

**OCCUPIED PALESTINIAN TERRITORY
RAPID RESPONSE
FOOD INSECURITY
2020**

20-RR-PSE-41231

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Resident Humanitarian Coordinator a. i.

PART I – ALLOCATION OVERVIEW

Reporting Process and Consultation Summary:

Please indicate when the After-Action Review (AAR) was conducted and who participated.

3/11/2020

Due to the COVID-19 pandemic and restriction on movement in the oPt, the CERF AAR meeting was virtually conducted on the 3 November 2020, facilitated by the UN Office for the Coordination of Humanitarian Affairs (OCHA). The meeting was attended by the reporting and programming focal point of UNRWA, the grant recipient agency.

Please confirm that the report on the use of CERF funds was discussed with the Humanitarian and/or UN Country Team (HCT/UNCT).

Yes No

The draft report was shared with the relevant in-country stakeholders, including CERF recipient agencies and cluster coordinators on the 10 December 2020, for their review before being finalized by the HC.

Please confirm that the final version of this report was shared for review with in-country stakeholders (i.e. the CERF recipient agencies and their implementing partners, cluster/sector coordinators and members and relevant government counterparts)?

Yes No

The draft report was shared with the relevant in-country stakeholders, including CERF recipient agencies and cluster coordinators.

1. STRATEGIC PRIORITIZATION

Statement by the Resident/Humanitarian Coordinator:

In 2020, CERF funding proved essential in allowing UNRWA to support humanitarian response activities in times when Palestine refugees in the occupied Palestinian territory (oPt) continued to suffer the humanitarian and protection-related consequences of the Israeli occupation, compounded by the public health and socio-economic impacts of COVID-19. CERF funding enabled UNRWA to immediately respond to urgent and critical humanitarian needs focusing on addressing the emergency food security needs of over one million vulnerable Palestinian refugees in the oPt, including women, children and people with disabilities and of which 59 per cent of the targeted households were abject poor. This funding further allowed UNRWA to continue its assistance, avoiding further deterioration in the vulnerability of the already vulnerable Palestine refugee population, especially during the pandemic. Through CERF funding, UNRWA's response, was aligned with the priorities identified by the HCT in the HRP and with the Food Security Cluster's plan, and it ultimately contributed to strengthen the overall humanitarian response in the oPt.

CERF's Added Value:

Despite sustained fundraising efforts, UNRWA emergency operations in the oPt continued to face a serious funding shortfall throughout the year, putting at risk the continuity of vital assistance to Palestine refugees. In addition to food security interventions, other essential services such as Mental Health and Psychosocial Support (MHPSS) and protection were also largely underfunded and faced disruption with negative consequences on Palestine refugees and on the stability of the oPt. There was other humanitarian actor able to fill the gap that a suspension in UNRWA's assistance would create. The relevance and criticality of the assistance provided by UNRWA is widely recognized across the Humanitarian Country Team (HCT); While the The UNRWA CERF proposal enabled UNRWA to continue operations. The prompt disbursement of CERF Rapid Response (RR) funds allowed for the timely distribution of humanitarian assistance to Palestine refugees in the oPt. UNRWA had the necessary infrastructure and distribution chain in place in Gaza and in the West Bank and could rapidly implement CERF funds to reach the targeted families.

Did CERF funds lead to a fast delivery of assistance to people in need?

Yes

Partially

No

Through the CERF RR grant, UNRWA was able to provide food security assistance to more than one million Palestine refugees across Gaza and the West Bank. In Gaza, 1,039,067 refugees received in kind food parcels, including 16,399 female headed households, 42,392 persons with disabilities, and 49,058 people above the age of 60. In the West Bank, 24,146 individuals, including 3,964 persons with disability and 133 female-headed households received emergency cash assistance provided through the Agency's e-card modality. This intervention, which provides cash to vulnerable refugees through bank debit cards, contributed to empowering beneficiaries by providing more freedom of choice and more control on managing their household expenditure. Ensuring the continued provision of this assistance was especially critical during the COVID-19 pandemic and started to constrain the access to livelihood and employment opportunities, with negative socio-economic impacts in particular for the most vulnerable. Both in Gaza and in the West Bank, UNRWA rapidly adjusted its operations to the challenges of the pandemic, to ensure that the assistance continued to be provided in conditions of safety for both staff and beneficiaries, avoiding overcrowding and minimizing transmission risks.

