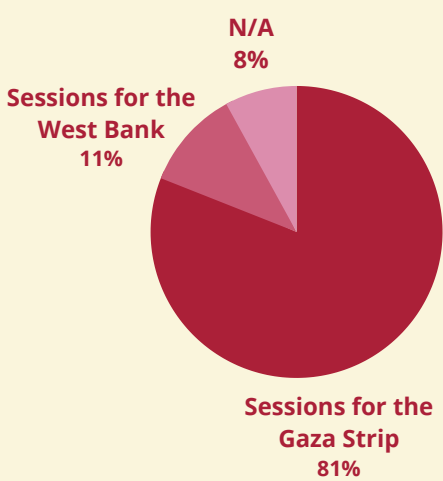


SAWA ORGANIZATION-121 Emergency Helpline Update

Sawa's 121 Listening Center has been operating under an emergency protocol since May 10th 2021. It is active through a toll-free helpline available 24/7 to respond to MHPSS, medical, and legal support of our fellow Palestinians struggling with the negative impacts of the military aggressions on Palestinians as well as COVID-19.



➤ This month, Gaza continues to endure the repercussions of Israel's latest assault in May. About **81% of July 2021's counselling sessions were from the Gaza Strip**. Almost 11% of sessions from came from the West Bank, with 8% of sessions not reporting location.

➤ Similar to last month, about **85.4%** of all MHPSS counselling sessions were from the Gaza Strip.

➤ About 99.3% of all sessions on armed conflict were from the Gaza Strip. Almost 17.4% of all these sessions were for children.

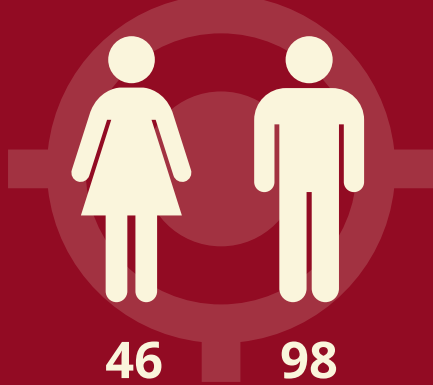
➤ There was a slight increase (+5%) in sessions for children from June to July. Sessions on school-related matters also increased by **51.43%**, most likely due to the added stress of Tawjihi. About 87% of these sessions were from the Gaza Strip.

➤ There was also an increase in sessions related to family relationships from June to July by **69.23%**. About 71% of these sessions were from the Gaza Strip, with 23.6% from the West Bank (mainly Hebron).

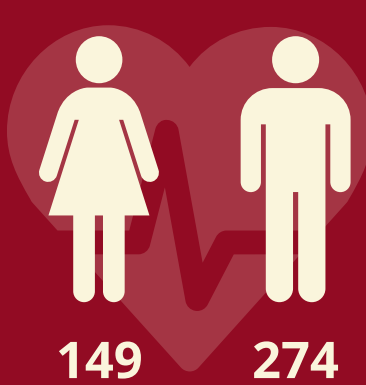
➤ The month of July 2021 saw Sawa answering **69%** (29,451 calls) of all attempted calls (42,634), with **31%** unanswered.



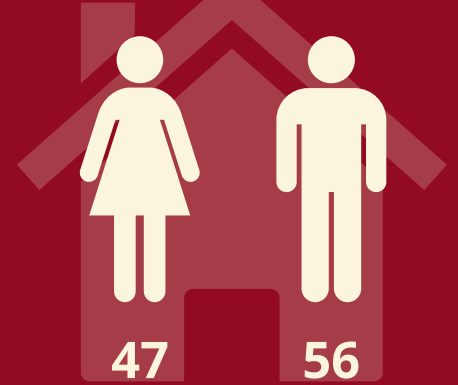
ARMED CONFLICT



MENTAL HEALTH & PSYCHOSOCIAL SUPPORT



FAMILY RELATIONSHIPS



Counselling Sessions by Age group

