

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

Beirut and Mount Lebanon: Jbeil, Kesrwane, El Meten, Baabda, Beirut, Aley, Chouf

Goal/Objective, Expected Outcome and Main Activities:

Sectors Included in the Call for Expression of Interest

Sector	Details
Protection	Child Protection
	Sexual and Gender Based Violence
	Community Based Protection
	Legal (Services & Civil Doc.)
	People with Specific Needs (PWSN)
Health	Primary Health
	Mental Health
Education	Primary Education
Basic Assistance	Core Relief Items
	Basic need via cash based intervention - Household Monitoring
WASH	Water
	Sanitation
Shelter	Rehabilitation



	Shelter Kits Distribution
Social Cohesion	Peaceful Coexistence

Population Planning Group:		Syrian Refugees and Asylum Seekers				
Sub-group (if applicable):		Syrian Refugees and Asylum Seekers in Beirut and Mount Lebanon				
Age Group	Male		Female		Total	
	in numbers	in %	in numbers	in %	in numbers	in %
0-4	19,390	7%	18,567	7%	37,957	15%
5-17	52,545	20%	49,474	19%	102,019	39%
18-59	53,071	20%	60,514	23%	113,585	44%
60 and >	2,703	1%	3,086	1%	5,789	2%
Total:	127,709	49%	131,641	51%	259,350	100%

SECTOR: Protection – Child Protection

Objective: Protection of children strengthened

Incidents of refugee children experiencing physical violence, abuse, neglect, and child labour continue to occur in Lebanon. Children, especially boys, are often required to work in agriculture, mechanic workshops or on the streets, to alleviate the financial burden on their families. Female youth are pressured to work to support their family and to get married early to relieve some economic pressure from the family.. Children with specific needs, including children with disabilities, often face discrimination and exclusion from community resources and support. The basic needs of unaccompanied and separated children, including adequate access to food, shelter and clothing are not always met, leading to increased risk of early marriage, school drop-out and child labour. Street and working children experience exploitation and abuse leading them to feel unsafe. Increased concerns pertain to Syrian youth, who often spend time idle, without education opportunities or social engagements, leaving them with psychological distress.

Expected outcomes:

- Reduced child protection related risks and support to refugee children at risk and/or victims of violence through outreach, ensuring timely identification and referral to appropriate services.
- Timely and quality case management services are provided for high and medium risk cases.
- Enhanced community-based activities for both prevention and response through safe spaces, community-based structures and mobile outreach activities.
- Strengthened partnership with national institutions through cooperation and capacity building.

Output:

Best interest determination process established and operational

Individual case management for vulnerable children at high risk of abuse, violence, neglect and exploitation, while continuing to look at ways to support other child protection cases through community based interventions. Best Interest Assessments and Determinations (BID) conducted with the aim of ensuring that the child’s best interest remains at the centre of all interventions.

Indicative Activities:

- Identify children at risk of abuse, violence, neglect and exploitation through outreach activities, hotlines and referrals from other actors.
- Assess the situation of the identified cases, offer counselling for each case 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.
- Conduct Best Interests Assessment (BIA) and Best Interest Determinations (BID) to ensure that the child's best interests are always the foremost consideration.
- Provide psycho social counselling through specialized case workers, while ensuring the utmost safety of persons of concern and confidentiality of the information shared.
- Refer medium and high risk cases for cash based assistance as a complementary activity to address any urgent emergency situation that exposes a child or his/her caregivers to serious harm.
- Conduct outreach and awareness raising activities targeting key community actors as well as community members on topics related to child protection.
- Organize psychosocial activities and informal skills training for children and their caregivers.
- Develop Internship program for adolescents at risk and caregivers of children at risk
- Manage and train Child Protection Outreach Volunteer (CP OVs) in order to assist with the identification and referral of medium/high risk child protection cases, the mentoring of Unaccompanied and Separated Children and general two-way communication with communities of concern.
- Train, coordinate and provide ongoing technical support for staff working under child protection, in complementarity to National Institutions and Outreach Volunteers.
- Ensure that child protection activities and interventions are well coordinated with other partners. Work with UNHCR to strengthen and improve Child Protection referral systems and procedures