The prompt disbursement of CERF Rapid Response (RR) funds allowed for the timely and prompt distribution of humanitarian assistance to Palestine refugees in the oPt. UNRWA had the necessary infrastructure and distribution chain in place in Gaza and in the West Bank and could rapidly implement CERF funds to reach the targeted families.

Did CERF funds help respond to time-critical needs?

Yes

Partially

No

Due to a severe funding shortfall, the provision of food security assistance for the second quarter of 2020 for more than one million Palestine refugees in the oPt was at stake. CERF RR grant allowed for the continuation of this assistance, avoiding further deterioration in the vulnerability of Palestine refugees and preventing further instability and tension across both Gaza and the West Bank.

Did CERF improve coordination amongst the humanitarian community?

Yes

Partially

No

Whilst UNRWA CERF proposal was submitted as an exceptional request to the CERF RR window, outside of a joint CERF strategy, it enjoyed the support of the RC/HC for oPt. The relevance and criticality of the assistance provided by UNRWA is widely recognized across the Humanitarian Country Team (HCT) in the oPt; there is no other humanitarian actor able to rapidly scale up their intervention and fill the gap that a suspension in UNRWA's assistance would create. The interventions implemented by UNRWA through CERF RR funds were aligned with the priorities identified by the HCT in the HRP and with the Food Security Sector's plan, and they ultimately contributed to strengthen the overall humanitarian response in the oPt.

Did CERF funds help improve resource mobilization from other sources?

Yes

Partially

No

Despite sustained fundraising efforts, UNRWA emergency operations in the oPt continued to face a serious funding shortfall throughout the year, putting at risk the continuity of vital assistance to Palestine refugees. In addition to food security interventions, other essential services such as Mental Health and Psychosocial Support (MHPSS) and protection were also largely underfunded and may be disrupted with negative consequences on Palestine refugees and on the stability of the oPt.

Considerations of the ERC's Underfunded Priority Areas¹:

It is evident that the 2020 CERF funding enhanced the focus on the four thematic areas, and these have been adequately considered in the wider humanitarian response.

Through this CERF RR grant, UNRWA focused on ensuring the provision of essential food security assistance to Palestine refugees in Gaza and the West Bank. While some of the underfunded priority areas are not directly targeted through this intervention, the Agency ensured that the specific needs of men, women, girls and boys, were identified and addressed during the implementation of food security interventions.

In Gaza, the food assistance provided by UNRWA on a quarterly basis supports Palestine refugees to cope with the effects of fourteen years of blockade, chronic poverty, a deteriorated socio-economic situation and exhausted infrastructure. During the period of implementation, 603,861 Palestine refugees (117,441 families) were living below the abject-poverty line, while 435,206 Palestine refugees (91,835 families) were living between the abject poverty line and the absolute poverty line.²

¹ In January 2019, the Emergency Relief Coordinator identified four priority areas as often underfunded and lacking appropriate consideration and visibility when funding is allocated to humanitarian action. The ERC therefore recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and HCTs/UNCTs when prioritizing life-saving needs for inclusion in CERF requests. These areas are: (1) support for women and girls, including tackling gender-based violence, reproductive health and empowerment; (2) programmes targeting disabled people; (3) education in protracted crises; and (4) other aspects of protection. While CERF remains needs based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the questions and answers on the ERC four priority areas [here](#).

² Abject poor category refers to those living on less than US\$ 1.74 per person per day, while absolute poor category refers to those living under US\$ 3.87 per person per day.

Through CERF funds, UNRWA provided food aid in Gaza to 1,039,067 refugees (518,096 female and 520,971 male) including 16,399 female headed households, 42,392 persons with disabilities, and 49,058 people above the age of 60. In the West Bank, 24,146 abject poor refugees, including 12,400 men, 11,746 women and 3,964 persons with disabilities received emergency cash assistance.

This was ensured by utilising the poverty assessment survey (PAS) using UNRWA's Proxy Means Test Formula (PMTF), conducted through home visits by UNRWA relief workers. This system captures essential household characteristics such as age, gender, housing conditions, household compositions, asset ownership and employment status. It also takes into account more vulnerable populations that may not be able to access emergency food assistance through regular channels, such as wives in polygamous marriages and divorced, separated or abandoned women.

a. Women and girls, including gender-based violence, reproductive health and empowerment

In Gaza, UNRWA made sure that food assistance distribution takes into consideration specific vulnerability concerns; adjusted procedures were adopted to ensure access to assistance to vulnerable groups including specific cases of wives from polygamous marriage, divorced women and separated or abandoned women.

