

Jordan

July 2019

UNHCR and JICA held a departure ceremony for **four Syrian students selected to undertake Masters study programmes in Japan.**

As of 30 July, **UNHCR Jordan's operation is only 26% funded out of USD 371.8 million** requested for refugees' protection and assistance.

UNHCR handed over **600 Refugee Housing Units (RHUs) to the Jordanian Civil Defence**, in recognition of their ongoing support to refugee assistance in Jordan.

751,015

Refugees in Jordan as of 31 July 2019

83.6%

Refugees living outside camps in urban areas

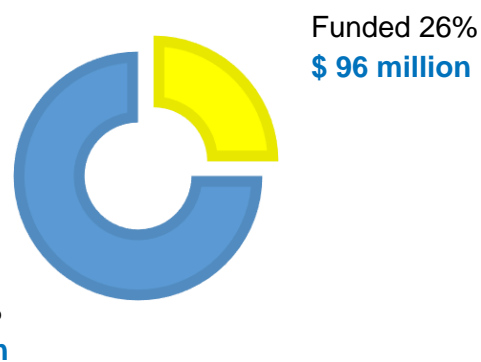
16.4%

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

FUNDING (AS OF 30 JULY 2019)

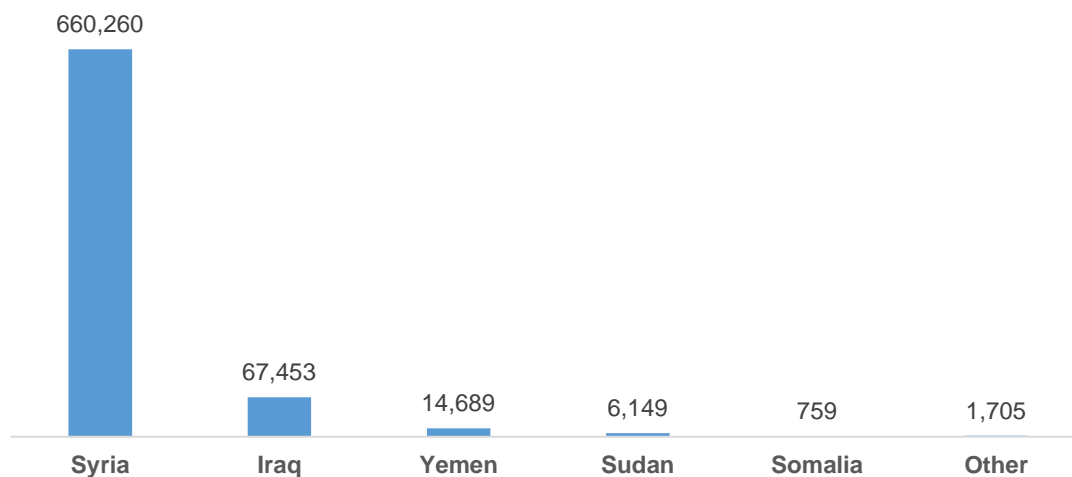
USD 371.8 million

UNHCR Jordan's financial requirements in 2019



POPULATION OF CONCERN

Countries of Origin



PROTECTION

- UNHCR conducted **an official ceremony to hand over 600 Refugee Housing Units (RHUs) to the Jordanian Civil Defence**, in recognition of their ongoing support to refugee assistance in Jordan. The donation represents the largest donation of units to any Governmental Civil Defence authority worldwide by UNHCR and was warmly welcomed for use across the country for both refugees and Jordanians, enhancing emergency preparedness, resilience and future humanitarian response in urban and camp settings.
- As part of **community outreach**, UNHCR runs **38 mobile helpdesks** across the country where refugees are able to approach UNHCR with any legal or protection issues they may have in addition to the registration centre in Amman. During the month of June, a total of 632 families were assisted with issues ranging from lack of cash assistance, gender-based violence, regularization of status and resettlement.
- UNHCR Jordan has one of **the largest refugee helplines** in the world. The Helpline answered over 310,000 calls in June. 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.
- **UNHCR provided counselling** to 317 beneficiaries at UNHCR's registration centre in Amman. UNHCR also assessed 93 vulnerable cases of various nationalities (Syrian, Iraqi, Yemeni, Sudanese, and Somali etc.) concerning their eligibility for Urgent Cash Assistance (UCA). 29 cases for the UCA were approved.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- 5,865 refugees resident in Azraq camp registered for a work permit at **Azraq Camp Employment Office (ACE)** by the end of June 2019. The majority sectors of the permits are in agriculture and construction. In addition, over 1,500 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.
- In Zaatari camp, there were 12,526 work permits registered at the **Zaatari Office of Employment** by the end of June, out of whom 16 % have been issued to women. Over 100,000 check-in check-out instances were recorded overall at the gate of the camp, indicating that work permits continue to be important to mobility. In addition, over 4,500 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.

CASH ASSISTANCE FOR BASIC NEEDS

- **Monthly Cash Assistance** was distributed to 128,844 persons in June, of which 121,278 were Syrians, 5,320 Iraqis, and 2,246 individuals were 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.

