opportunity to learn in UNRWA schools and are supported in developing their full potential. For subprogramme 4, the result reflects that women are prioritized as recipients of microfinance loans.
- 26.13 With regard to cooperation with other entities, the core partnerships of the Agency date to its founding in 1949, with host governments, the United Nations Educational, Scientific and Cultural Organization and the World Health Organization. Inter-agency partners helped to establish norms for UNRWA education and health programmes and both organizations continue to furnish strategic assistance. The Agency continues to interact regularly with United Nations country teams and their member organizations to improve synergies, in particular in the area of service delivery, in keeping with the respective organizational mandates. UNRWA also maintains a number of partnerships with community-based organizations to maximize its technical capacity to deliver more effective and efficient results in key service delivery areas. The Agency will seek to ensure that community-based organizations deliver a positive outcome for refugees that are of relevance to the strategic outcomes of the medium-term strategy for 2016–2021.

Evaluation activities

- 26.14 The following self-evaluations completed in 2018 have guided the programme plan for 2020:
- (a) Self-evaluation of the equality in action – a gender initiative programme in Gaza;
 - (b) Self-evaluation of the Engaging Youth project in the Syrian Arab Republic;
 - (c) Self-evaluation of the transition to the e-card modality in the Jordan, Lebanon and West Bank fields of operation (the “food-to-cash” evaluation).

- 26.15 The findings of the self-evaluations referred to in subparagraphs 26.13 (a) and (b) above have been taken into account for the programme plan for 2020 of all subprogrammes. As a result, the subprogrammes of UNRWA will contribute to further intensifying efforts to ensure that gender equality and youth empowerment are mainstreamed through service provision as an integral part of the Agency's commitment to the welfare, human development and protection of Palestine refugees. In addition, the findings of the self-evaluation referenced in subparagraph 26.13 (c) above have been taken into account for the programme plan for 2020 of subprogramme 5, in the event that the Agency transitions from the provision of in-kind food assistance to a cash-based transfer approach in Gaza.
- 26.16 The following self-evaluations are planned for 2020:
- (a) Self-evaluation of the strategy for technical and vocational education and training;
 - (b) Self-evaluation of the infrastructure and camp improvement strategy;
 - (c) Self-evaluation of the protection strategy.

A. Proposed programme plan for 2020 and programme performance for 2018

Programme of work



Subprogramme 1

Palestine refugee rights under international law are protected and promoted

1. Objective

- 26.17 The objective, to which this subprogramme contributes, is to ensure that Palestine refugee rights under international law are protected.

2. Alignment with the Sustainable Development Goals

- 26.18 The objective is aligned with Sustainable Development Goal 5, which is to achieve gender equality and empower all women and girls. Progress towards the attainment of the objective will help to: end all forms of discrimination against women and girls; eliminate violence against women and girls; eliminate all harmful practices; and ensure women's full and effective participation and equal opportunities.
- 26.19 The objective is also aligned with Sustainable Development Goal 10, which is to reduce inequality within and among countries. Progress towards the attainment of the objective will help to empower and promote social, economic and political inclusion and to ensure equal opportunity and reduce inequalities.
- 26.20 Furthermore, the objective is also aligned with Sustainable Development Goal 17, which is to strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development. Progress towards the attainment of the objective will enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries, and encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

3. Highlighted result in 2018

Safe schools

Palestine refugee children can be exposed to various forms of violence in the home, at school, in the community or because of the context in which they live. UNRWA has sought to address violence against children throughout its installations and service provision, including through the implementation of the education reform (2011–2015) and the Agency’s child protection framework (2016). Despite those efforts, violence against children remains a concern and as such, it is being addressed as an Agency-wide priority. In 2018, UNRWA focused on a comprehensive initiative to address violence against children, comprising preventative, responsive and institutional accountability measures dedicated to the elimination of violence against children (including corporal punishment) in Agency installations and through the services provided. In that regard, an overall Agency-wide strategic framework was finalized to guide field office action plans that address violence against children and a series of products are currently being developed to support their implementation. Preventative measures included the ongoing education reform, parenting and other skills training courses and community engagement. In addition, the Agency piloted a training package to strengthen reporting, investigation and disciplinary processes. Furthermore, through the direct provision of services and/or referrals to external service providers, survivors received assistance, including medical, legal and/or psychosocial counselling and services.



*Student writing on the board at Mazar School, Beddawi Camp.
Source: UNRWA, photo by Maysoun Mustafa*

Result and evidence

The deliverables contributed to the result, which is strengthened protection of vulnerable and at-risk individuals and communities.

Evidence of the result includes an estimated 2,530 children who were less vulnerable to protection risks (including physical violence, abuse, neglect, child marriage, corporal punishment and child labour or birth registration issues) owing to support provided by UNRWA.

The result demonstrates progress made in 2018 towards the collective attainment of the objective.

- 26.21 A planned result for 2018, which is that vulnerable and at-risk individuals and communities benefit from protection responses, as referred to in the proposed programme budget for the biennium 2018–2019, was achieved, as evidenced by the 4,978 survivors of gender-based violence that were identified and assisted. In addition, the Agency reported for the first time in 2018 under the Call to Action on Protection from Gender-based Violence in Emergencies, on results achieved under the UNRWA Building Safety project, which aims to institutionalize and promote accountability for gender-based violence response, mitigation and prevention.

4. Highlighted planned result for 2020

Realizing the vision of equality for all

In 2018, UNRWA continued to mainstream protection through its programmes and services, including in the areas of education, health, relief and social services, microfinance and infrastructure and camp improvement. This included undertaking protection audits to measure the degree of compliance of those programmes with the Agency's protection principles, rolling out a variety of capacity-development initiatives and elaborating the relevant guidance, tools and approaches.

Challenge and response

The challenge is related to the promotion of gender equality, disability inclusion and child-sensitive programming within a humanitarian context.

In response, for 2020, the subprogramme will focus on the elimination of gender-based violence and violence against children and serving the needs of persons with disabilities through UNRWA health, education, relief and emergency programming. The Agency's protection mainstreaming approach will, for example, ensure that survivors of gender-based violence are identified and assisted; women and persons with disabilities are prioritized as recipients of microfinance loans; female vendors are actively encouraged to submit bids for camp improvement construction initiatives; and child protection is central to UNRWA service provision in the areas of health, education, and relief and social services. Protection mainstreaming efforts will also be furthered through the continuation of protection training for 3,000 Agency staff members, strengthening the protection response, especially with regard to front-line service delivery.