Output:

Capacity development supported

Improve Child Protection case management and other actors’ abilities to supervise and address complex child protection cases, understand and skillfully use the National SOPs, and provide mentorship and support for children at risk to prevent further harm that may require case management services. Support Child Protection service providers to supervise and build the skills of Outreach Volunteers in order to provide community-based protection and mentorship to low-risk child protection cases, including Unaccompanied and Street Children (UASC) and

children with disabilities.

Indicative Activities:

- Conduct workshops with case workers and supervisors to identify their technical and interpersonal skills learning needs.
- Organizing monthly peer-to-peer sessions for Child Protection caseworkers and Bi-monthly peer-to-peer sessions for Child Protection managers & supervisors
- Provide training, coordination and ongoing technical support for Child Protection service providers that are overseeing Outreach Volunteer programs.
- Work with UNHCR to strengthen and improve Child Protection referral systems and procedures.

SECTOR: Protection – Sexual and Gender Based Violence

Objective 1:

Risk of SGBV is reduced and quality of response improved

Assessments showed an increased risk of Sexual and Gender Based Violence (SGBV) in Lebanon, particularly for women and girls, due to different factors, including the lack of livelihood opportunities. Obstacles in obtaining legal status and stringent sponsorship requirements have increased the risk of sexual exploitation. Limited livelihoods opportunities have increased negative coping mechanisms, such as early marriages and survival sex. The most commonly reported type of violence is domestic violence, with over 75% cases dealing with physical assault and psychological/emotional abuse 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.

Expected outcomes:

- SGBV survivors are provided with quality case management and psychosocial support that ensure their healing and recovery.
- Enhanced community-based support networks for women, men, girls and boys who are at risk or have experienced abuse.
- Increased collaboration with national institutions, authorities, NGOs, municipalities, host and refugee communities through capacity building and advocacy.
- Strengthened partnership, capacity building and mentoring for community groups that are working on SGBV to ensure their active involvement in SGBV prevention and response.
- Increased community engagement through training, information dissemination as well as meaningful participation in safety assessments for the identification and mitigation of risks of SGBV.

Output:

Psychosocial counselling provided

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.

Indicative Activities:

- Identify Sexual and Gender Based Violence survivors through internal mechanisms such as hotlines, community structures, outreach activities, and through referrals from other actors.
- 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.
- Keep accurate data of the recorded SGBV cases and report them to the GBV Information Management System (GBVIMS).
- Extend the case management services to include LGBTI persons who have been subject to SGBV. This includes follow-up on legal and health referrals, psycho social support as well as protection cash and their inclusion in life-skills initiatives targeting survivors. Opportunities will be sought to share information and provide peer-to-peer support to LGBTI refugees, and help them connect with local LGBTI-friendly organisations when possible.
- 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.
- Engage and strengthen the capacity of women groups in GBV 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 Psycho Social activities and informal skills training to survivors in the Safe Spaces, Community Development Centers or Social Development Center.
- Develop internship program to Sexual and Gender Based Violence survivors
- 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 Outreach Volunteers 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.

Output: **Safety and security for SGBV survivors provided**

Victims of Sexual and Gender Based Violence of high risk are provided with safe shelter, while the required assessments and case management services and being delivered.

- Indicative Activities:**
- Identify safe shelters options for women, children and refugees.
 - Provide safe shelter to women and girls survivors or at risk of GBV and their minor dependents. During the occupation period, provide survivors with multi-sectoral GBV services while working towards an exit plan.
 - Support the day to day management of the shelters and monitor the quality of the accommodation and services.
 - Support vulnerable refugees placed in shelters and ensure that their basic needs are met through continuous monitoring and follow-up.

