

Jordan

November-December 2020

UNHCR continues to monitor the [COVID-19 situation among the refugee populations](#) and works closely with the Ministry of Health and the Syrian Refugee Affairs Department to implement established protocol and response mechanisms.

The first two refugees, residents of Zaatari and Azraq camps, were selected for the [Habesha scholarship](#) program and departed in December to continue their studies in Mexico.

To support refugees in the cold winter months, distribution of [winter cash assistance](#) reached a total of 7,000 families in November, while UNHCR aims to reach an additional 44,600 families by the end of December.

KEY INDICATORS

751,864

Refugees in Jordan as of 30 November 2020

83.1%

Refugees living outside camps in [urban areas](#)

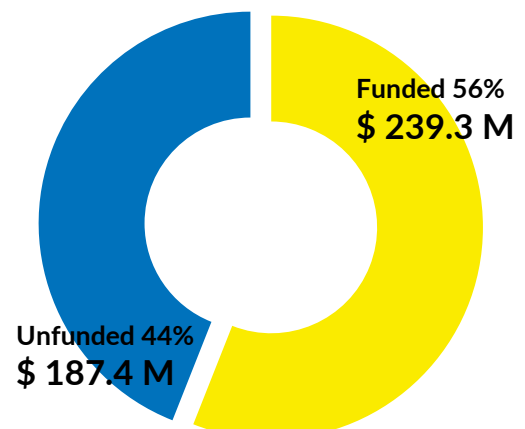
46.8%

Refugees are [children](#) under 17 years

FUNDING (AS OF 8 DECEMBER 2020)

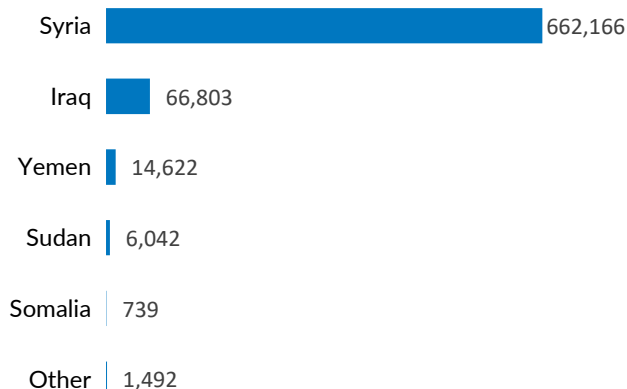
USD 426.7 M

UNHCR Jordan's financial requirements in 2020



POPULATION OF CONCERN

Countries of Origin



Zakariya, a Syrian refugee currently living in Zaatari Camp, is one of the first refugees to travel to Mexico on a Habesha scholarship.
UNHCR Jordan/Lilly Carlisle

**PROTECTION**

- In November, registration and other legal and protection activities continued through remote modalities. UNHCR continued to share information on such modalities with PoCs through different means, including the [Jordan Help site](#), the Helpline and social media pages. During this month, UNHCR and legal partners provided legal assistance – in the form of counselling, mediation, representation, and protection follow up and advocacy – to 4,286 cases.
- The [distribution](#) of remotely renewed Asylum Seeker Certificates (ASC) at UNHCR’s registration centres continued through the month of November, reaching a total of 7,145 families. As a result, some 29,139 refugees were able to renew their ASCs and collect them from the Amman, Irbid and Mafraq registration centres. UNHCR registration teams across Jordan continue to renew ASCs and add newborn babies to existing cases through remote modalities.
- During November, UNHCR’s child protection/SGBV teams counselled and supported some 255 individuals, who benefited from case management, legal, psychosocial services and mental health, resettlement and cash-based intervention services through UNHCR or implementing partners in the field.
- In the occasion of the campaign of the **16 days of activism against GBV** and considering the national theme of “Eliminating all Forms of Domestic Violence against Women and Girls”, UNHCR, UNFPA and members of the SGBV working group launched a [drawing competition](#) under the theme “What does safety at home mean to you?”, while a number activities were held by over 230 organizations.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- In line with the joint Communication with Communities strategy with UNICEF and WFP, UNHCR continues to disseminate updates, information and awareness materials about COVID-19 and latest government guidelines to refugees in urban areas, through a variety of channels including social media, the Bridges of Communications refugees group, CSCs and the online magazine “Working with refugees”.
- In November, UNHCR Jordan’s new [#AskUNHCR](#) Facebook series tackled the issues of [health](#) and [RSD](#). The 30-minute live sessions provided important information to refugees on the two issues and addressed questions that were received live by refugees. Each session has reached over 100,000 people and generated a lot of interest through comments and questions.
- Some 2,700 participants joined a total of 110 online and 34 on-site activities conducted by UNHCR-supported Community Support Committees (CSCs) across Jordan. Activities included virtual information sessions, hygiene kit and stationary distributions, training sessions on the government’s COVID-19 Aman application, and more. CSCs continue to support refugee communities all around Jordan through community engagement activities, information sharing, and food/non-food item distributions.
- In November, UNHCR provided Urgent Cash Assistance to 200 vulnerable refugee families, including 25 non-Syrian families. For PoCs who test positive for COVID-19, UNHCR community-based protection teams have been following up on individual cases through phone counselling, to better understand the impact of COVID-19 on urban refugee populations and assess the needs and existing gaps in assistance, especially with regards to eligibility for further cash assistance.

