

**Beirut and Mount Lebanon (BML) Sub-office**

**2023-2025 Call for Expression of Interest**

**EOI Reference #: EOI.2023.1.32102**

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**Basic Data**

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| **Project Location:** | | | | | | | |
| **Beirut and Mount Lebanon:** Jbeil, Kesrwane, El Meten, Baabda, Beirut, Aley, Chouf | |  | | | | | |
| **Population Demographics - Syrian Refugees and Asylum Seekers** | | | | | | | |
| **Age Group** | **Male** | | | **Female** | | **Total** | |
| **in numbers** | | **in %** | **in numbers** | **in %** | **in numbers** | **in %** |
| **0-4** | 10,863 | | 12% | 10,173 | 11% | **21,036** | **11%** |
| **5-17** | 41,483 | | 44% | 39,558 | 41% | **81,041** | **43%** |
| **18-59** | 39,931 | | 42% | 44,026 | 46% | **83,957** | **44%** |
| **60 and >** | 1,804 | | 2% | 1,940 | 2% | **3,744** | **2%** |
| **Total:** | **94,081** | | **100%** | **95,697** | **100%** | **189,778** | **100%** |
| **Population Demographics - Refugees and Asylum Seekers (Other Nationalities)** | | | | | | | |
| **Age Group** | **Male** | | | **Female** | | **Total** | |
| **in numbers** | | **in %** | **in numbers** | **in %** | **in numbers** | **in %** |
| **0-4** | 403 | | 7% | 349 | 7% | **752** | **7%** |
| **5-17** | 1,207 | | 21% | 1,155 | 24% | **2,362** | **21%** |
| **18-59** | 4,080 | | 72% | 3,225 | 68% | **7,305** | **65%** |
| **60 and >** | 403 | | 7% | 352 | 7% | **755** | **7%** |
| **Total:** | **6,093** | | **100%** | **5,081** | **100%** | **11,174** | **100%** |

# **IMPACT 1 – PROTECT**

Impact Statement: Persons of concern enjoy a safe protection environment, with access to fundamental rights, fair procedures and specialized support services

#### PILLAR 1 - PRESERVING PROTECTION SPACE

#### Support a safe protection environment and ensure access to protection, temporary legal residency, and birth and civil status documentation for refugees, reduce risks associated with detention and ensure protection from refoulement.

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| **Projects included under this Impact Area** | | |
| **Prioritized Outcome Areas (OA):** | **Project Reference No.** | **Project Title** |
| OA 4: Gender-Based Violence | EOI.2023.1.32102.1 | Prevention of and Response to Gender-Based Violence (GBV) |
| OA 5: Child Protection | EOI.2023.1.32102.2 | Supporting children at risk of neglect, abuse, violence and exploitation through the operationalization of the Best Interests Procedure |
| Outcome Area 6: Safety and Access to Justice | EOI.2023.1.32102.3 | Provision of legal aid in Beirut and Mount Lebanon |
| EOI.2023.1.32102.4 | Supporting persons with specific needs through case management, protection cash, psychosocial support, counselling, and other services. |

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| Project title | |
| Prevention of and Response to Gender-Based Violence (GBV) | |
| Sector | Project Reference No |
| Gender-Based Violence (Complimentary project: Protection and Emergency Cash Assistance –PCAP and ECA) | EOI.2023.1.32102.1 |

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| Outcome Statement |
| Gender-Based Violence: The risks of GBV are reduced, all GBV survivors have access to timely, safe and quality services and continuous prevention and risk mitigation interventions. |
| UNHCR Sector Guidance |
| UNHCR GBV interventions across all five regions of Lebanon will be based on three pillars: prevention, risk mitigation and response. Capacity-development will also be mainstreamed across. Under prevention, UNHCR and its Partners will continue to promote community mobilization for GBV prevention activities with women, girls, men and boys (engaging Outreach Volunteers OVs, community, Women-Led Organizations (WLOs), LGBTIQ+ groups, etc). In synergy, UNHCR jointly with the Inter-Agency SGBV Taskforce will focus on developing and implementing M&E mechanisms to measure the impact, identify gaps and adapt while also contributing to core GBV advocacy priorities. Under the risk mitigation pillar, UNHCR will engage with other technical Units, UN Agencies and LCRP Sectors to embed GBV mainstreaming into work plans and strategies while establishing ways to monitor implementation. Under the response pillar, through a survivor-centred approach, UNHCR and its Partners will ensure that all GBV survivors who are persons of concern have access to timely, safe, and quality services that meet their needs. This will be achieved in three ways: first, based on the geographical coverage of GBV case management across regional districts in Lebanon (GBV geo-split), UNHCR and its Partners will be providing services (case management (CM), Psychosocial support (PSS) and emergency safe shelter) to high-risk and medium-risk GBV cases. Secondly, for those geographic areas not covered by UNHCR’s own GBV programme, the IA LCRP network of GBV Partners will be involved to provide services (CM, PSS, safe shelter) to high-risk and medium-risk GBV cases. Thirdly, in line with the GBV referral pathways, low-risk cases survivors of GBV will be safely referred to IA LCRP Partners and other Partners. |
| Output Statement |
| All GBV survivors and persons at risk of GBV known to UNHCR are adequately assessed in safe spaces and receive quality GBV case management and other services, including safe shelters. |
| Brief Description of the Project |
| The aim of the project is to ensure that all survivors have safe and meaningful access to adequate, timely and quality specialized GBV services, that meet their specific needs and support long-term recovery and reintegration.  **Prevention:** Partners will implement activities aimed at both preventing and responding to GBV, with approaches tailored to address the varying needs of persons of different ages, genders and backgrounds. In terms of prevention, Partners will work to empower communities to better protect themselves from risks of GBV and the consequences of it, and available services and response mechanisms in the event it occurs. Awareness raising efforts and initiatives to foster social and behavioral change will focus on topics such as child marriage, domestic and intimate partner violence, gender inequality, amongst other topics. Outreach and engagement will communities and service provision will take place both through a network of safe spaces, as well as through mobile approaches. Particular efforts will be made to engage men, boys, persons with disabilities, older persons and members of the LGBTQIA+ community as well as community leaders in prevention efforts, to ensure a whole-of-society approach to addressing root causes of GBV geared at fostering lasting social and behavioral change.  **Case Management:** Partners will develop and implement response services that are adaptable and holistic to respond to the complex needs of survivors of GBV and those at risk. A multi-sectoral approach (considering health and mental health, legal, livelihood needs, etc.) in the provision of case management services will be integral to helping survivors achieve long lasting safety and empowerment. Partners will work closely with other actors and the community to facilitate access of survivors to services. Partners will also actively engage in relevant coordination structures to ensure harmonization and complementary of interventions for holistic GBV service provision. Partners will commit to capacity building of their teams so they are equipped to work with survivors and those at risk from diverse profiles, including male survivors of GBV, child survivors, survivors from the LGBTQIA+ community and survivors with mental and physical disabilities.  **Safe shelter:** Partners will provide survivors at highest risk and requiring safe shelter with in-house holistic case management services in residential safe spaces for them and their dependents. Partners will work closely with survivors on developing exit plans once safe and fitting for them to reintegrate in the community. Survivors will be equipped with skills, knowledge and access to services and assistance upon exiting the shelter, so they are empowered in their transition to independent living. Partners will accompany survivors through this transitional phase to ensure safe and effective transition. While at the shelter, Partners will ensure survivors have access to a multisectoral range of services including legal, health and mental health services, education, and vocational training as well as basic needs such as food, clothes, medicine, etc.  **LGBTQIA+ Program:** Partners will also design specialized community-based prevention and response activities tailored to address the specific needs of the LGBTQIA+ community in Lebanon. This will require Partners knowledgeable and specialized in Sexual Orientation, Gender Identity and Expression and Sex Characteristics (SOGIESC) to implement activities to protect and empower persons facing violence, discrimination, exploitation, and abuse on the basis of their SOGIESC, including specialized case management, provision of focused and non-focused psychosocial support, and implementing community based initiatives to prevent violence against and marginalization of the LGBTQIA+ community. The specialized Partner on SOGIESC will also be required to support UNHCR in capacity building initiatives targeting other actors to support mainstreaming of SOGIESC issues in other areas of the organization’s work. |
| Main Activities: |
| * Provide timely and quality focused and non-focused PSS to GBV survivors. * Provide timely and quality case management to GBV survivors * Provide emergency safe shelter to GBV survivors and persons at high-risk of GBV, and their dependants. Ensure safe shelter services incorporate holistic GBV case management and that services are designed with the long-term objective of supporting the survivor’s reintegration in society. Safe shelter programs should also integrate the needs of dependants in their packages, ensuring access to education, vocational training, health and mental health services for children and youth. * Conduct assessments with survivors and those at risk that take into account multisectoral needs and ensure timely, safe and quality referrals to relevant services * Provide women, girls, men and boys with targeted gender equality and empowerment activities as part of GBV prevention * Ensure that GBV prevention and response activities are well-coordinated with other Partners and through the Sector. * Ensure life-saving response services are accessible for survivors at all times, through operational hotlines operated by qualified staff. * Partners specialized in working with specific communities such as the LGBTQIA+ community and persons with disabilities will be required to implement training to key stakeholders on topics within their expertise such as SOGIESC issues and working with survivors of GBV with mental and physical disabilities. |
| Intended Population Coverage per year: |
| Partners should have capacity to reach at least 10,000 survivors and persons at risk of GBV per year, including women and girls, men and boys, persons with disabilities and members of the LGBTQIA+ community with a variety of GBV response and prevention activities including:   * Providing GBV case management to 1500 survivors of GBV (including male survivors, survivors from the LGBTQIA+ community and survivors with disabilities) * Providing focused and non-focused psychosocial support services to 2800 survivors of GBV and those at risk of GBV * Engaging 5800 GBV survivors and persons at risk of GBV in activities aimed at GBV prevention through mobile outreach and in safe spaces, which includes awareness raising activities, and engaging communities in social and behavioural change initiatives. This also includes activities implemented through community mobilization efforts (such as through the efforts of outreach volunteers). * Providing safe shelter services to 250 survivors of GBV and their dependents   Activities should aim to address the needs of Syrian refugees and refugees of other nationalities, as well as vulnerable host community members[[1]](#footnote-2). |

