**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

****WFP Food Assistance:

Frequently Asked Questions (FAQs)

Topic: August changes for Syrians refugees living outside of camps

July 2015

Contents

[How is WFP food assistance changing? 1](#_Toc423504988)

[is this happening because of funding shortages? 1](#_Toc423504989)

[Would you reinstate assistance if you receive more funding? 1](#_Toc423504990)

[Is this change taking place to push refugees to the camps or back to Syria? 1](#_Toc423504991)

[Can refugees relocate to a camp and get their previous level of food assistance? 2](#_Toc423504992)

[What do I need to know about relocating to a camp? 2](#_Toc423504993)

[Does Limited WFP food assistance affect assistance from other organizations or registration status? 3](#_Toc423504994)

[Can a refugee “buy” WFP food assistance? 3](#_Toc423504995)

[What do I do with my E-card if I am no longer receiving WFP assistance? 3](#_Toc423504996)

[Can beneficiaries with questions and feedback go to WFP offices? 3](#_Toc423504997)

[How can beneficiaries give feedback about WFP’s food assistance levels? 3](#_Toc423504998)

# How is WFP food assistance changing?

WFP does not have sufficient funding to provide assistance in August to refugees living outside camps. WFP food assistance in camps is not changing in August 2015 and will continue at JOD20, provided funding is available.

WFP will notify beneficiaries through SMS of any further changes to food assistance.

# is this happening because of funding shortages?

Yes. WFP is funded entirely by voluntary contributions and donors have given generously to WFP’s Syria operation, but it continues to be a struggle to meet monthly needs. Month after month, year after year, the funding we have received has fallen short of overall needs.

WFP recognizes that this will be difficult for many families, and we will continue to work relentlessly to raise additional funds to support those most in need.

# Would you reinstate assistance if you receive more funding?

Even if we do receive more funding, it might not be enough to maintain the same assistance levels as before, and we might have to prioritize and make difficult decisions as to how we distribute those funds.

As the crisis enters its fifth year, we have to make sure that we have a sustainable operation that feeds those most in need. It is our responsibility to make sure that the most vulnerable people have a reliable form of assistance every month.

# Is this change taking place to push refugees to the camps or back to Syria?

No. This change is based on funding availability.

There is no other reason, including using less assistance as a way to push Syrians to relocate to camps or return to Syria. The loss or reduction of WFP food assistance is NOT connected to the Government of Jordan.

# Can refugees relocate to a camp and get their previous level of food assistance?

Yes. Syrian refugees who reside in communities outside of camps have the option of relocating to a camp where they would receive WFP food assistance as residents. Due to funding uncertainty, WFP cannot guarantee any beneficiary’s level of assistance indefinitely.

**NOTE TO STAFF:** Please phrase it that way – that refugees have the option of relocating to a camp. Do not encourage or advise them to do so. Be sure also to counsel them on what they need to know about relocating to a camp.

It should be noted that refugees wishing to relocate to a camp will go to Azraq camp. In exceptional circumstances, refugees with immediate family links in Za’atri (direct family members) may be able to apply for family reunification to Za’atri from Azraq refugee camp. Refugees who have questions about this can approach a UNHCR Registration Centre (Amman/Khalda, Irbid or Mafraq) for more information.

# What do I need to know about relocating to a camp?

Refugees considering relocating to a camp should understand that they would be unable to return to urban communities without being officially “bailed out” of the camp.

Here are some points about procedures for relocating to a camp:

* Refugees can enter Azraq camps on any working day.
* Those relocating to a camp must show gate authorities their MOI service card to enter. At Azraq, refugees also need to see SRAD (Syrian Refugee Affairs Directorate).
* Once inside the camp, refugees should go to the UNHCR registration area and follow registration procedures. It is best if they go early in the morning to allow UNHCR to request their records and process them the same day.

# Does Limited WFP food assistance affect assistance from other organizations or registration status?

No. Limited WFP food assistance, or no WFP food assistance at all, is not connected in any way to services provided by other humanitarian organizations or registration status. Other organizations have their own criteria and funding for giving assistance. ALLSyrian refugees can contact UNHCR for protection counseling and advice, including help with legal and documentation issues, and protection issues revolving around children, women and others. For more information about UNHCR’s protection and other services, refugees should contact the **UNHCR Helpline** at **06-400-8000** between **8 a.m. and 5 p.m., Sunday through Thursday,** or visit the nearest UNHCR office or help desk**.**

# Can a refugee “buy” WFP food assistance?

Absolutely not. If someone approaches a refugee offering to sell him or her WFP food assistance, that person is lying and committing a crime. Nor should anyone be saying that a fee must be paid for services or documents provided by WFP and UNHCR. Refugees should NOT give money to anyone under these circumstances and should report such incidents to the WFP or UNHCR helplines.

# What do I do with my E-card if I am no longer receiving WFP assistance?

Refugees should hold onto their e-cards in case if they are planning to relocate to a camp; or because they may be able to use it to access other services/support in future.

# Can beneficiaries with questions and feedback go to WFP offices?

WFP is not able to receive beneficiaries at their offices. Families should call the helpline numbers that are listed at the bottom of each page of this FAQ with any issues they may have.

# How can beneficiaries give feedback about WFP’s food assistance levels?

Syrian refugees can call WFP and UNCHR helplines.

WFP hotline number: 079-777-8841 or 079-777-8851.

UNHCR helpline number: 06-4008000