A follow up system was also put in place to identify families who may not be receiving their assistance, and/or follow up on specific concerns and potential protection cases.

In the West Bank, the post distribution monitoring system in place has shown that women are more likely to be responsible for managing expenditures inside the family. The provision of cash assistance can contribute to their decision making and freedom of choice to procure the necessary items for their families.

b. Programmes targeting persons with disabilities

Under this funding window, UNRWA's intervention did not focus specifically on persons with disability but considered disability as part of a larger vulnerability-based beneficiary targeting criteria. 42,392 people with disabilities received assistance in Gaza and 3,964 in the West Bank.

In Gaza, to facilitate people with disabilities' access to food assistance, a delegation system was in place to enable these beneficiaries to appoint one of their family members to receive the food assistance on their behalf. In the West Bank, UNRWA, in coordination with the service provider has ensured proper access of persons with disabilities to the ATMs for the collection of cash. If necessary, the option of delegation is also available in the West Bank.

c. Education in protracted crises

N/A

d. Other aspects of protection

UNRWA prioritised protection mainstreaming by incorporating protection principles and promoting meaningful access, safety and dignity in food distributions. UNRWA programming and service delivery prevent and minimize as much as possible any unintended negative effects of the Agency's interventions, to avoid an increase in people's vulnerability and unintended exposure to both physical and psychosocial risks. In addition, UNRWA arranges for people's access to assistance and pays special attention to individuals and groups who may be particularly vulnerable or have difficulty accessing assistance and services.

Table 1: Allocation Overview (US\$)

Total amount required for the humanitarian response	119,054,106
CERF	22,293,277
Country-Based Pooled Fund (if applicable)	N/A
Other (bilateral/multilateral)	67,333,606
Total funding received for the humanitarian response (by source above)	89,626,883

Table 2: CERF Emergency Funding by Project and Sector (US\$)

Agency	Project code	Cluster/Sector	Amount
UNRWA	20-RR-RWA-003	Food Security - Food Assistance	22,293,277
Total			22,293,277

Table 3: Breakdown of CERF Funds by Type of Implementation Modality (US\$)

Total funds implemented directly by UN agencies including procurement of relief goods	22,293,277
Funds sub-granted to government partners*	0
Funds sub-granted to international NGOs partners*	0
Funds sub-granted to national NGOs partners*	0
Funds sub-granted to Red Cross/Red Crescent partners*	0
Total funds transferred to implementing partners (IP)*	0
Total	22,293,277

* Figures reported in table 3 are based on the project reports (part II, sections 1) and should be consistent with the sub-grants overview in the annex.

2. OPERATIONAL PRIORITIZATION:

Overview of the Humanitarian Situation:

Throughout 2020, Palestine refugees in the occupied Palestinian territory (oPt) continued to suffer from the protracted protection crisis and consequences of the Israeli occupation and pandemic. In Gaza, the blockade continued to push Palestine refugees into deeper poverty, suppressing employment and other economic opportunities and limiting movements of people and goods. The unemployment rate stood at 45.5 per cent during the first quarter of 2020,³ one of the highest rates worldwide. Many Palestine refugees remained dependent on the assistance provided by UNRWA to meet their basic needs. The security situation remained volatile, with recurrent cycles of violence, hostilities and increased tensions around the Israeli announcements of annexation in the West Bank. However, on 24 August 2020, the first cases of local transmission were reported in Gaza; following that, the number of cases has rose rapidly.

In the West Bank, Palestine refugees continued to experience protection concerns and difficult socio-economic conditions due to the Israeli military occupation. In 2020, the situation was further compounded by the outbreak of the COVID-19 pandemic, which increased the burden on an already overstretched health system. Thanks to the strict quarantine measures imposed by the authorities for persons coming into Gaza from Israel and Egypt, the number of COVID-19 cases remained low until August. During 2020, tensions increased following the release of the “Deal of the Century” and the announcement of plans by the Government of Israel to annex parts of the West Bank. Israeli Security Forces (ISF) operations in Palestine refugee camps continued, often involving the use of live ammunition and tear gas, resulting in casualties, property destruction and longer-term psychosocial consequences. Demolition and confiscation of Palestinian home and properties, as well as the continued expansion of Israeli settlements, were also a cause for concern. The difficult socio-economic conditions faced by Palestine refugees in the West Bank were exacerbated by the impact of the lockdowns and movement restrictions imposed to contain the virus. A steady increase in COVID-19 cases was been reported in the West Bank in the latter half of the year, further straining the public health system and leading to further deterioration in socio-economic conditions. In this context, UNRWA who provides life-saving humanitarian assistance to more than 1.4. million Palestine faced critical funding shortfalls and threat of cessation of services.