**Complimentary project component:**

Applicant may choose to incorporate the below component into their project concept note for complementarity. *Refer to Evaluation Criteria: Sector expertise & experience*

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| Outcome Statement |
| Safety and Access to Justice - PWSN exposure to protection risks is mitigated and their needs addressed |
| UNHCR Sector Guidance |
| Protection cash will continue to be provided as a case management tool for persons of concern facing protection incidents. Additional efforts will be made to ensure a better integration of protection cash into case management. Protection cash will be also provided as a social safety net for persons of concern with particular vulnerability profiles or specific needs to mitigate or prevent protection risks and resorting to harmful coping strategies, by allowing them to meet basic needs. This will be accompanied by a complementary protection response, including case management, referral to specialized services and counselling. Persons of concern will also be supported with one-time emergency cash assistance (ECA) to address emergency situations that are exposing them to serious risk or harm. Transfer values, delivery modality and other operational details will be revised as needed in line with the changing context. |
| Output Statement |
| PCAP and ECA: Persons of concern with protection and/ or specific needs and those at imminent risk are supported with protection and/or emergency cash assistance so as to prevent, mitigate or address their protection risks. |
| Brief Description of the Project |
| UNHCR Partners will provide protection cash as a tool of case management for persons of concern facing protection incidents and as a social safety net for persons of concern with particular vulnerability profiles or specific needs to mitigate or prevent protection risks and resorting to harmful coping strategies, by allowing them to meet basic needs and mitigate eviction concerns. UNHCR Partners will support persons of concern facing a sudden shock or emergency with one-time emergency cash assistance (ECA) to address emergency situations that are exposing them to serious risk or harm. Transfer values, delivery modality and other operational details of the project will be revised as needed in line with the changing context. |
| Main Activities: |
| * Identify and assess GBV cases facing emergency situations for possible support with ECA using the tools outlined in the ECA SOP. * Provide ECA through cash in hand or through financial service providers * Identify persons with GBV protection incidents and assess their situation for possible inclusion in PCAP using the tools outlined in the PCAP SOP. * Refer to UNHCR identified cases of persons of concern facing GBV protection incidents or risks and persons with specific needs at risk of harm, abuse, or resorting to harmful coping mechanisms to receive PCAP. Refer PCAP recipients, including persons with specific needs, to additional complementary protection interventions including case management and referral to specific services * Carry out Post Distribution and Outcome Monitoring exercises twice per year to assess efficiency and impact of PCAP |
| Intended Population Coverage per year: |
| * Identification, assessment, and referral of 500 GBV cases for PCAP per year * Provision of 900 ECAs for 810 GBV cases per year |

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| Project title | |
| Supporting children at risk of neglect, abuse, violence and exploitation through the operationalization of the Best Interests Procedure | |
| Sector | Project Reference No |
| Child Protection (Complimentary project: Protection and Emergency Cash Assistance –PCAP and ECA) | EOI.2023.1.32102.2 |

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| Outcome Statement |
| Child Protection: Children are protected from abuse, neglect, violence, and exploitation. |
| UNHCR Sector Guidance |
| UNHCR seeks to ensure that children are protected from abuse, neglect, violence, and exploitation, with access to solutions. UNHCR will continue to operationalize the Best Interests Procedure for children at high-risk in line with the National Child Protection Case Management SOPs. Children at low and medium risk will be assessed, referred to services and provided with a complementary community-based response.  The Specialized Child Protection Outreach Volunteer (OV) Program will be strengthened. UNHCR will strengthen alternative care mechanisms in coordination with UNICEF and the child protection sector.  To build on the capacities within the refugee community, UNHCR will continue to support community-based identification and referral mechanisms; to raise community awareness on children’s rights and prevention and response to child protection issues (and exploring linkages to QUDWA); to capacitate its community structures to provide non-specialized psychosocial support to children and families; and will strengthen child-friendly complaint and feedback mechanisms. UNHCR will continue providing case management and facilitating access to services for youth at risk. Emphasis will be put on youth mobilization and inclusion in learning programs to promote self-development while building on existing potentials.  Child labour, street-connection and child marriage are identified as particular areas of concern. UNHCR will strengthen its work with the relevant sectors and with UNICEF on the 2021-2022 Sector Child Labour Roadmap.  UNHCR will ensure that child protection programming is implemented by a qualified, diverse, and trained workforce. |
| Output Statement |
| Children and adolescents at risk are adequately assessed and enter an operationalized best interest procedure. |
| Brief Description of the Project |
| **Case Management:** This project consists of providing children at medium and high risk and their caregivers, when relevant, remote or in-person case management support.  The case management support includes a) conducting best interests assessment using the Annex 2 and 8 of the National SOP and if need be, the UNHCR BIA form, b) provision of individual counselling, c) referrals to specialized services (e.g. psychosocial and mental health support, medical services, legal aid, alternative care, etc) and non-specialized services (e.g. shelter, education, multipurpose cash assistance), access to skills-development activities and vocational trainings. The case management support will be provided in line with the national SOPs for the Protection of Juveniles in Lebanon (national case management SOP). In order to respond to the changing context and effectively address multi-faceted and complex needs of children at risk, Partners will ensure their response is adaptable and flexible, their teams are resourceful and able to explore out-of the-box solutions where relevant, and that services are targeted at those whose situations can effectively be resolved or improved through case management. Partners will also make efforts to build and strengthen networks of multi-sectoral service providers to capitalize on existing internal and external resources that can contribute to the resolution of the child protection risk. Partner staff should be capacitated to respond to a diverse range of child protection profiles including but not limited to: Child survivors of sexual violence and trafficking, LGBTI children, children with intellectual/physical disabilities, amongst other profiles.  **Prevention:** As part of prevention efforts, Partners will work closely with communities to build capacities and knowledge on child protection risks and children’s rights through awareness raising and community mobilization activities. Community members will be identified, trained and supported to act as outreach volunteers specialized in child protection. OVs will support Partners in the implementation of their projects across the various child protection activities that will be undertaken, and in outreach and safe identification and referral of children at risk and their families.  **Street and Working Children:** Considering the significant increase in child labour and street connected children, Partners will implement tailored approaches in service provision (including in case management, PSS, and working with parents and holistically with the family) to address the needs of working children. Partners will be encouraged to develop initiatives designed to address emerging trends in child labour, (e.g. such as children engaged in waste sorting and collection), by designing and implementing multisectoral interventions that can lead to long lasting resolution of/significant improvement in the child labour situation being addressed.  **Best Interest Determination:** In addition, through this project, Partners will identify children in need of Best Interests Determination. Partners will actively support Best Interests Determination (BID) decisions by conducting comprehensive assessments of children’s individual situations, providing support, and participating in the BID panel in order to take joint, quality decisions and address the long term needs of these children. |
| Main Activities: |
| * Identify children at risk of abuse, violence, neglect and exploitation through outreach activities, hotlines and referrals from other actors. * Provide quality case management to high and medium risk children at risk, where following an assessment, case management is deemed an effective pathway to the resolution of the child protection situation. * Conduct Best Interests Determination (BID) assessments with children at risk, identified in need of a BID as per the BID SOPs, and participate in BID panels. * Provide PSS activities to children (Girls and Boys) and their caregivers. * Provide children (Girls and Boys) with targeted Child Protection and Childs Rights activities as part of child protection risk prevention. * Engage in mobile outreach activities, and provide awareness raising and PSS activities to children and their caregivers through mobile efforts (such as mobile child friendly spaces) * Manage and train Child Protection OVs in order to assist particularly with the identification and referral of medium/high risk child protection cases, the mentoring of Unaccompanied and Separated Children, and two-way communication with communities of concern. * Ensure that child protection activities and interventions are well coordinated with other partners and through the Sector. * Ensure that multi-sectoral services are available through internal and external referrals that allow for holistic response to child protection risks, which requires Partners regular and active participation in CP coordination forums, as well as in the coordination forums of other sectors. * Ensure services and interventions are designed to meet the needs of children at risk of different profiles including children survivors of sexual violence and trafficking, LGBTI children and children with disabilities, amongst others. This will require commitment of the Partner to ensure adequate training and ongoing capacity building of staff in these areas. * Develop and implement specific interventions targeting working children and street connected children that are tailored to respond to their needs-including through the provision of case management, PSS to children and caregivers and through multi-sectoral referrals. Engaging with key sectors (e.g., such as livelihood sector) will be key in addressing the root causes of child labour. * Partners already using GBV IMS are encouraged to commit to training its child protection teams on its use to include reporting on incidents of GBV against children |
| Intended Population Coverage per year: |
| Partners should have capacity to reach at least 8,000 children and their families per year through a variety of child protection response and prevention activities including:   * Providing case management to 2100 children at risk and their families * Engaging 6000 children and their caregivers in activities aimed at child protection risk prevention through mobile outreach and psychosocial support and awareness raising activities-which includes activities implemented through community mobilization efforts (such as through the efforts of OVs)   Activities should aim to address the needs of Syrian refugees and refugees of other nationalities, as well as vulnerable host community members[[2]](#footnote-3). |



