

CALL FOR EXPRESSION OF INTEREST ISSUED BY UNHCR

CALL FOR EXPRESSION OF INTEREST No.

EOI/LEB/1/SYR/2019

Project title and Identification:

Project Location:

Syrian Refugees and Asylum Seekers

**Bekaa:** Baalbek, Hermel, Central Bekaa (Zahle), West Bekaa, and Rachaya

Goal/Objective, Expected Outcome and Main Activities:

Sectors Included in the Call for Expression of Interest

Sectors	Details
<b>Protection</b>	Sexual and Gender Based Violence
	Community Based Protection
	Protection Monitoring
	Legal (Services & Civil Doc.)
	People with Specific Needs (PWSN)
<b>Basic Assistance</b>	Core Relief Items
<b>Shelter</b>	Rehabilitation
	Shelter Kits Distribution
<b>Social Cohesion</b>	Peaceful Coexistence
<b>Warehouse</b>	Warehouse / Logistics Management



<b>Population Planning Group:</b>		Syrian Refugees and Asylum Seekers				
<b>Sub-group (if applicable):</b>		Syrian Refugees and Asylum Seekers <b>in Bekaa</b>				
Age Group	Male		Female		Total	
	in numbers	in %	in numbers	in %	in numbers	in %
<b>0-4</b>	28,855	8%	27,687	8%	<b>56,542</b>	<b>16%</b>
<b>5-17</b>	72,647	21%	70,066	20%	<b>142,713</b>	<b>41%</b>
<b>18-59</b>	54,980	16%	86,317	25%	<b>141,297</b>	<b>40%</b>
<b>60 and &gt;</b>	4,372	1%	5,636	2%	<b>10,008</b>	<b>3%</b>
<b>Total:</b>	<b>160,854</b>	<b>46%</b>	<b>189,706</b>	<b>54%</b>	<b>350,560</b>	<b>100%</b>
<b>Major Sites:</b>	<b>El Hermel, Baalbek, Zahleh, West Bekaa, Rachaya</b>					

**Note:** As the operation moves into its sixth year, it is increasingly important to adopt longer-term approaches including capacity building, advocacy, more involvement of authorities and coordination with and engagement with local NGOs. Thus, through the concept note partners are encouraged to include existing/ proposed synergies in their area of implementation, namely:

- Partners are strongly recommended to propose an architecture of collaboration with national NGO's (umbrella or otherwise), and;
- Partners are requested to demonstrate proven experience of working with municipalities, host communities, Syrian refugees and vulnerable Lebanese.
- Partner's interest and potential to cover entire area of operation under this CoEI is encouraged.

## SECTOR: Protection – Sexual and Gender Based Violence

<b>Objective:</b>	<b>Risk of SGBV is reduced and quality of response improved</b>
-------------------	---

Assessments showed an increased risk of SGBV in Lebanon, particularly for women and girls, due to different factors, including the lack of livelihood opportunities and progressive reduction of assistance. The lack of legal status and sponsorship requirements has increased the risk that women and girls are subjected to sexual exploitation by their employers or sponsors. Limited livelihoods opportunities have increased negative coping mechanisms, such as early marriages and survival sex. At the same time, the most commonly reported type of violence is domestic violence. Reports through the GBVIMS are consistently high for physical assault and psychological/emotional abuse, with over 75% of

violence perpetrated by a family member, including an intimate partner.

Assessments show that many survivors are unwilling to access services owing to different reasons, such as fear of stigma and discrimination, risk of retaliation from the perpetrator as well as restricted movement for women and girls. These obstacles are even higher in the case of men, boys and LGBTI persons that are survivors of SGBV.

<b>Expected outcomes:</b>	<ul style="list-style-type: none"><li>- SGBV survivors are provided with quality case management and psychosocial support that ensure their healing and recovery.</li><li>- Community-based support networks for women, men, girls and boys who are at risk or have experienced abuse. are enhanced and partnership, capacity building and mentoring for community groups that are working on SGBV are strengthened to ensure their actively involvement in SGBV prevention and response.</li><li>- Increased collaboration with national institutions, authorities, NGOs, municipalities, host and refugee communities through capacity building and advocacy.</li><li>- Strengthened partnership, capacity building and mentoring for community groups that are working on SGBV to ensure their active involvement in SGBV prevention and response.</li><li>- Increased community engagement and awareness on SGBV through training, information dissemination as well as meaningful participation in safety assessments for the identification and mitigation of risks of SGBV.</li></ul>
---------------------------	--

<b>Output:</b>	<b>Psychosocial counselling provided</b>
----------------	--

Due to the dispersed settlement of refugees across Lebanon, there is a need of a multi-faceted approach to SGBV service delivery with case management, community centers, community outreach and mobile teams to ensure a broad access to response services for SGBV survivors.