Output: **Capacity development supported**

Due to the highly volatile protection environment and sensitive operating context there is a need to maintain the highest standard of quality SGBV case management service provision. Case management service providers' must have the ability to address increasingly complex GBV incidents in line with National SOPs and existing case management systems. Case management staff, social workers, OVs and communities are required to safely identify and refer women and girls at risk and SGBV survivors.

- Activities:**
- Conducting workshops with case workers and supervisors to identify learning needs, topics and skills
 - Training, coordination and ongoing technical support for SGBV protection service providers
 - Working with UNHCR to strengthen and improve SGBV referral systems and procedures

SECTOR: Protection – Legal and Civil Status Documentation

Objective: **Access to legal assistance and legal remedies improved**

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.

Expected outcomes:

- 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.
- 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.

Output:

Legal assistance provided

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.

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
- Mediate and advocate with unofficial entities/persons such as hospitals, landlords, employers etc. in order to retrieve confiscated 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 OVs 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.
- 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:	<ul style="list-style-type: none"> - 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.
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Output:	Birth registration and certificates provided
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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:	<ul style="list-style-type: none"> - 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. - Conduct outreach and awareness raising activities targeting key community actors as well as community members on topics related to civil registration and civil status.
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SECTOR: Protection – Community Based Protection

Objective:	Community mobilization strengthened and expanded
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UNHCR assessment 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 across hundreds of villages in Lebanon.

Expected outcomes:

- Persons of concern and host community members have access to dedicated community development centres and social development centres 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 centres.
- 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 centres, 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 centres 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.

Indicative Activities:

- Implement activities at Community Development Centres (CDCs), Social Development Centres (SDCs) 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 centres 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, and supported SDC 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 supported SDC and through community-based outreach. Utilize the centres 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 centres.
- 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 centres 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.

Output:

Community Mobilization (Protection Monitoring)

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.

Indicative Activities:

- 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.

Objective:	
Objective:	Services for persons with specific needs strengthened
<p>Refugees in Lebanon are facing increasing difficulties in meeting their basic 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, the national social security system offer only very limited support to some specific groups.</p>	
Expected outcomes:	<ul style="list-style-type: none"> - 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. - 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.
Output:	Sectoral cash grants or vouchers provided
<p>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.</p>	
Indicative Activities:	<ul style="list-style-type: none"> - Manage the ECA and PCAP programmes in close collaboration with UNHCR. - Identify potential beneficiaries for the cash programme through internal mechanisms and referrals from other actors. - 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. - Systematically re-assessing and tracking of PCAP cases. - Ensure timely reporting on UNHCR reporting platforms of the cases that are benefitting from cash assistance. - 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.
Output:	Support to persons of concern with specific needs provided (psycho-social, non-cash)
<p>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.</p>	
Indicative Activities:	<ul style="list-style-type: none"> - Identify persons with specific needs (PWSNs) through internal mechanisms (such as hotlines, community centres, community structures and outreach activities) and referrals from other actors.

- 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.
- Provide psychosocial counselling in the premises of existing community centres as well other venues that ensure the safety of persons of concern and confidentiality of the information shared.
- 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.
- Implement specific projects and structured interventions for PWD and elderly

SECTOR: Health

Objective:

Health status of the population improved

UNHCR will continue to support a selected network of primary healthcare centers (PHCs), which serve as the entry point for refugees needing medical care. Through its partners, UNHCR subsidizes the consultation fees for all refugees and 85% of the cost of diagnostic procedures for selected groups (including pregnant women, children under five, and adults over 65 years and disabled).

UNHCR will support further strengthening of the primary health care sector approach with a strong focus on quality improvement in the area of reproductive health (ANC) and non-communicable diseases, including treatment protocols and patient follow up, access to free essential medications and childhood vaccinations, promotion of adequate IYCF practices and identification and referral for malnutrition as well as treatment of mental health diseases.

Expected outcomes:

- Enhanced access to health services in PHCs. Improved health and wellbeing of refugees, while morbidity and

mortality is reduced.