**Complimentary project component:**

Applicant may choose to incorporate the below component into their project concept note for complementarity. *Refer to Evaluation Criteria: Sector expertise & experience*

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| Outcome Statement |
| Safety and Access to Justice - PWSN exposure to protection risks is mitigated and their needs addressed |
| UNHCR Sector Guidance |
| Protection cash will continue to be provided as a case management tool for persons of concern facing protection incidents. Additional efforts will be made to ensure a better integration of protection cash into case management. Protection cash will be also provided as a social safety net for persons of concern with particular vulnerability profiles or specific needs to mitigate or prevent protection risks and resorting to harmful coping strategies, by allowing them to meet basic needs. This will be accompanied by a complementary protection response, including case management, referral to specialized services and counselling. Persons of concern will also be supported with one-time emergency cash assistance (ECA) to address emergency situations that are exposing them to serious risk or harm. Transfer values, delivery modality and other operational details will be revised as needed in line with the changing context. |
| Output Statement |
| PCAP and ECA: Persons of concern with protection and/ or specific needs and those at imminent risk are supported with protection and/or emergency cash assistance so as to prevent, mitigate or address their protection risks |
| Brief Description of the Project |
| UNHCR Partners will provide protection cash as a tool of case management for persons of concern facing protection incidents and as a social safety net for persons of concern with particular vulnerability profiles or specific needs to mitigate or prevent protection risks and resorting to harmful coping strategies, by allowing them to meet basic needs and mitigate eviction concerns. UNHCR Partners will support persons of concern facing a sudden shock or emergency with one-time emergency cash assistance (ECA) to address emergency situations that are exposing them to serious risk or harm. Transfer values, delivery modality and other operational details of the project will be revised as needed in line with the changing context. |
| Main Activities: |
| * Identify and assess Child Protection cases facing emergency situations for possible support with ECA using the tools outlined in the ECA SOP. * Provide ECA through cash in hand or through financial service providers * Identify cases with Child protection incidents and assess their situation for possible inclusion in PCAP using the tools outlined in the PCAP SOP. * Refer to UNHCR identified cases of persons of concern facing protection incidents or risks (Child Protection) and persons with specific needs at risk of harm, abuse, or resorting to harmful coping mechanisms to receive PCAP. Refer PCAP recipients, including persons with specific needs, to additional complementary protection interventions including case management and referral to specific services * Carry out Post Distribution and Outcome Monitoring exercises twice per year to assess efficiency and impact of PCAP |
| Intended Population Coverage per year: |
| * Identification, assessment and referral of 400 cases with Child protection concerns for PCAP per year * Provision of 700 ECAs for 630 Child Protection cases per year |

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| Project title | |
| Provision of legal aid in Beirut and Mount Lebanon | |
| Sector(s) | Project Reference No |
| Documentation and Legal Aid, | EOI.2023.1.32102.3 |

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| Outcome Statement |
| Safety and Access to Justice - Barrier to accessing legal remedies and documentation are reduced. |
| UNHCR Sector Guidance |
| Overarchingly, UNHCR will promote a rights-based approach by supporting persons of concern in obtaining information about their rights and accessing them through legal awareness sessions, individual counselling, assistance and where required – representation, on variety of protection issues, including legal residency, civil documentation, security of tenure, labour rights and procedures, access to penal justice, in child protection, GBV and domestic violence cases, etc. UNHCR will also provide legal aid to help stateless non-refugee persons remedy their status.  UNHCR will continue its advocacy with the GOL to ensure a more protective legal framework including a facilitated access to legal residency and civil documentation. UNHCR will continue to advocate for the establishment of an affordable, sustainable, and credible national state-funded legal aid system. Moreover, UNHCR will continue advocating for legal reform to address and prevent statelessness specifically in relation to the nationality and civil documentation (birth registration) law.  UNHCR will also continue to support key institutions through training, staffing, technical and material support, aiming at enhancing their capacity, facilitating refugees’ access to different services, as well as having positive impact on the protection environment. |
| Output Statement |
| Persons of concern have access to information on their rights and domestic legal procedures and receive support in accessing them. |
| Brief Description of the Project |
| Persons of concern are provided access to **legal aid**, which includes **legal awareness**, **counselling**, **assistance** and **representation** in front of administrative bodies and courts. Legal aid is provided on a range of issues, including access to territory, residency renewal/regularization, mediation in cases facing eviction threats, family law matters specifically in relation to CP and GBV and other issues like confiscation of documents, exploitation, as well as selected other criminal law cases where the victim is a person of concern to UNHCR through tailored individual legal counselling, accompaniment to local authorities, mediation and representation in court. PoCs will also receive assistance to register their civil status documentation under the applicable national regulations. 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. |
| Main Activities |
| * Provide **legal aid** for persons of concern**,** including **legal awareness** sessions**, legal counselling, legal assistance (including mediation) and legal representation** covering different legal topics**,** most notably, legal status, family law, housing, land and property, labour law, SGBV and child abuse cases, trafficking, confiscation of documents, civil documentation (support in registration of civil events birth, marriage, death, divorce) 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 pertaining to persons of concern both in country of asylum and origin, and ensure timely reporting * Promote community self-reliance through managing and monitoring of the Legal Outreach Volunteer (OV) programme (volunteers with a legal background from the Lebanese and refugees communities) * Conduct trainings on topics related to legal issues, targeting key community actors responsible for the legal and administrative procedures that are the focus of this objective, such as community members, local and regional authorities, legal service syndicates and/or associations and university students. * Conduct monitoring and evaluation of legal aid programme |
| Intended Population Coverage |
| The Legal aid project will include direct assistance to at least 15,500 refugees and asylum seekers, per year, in Beirut and Mount Lebanon through the provision of legal counselling, assistance, representation and awareness raising, as follows:   * Legal counselling to 5500 PoCs * Legal assistance to 4800 PoCs * Legal representation to 220 PoCs * Legal awareness sessions to 6000 PoCs   Services should be accessible to refugees and asylum seekers from all age, gender, nationality (Syrians, Iraqis and other nationalities) as well as PWDs (people with disabilities). |