SGBV actors and authorities will finalize during 2018 an SGBV strategy for the Bekaa, including the involvement of authorities and local NGOs. Dissemination and implementation of the strategy needs to be supported, in particular as regards advocacy, capacity building, coordination and promotion of SGBV prevention and response.

Organizations are invited to submit proposals for single or multiple locations in Central Bekaa, West Bekaa, Rachaiya and North Bekaa. Similarly, organizations can submit proposals for the full scope of activities, or a selection of activities.

<b>Indicative Activities:</b>	<ul style="list-style-type: none"><li>- Identify Sexual and Gender Based Violence survivors through internal mechanisms such as hotlines, community structures, outreach activities and through referrals from other actors.</li><li>- Maintain an effective case management system and develop a follow up pathway for the identified cases through coordination with other SGBV partners at the Inter-Agency level.</li><li>- Keep accurate data of the recorded SGBV cases and report them to the SGBV Information Management System (GBVIMS).</li></ul>
-------------------------------	---

- Conduct assessments for the referred SGBV cases, offer counselling and put in place a case management action plan. The assessments of the identified cases are to be conducted by qualified and trained staff and referrals will be made according to the referral pathways and mechanisms established by various sectors.
- Establish and manage safe spaces for women and girl survivors of SGBV, following the Inter-Agency checklist on Safe Spaces for Women and Girls Survivors of SGBV. Offer prevention and response services in such safe spaces, including Emotional Support Groups, life skills and awareness raising activities.
- Provide safe shelter to women and girls survivors or at risk of SGBV and their minor dependents. During the occupation period, provide survivors with multi-sectoral SGBV services while working towards an exit plan.
- Engage and strengthen the capacity of women groups in SGBV prevention and response activities, including through women empowerment.
- Conduct targeted awareness raising activities on early marriage and intimate partner violence, with a particular focus on engaging men and boys.
- Conduct psychosocial activities and informal skills training to survivors in the Safe Spaces, Community Development Centers or Social Development Center.
- Refer cases for cash based assistance for medium and high risk cases as a complementary activity to address an urgent emergency situation that exposes cases to serious harm.
- Conduct outreach and awareness raising activities targeting key community actors as well as community members on topics related to SGBV.
- Training, coordination and ongoing technical support for SGBV protection service providers that are overseeing OVs program.
- Provide the needed support and training to the designated Outreach Volunteers, enhancing their capacity to identify vulnerable cases of medium and low-risk.
- Promote community self-management through managing and monitoring of the SGBV Outreach Volunteer programme.
- In Central and West Bekaa, a network of four community development centers (Qab Elias, Marj, Majdel Anjar, Ghazze) is operational from which the static safe spaces for women and girls survivors can be established.

**Output**

**Capacity development supported**

SGBV actors and authorities will finalize during 2018 an SGBV strategy for the Bekaa, including the involvement of authorities and local NGOs. Dissemination and implementation of the strategy needs to be supported, in particular as regards advocacy, capacity building, coordination and promotion of SGBV prevention and response.

<b>Indicative Activities:</b>	<ul style="list-style-type: none"> <li>- Sensitization and advocacy with authorities,</li> <li>- Mapping of local NGO capacity,</li> <li>- Coordination and training of local NGOs.</li> </ul>
-------------------------------	--

**SECTOR: Protection – Legal and Civil Status Documentation**

<b>Objective:</b>	<b>Access to legal assistance and legal remedies improved</b>
-------------------	---

Access to legal services such as legal counselling, legal assistance and legal representation is of fundamental importance to refugees and other persons of concern to UNHCR because the enjoyment of many rights in Lebanon depend on the possession of a valid residency permit or other legal documents. Legal services moreover aim to help persons of concern to seek redress for rights violations, such as incidents of harassment, abuse, exploitation and violence.

<b>Expected outcomes:</b>	<ul style="list-style-type: none"> <li>- Improved access for persons of concern, with a focus on the most vulnerable cases, to legal assistance on a range of issues, including access to territory, residency renewal/regularization, family law matters and other issues through tailored individual legal counselling, accompaniment to the relevant authorities, mediation and representation in court.</li> <li>- Increased awareness of the Persons of Concern on legal procedures, for instance relating to entry visas and legal residency, and local authorities, law students, young lawyers and OVs will have enhanced capacity to deal with the legal issues persons of concern are confronting.</li> </ul>
---------------------------	---

<b>Output:</b>	<b>Legal assistance provided</b>
----------------	----------------------------------

Persons of concern are provided access to legal assistance, which includes legal awareness, counselling, assistance and representation in front of administrative bodies and courts. The partner will coordinate closely with other legal actors to ensure that no duplication of assistance occurs and that messages provided to refugees are harmonized. The Partner’s interest and potential to cover entire area of operation under this CoEI is encouraged.

