

Jordan

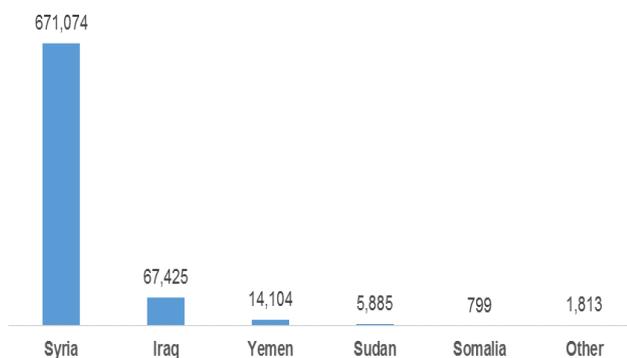
January - December 2018

Jordan is one of the countries most affected by the **Syria crisis**, with the **second highest share of refugees** compared to Syrian refugee population in the world.

83% of Syrian refugees in Jordan live in urban areas and **85% live below the poverty line** (USD 96 per individual monthly). 48% of refugees are children, and 4% are elderly.

The Government of Jordan has taken steps to open formal employment opportunities for Syrians. **Approximately 45,000 work permits were issued in 2018.**

POPULATION OF CONCERN



761,100 Refugees in Jordan

57 refugee nationalities in Jordan

83% living in urban areas

17% refugees live in three camps: **ZAATARI, AZRAQ, EMIRATI JORDANIAN CAMP**

FUNDING (AS OF 18 DECEMBER 2018)

USD 274.9 M

requested for the Jordan situation



Unfunded 18%

\$ 49.5 M

UNHCR PRESENCE

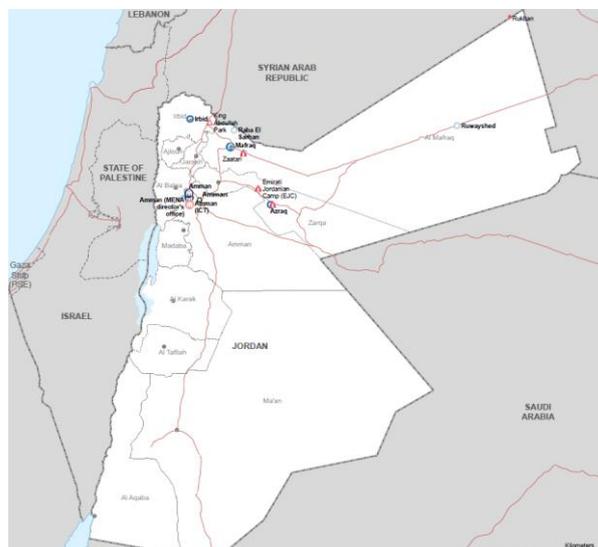
Staff: 597

497 National Staff

100 International Staff

Offices:

- 1 Branch Office in Amman
- 2 Field Offices in Irbid and Azraq
- 1 Sub Office in Mafraq (also covering Zaatar camp)
- 3 Registration centres in Amman, Irbid and Mafraq



Working with Partners

UNHCR coordinates the refugee response under the leadership of the Government of Jordan, in a collaborative effort between the donor community, UN agencies, international and national NGOs, community-based organizations, refugees and host communities. Currently eight sectors provide support within the Jordan refugee response. UNHCR co-chairs several sectors and their thematic working groups, namely the Basic Needs Working Group with NRC, the Health Working Group with WHO, the Protection Working Group with NRC (as well as the associated Child Protection Working Group with UNICEF and the Sexual and Gender Based Violence Working Group with UNFPA), the Shelter Working Group with NRC and the Livelihoods Working Group with DRC. These sectors provide information, advice and advocacy to high level decision making bodies in Jordan. UNHCR supports the Syrian Refugee Affairs Directorate (SRAD) - the Government agency in charge of the management and coordination of Zaatari and Azraq camps - to ensure that assistance is provided in the most effective and efficient way possible in accordance with international humanitarian standards and protection principles.

Main Activities

Protection

UNHCR Jordan was the first UNHCR operation worldwide to introduce iris-scanning fraud-proof biometrics for refugee registration. Currently, almost all of the registered Syrians are processed using biometric technology, which enables UNHCR to process up to 4,000 refugees a day at the largest urban registration centre in the Middle East and North Africa (MENA) region, UNHCR's Anmar Hmoud Registration Centre in Amman.