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| Project title: | |
| Supporting persons with specific needs through case management, protection cash, psychosocial support, counselling, and other services. | |
| Sector: | Project Reference No: |
| Persons with Specific Needs  (Complimentary project: Protection and Emergency Cash Assistance –PCAP and ECA) | EOI.2023.1.32102.4 |

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| Outcome Statement |
| Safety and Access to Justice - PWSN exposure to protection risks is mitigated and their needs addressed |
| UNHCR Sector Guidance |
| Due to the compounded economic and health crisis, the situation will further deteriorate, resulting in increased needs and vulnerabilities affecting refugees and host communities. To respond to the most vulnerable, UNHCR and its partners will adopt a holistic approach in supporting persons with specific needs.  Vulnerable PoC with specific needs will be identified through various channels, including outreach volunteers (OV), the National Call Center and partners, and will have access to timely and quality case management and specialized services. UNHCR and its partners will continue to support a network of Specialized OVs and community members, who will be equipped to play an active role in finding solutions to the vulnerabilities in their community. UNHCR and partners will continue to work on system strengthening through the PWG. UNHCR and partners will ensure that the PWSN response is mainstreamed across all sectors.  Protection cash will continue to be provided as a case management tool for persons of concern facing protection incidents. Additional efforts will be made to ensure a better integration of protection cash into case management. Protection cash will be also provided as a social safety net for persons of concern with particular vulnerability profiles or specific needs to mitigate or prevent protection risks and resorting to harmful coping strategies, by allowing them to meet basic needs. This will be accompanied by a complementary protection response, including case management, referral to specialized services and counselling. Persons of concern will also be supported with one-time emergency cash assistance (ECA) to address emergency situations that are exposing them to serious risk or harm. Transfer values, delivery modality and other operational details will be revised as needed in line with the changing context. |
| Output Statement |
| Persons with specific needs at heightened risk are identified and have access to quality case management support, psychosocial support, and other specialized services. |
| Brief Description of the Project |
| UNHCR Partners will provide case management to vulnerable persons with specific needs. Through this project, persons with specific needs at heightened risk will be identified and have access to quality case management, psychosocial support, counselling, and other specialized services.  Partners will prioritize medium to high-risk cases and will also develop action plans to respond to highly complex cases of PWSN so that assistance may be immediately provided when necessary and that an appropriate response may be carried out in the short, medium, and long term under a holistic approach, in coordination with other relevant partners or institutions.  Throughout the interventions and in accordance with the minimum standards for case management, Partners will abide by the Inter-Agency Minimum Standards for Case Management and referrals, implement guidance developed by the Inter-Agency and utilize a refugee-centred approach that prioritizes the safety, confidentiality, dignity, and respect of the PWSN. Partners will also make sure that their staff have the required capacities and skills to support vulnerable persons with specific needs.  The project will mainstream and/or focus on older persons, persons with disabilities, and other vulnerable groups. Partners will also elaborate and implement awareness sessions and educational and training programs adapted to the context, scenarios, and specificity of the needs of PWSN. The content of such training and sessions may change according to the evolving needs of beneficiaries, findings in participative assessments, or other instances of expression and evaluation of PoC's interests and needs. The content will also be designed considering the sensibility of topics and must be tailored under an Age-Gender-Diversity approach for its implementation. All programs will include refugee and host populations, considering their background's specificity when relevant.  Partners will abide by the highest level of professionalism and quality in terms of assistance and services provided, based on an AGD approach and considering case-by-case differential needs. |
| Main Activities |
| * **Case management** provision to persons with specific needs. * Identify persons with specific needs through robust outreach and community mobilization and refer to receive quality case management, including specialized services. * Provide remote or in-person case management support to medium-to-high risk cases of persons with specific needs * Train relevant staff and stakeholders to ensure safe identification and referral of persons with specific needs. * **PSS activities** for persons with specific needs in need of psychosocial support. * Implement PSS activities based on existing material, developed by the agencies themselves or developed and endorsed by the child protection working group and the PSS committee, or develop new guidance to adapt the tools to the needs on the ground. * PSS activities should either be in group or at the individual level, focused or non-focused, depending on the needs of the refugees. * **Counselling** for persons with specific needs on issues linked to their specific needs.   **Specialized services:**   * **Persons with physical disabilities:** Carry needs assessments for persons with physical disability from the refugee and host community, providing at least 50% of identified cases with assistive devices -e.g., mobility devices, hearing aids, prosthesis- and/or access to assisted living facilities. * **Children with intellectual disabilities:** Identify and provide children with physical, intellectual, and sensorial disabilities, between the age of 6-14, with assessments and integration in different specialized educational and skills training programs (e-g-, behavioural and occupational therapy). * **Older adults:** Provide access for older adults to programs and activities in specialized centers. Such programs must include psychological support and behavioral and/or occupational activities aimed at reaching a better quality of life of beneficiaries. * **Specialized trainings provision,** addressed to PWSN, families, caregivers and/or staff of specialized institutions, on topics that are relevant for PWSN -such as Safe Identification and Referral, inclusion in society and family environments, working with persons with disabilities, family tools to strengthen educational and cognitive processes at home, etc- or on MHPSS topics (psychological first aid, emotional crisis management, etc). |
| Intended Population Coverage |
| The project will include direct assistance to at least 21,000 PoC to UNHCR and vulnerable members of host community in Beirut Mount Lebanon, per year, including case management, counselling, referrals, psycho-social support, and other forms of non-cash assistance.   * At least 2,200 PWSN will receive case management * At least 14,500 will receive PSS services (85% are group sessions) * At least 300 persons with disabilities are assessed and 50% are provided with assistive devices and 30% are provided with psychotherapy sessions * At least 60 children with intellectual, sensorial and physical impairment will be included in specialized educational and rehabilitation programs. * At least 250 older persons identified and benefitting from access to specialized services under programmes specifically designed to address their needs –this may include physical and psychological programs aiming at enhancing their living conditions. * 10 older persons identified with heightened risk under complex circumstances will benefit from assistance, shelter/residential care and access to specialized services. |

**Complimentary project component:**

Applicant may choose to incorporate the below component into their project concept note for complementarity. *Refer to Evaluation Criteria: Sector expertise & experience*

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| Output Statement |
| PCAP and ECA: Persons of concern with protection and/ or specific needs and those at imminent risk are supported with protection and/or emergency cash assistance to prevent, mitigate or address their protection risks. |
| Brief Description of the Project |
| UNHCR partners will provide protection cash as a tool of case management for persons of concern facing protection incidents and as a social safety net for persons of concern with particular vulnerability profiles or specific needs to mitigate or prevent protection risks and resorting to harmful coping strategies, by allowing them to meet basic needs and mitigate eviction concerns. UNHCR partners will support persons of concern facing a sudden shock or emergency with one-time emergency cash assistance (ECA) to address emergency situations that are exposing them to serious risk or harm. Transfer values, delivery modality and other operational details of the project will be revised as needed in line with the changing context. |
| Main Activities |
| * Identify and assess cases facing emergency situations for possible support with ECA using the tools outlined in the ECA SOP. * Provide ECA through cash in hand or through financial service providers * Identify persons with protection incidents and persons with specific needs and assess their situation for possible inclusion in PCAP using the tools outlined in the PCAP SOP. * Refer to UNHCR identified cases of persons of concern facing protection incidents or risks and persons with specific needs at risk of harm, abuse, or resorting to harmful coping mechanisms to receive PCAP. Refer PCAP recipients, including persons with specific needs, to additional complementary protection interventions including case management and referral to specific services. * Carry out Post Distribution and Outcome Monitoring exercises twice per year to assess efficiency and impact of PCAP |
| Intended Population Coverage |
| * Identification, assessment, and referral of 1100 persons of concern for PCAP per year * Provision of 2000 ECAs for 1800 PWSN cases per year |

# **IMPACT 2 – RESPOND**

Impact Statement: In the context of a deteriorating socio-economic situation, further deterioration of affected populations’ well-being is mitigated through equitable access to quality basic services.

#### PILLAR 2 - DIGNIFIED STAY

Ensure access to quality basic services and inclusive access to social protection and a safety net to preserve the dignity and well-being of refugees in Lebanon, while supporting refugees’ ability to develop their human capital.