**Indicative Activities:**

- Implement activities to promote access for persons of concern to legal assistance, including legal awareness sessions, legal counselling and legal representation (including mediation) covering different topics, most notably legal status, family law, housing, land and property, labour law, SGBV and child abuse cases, trafficking, confiscation of documents as well as selected other criminal law cases where the victim is a person of concern to UNHCR
- Monitor legislative and administrative developments on relevant legal issues related to legal residency, housing, land and property, family law, labour law and trafficking.
- Provide the legal services before all state entities at different levels and assist persons of concern to obtain and verify formal documents
- Intervening and providing the legal services before all state entities at different levels and assist persons of concern to obtain and verify formal documents
- Promote community self-reliance through managing and monitoring of the Legal Outreach Volunteer programme (volunteers with a legal background from the Lebanese and Syrian communities)
- Provide the needed support and training to the designated OV's and enhancing their capacity to identify vulnerable cases (medium and low-risk).
- Conduct outreach and awareness raising activities targeting key community actors as well as community members on topics related to legal issues.
- Build the capacity of law students and lawyers to support the implementation of the programme with a view to gradually transfer more of the legal aid programme to such local legal actors.
- Engaging with legal service syndicates and/or associations to build their capacity in refugee-specific legal cases, and strengthen collaboration in the field of legal representation
- Conduct monitoring and evaluation of legal aid programme.
- Report on any policy change in the areas of service provisions.

**Objective:****Civil registration and civil status documentation strengthened**

Although significant progress was made in ensuring that the birth of refugee children in Lebanon are registered, significant challenges still remain. Most importantly, many parents still lack awareness of the importance of birth registration and the procedures to complete such registration. In some locations the lack of required documentation, notably proof of marriage, also prevents children from being registered at birth. The local authorities responsible for civil status documentation moreover often apply different criteria and fees when processing birth and marriage registration requests.

**Expected outcomes:**

- Improved access to civil status documentation, in particular but not limited to proof of birth, marriage

registration and death registration.

- Increased awareness among persons of concern of the importance of civil status documentation and the relevant procedures.

**Output:**

**Birth registration and certificates provided**

Birth registration is critical to document a refugee child's link to Syrian nationality, to prevent future statelessness, and to increase protection against early marriage, child labour or forced recruitment. For this reason, one of the key priorities of the legal assistance programme implemented in Lebanon will be to support refugees to obtain birth certificates that are registered with the Foreigners' Registry. A more limited number of cases will be supported to register their marriage or to complete procedures for registration of divorce and death. A limited number of children above 1 who are not eligible to benefit from Personal Status Department Memorandum 2/19 to be assisted through proof of kinship and civil courts.

**Indicative Activities:**

- Provide legal services in support of procedures for civil registration, as well as legal counselling and dissemination of information on these procedures to a variety of audiences. As part of these legal services, refugees may be accompanied to local authorities such as the Foreigners' Registry, Nofous, Mukhtar or relevant religious authorities. For some refugees with movement restrictions or mobility issues, partners to do registration on their behalf.
- Monitor legislative and administrative developments on relevant legal issues related to civil status documentation.

**SECTOR: Protection – Community Based Protection**

**Objective:**

**Community mobilization strengthened and expanded**

UNHCR assessments indicate an increase in community participation among persons of concern, particularly in the involvement of female heads of households in decision making in the family. However, other findings highlighted major gaps in the inclusion of various groups of persons of concern into broader community decision making processes. The most excluded groups were children, youth and persons with disabilities.

It is reported that tension is generally increasing between the refugee and host communities, which among other things has been manifested in several incidents of harassment, exploitation and violence and a high number of evictions. Major challenges also remain in ensuring that persons of concern have access to up to date information on the services that are available to them, due to the highly dispersed settlement of refugees hundreds of villages in Lebanon.

**Expected outcomes:**

- Persons of concern and host community members have access to dedicated community development centers and social development centers to socialize and learn new skills and to access protection services such as counselling, case management and psychosocial support.

- Outreach will also be ensured to persons of concern that are living in remote areas or that are unable to access the above mentioned centers.
- Protection and assistance needs of persons of concern (including those living in remote areas) are effectively identified through (community-based) outreach programme.
- Community structures are effectively engaged in enhancing the protection environment and their capacity build to identify protection concerns and develop solutions.
- Persons of concern will be provided with information about available services and protection concerns will be identified and referred.

**Output:**

**Community Self-management supported**

Through support provided to community development centers, community groups and outreach volunteers, refugees have access to up to date information on available services and individual and community level protection concerns are identified and referred to specialized services. Through a range of other activities taking place at the centers and through community groups, vulnerable persons of concern and host community members are empowered to become more self-reliant and involved in decision-making on issues relevant to their situation.

There is also need to pay increased attention to self-management structures already existing at the community level, including traditional ones, and structures created at the initiative of refugees, and devising modes of interaction with these structures. Interaction with community groups and structures for purposes of UNHCR accountability to persons of concern will also be a guiding principle and main objective.

Organizations are invited to submit proposals for single or multiple locations in Central Bekaa, West Bekaa, Rachaiya and North Bekaa. Similarly, organizations can submit proposals for the full scope of activities, or a selection of activities.