UNHCR Jordan has one of the largest refugee helplines in the world, answering nearly 150,000 calls per month, including for legal advice and consultations through an automated-voice response system. The Interactive Voice Response (IVR) technology was introduced in December 2017 to increase the number of calls handled by the helpline team, with over 500 pre-recorded and tailored voice messages to fit most caller's question. Emergency or complicated calls, such as detention or protection issues, are immediately transferred to staff.

On 16 October the Ministry of Interior announced the extension of the campaign aiming to formalize the status of Syrian refugees living informally in urban areas in Jordan. This campaign, which was launched on 4 March 2018, is now extended until the 31st of March 2019. The campaign is directed to Syrian nationals registered in the camps who left without an official authorization before the 1st of July 2017 and did not return. Syrians who arrived to Jordan and have never registered with UNHCR and the Government of Jordan can also benefit from this project. By the 16 October, over 20,000 individuals have successfully rectified their legal status, with the support of UNHCR and partners.

UNHCR continues its strategic global shift from the distribution of in-kind relief items to the provision of humanitarian cash assistance. Refugees receive cash through iris-scan biometric technology directly through bank ATMs. Jordan is the third largest cash programme delivered by UNHCR worldwide after Lebanon and Afghanistan. In 2018, UNHCR currently provides monthly cash assistance to approximately 30,000 Syrian refugee families and to 2,000 Iraqi families and to 600 other nationality families, targeting the most vulnerable of refugees residing outside the camps. UNHCR also provides one time Urgent Cash Assistance to a small number of families depending on need and dire change of circumstances.

Basic Needs

UNHCR aims to reach 328,683 Syrians (79,052 families) in the refugee camps of Azraq and Zaatari and in urban areas with winter assistance in the form of cash assistance, as well as selected winter Core Relief Items (CRIs). In urban areas, 202,842 Syrian refugees (about 47,000 families) have received a one-off cash assistance (per family) in October and November through the multi-agency Common Cash Facility system. UNHCR and its partners will undertake regular monitoring of project activities, and engagement of cash beneficiaries will be part of UNHCR's post-distribution monitoring mechanism.

Distribution of winter assistance to vulnerable Syrian refugees in Zaatari and Azraq camps began in October. UNHCR has reached 36,455 individuals (about 9,000 families) with cash for gas to cover the cost of gas refills and cash for winterization to address shelter maintenance. Distribution of heaters and high thermal blankets has also begun in Azraq camp reaching 4,415 individuals. For the Iraqis and refugees of other nationalities, a one-off cash assistance at household level has been provided to 26,375 individuals (around 14,000 families) in October and November through the Common Cash Facility system.

Health

UNHCR provides comprehensive primary, secondary and tertiary health care services free of charge for refugees in Azraq and Zaatari camps, for vulnerable Syrians in urban areas and for all non-Syrians in urban areas. However, recent changes to Government regulations in February 2018 mean that Syrian refugees are no longer able to access the non-insured Jordanian rate for health, and should now pay 80% of foreigner rates. This has had wide ranging implications for the provision and access to services for refugees in the country, as well as UNHCR's ability to cover health costs going forward. The new rate means an increase in real terms of two-to-five-fold to access services. Taking into consideration the cost of travel and other barriers refugees encounter when they access public health services, they may turn to private sector services including access to open drug markets without being properly treated or diagnosed. The increase may also lead to a shift toward unsafe practices such as home deliveries, and overall changes to health seeking behavior.

Access to Energy

In line with Jordan's strategy to become a green economy by 2020, 2017 marked a significant milestone for access to clean and renewable energy in refugee camps, as Jordan is now home to the first refugee camp in the world powered by renewable energy. Solar plant in Azraq was inaugurated in May 2017 while in Zaatari camp, a 12.9-megawatt peak solar photovoltaic (PV) plant opened in November 2017. The plant helps UNHCR save an average of approximately \$6 million per year in electricity bills.

In September 2018, UNHCR inaugurated a new extension of the solar power plant in Jordan's Azraq Syrian refugee camp with the support of EDCO (Electrical Distribution Company). Funded by the IKEA Foundation, the first phase of a 2 MW solar photovoltaic (PV) farm was inaugurated in May 2017. The 1.5 MW addition takes the overall camp renewable generation to 3.5MW which covered approximately 60% of shelter electricity needs as of October 2018. Thanks to the newly constructed solar plant and electricity grid extension (funded by the Saudi Fund for development), the whole camp population will now benefit from regular access to clean energy; this shall eventually be diverted to the local grid for the benefit of host communities once the camp eventually closes.

