

# Jordan

September 2019

**Al-Ghurair Foundation for Education** has agreed to offer Certified Blended English courses to refugees.

As of 24 September, **UNHCR Jordan's operation is 44% funded out of USD 371.8 million** requested for refugees' protection and assistance.

UNHCR congratulated the Mayor of Greater Amman Municipality on the designation of **Amman as a City of Light for refugees**.

**747,080**

Refugees in Jordan as of 15 September 2019

**83.5%**

Refugees living outside camps in urban areas

**16.5%**

Refugees living in three camps in Jordan – Azraq, Zaatari and The Emirati Jordanian

FUNDING (AS OF 24 SEPTEMBER 2019)

**USD 371.8 million**

UNHCR Jordan's financial requirements in 2019

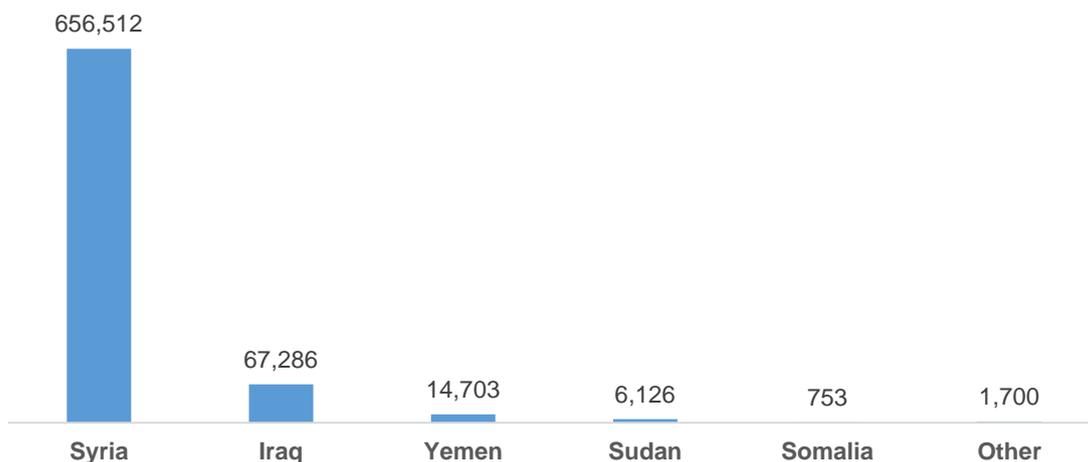
Funded 44%  
**\$ 163 million**



Unfunded 56%  
**\$ 209 million**

## POPULATION OF CONCERN

### Countries of Origin



## PROTECTION

- As part of community outreach, **UNHCR runs 38 mobile helpdesks** in eight different governorates across the country where refugees are able to approach UNHCR with any legal or protection issues they may have aside the registration centres in Amman, Irbid and Mafrqa or those in Azraq and Zaatari. During the month of August, a total of 873 families were assisted or counselled on cash assistance, access to health or other services, legal assistance regularization of status and resettlement among others. Furthermore 1,812 Syrian and 373 non-Syrian families were provided with renewal and registration appointments at the helpdesks.
- **UNHCR Jordan has one of the largest refugee helplines in the world.** In August, the Helpline answered 358,785 calls. Since its inception in 2008, UNHCR staff on the helpline have responded to over 3 million calls, giving support and advice on a range of issues to refugees across the Kingdom. Calls mainly regarded the following issues: Basic Needs Assistance, including Cash Assistance, Registration, Resettlement and other issues. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for emergency calls. On the 4<sup>th</sup> of August, Helpline updated its IVR system; the new version includes newly added services such as: an English language version, primary phone number campaign, and additional options under the menus.
- During the month of August 2019, UNHCR Inter-Agency Coordination lead consultations with MoPIC on the **new Jordan Response Plan (JRP) 2020-2022**. The new JRP structure, its pillars and sectors aligned to the Sustainable Development Goals (SDG) as well as the Global Compact on Refugees were developed and presented by MoPIC at an extraordinary Humanitarian Partners' Forum (HPF) meeting on 28 August as well as at the Humanitarian Development Partner Group the following day.