**Indicative Activities:**

- Implement activities at Community Development Centers (CDCs) and other locations that aim to empower refugees, stateless persons and Lebanese host communities through educational (literacy and numeracy courses, life-skills and vocational skills training), awareness raising, psychosocial, life-skills, and recreational activities. The centers will ensure effective identification, inclusiveness in activities and will provide a platform for bringing people from the different communities together for social interaction.
- Capacitate CDC staff and community based management committees through targeted trainings and continuous on the job coaching.
- Counsel and provide updated information to persons of concern on available services through information desks and awareness sessions at the CDCs and through community-based outreach. Utilize the centers for information dissemination and communication with communities, but also to receive complaints in a confidential and effective manner.
- Ensure the availability of other social services, such as case management and psychosocial support, at the centers.
- Conduct outreach to communities through mobile/outreach teams and conduct activities to ensure a

comprehensive coverage of the persons of concern regardless of their specific needs, profile and areas of residence.

- Ensure the effective coordination between activities at the center so that beneficiaries can benefit from the wide scope of services and persons at risk are effectively referred to specialized services.
- Ensure that the centers are accessible to and used by persons with specific needs, such as female heads of households, elderly persons and disabled persons.
- Assist the establishment of community groups, ensuring that the groups are representative of their communities and that they actively voice their needs and suggest possible solutions from within their assets, resources and capacities. Provide support to the groups to identify and address community-level protection challenges.
- Strengthen community engagement, community-based protection and self-reliance through regular mapping of existing community structures and enhancement of community, women and youth groups. Efforts should go towards mapping both refugee-specific and issue-specific (e.g. women empowerment) community structures as well as other community structures including traditional ones.
- Depending on the needs and type of community structures, provide support to identify and address community-level protection challenges through capacity building activities. Training support can include training on leadership, governance of grassroots organizations, law and protection principles, public policy (on e.g. women equality, persons with disabilities). Community structures are supported through material assistance, e.g. meeting space, office materials, other in-kind support, if needed.
- Support community initiatives in partnership with communities that are experiencing specific protection or social cohesion concerns. These efforts aims at improving the protection situation, addressing tension and improving community relations.
- Capacity building and day-to-day management of the general and specialized UNHCR Outreach Volunteers (OV) programme. Strengthen the capacity of OVs to identify and refer at risk persons of concern in need of urgent assistance, provide basic individual counselling through home visits and at community development centers, provide individual support to persons with specific needs, conduct awareness raising activities and mobilize communities.
- Carry out a Participatory Assessment to involve and consult the beneficiaries in the programs and available services and to better understand the challenges and possible solutions from their perspective. The exercise helps to ensure the community's participation in decision making and program design, implementation and evaluation.
- Locations of current CDCs supported by UNHCR in Bekaa include Ghazze, Majdel Anjar, Qab Elias and El Marj. In 2019, UNHCR intends to continue support the operation of centers in Central and West Bekaa, as well as open a center in Baalbeck.

<b>Output:</b>	<b>Community Mobilization (Protection Monitoring)</b>
----------------	---

Since the end of 2013, UNHCR has been carrying out protection monitoring through a combined household and community based approach. These activities aim to understand, analyse and respond to the protection needs of refugee and host populations, with a particular focus on women, children and persons with specific needs. The programme allows to understand how the needs and priorities are changing over time and to inform the response and the programs of humanitarian partners accordingly. The protection monitoring programme also includes awareness raising on services that are available to refugees, with a focus on refugees that reside in remote locations. The Partner's interest and potential to cover entire area of operation under this CoEI is encouraged.

<b>Indicative Activities:</b>	
-------------------------------	--

- Systematically and effectively monitor the protection environment of Syrian refugees through field visits with the aim to analyze and record refugees' conditions and protection situation. The focus will be on refugees' that reside in remote areas or in areas of tension, taking into account the evolving nature of the protection situation.
- Share the protection risks and needs that are identified through this monitoring with other response actors through the appropriate platforms, such as the monthly inter agency coordination fora.
- Raise refugees' awareness of available services and facilitate their access to information as many refugees will continue to lack access to information on existing services and entitlements, but also due to lack of legal stay which affects the freedom of movement of many refugees.
- Support responses to protection concerns by carrying out timely referrals to specialized service providers who have the expertise and capacity to intervene.
- Empower community structures to respond to protection concerns through awareness raising on available services and the strengthening of local mechanisms to prevent and respond to protection incidents.
- Conduct ad-hoc refugee protection advocacy efforts in collaboration with UNHCR and other actors to respond to identified protection concerns.
- Provide regular information counseling in the Reception center and supporting Participatory Assessments and VASYR exercise.

