



### STRATEGIC GOALS:

Strengthen community-based protection work & apply approaches across different sectors:

- > Provide training for partners and other functional units;
- > Support with community consultation training;
- > Protection interventions, such as developing child protection concepts or community-based rehabilitation.

Support community empowerment & enhance meaningful engagement:

- > Hosting social, cultural, educational and recreational activities at Community Support Centres for refugee and host community members in urban areas;
- > Participatory assessments conducted by UNHCR with support from Community Support Centres and participation of refugee and host communities;
- > Informing UNHCR's protection programming and projects involving national partners.

Increase & strengthen UNHCR's protection response via outreach:

- > Organize mobile Help Desks, counselling activities, focus group discussions and support mobile registration service.

Solidify an inclusive approach to refugee protection:

- > Design and advocate for protection responses that are accessible to all Persons of Concern, including persons with disabilities and older people, and target all sectors;
- > Safely record data, share protection inclusion best practices and strengthen referral pathways;
- > Advocacy for making services inclusive to all persons of concern, by highlighting best practices and development/referral pathways.

All Interventions are consistent with relevant UNHCR policies, such as Communicating with Communities (CwC), Accountability to Affected Populations (AAP) and Age, Gender, Diversity (AGD) Policy.

### ACHIEVEMENTS

**\$ 4,387** Syrian and non-Syrian asylum seekers and refugees were assisted with an urgent cash assistance (average of US\$ 250 per case), including refugees who live in camps but were stuck in urban areas during the COVID-19 lockdown.

**Outreach activities: 40,245** Syrian and non-Syrian asylum seekers and refugees were reached through the Interactive Voice Response (IVR) /Helpline, CSCs, Government, partners and sister agencies, and were provided with counselling and referral for assistance and protection services.

**59,500** Asylum Seekers, refugees and host community members participated in on-site and online social, cultural, educational and recreational activities organized by 32 Community Support Committees and Centres all across Jordan. The CSCs are run by more than 500 dedicated volunteers from refugee and host community.



### CBP COMMUNICATION WITH COMMUNITIES

Communicating with Communities is a key component of UNHCR's work in Jordan. It is essential to ensure accountability to affected populations and provide persons of concern with the information they need to access protection and life-saving services and make informed decisions about their lives. A variety of information sharing and two-way communication channels and tools is employed by UNHCR to ensure that persons of concern have access to reliable, accurate and timely information. UNHCR also continuously receives feedback from refugees in order to tailor its communication and interventions to the needs of refugee communities. A network of 23 Community Support Centers (CSCs) located in urban areas across Jordan, managed by more than 200 volunteers from refugee and host communities, are an integral part of UNHCR's overall communication efforts with refugees in Jordan. These volunteers are trusted members of their communities and manage various WhatsApp groups, reaching over 51,000 refugees. UNHCR also engages with 18 refugee community leaders of various nationalities who make up the Bridges of Communication refugee group. This group manages another 85 WhatsApp groups, reaching around 11,000 refugees. In addition to disseminating relevant messages, including those related to the COVID-19 pandemic, CSC volunteers and refugee community leaders regularly channel refugees' feedback directly to UNHCR through UNHCR's Community-Based Protection Unit focal points. Another platform through which UNHCR communicates regularly with persons of concern is the online magazine #WorkingWithRefugees. It delivers information and messages to refugees related to issues affecting them, including about the COVID-19 pandemic. The magazine is updated on a rolling basis in real-time to ensure that the most up-to-date information is available to refugees. In addition to UNHCR, other partner organizations and sister agencies, also disseminate updates and awareness materials to refugees through these communication channels and tools.



### SERVICES PROVIDED TO PERSONS WITH SPECIFIC NEEDS

January - December 2020

**TOTAL: 5,862**



Psychosocial Support



Older People



Persons with Disabilities

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