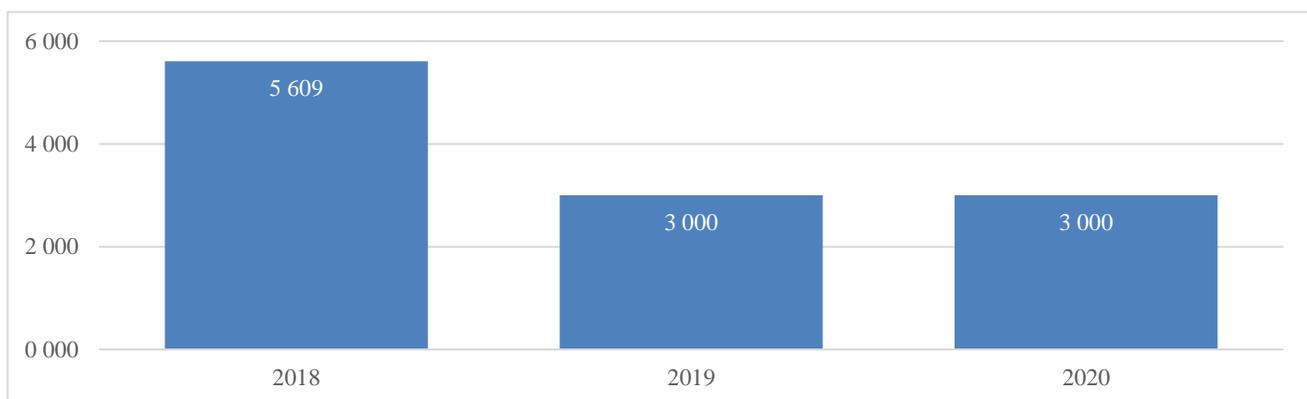
Result and evidence

The planned deliverables are expected to contribute to the result, which is increased protection of survivors of gender-based violence, women, children and persons with disabilities.

Evidence of the result, if achieved, will include the number of front-line UNRWA that are better able to address incorporate gender-based violence, violence against children and the needs of persons with disabilities for Palestine refugees.

The result, if achieved, will demonstrate progress made in 2020 towards the collective attainment of the objective.

Performance measures: actual and planned number of UNRWA staff trained in protection



- 26.22 The subprogramme will continue to be guided by all mandates entrusted to it, which provide the legislative framework for its deliverables.

5. Deliverables for 2020

26.23 Table 26.1 lists all deliverables, by category and subcategory, planned for 2020 that are expected to contribute to the attainment of the objective stated above.

Table 26.1

Subprogramme 1: deliverables for 2020, by category and subcategory

Non-quantified deliverables

C. Substantive deliverables

Direct humanitarian and/or development-related service delivery



Subprogramme 2

Palestine refugee health is protected and the disease burden is reduced

1. Objective

- 26.24 The objective, to which this subprogramme contributes, is to ensure that Palestine refugee health is protected and the disease burden is reduced.

2. Alignment with the Sustainable Development Goals

- 26.25 The objective is aligned with Sustainable Development Goal 3, which is to ensure healthy lives and promote well-being for all at all ages. Progress towards the attainment of the objective will help to reduce maternal mortality, end preventable deaths of newborns and children under 5 years of age, reduce premature mortality from non-communicable diseases and achieve universal health coverage, including access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.
- 26.26 The objective is also aligned with Sustainable Development Goal 17, which is to strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development. Progress towards the attainment of the objective will enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries, and encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

3. Highlighted result in 2018

Health services: a commitment to Palestine refugees

In 2018, UNRWA doctors provided 8.4 million primary health-care consultations to Palestine refugees. Conceived as part of a comprehensive strategic reform of the Agency's health programme, e-health^a is a patient-centred, web-based application that allows UNRWA to generate electronic medical records with a view to realizing paperless clinics. E-health medical records utilize the International Statistical Classification of Diseases and Related Health Problems (ICD), the foundation for the identification of health trends and statistics globally and the international standard for reporting diseases and health conditions. ICD defines the universe of diseases, disorders, injuries and other related health conditions, listing them in a comprehensive, hierarchical fashion, and translating the diagnoses of diseases and other health problems from words into an alphanumeric code, which permits easy storage, retrieval and analysis of data.



*A child undertaking a general check-up at an UNRWA health centre in Gaza.
Source: UNRWA, photo by Khalil Adwan*

Through the e-health programme, Agency health centre staff are able to easily collect, store, retrieve, communicate and compare patient data. The programme has been fully rolled out across Jordan, Lebanon, Gaza and the West Bank with progressive roll-out in the Syrian Arab Republic as security conditions allow. In total, 129 out of 144 UNRWA health centres operate under this new system.

Result and evidence

The deliverables contributed to the result, which is enhanced quality and cost-effectiveness of the Agency health services provided to Palestine refugees.

Evidence of the result includes longer doctor/patient consultations and reduced waiting times attributable to a reduced number of medical consultations and the provision of more accurate medical advice owing to the ease of retrieval of patient medical histories.

The result demonstrates progress made in 2018 towards the collective attainment of the objective.

^a E-health was part of a wider strategic reform of UNRWA health programming that centred on the introduction of the family health team approach, a person-centred primary health-care package focusing on the provision of comprehensive and holistic care for the entire family, emphasizing long-term provider-patient/family relationships and designed to improve the quality, efficiency and effectiveness of health services, especially for non-communicable diseases. The family health team approach has contributed to improving the quality of primary health-care provision through the more efficient distribution of duties among medical staff, reducing workloads and increasing consultation times.

- 26.27 A planned result for 2018, which is a people-centred primary health-care system using the family health team model, as referred to in the proposed programme budget for the biennium 2018–2019, was achieved, as evidenced by the fact that zero outbreaks of vaccine-preventable disease covered by the Expanded Programme of Immunization were recorded across the five geographic fields of UNRWA operation in 2018. In coordination with the Expanded Programme of Immunization, high levels of immunization coverage across the fields of the UNRWA operation help to ensure that outbreaks of vaccine-preventable diseases are prevented.¹ Evidence of the result also includes the 422,356 children under 5 years of age who received treatment at Agency health centres. Of those, 105,000 were newly registered infants. In 2018, immunization coverage for 12- and 18-month-old children registered with UNRWA was 99.5 per cent and 99.0 per cent, respectively, coverage that continued to be above the World Health Organization immunization target of 95.0 per cent. Factors contributing to the Agency's success in immunization coverage include a consistent supply of essential vaccines and a well-established appointment scheduling system, complemented by continuous follow-up to ensure that those who default on their appointments can be brought under the programme.