- Strengthened quality of primary healthcare and mental health services following regular training, monitoring and supervision of healthcare staff.
- Prevention and control of emerging and re-emerging communicable diseases through the provision of vaccine preventable diseases.
- In line with the MoPH Mental Health Strategy, a defined and standardized mental health and psychosocial support services package will be provided with free of charge fee coverage for costs of consultations, medicines and supplies.

Output:

Access to primary health care services provided or supported

Expanded access to primary health care and mental health services for refugees, via the provision of a package of basic health care services including subsidized referrals to specialized services and diagnostics. Improved quality of primary health care and mental health service provision, via trainings, continuous monitoring and supervision, and evidence and performance-based programming. Emerging and re-emerging communicable diseases prevented and controlled.

Indicative Activities:

The selected partner will be responsible for the implementation of the below activities through primary healthcare centres across the various areas of operation:

- Offer comprehensive primary health care (PHC) package through the support of Primary Healthcare Centres. The package includes but is not limited to sexual and reproductive health (Antenatal and postnatal care (ANC,PNC), family planning (FP), sexually transmitted infection management), child healthcare, expanded programme on immunization, growth monitoring and nutrition, Infant and young child feeding, management of acute and chronic diseases, mental health, basic laboratory and radiological tests, essential medicines, as well as health awareness sessions to promote best practices, such as ANC, PNC, FP, Vaccination, breastfeeding.
- Subsidize the cost of consultations to all the persons of concerns and the diagnostic procedures at 85% according to pre-set criteria that includes mainly as beneficiaries pregnant women, children under five, adults over 65 years and persons with specific needs.
- Strengthen the capacity of the human resources on the standard and guidelines developed by the Ministry of Public Health that are relative to the PHC activities.
- Ensure that the PHCs follow the reporting regulations of the Ministry of Public Health and that the health information system and medical records are implemented accordingly.
- Ensure the access of vulnerable groups to the PHC (e.g., elderlies, persons with specific needs, severely vulnerable groups and others).

- Work on the improvement of the quality of the PHCs by developing with the support of the PHCs management a quality improvement plan with specific structure, process and outcome indicators.
- Capacitate health outreach volunteers to support in the detection and referral of cases in need for health and mental health services and to provide health awareness sessions and proper health messaging and information sharing.
- Monitor the activities implemented in the PHCs and health outreach volunteers and implementing corrective and preventive measures based on the findings.
- Create a Referral system to the other services e.g., secondary health care, mental health, protection, SGBV, CMR, and others.
- Support the PHC with capacity building, if the latter is not part of the MoPH network and/ or is not YMCA affiliated, so that it meets the integration standards.
- Provide a comprehensive mental health services addressing the clinical and psychosocial needs of all age groups, genders, and mental health disorders through mental health case management teams at the PHC level and through outreach activities that include case managers, psychotherapists, and psychiatrist.

SECTOR: Education

Objective:

Population has optimal access to education

Although there has been a 13% increase in enrolment in 2017-2018 as compared to 2016-2017, 55% of children are still out of formal school, and 40% completely out of any learning framework, including non-formal, according to MEHE.

The situation for refugee youth is particularly serious, with only around 5% of those within the age range 15-18 enrolled in secondary education.

Different assessments indicate that, in general, families are aware of the importance of education, but for those with little economic means, it is not prioritized by parents, due not only to the associated costs of education (transportation, mainly), but also to the need for many children to work and help support their family.

Therefore, and despite the achievements to date, the right to education of thousands of children is still to be fulfilled. The hardest to reach children are still out of school. This includes children confronted with child labour, children from minorities or nomadic backgrounds, children with special needs (for instance, children and youth with disabilities or specific learning difficulties), as well as over-aged children.

On another note, securing learning success in public schools requires MEHE and partners to reflect on and overcome challenges related to quality (teachers, infrastructure, study plans...) language and curriculum barriers, violence and discrimination in school environment, and the necessary adaptation of bridging programmes to the needs of children who may have missed several years of education.