EDUCATION

- On 08 July, UNHCR and the Japanese International Cooperation Agency's (JICA) organized a departure ceremony for 04 **Syrian students selected to undertake Masters Study programmes in Japan**. The Japanese Initiative for the Future of Syrian Refugees (JISR) is one of JICA responses to forced displacement through human capital development for refugees, targeting refugees in Jordan and Lebanon. The scholarship covers all expenses including tuition, living allowance and airfare, as well as support for family members in housing, children's schooling and other necessary assistance. Since 2017, 20 students and 14 of their family members have gone to Japan to study.

HEALTH

- In June, Hhealth care was provided to a total of 3,210 Syrian refugees at the **United Nations Rukban clinic** at the North East border of Jordan with Syria. There were lots of patients struggling of chronic diseases which requires regular periodic visits to monitor diseases and evaluate therapeutic outcomes, which necessitates enhanced accessibility. In addition, 50 patients were admitted for further treatment at Jordanian hospitals.

Donor and High-Profile Visits to UNHCR Jordan

- On 27 June, the Resident and Humanitarian Coordinator and senior UN staff, including UNHCR, visited the UN Clinic servicing Rukban. The current population in Rukban is estimated to be approximately 25,000, a decrease of 35 per cent since late March 2019, following departure of 16,624 people to Syria. The mission noted key reflections: as the population continues to decrease, those remaining are more and more vulnerable in terms of security, health, and physical environment. As such, maintaining protection, health and nutrition and WASH services is critical to support this vulnerable population. Equitable access to services and continued financing to provide basic, life-saving services is also essential, with necessity to plan for durable solutions for the entire population. The mission was followed by a donor community debrief on 30 June to discuss findings.
- From 30 June to 03 July, Ms. Najat Rochdi, Senior Humanitarian Advisor to the Special Envoy for Syria, Geir Pederson, visited Jordan. Mr Pedersen himself visited Jordan in May to undertake several focus group discussions with refugees in urban and camp settings. As part of her mission, Ms. Rochdi visited Azraq refugee camp on 02 July, where she received a briefing from senior UNHCR staff and visited a community centre. Ms. Rochdi also met with UNHCR Senior Management as part of the Humanitarian Partners Forum Advisory Group.
- On 01 July, Rory Stewart, the UK Government Secretary of State for international Development visited Zaatari refugee camp, as part of a wider visit to Jordan and to take part in the Abu Dhabi Climate meeting. During the visit, the Secretary of State made an announcement to media confirming DfID multi-year funding of 55 million pounds over three years to UNHCR, WFP and UNICEF to target 22,000 vulnerable Syrians, with the exact breakdown between agencies still to be confirmed.
- From 07 to 11 July, the Business Innovations Group (BIG) visited Jordan, as part of its agenda to enhance common business operations amongst UN agencies. The mission met with UNHCR through the Operations Management Team (OMT), the UN Country Team and thematic working groups. The mission is part of a cost-benefit analysis consultation for Common Back Offices (CBOs) covering six key areas: administration, finance, procurement, logistics, human resources and information technologies. Jordan is

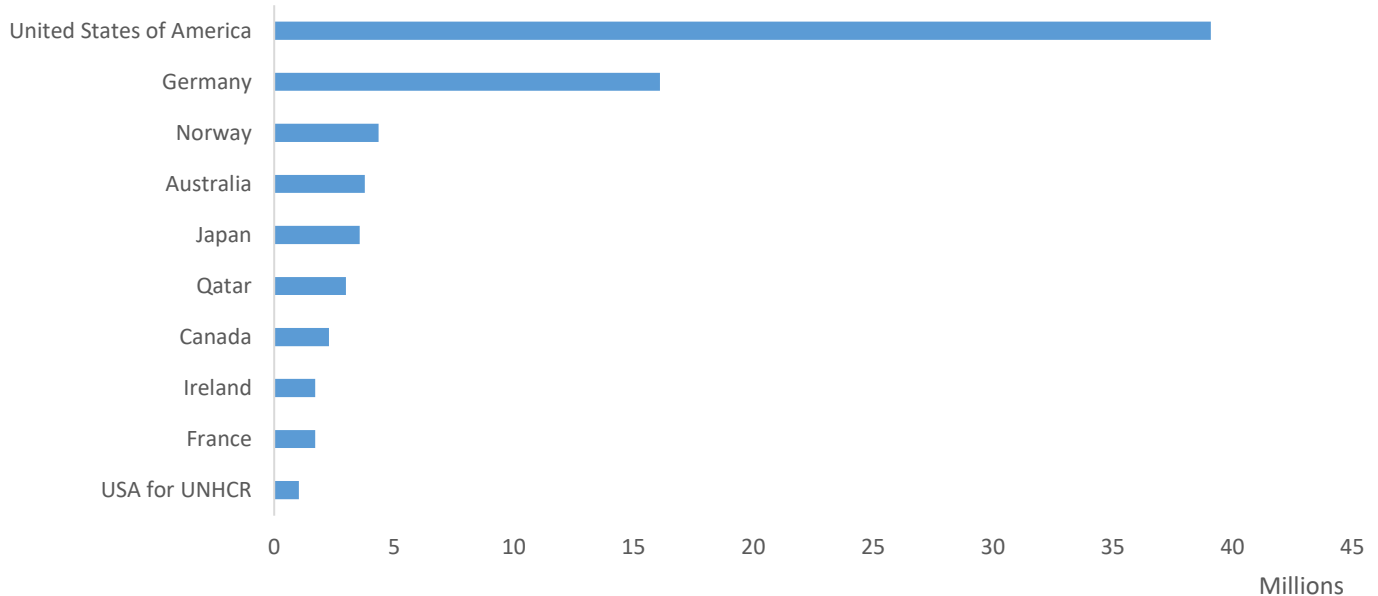
one of six pilot countries, with feedback from the mission noting good progress in CBO, and opportunities for further progress in other areas.