4. Highlighted planned result for 2020

Caring for a healthy future

In 2018, UNRWA extended primary health-care services through 144 health centres in Jordan, Lebanon, the Syrian Arab Republic, Gaza and the West Bank. In this regard, more than 8.4 million primary health care consultations were provided during the year. Since its inception in 1949, UNRWA has contributed to considerable health gains for this vulnerable population, particularly in the areas of maternal and child health and communicable and infectious diseases.

¹ Diseases targeted by the Expanded Programme of Immunization include diphtheria, whooping cough, tetanus, measles, poliomyelitis and tuberculosis.

Challenge and response

While Palestine refugees are now living longer, the challenge is that they also suffer from the same lifestyle-related diseases seen in ageing populations worldwide, including non-communicable diseases. The prevalence of diseases, such as diabetes mellitus, hypertension and cardiovascular and chronic respiratory diseases, is increasing among Palestine refugees to the point where they are a primary cause of death across all Agency fields of operation. Accounting for those outcomes are an ageing population and sedentary and unhealthy lifestyles. Refugees, especially Palestinian refugees from the Syrian Arab Republic in Lebanon and Jordan, are particularly vulnerable to non-communicable diseases, as many families fled violence with limited resources and endure conditions of prolonged displacement and deepening poverty, and thus struggle to pursue healthy lifestyles and gain access to adequate care.

In response, for 2020, with regard to the prevention and treatment of non-communicable diseases, the UNRWA “at-risk” approach will, in addition to passively detecting cases, focus on screening, as it is important to detect early to prevent or delay their onset.

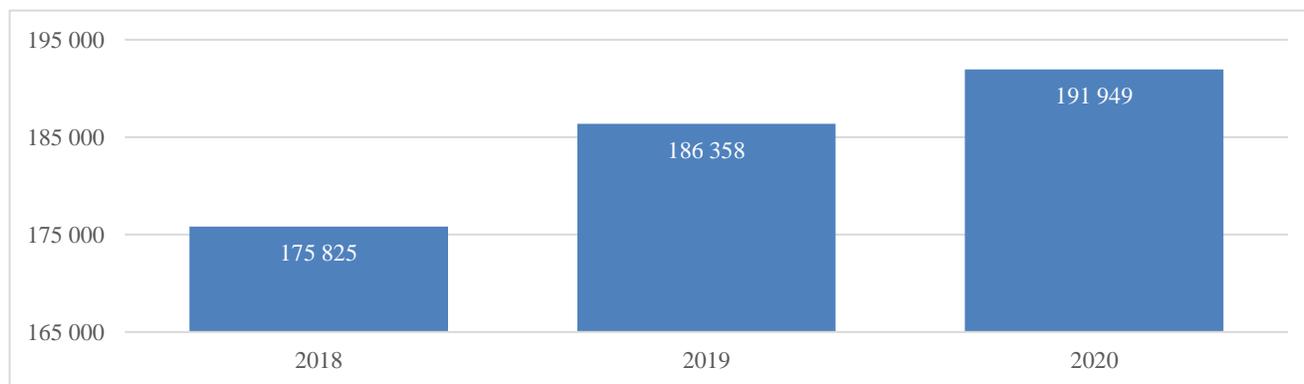
Result and evidence

The planned deliverables are expected to contribute to the result, which is the strengthened protection of Palestine refugees aged 40 years and above from disease and disability, improving their health status across the five geographic fields of Agency operations.

Evidence of the result, if achieved, will include 191,949 Palestine refugees aged 40 years and above that have been screened for diabetes mellitus, as shown in the figure.

The result, if achieved, will demonstrate progress made in 2020 towards the collective attainment of the objective.

Performance measures: number of Palestine refugees aged 40 years and above screened for diabetes mellitus



26.28 The subprogramme will continue to be guided by all mandates entrusted to it, which provide the legislative framework for its deliverables.

5. Deliverables for 2020

26.29 Table 26.2 lists all deliverables, by category and subcategory, planned for 2020 that are expected to contribute to the attainment of the objective stated above.

Table 26.2

Subprogramme 2: deliverables for 2020, by category and subcategory

Non-quantified deliverables

C. Substantive deliverables

Direct humanitarian and/or development-related service delivery



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

1. Objective

- 26.30 The objective, to which this subprogramme contributes, is to ensure that school-aged children complete quality, equitable and inclusive basic education.

2. Alignment with the Sustainable Development Goals

- 26.31 The objective is aligned with Sustainable Development Goal 4, which is to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. Progress towards the attainment of the objective will help to ensure that all girls and boys complete free, equitable and quality primary and secondary education and build and upgrade education facilities that are child, disability and gender sensitive and provide safe, nonviolent, inclusive and effective learning environments for all.
- 26.32 The objective is also aligned with Sustainable Development Goal 17, which is to strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development. Progress towards the attainment of the objective will enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries; and encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

3. Highlighted result in 2018

Education for all

During the 2017/2018 school year, UNRWA provided 526,646 Palestine refugee children and youth with quality, equitable and inclusive education at 711 elementary and preparatory schools across the five geographic fields of Agency operation. During this period, UNRWA was able to ensure a continued focus on embedding, sustaining and enriching the policies, strategies and practices associated with the education reform.^a

During the 2017/2018 school year, the Agency's educational system continued to act as a valuable lifeline for many students living under extremely difficult conditions, as typified by the operating environment in the Syrian Arab Republic. In this field of operation, pre-conflict enrolment levels stood at some 67,000 Palestine refugee children and youth, a figure that decreased to under 22,000 in February 2013. Progressively, with much targeted support, Palestine refugee student enrolment in the Syrian Arab Republic



Students attend class at Hatein school in Husseiniyeh, Syrian Arab Republic. Source: UNRWA, photo by Taghrid Mohammad

recovered to almost 48,000 in 2017/2018. The UNRWA “education in emergencies” approach ensured that the most vulnerable children and youth were given appropriate support to be able to continue their studies. In that regard, students were provided with psychosocial support, safe learning spaces, catch-up classes and structured recreational activities. In addition, the Agency engaged local communities, parent-teacher associations and mukhtars (community leaders) in supporting children’s education. Finally, a joint campaign of the education ministry, UNRWA and the community assisted in returning back to school students who had dropped out.