## COMMUNITY EMPOWERMENT AND SELF RELIANCE

- In Azraq camp, as of July 30th, a total of 3,348 **work permits** are registered in the work permit database. The total number of work permits registered with the Ministry of Labour (MoL) database as of July 30th 2019 amounts to 9,720 work permits as the MoL had started issuing work permits since 2017 and prior to the inauguration of Azraq Camp Employment (ACE) in February 2018. During August, a total of 102 permit applications were received through the ACE office, out of which 95 for agriculture and 7 for construction requests; 38 permits to work in agriculture were approved.
- In Azraq camp, the total number of individuals registered in the **Incentive Based Volunteers (IBV)** scheme reached 16,854, with 10,223 males and 6,631 females. During August, a total of 293 new IBV applications were received, of which 187 from females, 106 from males; 2 persons with disabilities also applied.
- In Zaatari camp, the **Office of Employment** had a 2% increase in active work permits by the end of July; the total number reached 12,809, out of which 16% have been issued to women. Work permit-holders now represent approximately 37% of the Zaatari camp working age population (18 to 60 years); moreover, 231 refugees registered their newly issued work permits on the UNHCR/SRAD system facilitating entry-exit from camp for permit holders.
- In Zaatari camp, the number of IBV participants in July increased by 5% and reached 5,323 individuals; the percentage of women engaged in IBV opportunities increased by 2% to reach 37%.

- Jordan counts 25 UNHCR supported **Community Support Committees (CSCs)** across the country, jointly run by Jordanian and refugee representatives of different nationalities. In August, around 5,600 individuals of different nationalities participated in different activities, such as celebration of major events (the World Youth day, Eid Al-Adha), as well as practical trainings and workshops on printing and computer techniques and awareness-raising sessions about parenting practices and strategies.
- Upon invitation of JOHUD, UNHCR presented “Livelihoods and Economic Inclusion at UNHCR” at the opening ceremony of the ‘Ebtekarthon’, which is a start-up support project targeting Jordanians and Syrians.

#### CASH ASSISTANCE FOR BASIC NEEDS

- In August, **Social Transfers (Monthly Cash for Basic Needs Assistance)** reached 28,502 families (123,327 individuals) of which 26,144 families are Syrians, and 2,358 of other nationalities. Cash assistance is meeting the majority of beneficiaries’ basic needs by helping them afford rent and pay monthly bills. It is also improving their lives by having a positive impact on beneficiaries’ psychological well-being, food security, health and educational access, and financial stability.
- Preparatory work for **mobile wallet distribution** continued to progress. In August, two pilots were successfully conducted with a total of 28 beneficiaries. The aim of the pilots was to test both the manual and iris-based onboarding modalities, as well as the creation of a Mobile Wallet Master List, which will be used to manage the payments. Based on the results of the pilots, lessons learned were drawn and will guide the implementation of the next steps.

#### EDUCATION

- UNHCR Jordan was granted the **Abdul Azeez Al Ghurair for Education Funds** to improve education opportunities for refugees. Of the 65 proposals submitted in March 2019, UNHCR Jordan’s Education proposal was selected along with only one other proposal from Jordan (RI). UNHCR obtained the approval on Al-Ghurair Foundation for Education for its educational proposal that aims to offer Certified Blended English courses to refugee learners, and support the provision of tuition school fees, kits, homework support classes, and transportation fees to vulnerable groups of refugee children. The proposal aims at enhancing school enrolment and increasing children skills and knowledge. His Excellency Abdul Aziz Al Ghurair and his delegation visited Azraq camp, including its Connected Learning Hub, on 08 September.

#### HEALTH

- In August, a total of 2,627 patients were received at the **United Nations Rukban clinic** at the North East border of Jordan with Syria; many of the patients struggling with chronic diseases which require regular periodic visits to monitor and evaluate therapeutic outcomes and which would require an improved accessibility. In addition, 27 referrals were made for further treatment at hospitals in Jordan; 37% of secondary and tertiary referrals were for obstetrics and gynecology.
- By the end of August 2019, UNHCR served around 2,073 beneficiaries through its **Cash-for-Health** programme.