Operational Use of the CERF Allocation and Results:

Through the CERF RR grant, UNRWA was able to provide food security assistance to more than one million Palestine refugees across Gaza and the West Bank. In Gaza, 1,039,067 refugees received in kind food parcels, including 16,399 female headed households, 42,392 persons with disabilities, and 49,058 people above the age of 60. In the West Bank, 24,146 individuals, including 3,964 persons with disability and 133 female-headed households received emergency cash assistance provided through the Agency’s e-card modality. This intervention, which provides cash to vulnerable refugees through bank debit cards, contributed to empowering beneficiaries by providing more freedom of choice and more control on managing their household expenditure. Ensuring the continued provision of this assistance was especially critical during the COVID-19 pandemic and started to constrain the access to livelihood and employment opportunities, with negative socio-economic impacts in particular for the most vulnerable. Both in Gaza and in the West Bank, UNRWA rapidly adjusted its operations to the challenges of the pandemic, to ensure that the assistance continued to be provided in conditions of safety for both staff and beneficiaries, avoiding overcrowding and minimizing transmission risks. UNRWA’s interventions implemented through CERF funding contribution are among the modalities listed within the Food Security sector plan included in the 2020 HRP (food commodities and unconditional cash assistance); through these actions, UNRWA contributed to the overall sector’s goal of reinforcing the food security of vulnerable Palestine refugees in Gaza and the West Bank and enhancing family resilience.

Palestine refugees eligible for the emergency food assistance are identified through the Agency’s Poverty Assessment Survey (PAS), conducted by UNRWA relief workers through home visits to each household.

³ Palestinian Central Bureau of Statistics (Q1, 2020). http://www.pcbs.gov.ps/portals/_pcbs/PressRelease/Press_En_31-5-2020-LFS-en.pdf

People Directly Reached:

UNRWA has used an evidence-based approach to estimate the number of beneficiaries from this intervention. Activities in the West Bank and Gaza targeted individual households utilising the poverty assessment survey (PAS) using the Agency's Proxy Means Test Formula (PMTF), conducted through home visits by UNRWA relief workers. This system captures essential household characteristics such as age, gender, housing conditions, household compositions, asset ownership and employment status. It also takes into account more vulnerable populations that may not be able to access emergency food assistance through regular channels, such as wives in polygamous marriages and divorced, separated or abandoned women.

UNRWA was able to assist a total population of 1,039,067 refugees (518,096 female and 520,971 male) in the Gaza Strip and 3,380 households, corresponding to 24,146 beneficiaries in the West Bank. This brings the grand total to 1,063,213 unique beneficiaries directly reached.

UNRWA also liaised with national authorities and actively participated in cluster meetings and other joint initiatives of humanitarian actors to avoid duplication with other forms of social safety net assistance provided by the Palestinian Authority and / or other actors in the West Bank and Gaza.

Category	# of families (Gaza)	# of families (West Bank)
Abject Poor	117,441	3,380
Absolute Poor	91,835	0
Total	212,656 families targeted	

People Indirectly Reached:

Food assistance remains one of the top priorities for UNRWA in Gaza, to address food insecurity amongst Palestine refugees and to support wider market stability. The Agency is responsible for 15 per cent of total basic food commodity imports into the enclave; this plays a major role in the stabilisation of prices, which would otherwise be in the hands of a few contractors. In the context of Gaza's volatile political and security situation, supply lines have been disrupted by conflict and hostilities, limiting the population's access to food. UNRWA's unique standing supply lines and distribution infrastructure has allowed for food assistance to continue even in conflict situations, benefitting Gaza's population in time of acute crisis. The staff employed by UNRWA to carry out the food distribution are also Palestine refugees who are able to sustain their families through their employment with the Agency. Moreover, UNRWA offers several short-term employment opportunities to refugees in connection with the food distribution chain (e.g. packaging of food), further contributing to support the food security of the most vulnerable and to the overall stability.

In the West Bank, the emergency cash assistance provided by the Agency contributes to mitigate the worst socio-economic effects of the protracted occupation. The benefits of this assistance extend to local shops in the West Bank where beneficiaries buy supplies and support the local economy.