While acknowledging the progress on collection and processing on education data that has been taken place in the past two years, UNHCR is aware that it is fundamental to delve into the analysis of the factors influencing the access and retention of children to school, such as the number of missed school years, low levels of family or community support or interest in education; economic barriers, exposure to violence, in order to advocate for and contribute to not only UNHCR but also sector's remedial actions.

Expected outcomes:	<ul style="list-style-type: none"> - Education situation in the area of operation has been researched, analysed and is well known, including profiling, location and reasons for drop-outs and out-of-school children, for different age groups; - Adequate and accurate data has been collected to inform UNHCR's planning and support MEHE and the education sector in programming and implementation of RACE II national strategy; - Communities, including parents, are sensitized and mobilized to support their children in public schools (retention); and to promote the importance of education within the community (access and retention); - Outreach leading to concrete referrals of out-of-school children to different forms of learning has been carried out with measurable results; - A strategy, contextualized to the area of operation, is developed to: (i) actively support integration of out-of-school children (access) in regulated non formal programmes or certified education; (ii) prevent drop outs. - Objective and assessable links have been established between education and child protection UNHCR programmes; - Youth aged 15 and above enrolled in public secondary schools, formal technical vocational education (TVET) and vocational training centers are followed and supported with the resources available.
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Output:	Advocacy conducted
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Community work in 2019 and 2020 will continue to be central to UNHCR, aiming at promoting a community environment that is favourable to learning and to schooling of refugee children (including other than Syrian).

Indicative Activities:	<ul style="list-style-type: none"> - Design a strategy that complements and supports RACE II, from a community-based perspective; track refugee specific barriers to education and identify and recommend appropriate solutions; - Mobilize communities to support retention of refugee children in public schools, and to support efforts to bring out-of-school children to formal school; - Identify, support or help in setting up community projects, networks or systems that have a reasonable chance of becoming sustainable; and actively works towards such sustainability; - Set up outreach plans that target a maximum number of refugee children and that are adapted to different profiles, including vulnerability parameters, and age groups; - Propose at least one pilot project aiming at identifying and supporting out-of-school children to access and stay in learning activities, preferably certified.
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	<ul style="list-style-type: none"> - Collect, process and analyze qualitative and quantitative data on children and youth in a timely manner based on information from community-based education activities< - Target children with specific education needs and support refugees' efforts to access specialized services and institutions. - Promote a violence-free school environment. - Be able to measure impact of the project and make recommendations based on lessons learned.
Output:	Secondary education provided or supported

One of UNHCR's objectives is to assist increase educational and vocational opportunities for Lebanese and refugee youth and young adults aged 15 and above.

	<ul style="list-style-type: none"> - Outreach to identify eligible Vocational Education/Vocational Training students in Certified Vocational training schools (full curriculum or short-term VT courses), follow up, and support selected youth with transportation fees. - Identify eligible Vocational Education/Vocational Training refugee students, follow up, and support selected youth with transportation fees or other forms of material support. - Liaise with the school directors, based on tripartite agreement with MEHE, and follow up youth enrolment, attendance and access to exams. - Support organization of through Solidarity Initiatives, community events for young Lebanese and refugees, such as Solidarity Initiatives.
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SECTOR: Basic Assistance

Objective:	Population has sufficient basic and domestic items
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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.

Expected outcomes:	<ul style="list-style-type: none"> - Improved access to basic and domestic items especially, leading to improvement in living conditions for refugees. - 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.
Output:	Cash grants or vouchers (multi-purpose) provided

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 regular HHV Assessments, the VASyr (Vulnerability Assessment for the Syrians) and VARON (Vulnerability Assessment for Refugees of Other Nationalities) and the Redress Grievance Mechanism assessments.

Indicative Activities:	<p>Upstream activities will include the following:</p> <ul style="list-style-type: none"> - Conduct household level assessments linked to the confirmation of the eligibility for assistance. - Carry-out household surveys for the VASyR and VARON data collection activities, through the use of an ODK or paper questionnaires as needed. - Distribute and/or Validate ATM card pin numbers to eligible families at mobile distribution sites, ensuring all security protocols are followed.
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- 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 centre/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.