Result and evidence

The deliverables contributed to the result, which is an increased school enrolment of Palestine refugee students in the Syrian Arab Republic.

Evidence of the result includes the number of Palestine refugee students enrolled in the Syrian Arab Republic at the start of the 2018/2019 school year, which stood at almost 50,000, compared with 47,600 in 2017/2018.

The result demonstrates progress made in 2018 towards the collective attainment of the objective.

^a Implemented during the period 2011 through 2015, the education reform was designed to meet the needs of the twenty-first century for innovative, critical and creative thinkers, addressing the needs of the UNRWA education programme in an integrated way, incorporating teacher professional development, curriculum, student assessment, inclusive education, technical and vocational education, research and data.

- 26.33 A planned result for 2018, which is that inclusive access to basic education is ensured, as referred to in the proposed programme budget for the biennium 2018–2019, was achieved, as evidenced by the Agency-wide repetition rate in basic education (elementary) where, against a planned rate of 2.59, the actual rate was 1.04, reflecting the strong impact of the education reform throughout UNRWA.

4. Highlighted planned result for 2020

Learning side by side: inclusive education

Across all fields of UNRWA operation, the Agency seeks to strengthen inclusive education to ensure that all Palestine refugee children and youth, regardless of gender, ability, disability socioeconomic status, health, and psychosocial need, have an equal opportunity for learning in UNRWA schools and are supported in developing their full potential.

Challenge and response

Although Agency-wide improvements have been recorded in relation to inclusive education, the challenge was that work remains to be done in further supporting students identified as having a disability. In this regard, for the 2017/2018 school year, at the half-way point of the biennial cycle, 37.7 per cent of the students identified as having a disability received support, which was below the target of 42 per cent for the biennium 2018–2019.

In response, for 2020, the Agency will focus on the extension of support to school counsellors, educators and other relevant personnel while strengthening cross-cutting and cross-sectional links to the work of other relevant UNRWA programmes in support of inclusive education; the enhancement of screening techniques to detect students that would benefit from further assistance; and the implementation of stronger monitoring and data-collection methodologies to ensure that the UNRWA educational system is more inclusive.

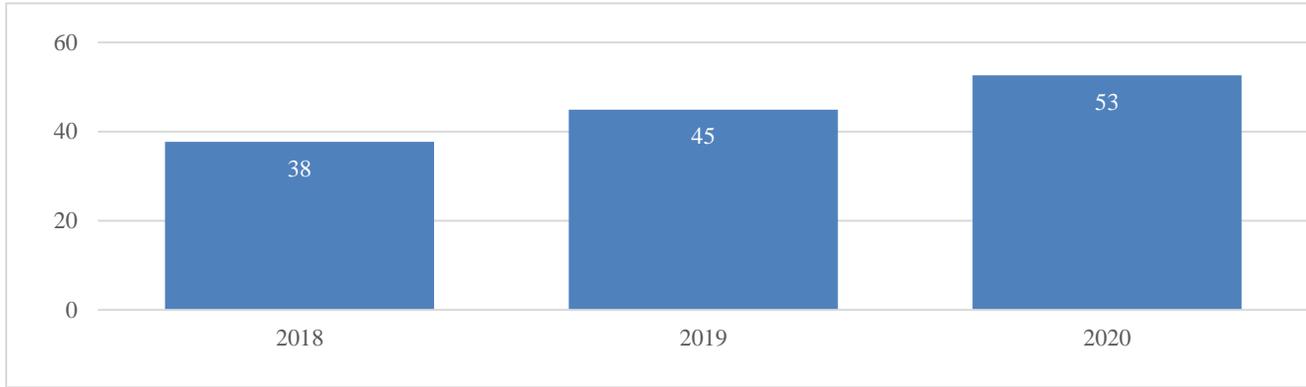
Result and evidence

The planned deliverables are expected to contribute to the result, which is improved access to education for students with disabilities.

Evidence of the result, if achieved, will include an increase in the percentage (from 37.7 per cent in 2018 to 52.6 per cent in 2020) of students identified as having disabilities who receive appropriate support in 2020, as shown in the figure.

The result, if achieved, will demonstrate progress made in 2020 towards the collective attainment of the objective.

Performance measures: percentage of students identified as having a disability who receive support



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- 26.34 The subprogramme will continue to be guided by all mandates entrusted to it, which provide the legislative framework for its deliverables.

5. Deliverables for 2020

- 26.35 Table 26.3 lists all deliverables, by category and subcategory, planned for 2020 that are expected to contribute to the attainment of the objective stated above.

Table 26.3

Subprogramme 3: deliverables for 2020, by category and subcategory

Non-quantified deliverables

C. Substantive deliverables

Direct humanitarian and/or development-related service delivery



Subprogramme 4 Palestine refugee capabilities are strengthened for increased livelihood opportunities

1. Objective

26.36 The objective, to which this subprogramme contributes, is to ensure that Palestine refugee capabilities are strengthened for increased livelihood opportunities.

2. Alignment with the Sustainable Development Goals

26.37 The objective is aligned with Sustainable Development Goal 1, which is to end poverty in all its forms everywhere. Progress towards the attainment of the objective will help to reduce at least by half the proportion of men, women and children of all ages living in poverty in all its dimensions.

26.38 The objective is also aligned with Sustainable Development Goal 4, which is to ensure inclusive and equitable quality education and promote lifelong learning opportunities for all. Progress towards the attainment of the objective will help to ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university, and to increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

26.39 Furthermore, the objective is also aligned with Sustainable Development Goal 8, which is to promote inclusive and sustainable economic growth, employment and decent work for all. Progress towards the attainment of the objective will help to promote decent job creation and entrepreneurship and encourage the formalization and growth of microenterprises, promote productive employment and reduce the proportion of youth not in employment, education or training.

26.40 Finally, the objective is also aligned with Sustainable Development Goal 17, which is to strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development. Progress towards the attainment of the objective will help to enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries; and to encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

3. Highlighted result in 2018

Microfinance: empowering the future

In 2018, the UNRWA microfinance programme continued to extend sustainable income-generating and asset-building opportunities for Palestine refugees and other vulnerable and marginalized groups. The programme extended loans and complementary financial services to households, entrepreneurs and small-business owners. These investments created and sustained employment, reduced poverty and empowered clients, particularly women and youth.

Rasha Sakha stands as an accomplished example of self-empowerment achieved with the help of UNRWA microfinance programming in the West Bank. In 2008, Rasha started a handicrafts business with a microfinance loan from the Agency. With an initial working capital of \$5,700, 10 years later her business had an accumulated capital of \$12,000, generating a monthly income of \$250, which supports Rasha's family of four.