Table 4: Number of People Directly Assisted with CERF Funding by Sector/Cluster*

Sector/Cluster	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Food Security - Food Assistance	255,018	257,442	254,764	257,379	1,024,603	265,133	266,928	264,791	266,361	1,063,213

* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

Table 5: Total Number of People Directly Assisted with CERF Funding by Category*

Category	Planned	Reached
Refugees	1,024,603	1,063,213
Returnees	0	0
Internally displaced persons	0	0
Host communities	0	0
Other affected persons	0	0
Total	1,024,603	1,063,213

Table 6: Total Number of People Directly Assisted with CERF Funding*

Sex & Age	Total Number of People Directly Assisted with CERF Funding*		Number of people with disabilities (PwD) out of the total	
	Planned	Reached	Planned	Reached
Women	255,018	265,133	10,702	11,342
Men	257,442	266,928	18,805	19,929
Girls	254,764	264,791	4,579	4,854
Boys	257,379	266,361	5,914	6,267
Total	1,024,603	1,063,213	40,000	46,356⁴

⁴ The total of 46,456 persons with disabilities also includes 3,964 persons assisted in the West Bank for which no gender breakdown is available.

PART II – PROJECT OVERVIEW

3. PROJECT REPORTS

3.1 Project Report 20-RR-RWA-003 - UNRWA

1. Project Information			
Agency:	UNRWA	Country:	occupied Palestinian territory
Sector/cluster:	Food Security - Food Assistance	CERF project code:	20-RR-RWA-003
Project title:	Emergency food security assistance for vulnerable Palestine refugees in Gaza and West Bank		
Start date:	01/03/2020	End date:	31/08/2020
Project revisions:	No-cost extension <input type="checkbox"/>	Redeployment of funds <input type="checkbox"/>	Reprogramming <input type="checkbox"/>
Funding	Total requirement for agency's sector response to current emergency:	US\$ 119,054,106	
	Total funding received for agency's sector response to current emergency:	US\$ 6,753,715	
	Amount received from CERF:	US\$ 22,293,277	
	Total CERF funds sub-granted to implementing partners:	US\$ N/A	
	Government Partners	US\$ 0	
	International NGOs	US\$ 0	
	National NGOs	US\$ 0	
Red Cross/Crescent Organisation	US\$ 0		

2. Project Results Summary/Overall Performance

Through the release of CERF RR funds, UNRWA was able to reach a total of 1,063,213 food insecure Palestine Refugee beneficiaries across the oPt, including 24,146 refugees (11,746 female and 12,400 male) in the West Bank and 1,039,067 refugees (518,096 female and 520,971 male) people in Gaza. Beneficiaries were selected through the Agency Proxy Means Testing Formula (PMTF) which measures household income and expenditure characteristics to identify families most in need.

The funds were used for life-saving food security related responses, including providing emergency cash assistance through the e-card modality to 24,146 abject poor refugees (3,380 households) residing inside and outside the 19 Refugee Camps in the West Bank, with female-headed households representing four per cent of the total number of households reached. Some 3,964 persons with disabilities were also targeted through this intervention. In Gaza in kind food assistance was provided to 1,039,067 refugees Palestine refugees, including 518,096 female, 16,399 female headed households, and 42,392 persons with disabilities.

Through this CERF fund, UNRWA was able to mitigate the food insecurity of 1,063,213 vulnerable Palestine Refugees, and averted further tensions and destabilization that could have erupted in case of a suspension of the Agency's services.

3. Changes and Amendments

UNRWA's programme was implemented as planned, technically and financially, both in Gaza and the West Bank. All activities were implemented according to the plan without significant delays, changes or deviations.

In order to prevent any risks associated with the COVID-19 outbreak, UNRWA quickly adjusted its food distribution operation in Gaza to pivot between different distribution modalities according to the changing circumstances and measures imposed by local authorities. The implementation of food distribution during the second quarter of 2020 was done through a home-to-home delivery system. Through this approach, the Agency was able to start its food distribution on 17 May 2020 (with a slight delay as compared to the initially scheduled start date in April) avoiding any critical breaks in the provision of assistance; the round was concluded on 30 July 2020. UNRWA staff made daily phone calls to households receiving food assistance during the distribution, to ensure proper delivery of the assistance and address any issues, concerns and complaints in real-time.