## SECTOR: Protection – Persons with Specific Needs

<b>Objective:</b>	<b>Services for persons with specific needs strengthened</b>
-------------------	--

Refugees in Lebanon are facing increasing difficulties in meeting their basic domestic needs, because of their limited financial means, the high costs of living, increasing indebtedness, and limited work opportunities. The situation is even more precarious in female-headed households, whose economic vulnerability resulted in heightened risk of harassment, abuse and exploitation. Families find themselves prioritizing basic

needs such as food and rent and may be unable to take proper care of family members that are not themselves able to work, including elderly and disabled persons and persons with serious medical conditions, including mental health issues. At the same time, refugees with specific needs are not supported by the national social security system. The Partner's interest and potential to cover entire area of operation under this CoEI is encouraged.

<b>Expected outcomes:</b>	<ul style="list-style-type: none"> <li>- Emergency and protection cash assistance is provided to persons that are facing protection issues to help them facilitate their access to safety and mitigate protection risks.</li> <li>- Persons with specific needs that are unable to support themselves are provided with proper case management and access to services that are helping them to become more self-reliant.</li> </ul>
---------------------------	---

<b>Output:</b>	<b>Sectoral cash grants or vouchers provided</b>
----------------	--

The Emergency Cash Assistance (ECA) and Protection Cash Assistance (PCAP) programmes are implemented to assist refugees in protection situations to mitigate harm and facilitate access to safety.

<b>Indicative Activities:</b>	<ul style="list-style-type: none"> <li>- Manage the ECA and PCAP programmes in close collaboration with UNHCR.</li> <li>- Identify potential beneficiaries for the cash programme through internal mechanisms and referrals from other actors.</li> <li>- Conduct timely (within 24 hours for ECA) assessment of the situation of the referred cases and disbursement (within 72 hours) of cash to the cases that are found to fit the criteria for emergency cash grants, as set out in the July 2017 UNHCR Standard Operating Procedure for Emergency Cash Assistance.</li> <li>- Ensure timely reporting on UNHCR reporting platforms of the cases that are benefitting from cash assistance.</li> <li>- Conduct post-distribution monitoring to see whether the beneficiaries' needs were met through the cash grant and collect their feedback on the impact of the ECA and PCAP needs for further assistance.</li> </ul>
-------------------------------	--

<b>Output:</b>	<b>Support to persons of concern with specific needs provided (psycho-social, non-cash)</b>
----------------	---

Persons with Specific Needs, primarily including women at risk (including female headed households), elderly persons at risk, persons with disabilities, LGBTI persons and persons with mental health issues, are supported through dedicated case management and other services that enable them to cover some basic needs and become more empowered and self-reliant.

<b>Indicative Activities:</b>	<ul style="list-style-type: none"> <li>- Identify persons with specific needs (PWSNs) through internal mechanisms (such as hotlines, community centers, community structures and outreach activities) and referrals from other actors.</li> <li>- Conduct household-level visits to assess the situation of the referred cases of PWSNs, offer counselling for each case and put in place a case management action plan, as appropriate. The assessments of the identified cases are to be conducted by qualified and trained staff and referrals will be made according to the referral pathways and mechanisms established by various sectors.</li> <li>- Provide psychosocial counselling in the premises of existing community centers as well other venues that ensure the safety of persons of concern and confidentiality of the information shared.</li> </ul>
-------------------------------	--

- Ensure timely and systematic follow up on the cases that are being referred to health institutions, protection cash and other service providers during the entire duration of the case management cycle.
- Provide, on the basis of identified needs, emergency cash, CRIs and other types of assistance, as well as transportation of PWSNs to and from different service providers.
- Conduct literacy and numeracy courses, life-skills and vocational skills trainings to strengthen the capacities and self-reliance of PWSNs.
- Provide services to ensure adequate care for PWSNs who are unable to care for themselves, including persons with severe physical and/or mental disabilities who have no family members in Lebanon.
- Strengthen non-specialized community based mental health response services, with a view to preventing complications for refugees that suffer from minor mental health issues.
- Conduct outreach to persons with specific needs through mobile/outreach teams and conduct awareness activities to foster inclusion of persons with specific needs.
- Organise trainings and, as appropriate, on-the-job familiarisation for case workers, national partners, outreach volunteers and government employees, especially in service providing institutions, on the specific protection needs and responses in place for the various categories of PWSN that are benefitting from this programme.
- Day-to-day management of two collective shelters providing temporary shelter for persons with specific needs and women at risk. Coordinate with case management organizations to develop and implement individual action plans.

## SECTOR: Basic Assistance

### Objective:

**Population has sufficient basic and domestic items**

The limited access to income opportunities and reduced humanitarian assistance are among the main reasons of high levels of socio-economic vulnerability among refugees. According to findings latest assessments, refugees are spending less every year, reporting per capita a monthly expenditure of US\$98, a drop of US\$6 compared to 2016. Around 75% of refugee households had expenditures below the Minimum Expenditure Basket (MEB) while 58% of households had a per capita expenditure below the Survival MEB, indicating that refugees are unable to meet basic needs of food, health, shelter and education. Socio-economic vulnerability for refugees from countries other than Syria also increased with 52% of families living below the MEB.