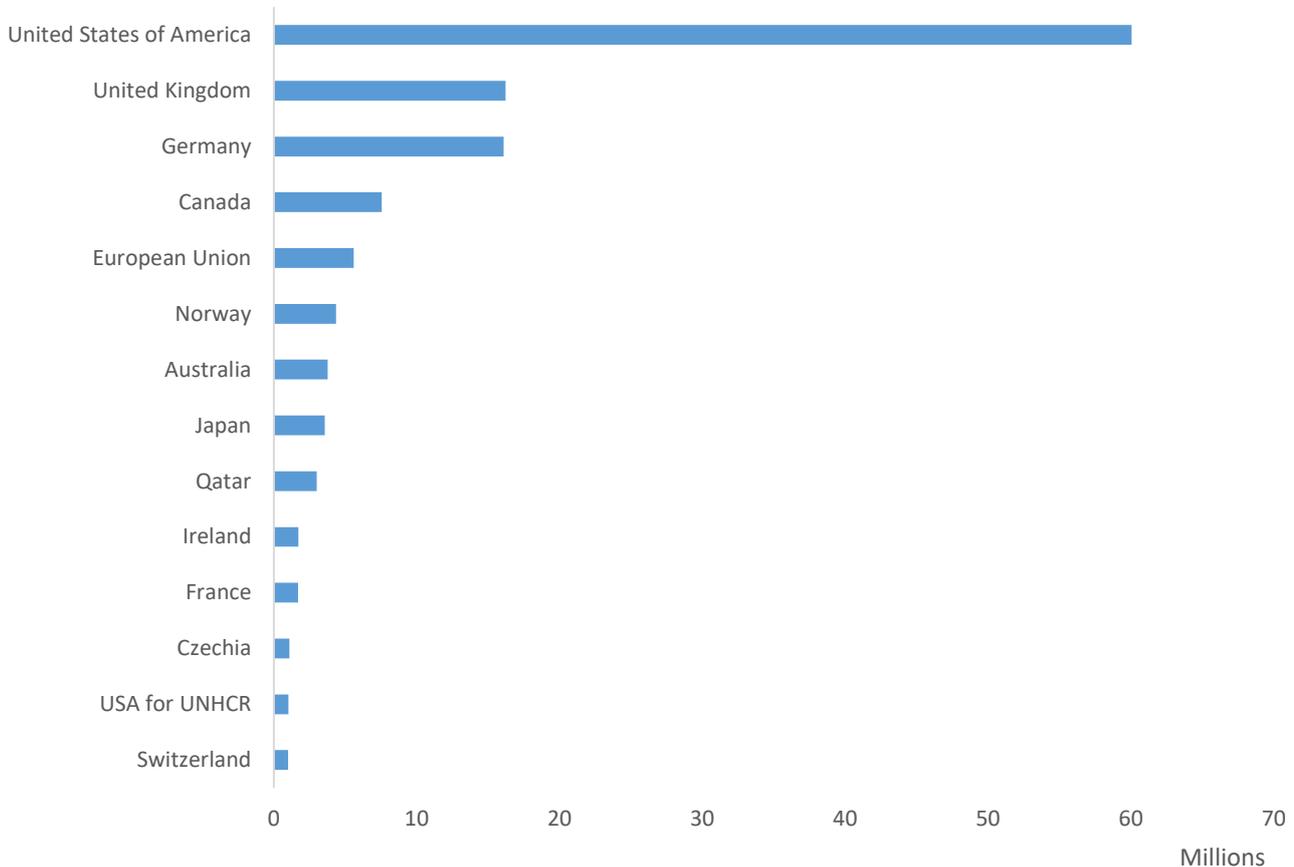
## Donor and High-Profile Visits to UNHCR Jordan