Rasha Sakha at her workshop in Sebasta, Nablus. Source: UNRWA

Result and evidence

The deliverable contributed to the result, which is increased refugee access to microfinance loans.

Evidence of the result includes the 16,061 poor and marginalized women who received microfinance. In addition, a series of 2018 client surveys conducted by the Agency demonstrated a high level of client satisfaction with UNRWA microfinance products and services.

The result demonstrates progress made in 2018 towards the collective attainment of the objective.

- 26.41 A planned result for 2018, which is that refugees have improved access to livelihood opportunities, as referred to in the proposed programme budget for the biennium 2018–2019, was partially achieved, as evidenced by the number of clients accessing financial services (including marginalized groups), which was 38,103 for 2018, compared with a target of 56,000 for the biennium, owing to such external factors as the closure, an energy crisis and skyrocketing unemployment in Gaza, economic limitations in the West Bank and Jordan and the ongoing conflict in the Syrian Arab Republic, which collectively served to negatively affect the overall financial risk environment and thus loan feasibility.

4. Highlighted planned result for 2020

Microfinance: client-focused interventions

The benefits associated with UNRWA microfinance programming include access to loan products for Palestine refugees and other vulnerable and marginalized groups that do not normally conduct business with banks given that, generally speaking, they possess few assets for use as collateral; better loan repayment rates that assist in empowering recipients to draw themselves out of poverty; supporting education, as families receiving microloans are less likely to pull their children out of school for economic reasons (in support of the family unit); sustainability through beneficiary self-reliance; and the creation of employment opportunities that benefit the local economy.

In 2018, the number of UNRWA clients receiving microfinance loans (including marginalized groups) stood at 38,646, below the target of 56,000, and the total number of micro-entrepreneurs with loans was 19,678, also below the target of 19,100.

Challenge and response

The challenge is the difficult operating environment across Jordan, the Syrian Arab Republic, Gaza and the West Bank, which is expected to continue into 2020.

In response, for 2020, the Agency’s microfinance programme will improve loan conditions, enlarge its geographical coverage (with the opening of four new branch offices in the West Bank and Jordan) and strengthen client protections in order to further assist Palestine refugee, vulnerable and marginalized clients. In addition, UNRWA will continue to prioritize women and youth as loan recipients, given their more limited employment opportunities. In that regard, the Agency will work with women and young people given that access to credit and loans is a powerful tool to help create new opportunities for entrepreneurship and self-employment.

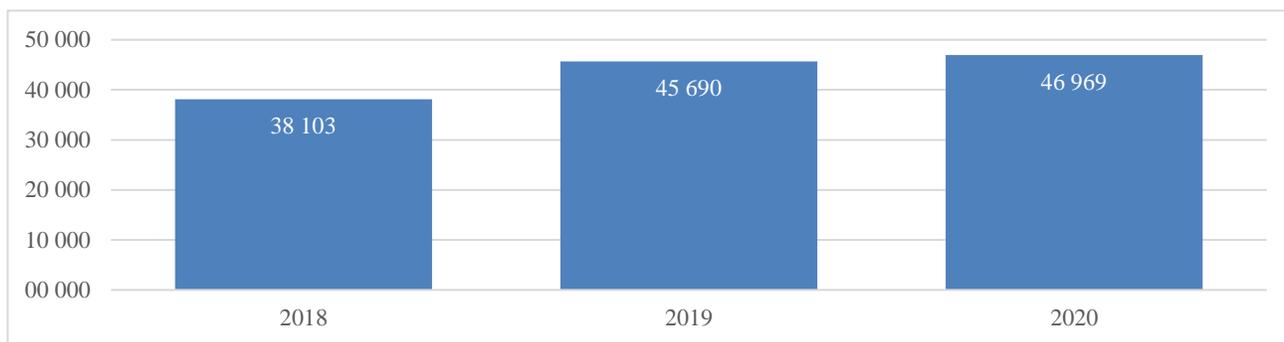
Result and evidence

The planned deliverables are expected to contribute to the result, which is to increase access to microcredit to help clients make the move from poverty and aid dependence to self-reliance.

Evidence of the result, if achieved, will include an increased number of clients, including those in marginalized groups, who receive microfinance services, as shown in the figure.

The result, if achieved, will demonstrate progress made in 2020 towards the collective attainment of the objective.

Performance measures: number of clients receiving financial services (including marginalized groups)



26.42 The subprogramme will continue to be guided by all mandates entrusted to it, which provide the legislative framework for its deliverables.

5. Deliverables for 2020

26.43 Table 26.4 lists all deliverables, by category and subcategory, planned for 2020 that are expected to contribute to the attainment of the objective stated above.

Table 26.4

Subprogramme 4: deliverables for 2020, by category and subcategory

Non-quantified deliverables

C. Substantive deliverables

Direct humanitarian and/or development-related service delivery



Subprogramme 5

Palestine refugees are able to meet their basic human needs of food, shelter and environmental health

1. Objective

- 26.44 The objective, to which this subprogramme contributes, is to ensure that Palestine refugees are able to meet their basic human needs of food, shelter and environmental health.

2. Alignment with the Sustainable Development Goals

- 26.45 The objective is aligned with Sustainable Development Goal 1, which is to end poverty in all its forms everywhere. Progress towards the attainment of the objective will help to eradicate extreme poverty.
- 26.46 The objective is also aligned with Sustainable Development Goal 2, which is to end hunger, achieve food security and improved nutrition and promote sustainable agriculture. Progress towards the attainment of the objective will help to end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round, and to end all forms of malnutrition.
- 26.47 Furthermore, the objective is also aligned with Sustainable Development Goal 6, which is to ensure availability and sustainable management of water and sanitation for all. Progress towards the attainment of the objective will help to achieve universal and equitable access to safe and affordable drinking water and access to adequate and equitable sanitation.
- 26.48 Finally, the objective is also aligned with Sustainable Development Goal 17, which is to strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development. Progress towards the attainment of the objective will help to enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries; and to encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships.

3. Highlighted result in 2018

Infrastructure and camp improvement: building dignity

Standards of living and socioeconomic development cannot be separated from the living conditions of Palestine refugees – the quality of the physical camp environment has a direct bearing on the quality of everyday life. As each Palestine refugee camp is unique, UNRWA tailors camp improvement and shelter rehabilitation plans to the needs of camp residents. In addition, the Agency rehabilitates public spaces, schools and health clinics. Recognizing the special needs of persons with disabilities, UNRWA also works to make roads and pathways accessible. Because of limited funding, UNRWA prioritizes the rehabilitation of the most critically substandard shelters of the most vulnerable Palestine refugees.