Post-distribution monitoring in the West Bank was delayed due to COVID-19 outbreak which did not allow home visits to take place. The safety measures, including movement restrictions and lockdowns imposed by the authorities across the West Bank to contain the spread of the virus, constrained the Agency's ability to conduct home visits to targeted beneficiaries. However, follow up by telephone was provided by UNRWA social workers. Dedicated helplines were also established to allow refugees to provide feedback and receive information regarding the availability of services.

4. Number of People Directly Assisted with CERF Funding*

Sector/cluster	Food Security - Food Assistance									
Category	Planned					Reached				
	Women	Men	Girls	Boys	Total	Women	Men	Girls	Boys	Total
Refugees	255,018	257,442	254,764	257,379	1,024,603	265,133	266,928	264,791	266,361	1,063,213
Returnees	0	0	0	0	0	0	0	0	0	0
Internally displaced persons	0	0	0	0	0	0	0	0	0	0
Host communities	0	0	0	0	0	0	0	0	0	0
Other affected persons	0	0	0	0	0	0	0	0	0	0
Total	255,018	257,442	254,764	257,379	1,024,603	265,133	266,928	264,791	266,361	1,063,213
People with disabilities (PwD) out of the total										
	10,702	18,805	4,579	5,914	40,000	11,342	19,929	4,854	6,267	46,356 ⁵

⁵ The total of 46,456 persons with disabilities also includes 3,964 persons assisted in the West Bank for which no gender breakdown is available.

* Figures represent best estimates of people directly supported through CERF funding. Disaggregation by sex and age represents women and men ≥18, girls and boys <18.

5. Persons Indirectly Targeted by the Project

Food assistance remains one of the top priorities for UNRWA in Gaza, to address food insecurity amongst Palestine refugees and to support wider market stability. The staff employed by UNRWA to carry out the food distribution are also Palestine refugees who are able to sustain their families through their employment with the Agency. Moreover, through its cash-for-work programme, UNRWA offers a number of short-term employment opportunities to refugees in connection with the food distribution chain (e.g. packaging of food), further contributing to support the food security of the most vulnerable and to the overall stability.

In the West Bank, the emergency cash assistance provided by the Agency contributes to mitigate the worst socio-economic effects of the protracted occupation. The benefits of this assistance extend to local shops in the West Bank where beneficiaries buy supplies and support the local economy.

6. CERF Results Framework

Project Objective	Provide emergency food security assistance to 1,000,000 vulnerable Palestine refugees in Gaza; and to 24,603 vulnerable Palestine refugees in the West Bank.			
Output 1	Refugee households living in poverty meet their most basic food requirements			
Was the planned output changed through a reprogramming after the application stage?			Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Sector/Cluster	Food Security - Food Assistance			
Indicators	Description	Target	Achieved	Source of verification
Indicator 1.1	Number of refugees receiving emergency food assistance	1,000,000	1,039,067	UNRWA reporting and administration systems (result-based monitoring system RBM, Poverty Assessment System, SAP supply chain management and financial system)
Explanation of output and indicators variance:		Based on the poverty assessment survey, UNRWA estimated an initial caseload of one million people. Following further verification, and thanks to fluctuations in the price of food commodities, which allowed for some efficiencies, UNRWA was able to assist a total population of 1,039,067 refugees (518,096 female and 520,971 male)		
Activities	Description	Implemented by		
Activity 1.1	Identification of eligible families	UNRWA - Relief and Social Services Programme, Gaza Field.		
Activity 1.2	Purchasing, delivery and preparation of food commodities	UNRWA - Procurement and Logistics Division at UNRWA HQ		
Activity 1.3	Distribution of food commodities to beneficiaries through UNRWA's Distribution Centres	UNRWA - Relief and Social Services programme and Logistics employees at distribution centres. Due to the COVID-19 emergency, at the end of Q1 and during Q2 2020, UNRWA implemented a home delivery distribution modality. Distribution centres were used for packing and as loading and offloading station with the involvement of UNRWA distribution staff, while some external service providers were contracted to handle the		

		transport of food baskets to refugees 'homes. All activities were implemented under the supervision of UNRWA staff.
Activity 1.4	Food distribution monitoring	UNRWA - Relief and Social Services Programme, Gaza Field, supported by the Monitoring and Evaluation Team

Output 2 Abject poor refugees receive emergency cash assistance to cover their basic needs