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| **Projects included under this Impact Area** | | |
| **Prioritized Outcome Areas (OA):** | **Project Reference No.** | **Project Title** |
| OA 8: Well-being and basic needs | EOI.2023.1.32102.5 | Basic assistance activities in Beirut and Mount Lebanon |
| OA 9: Sustainable housing and settlements | EOI.2023.1.32102.6 | Enhanced Access of POCs to Adequate Shelter Solution |
| OA 10: Healthy lives | EOI.2023.1.32102.7 | Supporting access to quality primary healthcare, including preventative, reproductive, mental, and community health services |
| OA 11: Education | EOI.2023.1.32102.8 | Provision of community-based and non-formal education support |

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| Project title | |
| Basic assistance activities in Beirut and Mount Lebanon | |
| Sector | Project Reference No |
| Basic Assistance | EOI.2023.1.32102.5 |

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| Outcome Statement |
| Well-being and basic needs - Current levels of well-being of PoCs maintained through supporting PoCs to meet their basic needs |
| UNHCR Sector Guidance |
| UNHCR Lebanon plans on continuing the implementation of its multipurpose cash programme (MCAP) aimed to provide for basic needs of the most vulnerable refugee households, aligning it with UNHCR Global Policy on CBI, as well as recently published Regional (MENA) framework for cash-based interventions. The situation will likely continue to deteriorate due to expected hike of prices of food, fuel, electricity, and services caused not just by the local man-made crisis, but also due to implications of war in Ukraine. Therefore, over during the period 2023-25, UNHCR will try to maintain the targets from 2022. Annual vulnerability assessments will be continued to allow for an effective targeting process leading to a transparent and fair selection of those eligible for assistance. Transfer value of the assistance will be adapted to the fluctuations of the SMEB, in consultation with Partners in BAWG as well as in the Cash Task Force (CTF) and its Working Group (CWG). If needed, prioritization, in case the funds decrease and/or needs increase, will be done either by reducing the targets, or adapting the MCAP transfer value, but not below the level of meaningful assistance. The currency of transfer may be changed to USD, to preserve value of money, if so agreed with other Partners in the CTF and the CWG and if all technical conditions will be met. Different modalities of transfer will be explored to reduce risks of overcrowding, like cash over the counter, but also the possibility for beneficiaries to cash out the card at Money Transfer Operators (MTOs) branches. In addition to MCAP, UNHCR will try to maintain its Winterization programme, either through a separate and time-bound cash intervention, in combination with the distribution of core relief items aiming to cover the most urgent seasonal needs of all refugees and stateless persons. In addition, UNHCR will distribute Core Relief Items (CRI) to families affected by various shocks, like flooding, fire or evictions, in combination with geographical targeting in high altitude areas to help refugees overcome hardship during winter months. |
| Output Statement |
| Through a targeting and redress system, cash support is provided to persons of concern with prioritized heightened risk. |
| Brief Description of the Project |
| Partners will ensure implementation of key activities supporting the delivery of cash assistance (including MCAP) to UNCHR Persons of Concerns throughout the year. Partners will ensure the delivery of these activities by maintaining a high level of professionalism, aiming at placing beneficiaries at the centre, through dignified, gender sensitive and empowering mechanisms, while putting in place the needed mitigation measures to ensure do no-harm and prevention of protection risks. |
| Main Activities |
| * CBI cards and PINs monthly distribution, including follow up phone calls for no-show cases. * CBI cards quarterly validation exercises including follow up phone calls for no-show cases. * Ad-hoc beneficiary assessment, data validation and verification exercises for the purpose of cash assistance provision. * Dormant accounts, pre-offloading, and other follow up calls to beneficiaries for the purpose of solving or understanding cash assistance access and redemption issues. * Cash redemption points (ATMs, MTO branches) monitoring, including managing crowd controls through ensuring adequate queuing and physical distancing, offering support and guidance to beneficiaries on withdrawal of entitlements, monitoring and reporting replenishment issues and malfunctioning cash redemption points. * Providing a two-way information channel to respond to refugees’ questions and queries, providing guidance on existing complaint response mechanisms and referring them as needed (i.e., to the UNHCR National Call Centre). * Ensuring 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. * Reporting to the UNHCR Field Office regularly and provide ad hoc reports as required by UNHCR. |
| Intended Population Coverage |
| Cash support in Beirut and Mount Lebanon for Refugees and Asylum Seekers entails the following activities per year:   * Validation of 165,000 cards * Distribution of 15,000 PINs * Conducting 15,000 Outreach calls for validation and distribution * Conducting 100 monitoring visits per year to ATM and MTOs |

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| Output Statement |
| Knowledge products inform UNHCR's and partners' strategic outlook, informing targeted advocacy and programming |
| Brief Description of the Project |
| Partners will ensure data collection and data quality checks throughout the year through different methodologies contributing to diverse needs and vulnerability assessments (including Vulnerability Assessment of Syrian Refugees – VASyR and Vulnerability Assessment of Refugees of Other Nationalities - VARON), assistance eligibility and targeting exercises, and assistance programmes monitoring. Partners will ensure the delivery of these activities by maintaining a high level of professionalism, aiming at placing beneficiaries at the centre, through dignified, gender sensitive and empowering mechanisms, while putting in place the needed mitigation measures to ensure do no-harm and prevention of protection risks. |
| Main Activities |
| * Data collection related to the yearly calibration of the targeting formula (qualitative validation exercise, Score Improving Household Visits (SIHV), and Grievance Redress Mechanism analysis). * Conducting ad-hoc household level assessments to determine or confirm vulnerability, eligibility, and prioritisation for assistance. * Data collection through household visits related to yearly vulnerability assessments (VASyR -, and VaRon) * Any other activity that will contribute to the enhancement of targeting, needs assessment, eligibility determination, etc. as needed * Household level visits, surveys and/or Focus Group Discussions related to assistance programmes monitoring (On site monitoring, Satisfaction Surveys, Post-Distribution Monitoring and Outcome Monitoring). * Ad-hoc data collection and monitoring activities related to evaluation, impact studies, evidence-based research, as needed, including but not limited to phone surveys, household visits, and focus group discussion. * Monitoring the quality of data during data collection exercises and ensuring the collected data is reliable, accurate and trustworthy |
| Intended Population Coverage per year: |
| * Data collection for different assessments shall comprise 4000 household Visits per year |

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| Project title | |
| Enhanced Access of POCs to Adequate Shelter Solution | |
| Sector | Project Reference No |
| Shelter | EOI.2023.1.32104.6 |