Rehabilitated shelter in Rashidieh Camp, Lebanon. Source: UNRWA

In its 2018 interventions, UNRWA prioritized families classified as (or eligible to be classified as) recipients of its social safety net programme through a two-stage assessment process that evaluated their socioeconomic conditions, physical safety and environmental health issues related to the structures they inhabited. In addition, the subprogramme continued to promote the self-help approach, in which families were engaged directly in the rehabilitation of their own homes, thereby enhancing ownership. A means of addressing limited financial resources, the self-help approach, in which beneficiaries are encouraged to voluntarily contribute additional resources for home improvement, accounted for a cost reduction of approximately 10 per cent in the rehabilitation of each structure. In 2018, that approach was used for the majority of rehabilitated shelters. The infrastructure and camp improvement programme provides for household privacy and dignity to be considered in the design and development of shelter, with family unity, respect for cultural considerations and protection also primary considerations.

In 2018, substandard shelters were rehabilitated for over 1,138 families out of an estimated 42,000 shelters in need of rehabilitation (excluding the Syrian Arab Republic) and 11,800 shelters planned for rehabilitation in 2018. Demonstrating the impact of shelter rehabilitation interventions, over the past 16 years, Mrs. Amjad had lived with seven family members in a two-room tin roof shelter in Husn Refugee Camp. The food preparation area and general sanitary conditions were unhygienic, as the temporary flooring allowed rats to enter the house at will. Her family was often sick and suffered throughout the long winter and summer months, as the shelter was not protected against the elements. In 2018, after Mrs. Amjad had been on the waiting list for several years, the Agency was able to assist in the rehabilitation of her home. Her home has been expanded to a three-bedroom dwelling that is insulated and watertight, and the family members are now able to live in dignity while turning their minds to the future.

Result and evidence

The deliverables contributed to the result, which is an improvement of living conditions for poor refugees.

Evidence of the result includes the rehabilitation of shelters for 1,138 poor refugee families, or approximately 10 per cent of shelters targeted for rehabilitation in 2018.

The result demonstrates progress made in 2018 towards the collective attainment of the objective.

- 26.49 A planned result for 2018, which is that abjectly poor refugees are better able to meet their food needs, as referred to in the proposed programme budget for 2018–2019, was partially achieved, as evidenced by the percentage of the abject poverty gap that is bridged through UNRWA social transfers, which, although lower than the target of 20 per cent, reached 16.76 per cent.

4. Highlighted planned result for 2020

Expansion of the Agency's social safety net programme

In 2018, a total of 255,266 refugees received assistance under the Agency's social safety net programme.

Challenge and response

The challenge is that the planned increase in the value of assistance provided and the number of beneficiaries served did not materialize owing to the financial constraints faced by the Agency.

In response, for 2020, UNRWA will aim to mobilize sufficient resources to ensure that direct assistance for the poor and vulnerable population enrolled in the social safety net programme is equivalent to at least 20 per cent of the abject poverty line in Lebanon and Jordan. Furthermore, the Agency will seek to expand the programme to include refugees who do not have access to national assistance programmes by increasing the caseload in Lebanon to cover 50 per cent of the poor (i.e. an estimated 85,000 persons) and increasing coverage among the poorest Palestine refugees in Jordan.

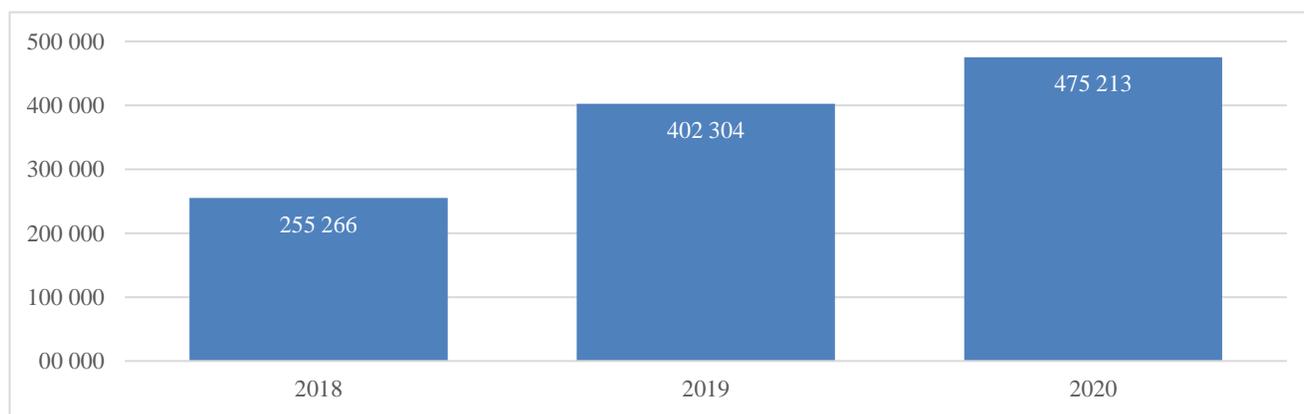
Result and evidence

The planned deliverables are expected to contribute to the result, which is direct improvement in the standard of living of targeted Palestine refugee families in Lebanon and Jordan through an increase in the amount of social transfers that they receive, while also including more beneficiaries in the programme.

Evidence of the result, if achieved, will include the percentage of the abject poverty line covered and the number of the poor and vulnerable population receiving assistance, as shown in the figure.

The result, if achieved, will demonstrate progress made in 2020 towards the collective attainment of the objective.

Performance measures: number of poor and vulnerable refugees receiving assistance



- 26.50 The subprogramme will continue to be guided by all mandates entrusted to it, which provide the legislative framework for its deliverables.

5. Deliverables for 2020

- 26.51 Table 26.5 lists all deliverables, by category and subcategory, planned for 2020 that would contribute to the attainment of the objective stated above.