Was the planned output changed through a reprogramming after the application stage? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>				
Sector/Cluster	Food Security - Food Assistance			
Indicators	Description	Target	Achieved	Source of verification
Indicator 2.1	Number of abject poor refugee individuals in the West Bank (in rural, urban areas and in the 19 camps) receiving cash assistance through the e-card modality	24,603	24,146	UNRWA - quarterly reports and monthly database (result-based monitoring system)
Explanation of output and indicators variance:		The figures reflect the final caseload assisted based on continuous verifications conducted by UNRWA. Based on these assessments, some families initially targeted through this intervention were moved to the Agency's Social Safety Net programme and assisted through it.		
Activities	Description	Implemented by		
Activity 2.1	Identification of eligible and prioritized households	UNRWA – Relief and Social Services Programme (RSSP) at West Bank Field		
Activity 2.2	Issuance of e-cards to identified beneficiaries and disbursement of quarterly cash transfers through e-cards	UNRWA and Bank of Palestine		
Activity 2.3	Monitoring and post-distribution follow-up	UNRWA – Relief and Social Services Programme (RSSP) at West Bank Field		

7. Effective Programming

CERF expects partners to integrate and give due consideration to cross-cutting issues such as Accountability to Affected People (AAP), Protection from Sexual Exploitation and Abuse (PSEA), People with disabilities (PwD), Centrality of Protection as well as Gender and Age. In addition, the Emergency Relief Coordinator (ERC) has identified four underfunded priority areas⁶ often lacking appropriate consideration and visibility: women and girls, people with disabilities, education and protection. **The following sections demonstrate how cross-cutting issues and the ERC's four underfunded priority areas have been integrated and given due consideration.**

a. Accountability to Affected People (AAP)⁷:

UNRWA's dedicated M&E team conducts quarterly monitoring exercises during each food distribution round, in addition to designing and conducting Post-Distribution Monitoring surveys and interactive initiatives to receive direct feedback from the community including

⁶ These areas include: support for women and girls, including tackling gender-based violence, sexual and reproductive health and empowerment; programmes targeting people with disabilities; education in protracted crises; and other aspects of protection. The ERC recommended an increased focus on these four areas to ensure that they be given due consideration by RC/HCs and UNCTs/HCTs when prioritizing life-saving needs for inclusion in CERF requests. While CERF remains needs-based, the ERC will be looking for country teams to prioritize projects and mainstreamed activities that systematically and effectively address to these four historically underfunded areas. Please see the Questions and Answers on the ERC four priority areas [here](#).

⁷ AAP and PSEA are part and parcel of IASC commitments, and therefore mandatory for compliance for all UN agencies and partners. Agencies do not necessarily need to establish new AAP and PSEA mechanisms for CERF projects if functioning ones are already in place. For more information please refer to the [IASC AAP commitments](#).

managing appeals, complaints and conducting focus group discussions with specific groups (e.g. women). These reports feed into the different planning stages of the food assistance intervention and are used to improve programme design and implementation. During the implementation of the activities, UNRWA ensures that refugees have direct and regular access to staff through its extensive network of area offices, camp services offices, schools and health centres.

In the West Bank, vulnerability criteria used to identify families are clearly communicated to Palestine refugees. Also, a dedicated troubleshooting system has been introduced to address issues related to the e-cards modality and a hotline to assist beneficiaries who want to submit queries or provide feedback. In Gaza, a Communication with Communities (CwC) approach is implemented to enhance accountability and transparency with stakeholders and assist in meeting the information and communication needs of crisis-affected people.

b. AAP Feedback and Complaint Mechanisms:

UNRWA administers a complaint system and provides access to information to all refugees through a dedicated website for the food emergency assistance as well as a free hotline to collect feedback, respond to beneficiaries' complaints, run additional verifications and for troubleshooting.

Monitoring Evaluation Team produces quarterly field monitoring visits in the distribution centres, during which interviews with beneficiaries are conducted to receive further direct feedback from. Monitoring reports with recommended actions are produced on a quarterly basis to inform decisions and ensure quality assurance.