- City of lights ceremony: On 1 August the UNHCR Jordan Representative presented the Mayor of Greater Amman Municipality His Excellency Dr. Yousef Al Shawarbeh and his Deputy Eng. Hazem Naimat a letter from the High Commissioner, congratulating them on the designation of Amman as a City of Light. Amman was highlighted as a City of Light by the High Commissioner on World Refugee Day, a designation for cities which have demonstrated tolerance, diversity, acceptance and hospitality to refugees. The ceremony was attended by around 80 representatives including district directors, advisors and council members from the Municipality, with an official plaque unveiled at the Mayor's Office.
- HRH Prince Hassan visited Zaatari camp on 04 August. The VIP delegation received general briefings from SRAD, WFP, UNICEF and UNHCR. The delegation visited also Tazweed Supermarket, one of the Makani Centers, and the Art Gallery located in the Community Center, where the Prince focused on digitization of the paintings and drawings by the artists in order to enhance e-commerce and enable access to a global market. The HRH met the TIGER girls where the Prince stated that the group could be engaged in some programs with his foundation (Alhasan Youth Award) and instructed his team to work with UNHCR on this.
- A mission of Japan4UNHCR visited UNHCR Jordan from 19 - 23 August; the mission was headed by the newly appointed Communications Director of Japan4UNHCR, Tomoko Nagano, a well-known television personality as well as Managing Editor of Huffington Post Japan. The mission gathered footage and background material for upcoming fundraising campaigns, visiting Azraq refugee camp, Nuzha community centre in Amman and visiting a family benefiting from cash assistance.
- On 21 August, UNHCR Jordan participated in an event for World Humanitarian Day with the US Embassy in Amman. Displaying 10 pieces of art painted by refugees, the reception was hosted at the Chargé D'Affaires residence and attended by members of the international community in Jordan. The art work on display prompted productive discussions among the invitees about the talent and skills within the refugee community and sales generated valuable income for the refugee artists represented.
- Two US delegations visited UNHCR on 22 August: PRM Director for Asia and Near East, Amy Schedlbauer, as well as Senate Foreign Relations Committee Staffers Colin Brooks, (Middle East Majority PSM) and Andy Olson (Majority Deputy Staff Director). The delegations received a briefing from UNHCR Sr. Management on the refugee situation in Jordan. They visited UNHCR Registration Center Amman, the Helpline and the Cash demo ATM.
- A mission of the Korean Embassy headed by newly appointed Ambassador H.E Mr. Lee Jae-wan visited Zaatari camp on 29 August. The delegation received a general briefing from SRAD, WFP, UNICEF and UNHCR. It also visited one of the camp schools, was briefed by UNICEF on the WASH situation, and met the refugees who are managing one of the Makani Centers.
- USA4UNHCR collaborator Samuel Fox visits Jordan. Fox, who is also a US based lawyer, philanthropist and the founder of organisation JerseyEX visited Azraq and Zaatari camps on 27-28 August. The visit was part of the organizations' ongoing work to promote hygiene and education in partnership with key football personalities and teams. Mr Fox first visited Azraq camp in Jordan in 2014, which inspired the inception of JerseyEX. During his recent visit he provided football jerseys for distribution to refugees, while also gathering footage to highlight refugees within his organization's global hygiene campaign videos.

# Financial Information

Total contribution is **\$163 million** as of September 2019, covering **44%** of overall needs for refugees.

## EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2019 (over 1 million USD):



## OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

United States of America 27.4 million | Private donors Australia 9.2 million | Germany 5.4 million | Kuwait 5 million | Private donors Germany 4.5 million | Private donors Republic of Korea 3.5 million | Sweden 3.3 million |

## UNEARMARKED CONTRIBUTIONS | USD

Sweden 99.8 million | Private donors Spain 54.5 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million | Private donors Republic of Korea 27.6 million | Germany 26.7 million | Denmark 24.4 million | Switzerland 15.1 million | Private donors Japan 14.2 million | France 14 million | Private donors Italy 12.7 million | Ireland 10.2 million

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