In 2018 UNHCR sustained assistance to some 33,000 families (165,000 persons). In accordance with the LCRP, the priority target for Basic Assistance sector will be those living below the SMEB (approximately 58%). At the comprehensive level, UNHCR will maintain the implementation of MCAP targeting some 84,000 families (420,000 persons) among severely vulnerable, to enable them to meet their basic needs assuming that some 41,000 families will be assisted by other agencies. At the operating level, UNHCR will continue assisting some 33,000

families for a ten month period only.

UNHCR has also provided winter assistance to 828,090 highly and severely vulnerable refugees (165,618 families). This assistance remains a very important safety net for refugees in a period characterised by a loss of temporary income, increasing expenses in food, shelter heating, clothes, often resulting in debt increase. Moreover, this assistance targets vulnerable families who otherwise do not benefit from any regular family support either with MCAP or cash for food.

<b>Expected outcomes:</b>	<ul style="list-style-type: none"><li>- Improved access to basic and domestic items especially, leading to improvement in living conditions for refugees.</li><li>- Data and reports on the impact of Multi-Purpose Cash Assistance Program on the living conditions of POC adequately collected and analyzed to support with informed decision making and planning.</li></ul>
---------------------------	--

<b>Output:</b>	<b>Core relief items provided</b>
----------------	-----------------------------------

Improved access to basic and domestic items especially items necessary for winter, leading to improvement in living conditions for refugees in Lebanon and ad-hoc distribution for cases with specific needs. UNHCR will also maintain the strategy to respond quickly to particular events such as evictions, fires, or extreme weather conditions and any other protection incidents by keeping a contingency stock for 125,000 refugees (25,000 families) at the comprehensive level and 50,000 refugees (10,000 families) at the operating level.

<b>Indicative Activities:</b>	<ul style="list-style-type: none"><li>- Maintaining and storing emergency stock.</li><li>- Distributing CRIs for new arrivals and/or as a response to emergencies.</li><li>- Assisting in distribution plan and implementation for refugee population and local community.</li><li>- Household level visits and phone calls related to Post Distribution Monitoring and Outcome Monitoring.</li><li>- Sharing reports on distribution records and assessments conducted.</li><li>- Reporting distribution in RAIS and Activity Info.</li><li>- Attend coordination meetings as required.</li></ul>
-------------------------------	--

<b>Output:</b>	<b>Cash grants or vouchers (multi-purpose) provided</b>
----------------	---

The needs of refugees, including those with specific needs are not covered in the framework of the national social security system. In addition, groups with specific needs are more adversely affected by the recent rise of living costs in Lebanon. Refugees with mental and physical disabilities, unaccompanied elder persons, persons with serious medical conditions, and SGBV survivors are largely dependent on the assistance provided by UNHCR and its partners.

Post Distribution Monitoring visits will be undertaken throughout the year and the enumerator's teams will be responsible for the data collection of the VASyr (Vulnerability Assessment for the Syrians) and VARON (Vulnerability Assessment for Refugees of Other Nationalities).

<b>Indicative Activities:</b>	<b>Upstream activities will include the following:</b> <ul style="list-style-type: none"><li>- Conduct household level assessments linked to the confirmation of the eligibility for assistance</li></ul>
-------------------------------	---

- Carry-out household surveys for the VASyR and VARON data collection activities, through the use of a ODK or paper questionnaires as needed
- Distribute and/or Validate ATM card pin numbers to eligible families at mobile distribution sites in six districts in the South, ensuring all security protocols are followed
- Conduct household level interviews as part of the Validation Exercise for the results of the Desk Formula
- Any other activity that will contribute to the enhancement of targeting, needs assessment, eligibility determination, etc. as needed

**Downstream activities will include the following:**

- Conduct Household level visits and/or Focus Group Discussions related to Post-Distribution Monitoring and Outcome Monitoring for cash-based interventions
- Conduct phone calls to follow-up with cases of No Shows and who have not withdrawn their assistance
- Any other activity that is related to evaluation, impact studies, evidence-based researches, etc. as needed, including phone surveys, household visits, and focus group discussion.

**Additional activities may include:**

- Conduct emergency assessments in cases of local emergencies such as floods, fires, evictions.
- Conduct regular assessments through HH visits for other vulnerable protection cases including new comers (eg SGBV, etc).
- Upload the data collected from field monitoring activities to UNHCR reporting systems on a weekly/monthly basis (electronically through Android app or manually if necessary) and update the information on Activity Info on a monthly basis as necessary
- Provide a two-way information channel to respond to refugees' questions and queries. Refer them to the Common call center/protection Helpline
- Ensure strict confidentiality is maintained in accordance with the Data Sharing Agreement. Information provided by the refugees will be treated as strictly confidential by all relevant actors.
- Report to the UNHCR FO, providing weekly updates and monthly reports as needed in addition to ad hoc reports as required by UNHCR, particularly in relation to the distribution activities.