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| Outcome Statement |
| Sustainable Housing and Settlements - PoCs have enhanced well-being and protected space through improved access to dignified living conditions |
| UNHCR Sector Guidance |
| UNHCR focuses its shelter interventions on three main strategic goals that contribute to addressing i) lifesaving interventions, ii) Eviction and social tension, and iii) Contingency-emergency response. All three pillars aim at a safer space for refugees within host communities, improved well-being, and mitigated social tension risks.  In informal settlements, UNHCR shall continue prioritizing lifesaving response as being the sole agency responding to the weatherproofing and emergency needs in 6,140 Informal Settlements (IS) hosting 52,000 vulnerable refugee families (In Beirut and Mount Lebanon area, the total number of active informal settlements are 297 ISs hosting 1249 vulnerable refugee families).). In parallel, UNHCR will continue to advocate for the use of improved and lasting shelter materials to reduce the recurrency of weatherproofing activities.  UNHCR will also maintain services for keeping mapping of IS up to date, co-leading the IA shelter sector and leading the weatherproofing technical committee.  Compromised shelters outside Informal Settlements remain an urgent concern. UNHCR will assist POCs living in substandard conditions through rehabilitation of their shelters in exchange for extended tenure security. UNHCR’s shelter interventions will also aim to contribute to addressing protection concerns, social tension, and peaceful coexistence challenges. This shall be reflected through a holistic approach with durable packages addressing the shelter needs including improved common areas for both refugees and poor Lebanese living in vulnerable less serviced urban and rural areas.  To encounter the growing eviction threat with the degradation of the economy, UNHCR has initiated cash for rent support, focusing on increasing the affordability of shelter for the most vulnerable populations, enabling them to stabilize their tenure security, and to buy time for sustaining their stay in affordable and suitable accommodations. |
| Output Statement |
| Persons of concern are able to withstand shocks and emergencies in improved shelters or housing. |
| Brief Description of the Project |
| The project should demonstrate a flexible approach to address shelter issues for the population of concern in the Area of Responsibility, tackling a range of situations from Informal Settlements to interventions in residential and Non-residential buildings. Interventions should focus on basic elements aiming to provide beneficiaries access to adequate shelter respecting the cultural sensitivity and optimising the assistance provided. Related to informal settlement, the project should demonstrate a methodology based on the knowledge of the specificity of each site (flood prone, risk of eviction etc.) developing an assistance articulated around standardised intervention (weatherproofing kit provided by UNHCR) and more tailor-made services as site improvement, fire mitigation etc.  In parallel in a context of residential and non-residential building, the project should encompass a good balance between intervention in shelter unit with indispensable repairs/rehabilitation and necessary improvement in common areas. These aids shall be linked with the negotiation with property owners to secure the tenure for the refugees covering a one-year time frame. Collective Shelter should also be considered with an appropriate methodology.  For all reactive activities (as response to storm, flood, and fire etc.) the project should describe steps, advantages, challenges, and responses with a time bound tracking method.  For regular planned activities, the project should mention key milestones and monitoring process (using **SMART** - Specific, Measurable, Achievable, Relevant & Time-bound -indicators). |
| Main Activities |
| The following activities shall be implemented in compliance with the UNHCR SOPs and guidelines (See Annexed SOPs).  **Sustainable housing interventions:**   * Upgrade (Rehabilitation/repair) of substandard shelter units and common areas inside residential buildings and collective shelters. Intervention includes shelter assessments, implementation of rehabilitation and repair works with required modifications for Persons with Specific Needs (PWSN) and GBV. * Establishing agreements with landlords to ensure improved tenure security and conducting HLP awareness campaigns. * Regularly monitoring implementation ensuring that landlords adhere to the agreement and taking remedial actions when necessary   **Emergency and Preparedness:**   * Weatherproofing/Winterization and assistance to emergencies in informal settlements including household (door to door) assessments, Rapid Need Assessments (RNAs), and distribution of shelter kits. * Improved preparedness to fire events. Intervention includes assessments in informal settlements and collective shelters, refilling and distribution of Fire extinguishers coupled with fire awareness campaigns in informal settlements, collective shelters and shelters supported with rehabilitation and minor repair.   **Other activities:**  Distribution of Solid Fuel for winterization (Distribution of Wooden Pellets in prioritized Informal Settlements and Collective Shelters with high altitudes in need of support for heating during winter season) |
| Intended Population Coverage |
| Shelter intervention in Beirut and Mount Lebanon will support at least 8,000 individuals per year through the following activities:   * 200 Household (HH) (1000 Individuals) to be supported through shelter rehabilitation. * 120 HH (600 Individuals) to be supported through minor repair of their shelter. * 70HH (350 Individuals) will be supported through upgrade of common areas of Seven Buildings (10 HH benefitting per building). * 100 HH receiving solid fuel |

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| Output Statement |
| Persons of concern have strengthened security of tenure within their shelters or housing, with a mitigated risk of eviction. |
| Brief Description of the Project |
| The projects should focus on mitigating and partially addressing the impact of risk of eviction, the project’s narrative should demonstrate in detail the different processes required to implement the CFR activity (referral/identification, assessment, negotiation) with the goal to secure the beneficiary tenure for an adequate shelter taking into consideration required urgent reactiveness to intervene before the eviction occurs.  The project should include sufficient analysis on a case-by-case level and awareness raising to beneficiaries on the topic of affordability. Beneficiaries should be advised, whenever possible, to relocate to more affordable shelters to achieve security of tenure beyond the CFR assistance period.  UNHCR Cash for Rent (CFR) interventions will follow the sector guidance including the quarterly revision of the assistance per governorate. |
| Main Activities |
| The following activities shall be implemented in compliance with the UNHCR SOPs and guidelines (annexed)  **Eviction risk mitigation through Cash for Rent:**   * Implementation of key activities supporting the delivery of Cash for Rent, namely identification and emergency referral of cases under threat of eviction, Household assessments, negotiations with property owners and facilitation of tenure security agreements, and HLP awareness campaigns (CFR assistance transfer will be handled by UNHCR). * Monthly monitoring of payments, end line monitoring and PDMs.   **Addressing shelter adequateness (hybrid approach):**   * Through referral and coordinated approach or through direct intervention, this component will aim to complement, wherever is necessary, the cash-based intervention with minor repair works. |
| Intended Population Coverage |
| Through the project, the partner is required to identify and assess 600 HH under threats of eviction per year. |

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| Project title | |
| Supporting access to quality primary healthcare, including preventative, reproductive, mental, and community health services | |
| Sector | Project Reference No |
| Health | EOI.2023.1.32102.7 |

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| Outcome Statement |
| Healthy Lives - Persons of concern have sustained access to healthcare |
| UNHCR Sector Guidance |
| UNHCR will continue to facilitate access to secondary and tertiary care for refugees with acute life-threatening conditions, acute conditions that might lead to permanent severe disability and refugees in need of obstetric services. It will do so through a cost-sharing scheme implemented by a third-party administrator in a country wide network of hospitals selected by UNHCR.  UNHCR will also contribute to refugee’s access to primary health care by supporting selected primary health care centres through implementing partners. The support will enable the centres to provide subsidized primary health care services, including ante-natal and post-natal care and care for non-communicable diseases. A special focus will be directed towards mental health care, which is scarce in Lebanon and of which the needs are increasing among all the populations. UNHCR aims to avail mental health services in all primary health care facilities it supports, as well as in other selected primary health care facilities in which mental health care is not available. To reduce tension with host communities, part of primary health care support will also benefit Lebanese citizens within the respective catchment areas.  Through implementing partners, UNHCR will engage in outreach activities to the refugee community with the primary objective to ensure health education and promotion among the PoCs including prevention and control of communicable diseases. COVID-19 related prevention activities including vaccination services will be mainstreamed with national system. |
| Output Statement |
| Target populations access quality primary healthcare, including preventative, reproductive, mental, and community health services |
| Brief Description of the Project |
| Support to a selected network of primary healthcare centers (PHCs) will be maintained for 2023 serving as the entry point for refugees needing primary medical care. UNHCR will continue to subsidize the consultation fees for refugees and for vulnerable host community and cover 85% of the cost of diagnostic procedures for selected groups (including pregnant women, children under five, and adults over 65 years and disabled) as per MoPH Long - Term Primary Health Care Subsidization Protocol (LPSP).  UNHCR will build the capacity of PHCs and ensure continuous monitoring of the services with the aim of improving the quality of primary health care and mental health services provided to beneficiaries. |
| Main Activities |
| **Primary Health care services:**   * Provision of **subsidized Primary Healthcare services** through selected primary healthcare centers. PHC package includes sexual and reproductive health services (ANC, PNC), maternal and child health care (Family planning and birth spacing, breastfeeding, nutrition services, immunization, growth monitoring, IYCF, etc.), Non-Communicable Diseases screening and treatment, and treatment of acute diseases along with basic laboratory and radiological tests, essential medications, etc. * Community mobilization through specialized Health **Community Outreach Volunteers** and social workers, conducting home visits, and facilitating info and awareness sessions on health-related subjects including reproductive health, maternal and child health care, NCD, and continuity of COVID-19 vaccination. * Mental health services in selected PHCs * Coverage for medical service for GBV and CMR in PHCs. * Management of referrals including for cases of TB, HIV, Dialysis, Thalassemia.   **Specialized mental health services:**   * Provision of free specialized mental health services to persons with moderate or severe mental disorders including free of charge psychotropic drugs and coverage of essential diagnostic services to patients in need. * Specialized mental health services will be administered within a case management framework and may include psychiatric services, psychologic sessions, speech therapy, psychomotor therapy and physiotherapy sessions when needed. * Provision of non-specialized community-based psychosocial support for persons suffering from psychological distress. |
| Intended Population Coverage |
| * Partner should have the capacity to support access to subsidized primary health consultations for around 4000 persons per year in supported PHC facilities. * Partner should have the capacity to provide specialized mental health services for 2400 persons per year. |

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| Project title | |
| Provision of community-based and non-formal education support | |
| Sector | Project Reference No |
| Education | EOI.2023.1.32102.8 |