**CASH ASSISTANCE FOR BASIC NEEDS**

- During November, UNHCR Jordan began distributions of [winter cash assistance](#), with some 7,000 non-Syrian refugee families receiving assistance in November. An additional 44,600 families (both in camps and urban-based) are scheduled to receive winter assistance in December.
- As per the regular monthly cash assistance program, in November UNHCR assisted a total of 33,000 refugee families, including 3,000 non-Syrian families, for an amount of USD 5.5 million.
- Since the beginning of the pandemic in March, a total of 50,678 newly identified vulnerable families have received at least one round of COVID-19 emergency cash assistance, through UNHCR and other Basic Needs partners, assistance that amounts to a total of USD \$25.4 million.
- In view of the unprecedented large amount of cash being uploaded in a single month, the IVR experienced an unusually high amount of calls. UNHCR's Helpline agents answered 566,305 calls in November on enquiries mainly related to cash assistance, in addition to registration, resettlement, and other protection issues.
- On 16 December, the seventh episode of [#AskUNHCR](#) tackled [UNHCR's Helpline](#) and the specific challenges related to cash assistance eligibility. This topic is often raised among refugees in social media platforms and communication groups, so the session aimed to answer some of the most frequently asked questions. UNHCR staff provided information on the services offered through the Helpline and answered questions received live by refugees on the various forms of cash assistance, which is the main topic of enquiry on the Helpline.

**HEALTH**

- The first three deaths - elderly refugees with underlying medical conditions - were recorded in Zaatari (2) and Azraq (1), in addition to three refugees who passed away in urban areas. As of 14 December, the total cases of refugees testing positive for COVID-19 in the camps had reached 1,494 cases, of which 363 were active (269 in Zaatari, 78 in EJC and 15 in Azraq), while 1,129 had recovered (76%). Cases among refugees in camps remained below the national average, with 1.3% of the refugee population in camps testing positive compared to 2.5% of the total Jordanian population. In urban areas, UNHCR is aware of 144 refugees who have tested positive for COVID-19. According to government data, the governorates that host the most refugees after Amman, including Irbid, Zarqa (Azraq camp) and Mafraq (Zaatari camp), have the lowest number of COVID-19 cases per capita in the country.
- UNHCR continued to respond to COVID-19 in camps, working closely with the Ministry of Health (MoH) and the Syrian Refugee Affairs Directorate, to carry out surveillance and contact tracing exercises. Confirmed cases are being quarantined either in their own shelters or at isolation sites and transferred to hospital as needed as per the established protocol.
- UNHCR Jordan has been working to identify refugee medical professionals in Jordan, for the Government of Jordan to potentially include them in the country's COVID-19 response. The office sent an initial list of some 130 resumes of qualified refugee medical professionals who stand ready to support the Ministry of Health. The MoH is reviewing the resumes submitted and there are initial indications that some refugee health workers will be deployed to support the COVID-19 response.
- Aligned with national policy so far, of including refugees in the National Health Response Plan, and following UNHCR's direct advocacy efforts, the government has confirmed that refugees will also be

included in the national COVID-19 vaccination plan. The first lists of refugees from the camps eligible to receive the vaccine under the criteria set by the GoJ have been communicated to MoH.