Table 26.5

Subprogramme 5: deliverables for 2020, by category and subcategory

Non-quantified deliverables

C. Substantive deliverables

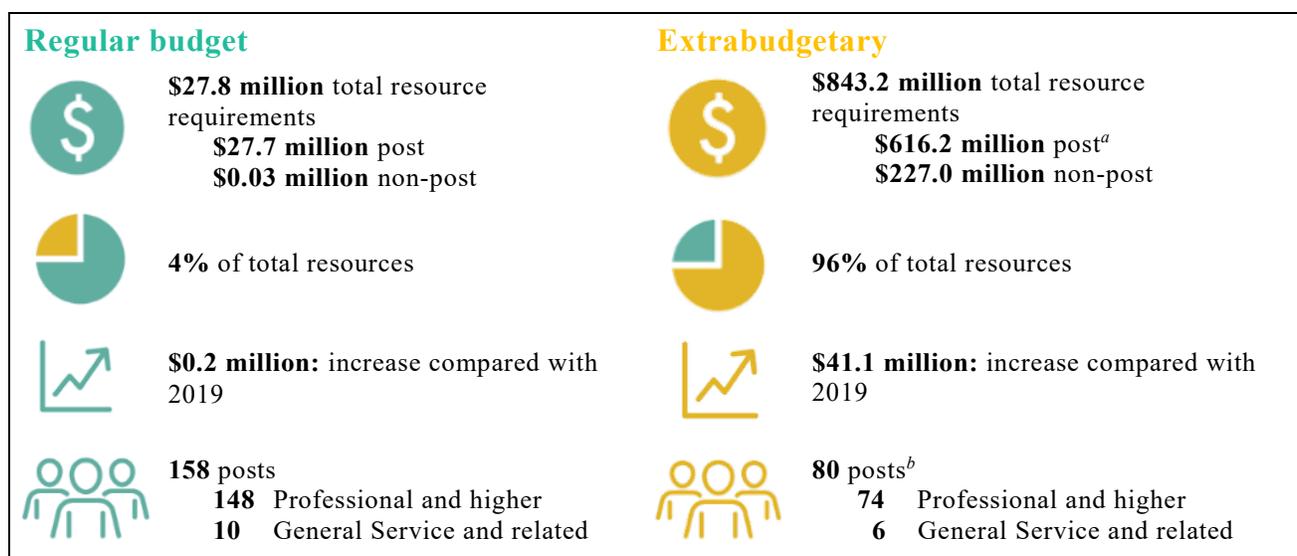
Direct humanitarian and/or development-related service delivery

B. Proposed post and non-post resource requirements for 2020

Overview

26.52 The total resource requirements for 2020, comprising the regular budget and extrabudgetary resources, are reflected in figure 26.II and table 26.6.

Figure 26.II
2020 in numbers



Note: Estimates before recosting.

^a Including UNRWA local staff numbering 29,888 funded from extrabudgetary resources.

^b Excluding local staff.

Table 26.6

Overview of financial and post resources by component and funding source

(Thousands of United States dollars/number of posts)

	Regular budget			Extrabudgetary			Total		
	2019 appropriation	2020 estimate before recosting	Variance	2019 estimate	2020 estimate	Variance	2019 estimate	2020 estimate	Variance
Financial resources									
Programme of work	27 525.4	27 762.4	237.0	802 140.0	843 228.0	41 088.0	829 665.4	870 990.4	41 325.0
Total	27 525.4	27 762.4	237.0	802 140.0	843 228.0	41 088.0	829 665.4	870 990.4	41 325.0
Post resources									
Programme of work	158	158	–	80	80	–	238	238	–
Total	158	158	–	80	80	–	238	238	–

Overview of resources for the regular budget

- 26.53 The proposed regular budget resources for 2020, including the breakdown of resource changes, as applicable, are reflected in table 26.7. Further details are provided under the respective components. The proposed resource level provides for the full, efficient and effective implementation of mandates.
- 26.54 In accordance with the 2030 Agenda for Sustainable Development, in particular target 12.6 of the Sustainable Development Goals, in which organizations are encouraged to integrate sustainability information into their reporting cycles, and in compliance with the cross-cutting mandate set out in paragraph 19 of General Assembly resolution 72/219, the Agency is integrating environmental management practices into its operations. In 2018, UNRWA implemented the following measures to reduce the environmental impact in Jordan: (a) installation of off-grid solar photovoltaic systems in five health centres; (b) installation of lights in health centres and schools, reducing electricity consumption and CO₂ emissions; (c) replacement of old air conditioners with inverter air conditioners that save electricity; (d) installation of a new cooling/heating system in the Jordan Field Office; and (e) recycling of 6.3 tonnes of waste paper. In 2020, the Agency will continue this practice.

Table 26.7

Evolution of financial resources by component and main category of expenditure

(Thousands of United States dollars)

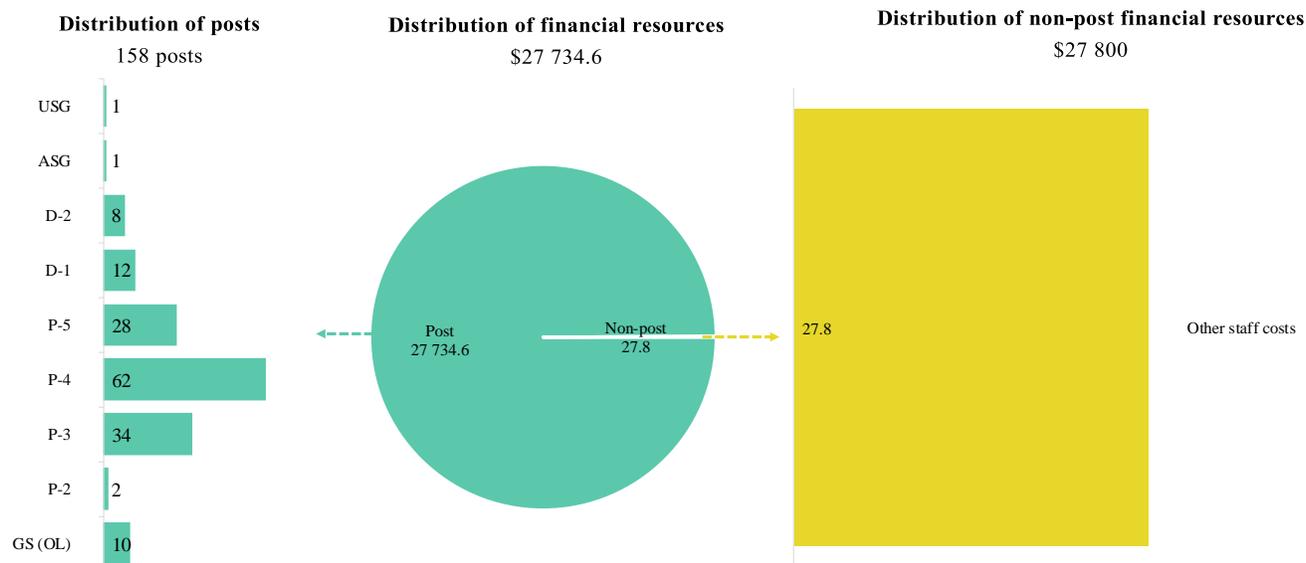
	2018 expenditure	2019 appropriation	Changes					2020 estimate before recosting	Recosting	2020 estimate after recosting
			Technical adjustments	New/ expanded mandates	Other	Total	Percentage			
Component										
Programme of work	28 457.6	27 525.4	237.0	–	–	237.0	0.9	27 762.4	1 439.4	29 201.8
Total	28 457.6	27 525.4	237.0	–	–	237.0	0.9	27 762.4	1 439.4	29 201.8
Main category of expenditure										
Post	28 457.6	27 497.6	237.0	–	–	237.0	0.9	27 734.6	1 438.9	29 173.5
Non-post	–	27.8	–	–	–	–	–	27.8	0.5	28.3
Total	28 457.6	27 525.4	237.0	–	–	237.0	0.9	27 762.4	1 439.4	29 201.8