- On 19 July, the Chairman of the Taekwondo Humanitarian Foundation and President of World Taekwondo, Chungwun Choue, visited Jordan to host a celebration event on 19 July in Azraq camp Taekwondo academy, entitled “inspire together in peace”. UNHCR Jordan attended on behalf of the High Commissioner, who recently visited the Taekwondo academy to meet Wael Faraj, one of the 37 refugee athletes being supported by the Refugee Athlete Support Programme of the International Olympic Committee; Wael is hoping to compete in the Tokyo 2020 Olympics.
- The President of the UN General Assembly, H.E. Ms. María Fernanda Espinosa Garcés, visited Jordan on an official visit from 21 – 24 July, which included meetings with the Prime Minister, Ministers of Foreign Affairs and Youth, the Speaker of the Parliament, members of the Parliamentary Committee on Foreign Affairs and Environment, women leaders and the UN Country Team. In line with her priorities on the environment, gender equality and peace and security, she also visited Zaatari refugee camp, in particular viewing UNHCR solar plant and community centre with a focus on women’s empowerment activities. Ms Espinosa Garcés the first woman from Latin America and the Caribbean to preside over the General Assembly in 73 years and only the 4th woman ever to be elected
- On 28 July, Ms. Heather Patterson, the Snr. Program Officer for Jordan Humanitarian Programmes based in Ottawa, Canada, conducted a field visit to Jordan. The aim of the visit was to interact with UNHCR on the use of Canadian humanitarian funding, as well as UNHCR priorities for Jordan operations, including an update focused on Cash-Based Interventions (CBI) and protection challenges. Issues pertaining to refugees’ resilience and nexus between forced displacement and development were also discussed. This meeting was following by the tour of UNHCR registration centre and cash-based-Intervention demonstrations.
- On 29 July, Ms. Erika Ryan, from the US White House Office of Management and Budget (OMB), visited Nuzha Community Support Centre (CSC). Ms. Ryan was keen to better understand how US funding is supporting refugees in Jordan. The visited consisted of a tour of the centre, showcasing key activities including the Google-sponsored connected learning hub and the new cinema. A joint team of UNHCR and local NGO partner JOHUD briefed Ms. Ryan on the full range of current activities including the mobile helpdesks and the self-renewal kiosks and explained how the centre hopes to expand its activities in the coming twelve months. After the tour Ms. Ryan had a lengthy discussion with refugees of all nationalities, who were able to explain how the centre supports them and their communities; how they benefit from the activities on offer through the centre and their hopes for the future. In her role at OMB, Ms. Ryan is responsible for analyzing the efficacy and efficiency of U.S. foreign assistance programs and making recommendations on funding levels for these programs, specifically in Jordan, Europe and Eurasia, as well as global programming for issues such as development finance, sovereign lending, debt relief, and the International Monetary Fund. Prior to her position in the International Economic Affairs Branch, Ms. Ryan worked on the team at OMB that manages the U.S. Government’s \$4 trillion credit portfolio.

Financial Information

Total contribution is **\$96 million** as of 30 July 2019, covering **26%** of overall needs for refugees.

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



OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Private donors Australia 6.2 million | Germany 5.4 million | United States of America 3.5 million | Sweden 3.3 million | Private donors Germany 3 million | Private donors Republic of Korea 2.7 million | Estonia | Malta | Norway | Russian Federation | Private donors

UNEARMARKED CONTRIBUTIONS | USD

Sweden 99.8 million | Norway 44.5 million | Private donors Spain 39.6 million | Netherlands 37.5 million | United Kingdom 31.7 million | Germany 26.7 million | Denmark 24.4 million | Private donors Republic of Korea 20.6 million | Switzerland 15.1 million | France 14 million | Private donors Japan 12.1 million | Ireland 10.2 million

Algeria | Argentina | Australia | Austria | Azerbaijan | Belgium | Canada | Costa Rica | Estonia | Iceland | Indonesia | Kuwait | Luxembourg | Malta | Monaco | Montenegro | New Zealand | Peru | Philippines | Qatar | Republic of Korea | Russian Federation | Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | United Arab Emirates | Uruguay | Private donors

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