EDUCATION

- During November, some 4,400 individuals accessed the UNHCR Kolibri platform for online learning support, including 60% residing in camps, 40% in urban areas, 49% male and 51% females. Since January 2020, more than 17,000 users access the Kolibri platform in Jordan.
- Two DAFI graduates residing in Zaatari and Azraq camps were selected for the [Habesha](#) scholarship program. The students received legal counselling by UNHCR, were issued visas by the Mexican Embassy in Jordan and [departed for Mexico](#) in early December. Additionally, UNHCR continued to work towards increasing scholarship opportunities for refugees in Jordan and announced the following opportunities: the UNHCR Mentorship Programme for Aspiring Journalists, [scholarships](#) for the Hamad Bin Khalifa University and Edx programs for Syrian refugees, as well as the [Japanese Initiative for the future of Syrian refugees](#).



DURABLE SOLUTIONS

- Between January and November of 2020, a total of 3,446 individuals have been submitted for resettlement and all slots available during the year have been utilized through the implementation of remote processes. While UNHCR's original annual target was 5,500, as of November the confirmed quota places for the year was 3,455 offered by Australia, Belgium, Canada, France, Ireland, Italy, Norway, Sweden, and the UK.
- In November, UNHCR Jordan continued the remote resettlement processing and conducted interviews with over 270 refugees by telephone and video, ensuring that integrity and identity verification safeguards are in place. With borders and traveling restrictions being progressively lifted, departures increased in November, with 331 refugees being resettled to Canada, France, Germany, Ireland, Norway, Spain and the US.
- On 2 December, the sixth episode of [#AskUNHCR](#) tackled [UNHCR's resettlement services](#). In advance of this episode, UNHCR published updated information about the remote resettlement process on the [Helpsite](#) and through [social media](#) channels. During the session, UNHCR's resettlement staff provided a lot of information on resettlement services and case processing, to address the questions and comments received live by refugees. As expected, the materials published in advance as well as the live discussion generated a lot of interest among refugees, with the live video reaching over 200,000 people and receiving some 9,000 comments.

High-Profile Visits and Events

- Due to COVID-19 and under the Jordan government's guidance, UNHCR Jordan continues to discourage external field missions to the operation. Donor missions and high-profile visits will resume in full once the situation with the pandemic improves and no longer poses a risk of exposure of UNHCR's people of concern.
- On 25 November, UNHCR facilitated a brief visit of two ECHO officers at the UNHCR Registration Centre in Amman, ensuring that all necessary health measures were in place, and no risk was posed to

UNHCR's people of concern. The two ECHO officers visited the interview setup for remote resettlement and RSD processes, observed the remote renewal process and ASC distribution, and UNHCR staff briefed them on next year's priorities.