Programme of work

- 26.55 The proposed regular budget resources for 2020 amount to \$27,762,400 and reflect a net increase of \$237,000 compared with the appropriation for 2019. Additional details are reflected in table 26.7 and figure 26.III.

Figure 26.III
Programme of work: distribution of proposed resources for 2020 (before recosting)

(Number of posts/thousands of United States dollars)



Abbreviations: ASG, Assistant Secretary-General; GS (OL), General Service (Other level); USG, Under-Secretary-General.

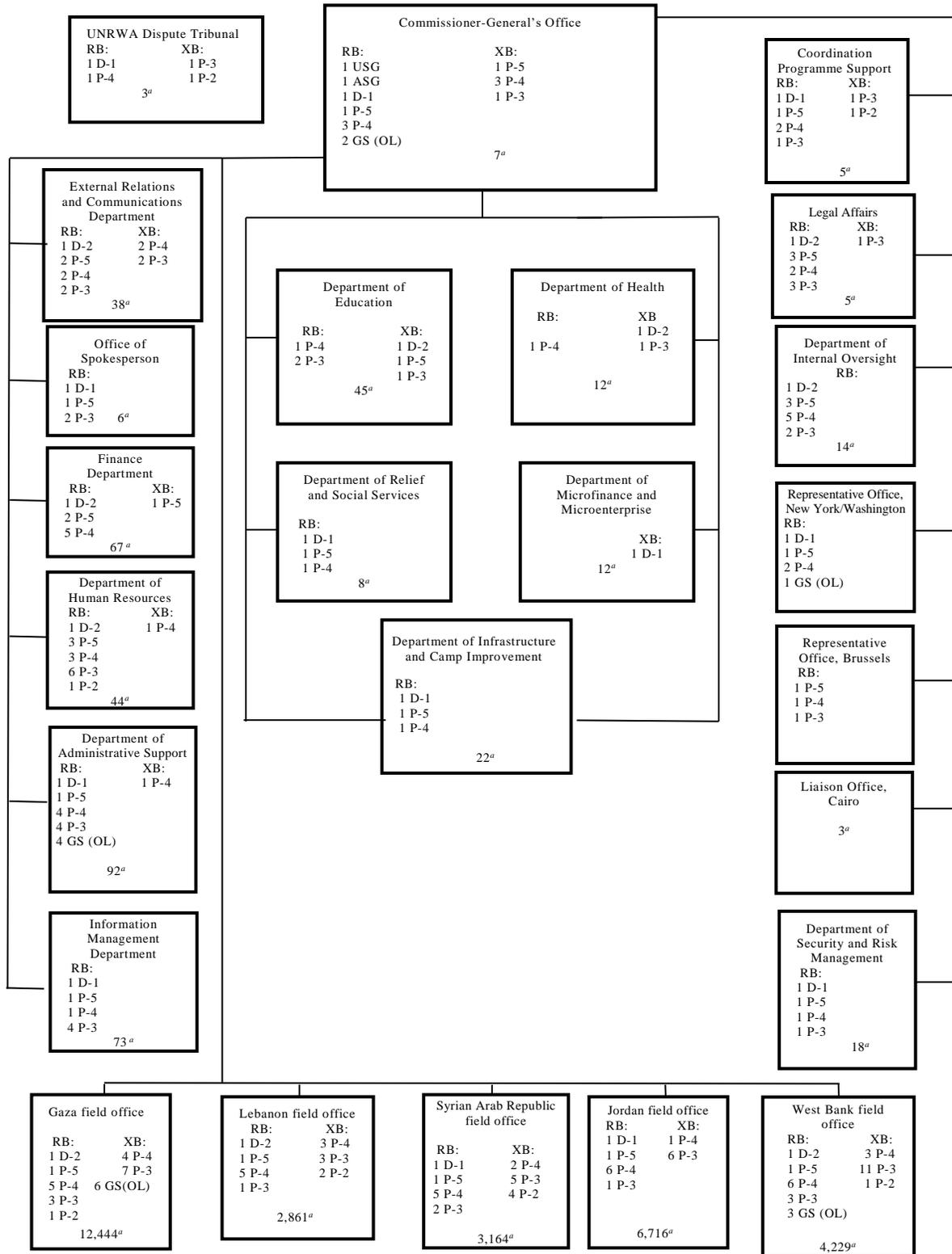
26.56 The variance of \$237,000 reflects:

Technical adjustments. The net increase of \$237,000 under post resources reflects the full cost of three new posts (1 P-5, 1 P-4 and 1 P-3) approved by the General Assembly in its resolution [72/261](#) for the biennium 2018–2019, for which a 50 per cent vacancy rate was applied.

26.57 The programme of work is supported by extrabudgetary resources, estimated at \$843,228,000, as reflected in table 26.6, which would provide for continued humanitarian support and aid to the Palestinian refugees. The increase of \$41,088,000 compared with the estimates for 2019 is attributable mainly to the increased amount of extrabudgetary resources received.

Annex I

Organizational structure and post distribution for 2020



Note: There are 80 international posts that are funded through extrabudgetary resources.
 Abbreviations: GS, General Service; OL, Other level; RB, regular budget; XB, extrabudgetary.
^a Local staffing.