Output:	Core relief items provided
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.	
Indicative Activities:	<p>Distribution of Core Relief Items (CRIs)</p> <p>The program is planned to respond to protection cases in need of CRIs through the implementation of small-scale and ad hoc distribution of CRIs to families.</p> <p>Activities may include:</p>

- Receive referrals and conduct household level assessments of cases and their CRI needs
- Prepare all necessary documentation for the distribution of the CRIs following UNHCR approval
- Distribute the CRIs to the eligible families and ensure all receipts are signed and filed accordingly
- Upload assistance to RAIS following all distributions
- Respond to small-scale emergencies which may require CRI assessments and distributions

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.

Expected outcomes:

- 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;
- Enable refugees to access and live in dignity in secure settlements that improve their social, economic and environmental quality of life as a community

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 by using either the “landlord approach” or the “beneficiary approach”.

Indicative Activities:

- Improve Weather/waterproofing conditions of the building (waterproofing, applying/repairing plaster...) within CSs (common areas, outside shelters: handrails, etc.)

- Collect inputs of the community regarding ways of enhancing the physical safety of the inhabitants of Collective Shelters, taking into account possible physical constraints, environmental hazards and security risks.
- Provide repair works outside of the shelter units and within common built areas of substandard collective shelters (prevention of roof leakages, installing water tanks, providing lighting at entrances or improving/repairing broken staircases, etc.).
- Mitigating flooding/inundation risks
- Mitigate risk resulting from grey/black water stagnation/inundation. 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.
- Increase capacity of the occupants to sustain their site conditions (Capacity building for future maintenance, Establishment of site maintenance committee)

Output:

Long term/permanent shelter provided and sustained

In close collaboration with local authorities, the field teams (Field Officers and Engineers) will identify occupied shelter units to be targeted with rehabilitation works taking into account critical selection criteria that should be studied before signing any contract such as vulnerability level of PoCs (e.g. limited mobility cases, females ‘head of households etc...’) and owner collaboration to reach a rental free of charge or rental freeze/rent reduction.

The upgrade and repair of substandard shelters will be implemented in line with the area based approach, following a community-based process, and coordination with relevant sectors (mainly WASH/Protection/Social Stability) and stakeholders.

Rehabilitation works will address the most inadequate living conditions and will focus on: adequate protection from cold and wet weather, improvement of beneficiaries ‘privacy and security’, improvement of hygiene and access to water and sanitation facilities, provision of basic health and safety issues and improvement of basic electrics. Special attention should be given to the HH with elderly or disabled with the installation of specific facilities.

Indicative Activities:

- Rehabilitate shelter units (residential) 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.
- Negotiate with landlords to agree on a rent free or charge, reduced rent, or rent freeze for a period of 12 – 24 month in return for rehabilitations works provided.
- Collect supporting document and signature of the contract with the landlord (assessment, landlord ID, property deed, BoQ, list of occupants and drawing); Upgrade of substandard shelters by landlord or contractor based on the agreements established
- Enhance the mobility of Persons with Specific Needs living in sub-standard buildings through assessment, design and installation of items/ shelter modifications in accordance with sector guidelines.
- Conduct fire educational sessions to raise awareness of causes, risks and mitigating methods of fire in sub-

standard buildings and distribute / refill of fire extinguishers: distributing new fire extinguishers to households in sub-standard buildings in accordance with sector guidelines.

- Conduct various assessment in the areas identified for implementation of shelter activities (Shelter/WASH surveys, technical surveys at community level, community consultation and stakeholder analysis, etc.)

Output:

Shelter materials and maintenance tool kits provided

Distribute, new arrival kits and medium repair kits to the households in need living in IS in order to maintaining their capacity to withstand adverse weather conditions as well as other threats and improve their living condition.