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| Outcome Statement |
| Education - Gaps in education are bridged, resulting in improved human capital and transferable skills. |
| UNHCR Sector Guidance |
| UNHCR will continue to promote equitable and sustainable inclusion of children and youth in quality national education systems, by evidence-based advocacy and support to the operationalization of MEHE’s Five-Year Plan on General Education in areas of strategic interest to UNHCR such as outreach for enrolment, learning recovery, non-formal education, and data. UNHCR will continue to foster safe enabling environments to support retention. UNHCR will continue to provide limited specialized education pending the upscaling of MEHE’s Inclusive School Program.  To enable learners to use their education toward sustainable futures and participate in cohesive and inclusive societies in the deteriorating economic situation and increased needs, UNHCR will strengthen BLN programs targeting refugee and stateless children and youth, pending the upscaling of MEHE and UNICEF’s Bridging Program. |
| Output Statement |
| Children are profiled for strengthened advocacy, have access to improved learning environments and receive community-based educational support that contributes to their retention in formal and non-formal education programmes |
| Brief Description of the Project |
| Through its education Partners, UNHCR will collect and process education data about the situation of public education in the country and at child-level to further strengthen education advocacy. UNHCR’s Partners will implement community-based education programs to support children’s retention in school, provide remedial support, create safe learning environments, and identify and refer children to complementary services. |
| Main Activities: |
| Partners are expected to manage:   * **Education Community Liaisons (ECLs**). ECLs are refugees volunteering inside second shift schools and acting as the main link between parents and school management, improving the flow of communication. * **Education Outreach Volunteers (OVs).** OVs are refugees volunteering at the community to raise awareness on the importance of education and provide community feedback. * Advocacy and mobilization campaigns to promote school enrolment. * **Homework Support Groups (HWS).** HWS is a community-based activity that targets refugee children enrolled in public schools who are at risk of dropping out due to their poor academic performance and achievement results. * **Targeted retention support activities**. Retention activities that target a specific age group such as the grade 8/9 retention support and the cycle 1 retention activity where retention support is more specialized and catered to the needs of these groups. * The expected community mobilization by Education OVs/ECLs and retention support activities would target students enrolled/eligible to enrol in formal and non-formal education programmes and their families to promote school enrolment and retention. * **Provision of psycho-social support (PSS)** and socio-emotional learning (SEL) components in education programs at the community level to support children to cope with stress-inducing events. Prevention and mitigation of GBV and child protection need to be mainstreamed into all activities and education teams need to work in close collaboration with relevant units. * Implementation of recreational and prevention programs for children in learning premises, community centers or at the community level.   **Specialized services:**   * Provision of special needs education for children with disabilities, namely educational support to children with hearing impairments to enable them to access and remain in formal education. |
| Intended Population Coverage |
| Partner should have the capacity to reach at least 25,000 POC per year through community mobilization, advocacy, awareness sessions, identification of out of school children and retention support activities.   * Partner should have the capacity to maintain the 113 Education Community Liaisons (ECLs) and 26 specialized education OVs who are on board, and if needed recruit additional ones, ensure their capacity building and active involvement in the community. * Partner should have the ability to target 2500 students with Retention support activities (including HWS groups) and 85 children with special needs education |

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| Output Statement |
| Out of School Children (OoSC) and Youth are identified and referred to quality formal or non-formal education programs and other vocational programmes available to youth, including those implemented by UNHCR partners |
| Brief Description of the Project |
| Partners will implement basic literacy and numeracy programs for out-of-school children (aged 8 to 14) and youth (aged 15 to 24 years old). Programs will be implemented in line with MEHE’s National Policy for Education Pathways and Education Sector Guidance. |
| Main Activities: |
| Provision of:   * BLN program targeting out-of- school children (OOSC) aged 10-14 years old (and 8 to 9 years old if eligible) who have limited or no prior learning, to transition them into formal education. Partners are expected to implement BLN programs in accordance with MEHE’s National Policy for Education Pathways. * YBLN program targeting youth aged between 15 and 24 old who do not have the most basic learning, functional basic numeracy and literacy skills and aims to support their entry into formal education, or vocational training. Partners are expected to implement YBLN programs in accordance with MEHE National Policy for Education Pathways. |
| Intended Population Coverage: |
| The project will include direct assistance (targeting and engagement) to at least:   * 520 children in the BLN programmes per year * 60 children in the youth BLN programmes per year |

# **IMPACT 3 – EMPOWER**

Impact Statement: In the context of a deteriorating socio-economic situation, further deterioration of affected populations’ well-being is mitigated through equitable access to quality basic services.

#### PILLAR 3 - ENHANCING SOCIAL COHESION

Secure continued hospitality through enhancing social cohesion and community empowerment.

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| **Projects included under this Impact Area** | | |
| **Prioritized Outcome Areas (OA):** | **Project Reference No.** | **Project Title** |
| OA 7: Community engagement and women’s empowerment | EOI.2023.1.32102.9 | Empowering women, men, boys and girls of diverse backgrounds to identify, prevent, mitigate and respond to protection issues through Community Development Centers (CDCs), Outreach Volunteers (OVs), community groups and participatory assessments |
| EOI.2023.1.32102.10 | Supporting host and refugees’ communities through implementation of Community Support Projects (CSPs) |

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| Project title: | |
| Empowering women, men, boys and girls of diverse backgrounds to identify, prevent, mitigate and respond to protection issues through Community Development Centers (CDCs), Outreach Volunteers (OVs), community groups and participatory assessments | |
| Sector: | Project Reference No: |
| Community-Based Protection | EOI.2023.1.32102.9 |

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| Outcome Statement |
| Community Engagement and Women’s empowerment - Persons of concern are actively engaged in identifying, preventing, mitigating, and addressing protection issues and have access to positive community practices, well-being and dignity. |
| UNHCR Sector Guidance |
| The deteriorating socio-economic situation is adversely affecting both refugees and host community members. There has been an increase in protection risks since 2018, affecting women and children. This, in turn, continues to place a strain on the already stretched specialized services available in Lebanon. As such, there is a need to strengthen community resilience and reduce tensions, by building the capacity of the community to prevent, identify, mitigate, and address priority issues.  UNHCR will continue to meaningfully engage refugees, stateless persons and other affected persons of different ages, gender, and backgrounds in decisions that affect their lives. This will be done through community structures and interventions so that persons of concern can receive information (e.g., Outreach Volunteers (OVs), WhatsApp Communication Trees, OV-led Facebook pages, Community Development Centers (CDCs)) and share their concerns and priorities, to inform UNHCR and Partner programming (e.g., participatory assessments, satisfaction surveys) and are supported to implement solutions (e.g., OVs and community groups). UNHCR will also seek to enhance access to knowledge, information, and skills of persons of concerns, including through Community Development Centers. At the same time, UNHCR will strengthen feedback and complaints mechanisms across all its interventions. This all comes as part of its overall multiyear strategic direction of enhancing community-based protection and accountability to affected populations. |
| Output Statement |
| Communities have improved skills, information, awareness of rights and community self-management that reduce exposure to protection risks |
| Brief Description of the Project |
| **Community Development Centers:** UNHCR Partners will run CDCs in areas in which large numbers of refugees reside. CDCs are safe and public spaces established with the objective of empowering persons of concern of different ages, genders and diverse backgrounds and providing them with the means to promote their participation in decisions that affect their lives and enhance their protection. Through a “one-stop-shop” approach, centers provide a variety of activities such as awareness sessions, skills trainings, internet access, psychosocial support activities, life skills sessions and case management. Such a holistic “one stop shop” approach is essential to bring services closer to refugees. Generally, activities take place onsite, online, or in the local community. The latter modality ensures targeted reach to specific groups such as older persons and persons with disabilities who cannot access the centers. Around 75% of persons accessing the CDCs are women and girls. Greater focus is needed in enhancing the access and inclusion of persons with disabilities, stateless persons, older persons and other groups at risk –including members of host communities. The quality of CDC activities and their capacity to promote digital access and inclusion requires strengthening. In 2022, most centers started hosting *Khadamaty*, a self-service machine to support refugees in accessing various UNHCR services and functions –UNHCR Partners will have a role in strengthening and expanding the use of *khadamaty* according to the needs of refugees and UNHCR operational strategy.  **Community groups:** UNHCR Partners will mobilize and establish community groups to enhance participation and inclusion. Community groups such as women, youth, older persons, and persons with disability groups will be formed at CDCs to provide feedback on CDC interventions and contribute to designing and implementing inclusive activities. UNHCR Partners will also set up and/or mobilize community groups located at site level such as at informal settlements and other collective settings. All community groups support information sharing, raising community feedback, activity implementation and carrying out community projects that enhance protection and promote social stability. Community groups should be further mobilized and supported to prevent and address protection issues and community concerns. In all community groups, at least 50% women and 15% persons with disabilities should be mobilized.  **Outreach Volunteers:** UNHCR supports a well-established and harmonized network of Outreach Volunteer (OV) across Lebanon whose role is to pass on information, raise community concerns, refer persons at heightened risk to specialized services and carry out community solutions. Recently, OVs are being trained to deliver community-based non-specialized psychosocial support activities. More than 50% of OVs are women. OVs are managed by UNHCR and administered by the Partners, with clear guidance and oversight tools. |
| Main Activities |
| * Manage and run Community Development Centers for refugees, host community members and other persons of concern with an Age-Gender-Diversity approach: * Deliver awareness sessions, skills trainings, psychosocial support activities, life skills sessions and case management, among others, at CDCs, online or in the community * Provide open internet and technology services to participants to promote digital access and inclusion * Ensure that complaints and feedback mechanisms such as satisfaction surveys, complaints boxes and socio-economic surveys are in place and lead to enhancement of CDCs activities * Mobilize community groupsat CDCs or at community level * Establish and/or engage with community groups at CDCs and/or in the community such as at informal settlements or collective sites, ensuring participation of women, girls and other groups * Mobilize community groups, empower and train them to support in information sharing, raising community feedback, support in activity implementation and carry out community projects that enhance protection and promote social stability * Administer (general) Outreach Volunteers (OVs) in close coordination with UNHCR * Recruit OVs according to pre-set criteria, ensuring at least 50% female participation * Ensure OVs are recorded on the OV profiling platform * Provide oversight to OVs and monitor their activities and performance, based on existing guidelines * Train OVs on their tasks and in using the related tools, as well as provide coaching when needed * Ensure that OVs are trained on key protection topics and other topics relevant in carrying out their volunteering roles * Ensure that OVs are provided with the necessary means and tools to carry out their volunteer function, including access to information that they need to pass on to their community * Ensure that referrals received from OVs are acted upon and addressed * Dispense OV support costs in a timely manner * Contribute to the overall enhancement of the national OV programme |
| Intended Population Coverage: |
| * Partners should have capacity to reach 22,500 individuals from diverse nationalities per year, across ML area, through CDCs specifically in areas with high concentration of refugees, and provide a variety of activities and interventions: * 7,500 refugees and Lebanese individuals benefitting from skills development activities * 600 refugees and Lebanese individuals engaged in community groups and supported to implement community-based activities * Engaging refugees in awareness raising, dissemination of information and other awareness raising activities * Partners should have the capacity to mobilize and manage a network of 152 Outreach volunteers aiming to reach a minimum of 90,000 individuals through outreach, awareness raising, information dissemination and safe identification and referrals.   All activities should aim to address the needs of refugees , as well as vulnerable host community members. |