## SECTOR: Shelter

**Objective:** | **Shelter and infrastructure established, improved and maintained**

Refugees live in dispersed shelters across Lebanon. 73% of them live in residential buildings (apartments, houses, concierge rooms), 9% in non-residential structures (shops, garages, farms), and 17% in improvised shelters in informal settlements (IS). With steady increases in socio-economic vulnerability of refugees and limited income opportunities, refugees struggling to find affordable and adequate shelters.

In 2019, response will be to immediate humanitarian needs, UNHCR will gear its interventions towards an integrated response to maintain a safer space for refugees within host communities, improve their well-being, and mitigate social tension risks.

Based on defined criteria, UNHCR will target the implementation of shelter activities in selected poor and less serviced urban and rural areas. An integrated Shelter and WASH response will be adopted within an area-based approach, benefitting an entire community including refugees and host communities. UNHCR may further adapt the modalities to include cash-based options following the results of pilots of 2018.

Organizations are invited to submit proposals for single or multiple locations in Central Bekaa, West Bekaa, Rachaiya and North Bekaa. Similarly, organizations can submit proposals for the full scope of activities (listed below), or a selection of activities.

Organizations are asked to outline areas of the Bekaa, which they would not be willing to undertake shelter activities within (if any).

As a significant number of shelter activities are undertaken through cash modalities, experience of achieving humanitarian objectives through cash modalities is preferable.

<b>Expected outcomes:</b>	<ul style="list-style-type: none"> <li>- Enable refugees and vulnerable Lebanese to access shelter solutions that provide privacy, security and protection from the elements, emotional support, and a space to live and store belongings in a dignified manner, and;</li> <li>- Enable refugees to access and live in dignity in secure settlements that improve their social, economic and environmental quality of life as a community</li> </ul>
---------------------------	--

**Output:** | **General site operations constructed and sustained**

Interventions focused on maintenance, and upgrade works within Collective Sites. The works will include upgrade to common and outside areas such as handrails, stairs, ramps, waterproofing of roof, pavement, pathways, etc. Sites will benefit from the upgrading of substandard shelters and common building areas to minimum standards. Moreover, measures will be adopted to mitigate the risk of flooding and inundation as well as the risks resulting from stagnation of grey and black water to limit any negative impact on the environment of the informal settlements. The external works will be implemented in agreement with landlords and beneficiaries and with official approval from the relevant Municipality.

<b>Indicative Activities:</b>	<ul style="list-style-type: none"> <li>- Mitigate flood risk and improve the general site conditions of informal settlements. Improvements should</li> </ul>
-------------------------------	--

	<p>consider children friendly spaces.</p> <ul style="list-style-type: none"> <li>- Mitigate risk resulting from grey/black water stagnation/inundation in informal settlements (to be closely coordinated with WASH counterparts.</li> <li>- Enhance the mobility of Persons with Specific Needs to and within public buildings through assessment, design and installation of items/ physical building modifications in accordance with sector guidelines.</li> </ul>
<b>Output:</b>	<b>Long term/permanent shelter provided and sustained</b>
<p>Approximately 50% of refugees in the Bekaa live within residential/ non-residential buildings a significant percentage of which are deemed 'sub-standard'. UNHCR, in collaboration with partners achieve the above objectives to ensure the most vulnerable refugee households reside in safe and secure shelters, without exposure to the elements, in a dignified manner.</p>	
<b>Indicative Activities:</b>	<ul style="list-style-type: none"> <li>- Rehabilitating shelter units (residential sub-standard buildings): rehabilitation of sub-standard buildings inhabited by refugees through identification, design and provision of technical guidance to facilitate a landlord driven approach in accordance with sector guidelines.</li> <li>- Conducting weatherproofing and minor repairs of shelter unit (non-residential sub-standard buildings): weatherproofing and minor repair of non-residential sub-standard buildings (shops, stores, agricultural rooms, etc.) in accordance with sector guidelines.</li> <li>- Implementing PwSN interventions to the units (sub-standard buildings): enhancing the mobility of PwSN living in sub-standard buildings through assessment, design and installation of items/ shelter modifications in accordance with sector guidelines.</li> <li>- Conducting fire awareness educational sessions: implementation of fire educational sessions to raise awareness of causes, risks and mitigating methods of fire in sub-standard buildings.</li> <li>- Distributing/refilling of fire extinguishers: distributing new fire extinguishers to households in sub-standard buildings in accordance with sector guidelines.</li> <li>- Distributing smoke detectors: distribution of smoke detectors in the sub-standard buildings to be installed in common spaces post rehabilitation/ minor repair interventions.</li> </ul>
<b>Output:</b>	<b>Shelter materials and maintenance tool kits provided</b>
<p>Approximately 50% of refugees in the Bekaa reside within informal tented settlements. UNHCR is the primary agency facilitating funding to essential shelter activities within informal settlements across the Bekaa. UNHCR in collaboration with shelter partners undertakes a significant resource intensive shelter programme in informal settlements in order to achieve the objectives listed above. In addition to proactive programmes to achieve the above objectives UNHCR plays a leading role in emergency response to ensure hazardous event risks are mitigated and assistance is provided in a timely manner to persons of concern post event.</p>	
<b>Indicative Activities:</b>	<ul style="list-style-type: none"> <li>- Conduct household level shelter assessments in informal settlements: assessment of tent conditions in accordance with sector guidelines to determine household level eligibility for provision of 'weatherproofing'</li> </ul>

kits to enhance shelter conditions pre-winter.