NAKs and MRKs will be provided by UNHCR and distributed by Partners in ISs (following the NAK and MRK eligibility criteria that will be shared by UNHCR). Partners will provide guidance to the beneficiaries on how to install and use the both types of kits in the most efficient way on the basis of the shelter's needs. Needs identification will be conducted before distribution of the kits by technical officers.

Indicative Activities:

- 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' 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 People with Special 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 and collective sites.
- 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 and collective sites. This activity includes regular checks of extinguisher pressure and readiness.

SECTOR: WASH

Objective:	Population lives in satisfactory conditions of sanitation and hygiene
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UNHCR overall country strategy is to ensure that refugees have safe access to water of sufficient quality and quantity, improved sanitary conditions and hygiene in order to reduce morbidity and mortality and reduce risks of water-borne diseases to enhance their protection, dignity, wellbeing, and quality of life.

WASH activities will support Syrian refugees and vulnerable host communities in informal settlements (IS) and 'out-of-IS' (urban) settings 'Out-of-IS' settings typically include sub-standard 'residential' and 'non-residential' buildings (SSBs) and residential buildings where vulnerable host community populations reside and are typically responded to in conjunction with shelter partners. Furthermore, UNHCR will aim at creating a favorable protection environment to the refugees through implementing WaSH initiatives benefiting both refugees and host communities.

Expected outcomes:	<ul style="list-style-type: none"> - Improved access to adequate, appropriate sanitary facilities leading to improvement of sanitary conditions and safe environment at temporary locations, decreasing pressure on already strained public services and host communities.
Output:	Household sanitary facilities / latrines constructed
	<ul style="list-style-type: none"> - Undertake sustainable household/community sanitation activities for both Syrian refugees and vulnerable host communities. - Facilitate the implementation of sanitation network in collective shelters
Output:	Environmental health and hygiene campaigns implemented
Indicative Activities:	<ul style="list-style-type: none"> - Develop and undertake hygiene promotion activities for Syrian refugees and vulnerable host communities through WASH Committees and community focal points. - Undertake solid waste management awareness raising campaigns - Distribution of solid waste tools and equipment

Objective:	Supply of potable water increased or maintained
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Expected outcomes:	<ul style="list-style-type: none"> - Equitable access to sufficient quantity of potable and safe- water for drinking, cooking, personal use and domestic hygiene.
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Output:	Water management committees established and active
Indicative Activities:	<ul style="list-style-type: none"> - Support the formation and training of WASH committees/focal points for sustainable operation and maintenance of WASH facilities/ hygienic behaviour. - Facilitate periodic meetings with the WASH committee and support with the preparation and implementation of local interventions

- Obtain satisfaction feedback from the community at large through a survey on the implemented WASH projects
- Provide WASH tools kits to the WASH Committee members to enable them to follow with the maintenance of WASH items

Output: Water system constructed, expanded and/or upgraded

Indicative Activities:

- Undertake sustainable water activities for both Syrian refugees and vulnerable host communities
- Improve access to safe water through water quality improvement and appropriate follow up/ preventative measures
- Ensure water network rehabilitation and or extension

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 and their capacities to address shared protection concerns strengthened.

Expected outcomes:

- Improved relations among targeted community groups
- Enhanced skills in project planning and implementation

Output:

Projects benefiting host and displaced communities implemented (Solidarity Initiatives)

Support institutional and/or community lead (support) projects which aim at fostering social cohesion. Projects are encouraged to be designed and implemented by communities themselves, with the support of UNHCR, partners, OVs, self-managed community structures, local charity associations and other local actors.

Indicative Activities:

- Provide financial grants and/or technical support to projects with solidarity or protection objectives.
- Provide technical support will entail assisting refugees and local communities with the development of proposals for funding and or providing technical support to assist communities in implementing their project
- Measure the impact of implemented projects.
- Implement a number of community initiatives under the framework of UNHCR's Solidarity Initiative programme 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.
- Implement community support projects.