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| Outcome Statement |
| Community Engagement and Women’s empowerment - Persons of concern of different backgrounds, are meaningfully engaged in decisions that affect their lives, have access to timely information and their feedback informs programmes, activities and advocacy. |
| UNHCR Sector Guidance |
| The protection monitoring programme is a key component of UNHCR’S overall monitoring of the protection environment in Lebanon. The protection monitoring programme gathers data from refugee households and key informants on an ongoing basis to conduct monthly analysis of key emerging protection issues affecting refugees throughout Lebanon. The data and analysis generated by protection monitoring aims to ensure that the voices of refugees are heard, understood and used to ensure that UNHCR’s protection and advocacy work is responsive to the changing needs of refugees within the dynamic situation caused by Lebanon’s ongoing crises. |
| Output Statement |
| PoCs are systematically consulted on the protection environment through protection monitoring, and their responses are analysed and shared with stakeholders. |
| Brief Description of the Project |
| As part of protection work, protection monitoring partners and UNHCR will conduct protection monitoring to analyse trends in the protection environment and provide essential information about the situation of refugees in Lebanon. The findings obtained through protection monitoring enable UNHCR and Partners to better design programmatic interventions, target its advocacy, and communicate information about the protection situation in Lebanon to relevant authorities, partners, donors, and other humanitarian actors. It helps with identifying regional dimensions of protection and assistance issues by looking at regional trends, hence supports the planning and resource allocation stage of humanitarian programming cycle. All this strengthens UNHCR’s accountability to persons of concern (who dedicate their time to participate in protection monitoring interviews). |
| Main Activities |
| * Based on a random sample provided by UNHCR, the Partner will conduct standardized protection monitoring surveys with the aim of generating essential information about trends in the protection environment of Syrian refugees. * The Partner is responsible for primary data collection through household level surveys and key informant interviews. In order to ensure representative data, each month the Partner will conduct a minimum number of consultations with refugees (as stipulated by UNHCR). Household surveys will be complemented by interviews with key informants. KIs will be selected by the Partner in accordance with SOPs (standard operating procedures). In addition, when deemed necessary to complement existing information, targeted focus group discussions (FGDs) may also be used to highlight the particular views of specific groups. * Key informants will need to be identified by the Partner. Key informants are persons who are knowledgeable about the situation facing refugees and should reflect AGD and other selection criteria as shared by UNHCR. * Interviews will be conducted by phone and in-person based on the list provided by UNHCR on a monthly basis. Partners will ensure the randomness of the sample is respected and no bias is introduced in the selection of households interviewed. * The Partner will also be responsible for referring cases identified during household surveys to appropriate services based on the needs identified. This will require the Partner to maintain up to date understanding of referral pathways. The Partner will summarize the main findings of the protection monitoring into monthly reports shared with UNHCR. * Depending on needs, and upon the request of UNHCR, up to four thematic reports will be produced throughout the year, in order to investigate specific changes or trends in the protection environment and/or to ascertain how specific issues intersect with particular groups of refugees |
| Intended Population Coverage |
| Protection monitoring programme will cover entire refugee population in Beirut and Mount Lebanon. The Partner will conduct a minimum of 365 consultations with refugees every month using a list provided by UNHCR. |

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| Project title | |
| Supporting host and refugees’ communities through implementation of Community Support Projects (CSPs) | |
| Sector | Project Location |
| Peaceful Co-existence | EOI.2023.1.32102.10 |

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| Outcome Statement |
| Peaceful Co-existence: Persons of concern are included in national services and feel safer in their host communities. |
| UNHCR Sector Guidance |
| UNHCR seeks to preserve the protection space (rights and hospitality) provided by local communities and promote social cohesion and synergies with development interventions.  In this context, local authorities are at the forefront in ensuring the local infrastructure and services are available for Syrian refugees. They will be key first responders to the crisis by service provision and tension mitigation.  UNHCR will coordinate with municipalities and local actors through implementation targeted interventions (Community Support Projects CSPs) to mitigate the strain on local infrastructure and services caused by the presence of additional population as part of responsibility sharing and decreasing tensions between host and refugee communities.  With the further deterioration of the socio-economic situation, development actors remain key partners in the support of public institutions, municipalities, and hosting communities. Close collaboration with World Bank, UNDP, UN-Habitat, and other key development donors is key to ensure the complementarity of activities and the inclusion of refugees in their programmes and plans. |
| Output Statement |
| Local authorities & communities' ability strengthened to mitigate the strain on local infrastructure and services, reduce tension and promote social stability |
| Brief Description of the Project |
| This project consists of implementation of community support projects to mitigate the impact of the socio-economic pressures and contribute to the longer-term development of municipal services  CSPs can be short to medium-term and/or stand-alone interventions which can cover a wide range of interventions across all sectors including protection, health, education, water, sanitation, social and physical infrastructure.  In specific, CSPs:   * Mitigate the strain on local infrastructure and services caused by the presence of additional population as part of responsibility sharing exacerbated by the economic crisis with focus on water access. * Mitigate the effect of the power and fuel crisis through solar and energy related interventions. * Use support provided to build and strengthen national systems and structures that benefit all in the immediate and longer-term * Promote social stability through projects that benefit all |
| Main Activities |
| * Identification of projects through close collaboration with UNHCR and local authorities based on needs, refugee concentration in the area, existing municipal plans and through community consultation. * Develop detailed proposals as per UNHCR guidance to be submitted for UNHCR approval. * Design of project, developing bill of quantities and necessary technical specifications. * Procurement of relevant materials or services * Implementation of projects and hand over to authorities. * Post-implementation monitoring and evaluation |
| Intended Population Coverage |
| The host community, refugees and asylum seekers residing in the area. |

1. While case management services primarily target Syrian refugees and refugees of other nationalities, all other activities envisaged under the prevention component of the project should be inclusive of both refugees and host community members. [↑](#footnote-ref-2)
2. While case management services primarily target Syrian refugees and refugees of other nationalities, all other activities envisaged under the prevention component of the project should be inclusive of both refugees and host community members. [↑](#footnote-ref-3)