Due to COVID-19, all operations were adapted with minimum physical contact to ensure the health and safety of refugees and staff. For the home-to-home food delivery model, a dedicated quality assurance plan was put in place to ensure quality of the service, to allow for direct feedback from refugees and to respond to any complaints. Help lines were also made available to answer questions and receive complaints from those who could not access the website. An online tool was developed to administer the complaints collected from refugees through the different communication channels. Anonymity and confidentiality was ensured in all communication and community engagement responses.

c. Prevention of Sexual Exploitation and Abuse (PSEA)²:

In Gaza, through developed case management and referral systems and Terms of Reference (ToRs), UNRWA Protection Division oversees the proper handling of SEA and other GBV cases and ensures full confidentiality and follow-up. ToRs were amended as part of UNRWA's COVID-19 response to ensure the continuation of these processes remotely. UNRWA Protection Division is also responsible for capacity building of UNRWA staff across all programmes and provides training on case management, referral and matter of data protection and confidentiality. UNRWA requires all staff to take two mandatory e-learning courses on Prevention of Sexual Exploitation and Abuse (PSEA).

In the West Bank, the Protection Division is also the focal point to handle SEA possible cases, based on established protocols. The Legal Office may also be involved depending on the situation.

d. Focus on women, girls and sexual and gender minorities, including gender-based violence:

In Gaza, food assistance distribution takes into consideration specific vulnerability concerns; adjusted procedures have been adopted to ensure access to assistance to vulnerable groups including specific cases of wives from polygamous marriage, divorced women and separated or abandoned women. A follow up system is also in place to identify families who may not be receiving their assistance, and/or follow up on specific concerns and potential protection cases.

In the West Bank, the post distribution monitoring system in place has shown that women are more likely to be responsible for managing expenditures inside the family. The provision of cash assistance can contribute to their decision making and freedom of choice to procure the necessary items for their families.

e. People with disabilities (PwD):

This intervention did not focus specifically on persons with disability but considered disability as part of a larger vulnerability-based beneficiary targeting criteria. 42,392 people with disabilities received assistance in Gaza and 3,964 in the West Bank.

In Gaza, to facilitate people with disabilities' access to food assistance, a delegation system is in place to enable these beneficiaries to appoint one of their family members to receive the food assistance on their behalf. In the West Bank, UNRWA, in coordination with the service provider has ensured proper access of persons with disabilities to the ATMs for the collection of cash. If necessary, the option of delegation is also available in the West Bank.

f. Protection:

UNRWA prioritises protection mainstreaming by incorporating protection principles and promoting meaningful access, safety and dignity in food distributions. UNRWA programming and service delivery prevent and minimize as much as possible any unintended negative effects of the Agency's interventions, to avoid an increase in people's vulnerability and unintended exposure to both physical and psychosocial risks. In addition, UNRWA arranges for people's access to assistance and pays special attention to individuals and groups who may be particularly vulnerable or have difficulty accessing assistance and services.

g. Education:

N/A

8. Cash and Voucher Assistance (CVA)**Use of Cash and Voucher Assistance (CVA)?**

Planned	Achieved	Total number of people receiving cash assistance:
Yes, CVA is a component of the CERF project	Yes, CVA is a component of the CERF project	24,146

If **no**, please describe why CVA was not considered. Where feasible, CVA should be considered as a default response option, and multi-purpose cash (MPC) should be utilised wherever possible.

If **yes**, briefly note how CVA is being used, highlighting the use of MPC, and if any linkages to existing social protection systems have been explored.

UNRWA uses different approaches to food security in the West Bank and Gaza, reflecting different operating conditions.

In the West Bank, UNRWA provides cash assistance through the e-card modality, which provides cash to vulnerable refugees through bank debit cards in partnership with the Bank of Palestine. This approach contributes to empowering beneficiaries by providing more freedom of choice and more control on managing their household expenditure.

In Gaza, in 2018, UNRWA commissioned an external study to review the feasibility of transitioning the Agency's food operation to a cash-based transfer scheme. The study identified a number of risks with such a transition. These related to the state of market (dis)functionalities in Gaza, including the volatility of the market supply chain, taxation on private sector goods, reliability of private sector suppliers, food price instability, monopolistic market structures, and limited local agricultural capacity. The study also identified shortcomings related to the cash economy in Gaza including authorization of cash imports and cash shortages among others. Based on these findings, UNRWA continues to prioritize the provision of in-kind food to support Palestine refugees in Gaza.

Parameters of the used CVA modality:

Specified CVA activity (incl. activity # from results framework above)	Number of people receiving CVA	Value of cash (US\$)	Sector/cluster	Restriction
Emergency cash assistance (e-cards)	24,146	US\$ 878,345 (36.4 per person per quarter, corresponding to 125 ILS)	Food Security - Food Assistance	Unrestricted

9. Visibility of CERF-funded Activities

Title	Weblink
N/A	N/A