Prior to the construction, the lack of electricity made even daily activities difficult, such as cooking, washing clothes, studying or walking safely to the washroom at night. Now, solar power provides affordable and sustainable electricity to at least 40,650 Syrian refugees living in up to 10,470 shelters. Each family can have light inside the shelter, connect essential appliances such as fridges and fans, and charge their phones, an invaluable resource to keep in touch with relatives and friends abroad.

Education

UNHCR's Albert Einstein German Academic Refugee Initiative programme, better known as DAFI, has been implemented in Jordan for several years and is the primary conduit for tertiary education. The DAFI programme enables young refugees to unlock their potential by addressing key barriers to higher education and open doors to complete their bachelor degree in Jordanian universities. Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. To support their academic achievements and skill development, DAFI scholars receive additional support through close monitoring, academic preparatory and language classes based on students' needs, as well as psychosocial support, mentoring and networking opportunities. A total of 698 students are now currently pursuing with their higher education under DAFI program, including 27 Iraqis and Yemenis. UNHCR is also collaborating with the Japan International Cooperation Agency (JICA) on the Japanese Initiative for the Future of Syrian Refugees (JISR) for higher education, bachelor degree scholarship in Japan. In 2017, 20 students were granted scholarships and departed to Japan, with further potential scholarships announced for 2018, with applications ongoing.

UNHCR Jordan has been able to harness innovative technologies available in the country to meet the different needs of refugees. One new innovation is the use of "mobile wallets" in an effort to increase financial inclusion. UNHCR is working with a Jordanian national mobile payment system. The system was originally developed in response to low rates of financial inclusion among Jordanians, with only 25% to 30% of Jordanians having access to digital financial services. There are five licensed mobile payments services providers (MPSPs) who are interoperable with mobile wallets, bank accounts, and prepaid cards. The mobile payments are designed to work through applications developed by the five MPSPs and also works on analogue phones and phones without internet connection. The expected impact is to expand refugees' access to useful and affordable financial services that meet their needs – transactions, payments, savings and credits - in Jordan.

Durable Solutions

Overall in calendar year 2017, a total of 4,989 refugees departed Jordan to be resettled to more than 13 countries. This represents a marked decrease in resettlement departures from 2016, when 21,000 individuals, or 5% of the Syrian refugee population in addition to smaller numbers of Iraqis and other nationalities, left Jordan, making it the number one resettlement departure country in the world. In 2017, The United States, the United Kingdom and Canada were the main countries where refugees were resettled. UNHCR has continued to explore avenues in 2018 for expanding the number of potential resettlement countries, advocate with traditional countries to increase their quota commitments, as well as looking to complementary pathways to resettlement including through education, family reunification and work mobility schemes. As a complementary pathways, a number of options are provided, for example, "Japanese Initiative for the Future of Syrian Refugees", Undergraduate scholarship scheme in France, Joint family reunification pilot project to Sweden, and Labour mobility scheme by New Zealand.

Community Empowerment and Self Reliance

Following the London Conference on the Syria crisis in early 2016 and the issuance of the Jordan Compact, the Government of Jordan waived the fees required to obtain a work permit for Syrian refugees in a number of occupations open to foreign workers and simplified the documentation requirements. These measures have encouraged employers to regularize their workers; approximately 45,000 work permits were issued for refugees in 2018, while the total number of permits being issued and renewed since early 2016 stands at over 100,000 allowing refugees to look for jobs. UNHCR and the International Labour Organization (ILO) inaugurated the first employment office inside a Syrian refugee camp in August 2017. The Zaatari Office for Employment, set up in coordination with the Government of Jordan, aims to facilitate access to formal work opportunities across Jordan for refugees living in the camp. Similarly, the Azraq Centre for Employment was inaugurated on 18 February 2018. UNHCR also works on a number of different initiatives to support economic inclusion of refugees, including support

to livelihoods partners, using UNHCR data to identify Syrian refugees by geographical location, skill, occupation, age and gender.

There are 25 UNHCR supported Community Support Committees (CSCs) across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. Recently inaugurated Nuzha Centre in Amman is the first centre to cater for all refugee communities and with representatives from different nationalities and religious backgrounds. It offers a range of activities each working day, including activities tailored to women, children, people with disabilities, older persons and the youth. CSCs in Jordan provide a novel and community led approach to respond to the needs of urban refugees, bridging gaps between refugees and Jordanians, and helping UNHCR to give the right assistance to those who need it most. In 2017 alone, 63,000 refugees and host community members were reached through the centres.

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