- Provide shelter maintenance tool kits and materials (LRK – MRK – NAK): distribution of ‘weatherproofing’ kits: (light/ medium/ heavy) in accordance with eligibility. Provision of ‘new arrival kits’ to ‘new arrivals’/ communities affected by emergency events.
- Provide shelter maintenance tool kits and materials provided (IKIS): provision of insulation kits to households in informal settlements in accordance with standard operating procedures, inclusive of demonstrating kit installation to persons of concern.
- Provide shelter maintenance tool kits and materials provided (FRK): response to emergency flood cases through the distribution of floor raising kits (FRK).
- Conduct ‘Persons with Specific Need’ shelter interventions: enhancing the mobility of Persons with Specific Needs (PWSN) living in the informal settlements through assessment, design and installation of items/ shelter modifications to and within tents in informal settlements in accordance with sector guidelines.
- Conduct fire awareness educational sessions: implementation of tailored fire educational sessions for women, men and children to raise awareness of causes, risks and mitigating methods of fire in informal settlements.
- Install fire stand in informal settlements: providing and installing fire stands and associated hardware in informal settlements in accordance with sector guidelines.
- Distribute / refill of fire extinguishers: distributing new fire extinguishers according to the rate of one extinguisher per four tents, recalling and refilling used extinguishers in informal settlements. This activity includes regular checks of extinguisher pressure and readiness.

## SECTOR: Social Cohesion

**Objective:**

**Peaceful co-existence with local communities promoted**

Services to both the host and refugee communities are enhanced through institutional and community support projects to strengthen their capacities to address shared protection concerns.

**Expected outcomes:**

- Improved relations among targeted community groups

**Output:**

**Projects benefiting host and displaced communities implemented (Solidarity Initiatives)**

Support institutional and community support projects which aim to address protection or other concern to both refugee and host communities in view of fostering social cohesion. The projects prioritize tension areas, usually with high-refugee concentration, and vulnerable host communities.

**Indicative Activities:**

- Based on the identified needs design and implement targeted interventions for peaceful coexistence.

- Measure the impact of implemented projects on both host and refugee communities.

## SECTOR: Warehouse / Logistics Management

**Objective:** Logistics and supply optimized to serve operational needs

The warehouse will provide storage capacity for core relief items in a centralized way for the entire Bekaa region, and thus ensure the supply to UNHCR as well as partners to process their operations in Bekaa area. UNHCR will only focus on contingency and preparedness stocks with regard to core relief items, in addition to storing shelter kits to be distributed by partners. Additionally available storage capacities on the premises will be provided by UNHCR to its partners.

**Expected outcomes:**

- Effective management of UNHCR Core Relief Items
- Timely response to emerging needs

**Output:** Warehousing provided, repaired and maintained

The needs of refugees and consequently the demand of storage capacities for agencies to accommodate NFIs for newcomers' kits, and winterization, such gaps will be addressed through the installation and maintenance of an 8 rub hall storage facilities in the strategic location of Zahle.

**Indicative Activities:**

- Operate UNHCR warehouse in Zahle consisting of 8 rub halls set up in 2014. Managing the rent/lease contract management.
- Establish Framework Agreements for freight and casual labour.
- Establish insurance coverage for the compound assets, preparing the Security plan and fire prevention expertise.
- Ensure proper receipt and documentation of goods.
- Provide rapid delivery of requested goods and ensuring the emergency response plan in place for releasing items.
- Maintain adequate storage conditions, to ensure that the inventory is always in usable and serviceable conditions when needed.
- Keep an accurate account of inventory movements and balances, maintaining complete records of the inventory situation.
- Provide daily movement update, in addition to all the related documents, (waybills, goods receiving note, bin/stack cards, stock cards).
- Provide weekly stock update, and whenever applicable a systematic update on expiry date of the stored items;

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>- Ensure the needed number of casual workers for loading at the warehouse and unloading in the settlements as requested or agreed with the requesting party, in addition to the experienced casual workers for the management of the site during distributions.</li><li>- Manage the individual contracts with the workers, attendance sheets and payments.</li><li>- Provide the needed number of trucks for distribution in a given day, and coordinating the quantities to load in each truck and the destination of each truck, and managing the tracking sheets and payments.</li></ul> |
|--|--|