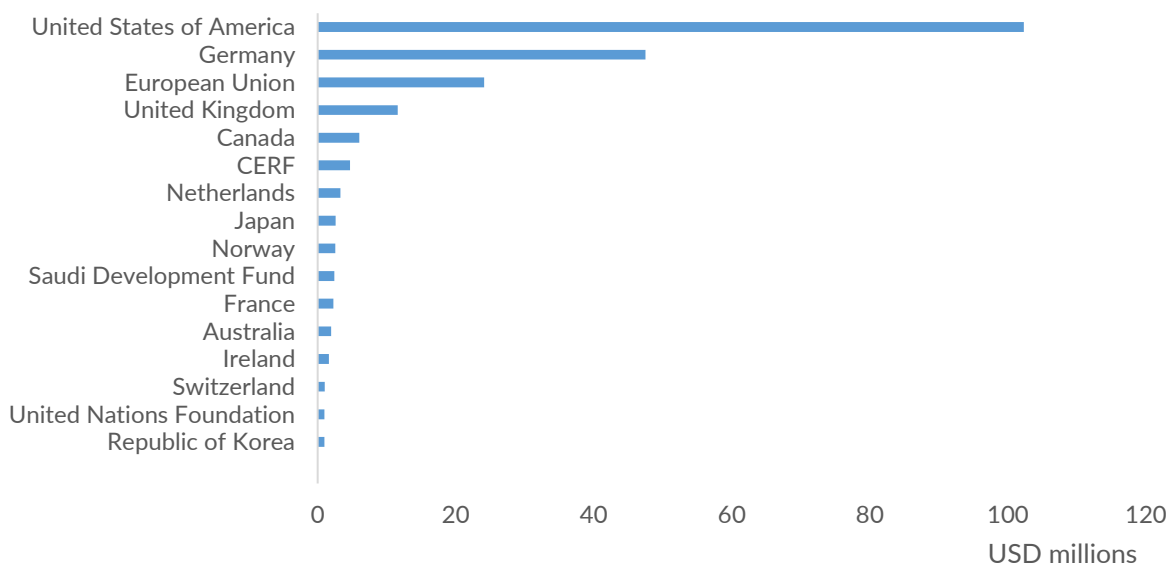
- On 25 November, UNHCR, together with IFC, ILO, UNICEF, and the World Bank, as well as the Embassy of the Netherlands and the Jordanian Minister for Planning and International Cooperation, [launched](#) the Prospects partnership, a multi-year project focusing on employment, education, and protection. The launch event was part of the virtual visit of Dutch Minister Kaag for Foreign Trade and Development Cooperation, who participated in a roundtable with the heads of the UN agencies to discuss the partnership. During the duration of the partnership (2019-2023), UNHCR Jordan will receive a total of USD 15.3 million, mainly for registration activities, child protection, GBV response, and cash assistance.
- On 1 December, UNHCR, together with ILO and UNICEF, as well as the Delegation of the European Union in Jordan, [launched](#) a multi-year partnership aimed at supporting access to an inclusive national social protection system and decent job opportunities for both vulnerable Jordanians and Syrian refugees. In the context of this partnership, UNHCR Jordan will receive a total of EUR 45 million from the EU Madad fund for cash assistance, while the ILO and UNICEF interventions will also facilitate the graduation of refugees from cash assistance to dignified and sustainable livelihoods opportunities.
- In parallel with UNHCR's global 70th anniversary, December also marked the [30th anniversary](#) of UNHCR Jordan. The operation launched a [virtual timeline](#) detailing key moments and historical events which have affected refugee lives in Jordan.
- On 17 December, the World Bank and UNHCR MENA launched a report entitled "[Compounding Misfortunes - Changes in Poverty since the Onset of COVID-19 on Syrian Refugees and Host Communities in Jordan, the Kurdistan Region of Iraq and Lebanon](#)" which simulates the extent to which Syrian refugees and their hosts have fallen further below international and national poverty lines. The study aims to help better inform the COVID-19 responses of governments, international agencies and others.

Financial Information

Total recorded contributions for the operation amount to some **US\$ 239.3 million**, covering 56% of overall needs for refugees in Jordan.

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

Earmarked contributions to UNHCR Jordan in 2020 (over 1 million USD)



Special thanks to the major donors of softly earmarked contributions in 2020 (in USD)

Germany (62.7M) | United States of America (26.3M) | United Kingdom (24.8M) | Denmark (14.6M) | Private donors Australia (12M) | Private donors USA (9.6M) | Private donors Germany (9.5M) | Canada (8.7M) | Sweden (6.1M) | Finland (5.5M) | Private donors Japan (4.5M) | Private donors Republic of Korea (4.7M) | Spain (3.4M) | Private donors UK (3.3M) | Ireland (3.3M) | Private donors United Arab Emirates (2.3M) | Private donors Lebanon (2.3M) | Japan (2.1M)

Thanks to other donors of unrestricted and regional funds in 2020 (in USD)

Sweden (76.4M) | Private donors Spain (73.5M) | United Kingdom (45.7M) | Norway (41.4M) | Private donors Republic of Korea (37.5M) | Netherlands (36.1M) | Denmark (34.6M) | Private donors Japan (27.8M) | Germany (25.9M) | Japan (23.8M) | Private donors Italy (17.6M) | Switzerland (16.4M) | France (14M) | Private donors Sweden (12.8M) | Private donors USA (10.8M) | Italy (10.6M)

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LINKS

Facebook, Twitter, Instagram: @UNHCRJordan
www.data.unhcr.org/syrianrefugees