Jordan

May 2022

The **Brussels VI conference** on "Supporting the future of Syria and the region" took place in early May. The **steady level of pledges** received indicates the continued support from the international community to countries hosting refugees such as Jordan.

As part of ongoing efforts to improve **inclusion of people with disabilities**, UNHCR, the UN Refugee Agency, carried out an **assessment of its premises**, together with refugees with disabilities, to identify barriers and provide recommendations for improving accessibility.

UNHCR's revamped **Helpline** responded to over **230,000 calls** in May. Some of the key issues raised by refugees include registration and other protection-related concerns, cash assistance, resettlement, and livelihood opportunities.

KEY INDICATORS

761,580

Refugees in Jordan as of 15 June 2022

82.6%

Refugees living outside camps in **urban areas**

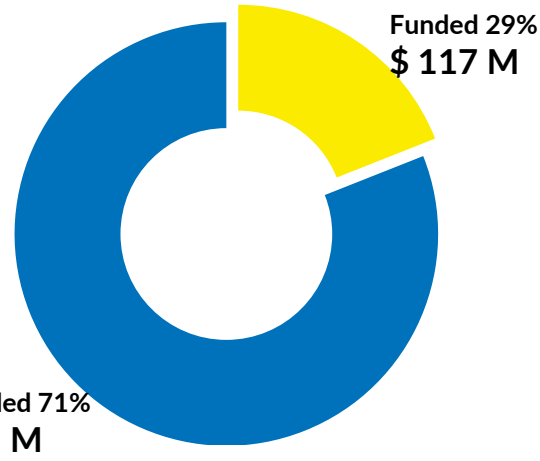
46%

Refugees are **children** (under 18 years)

2022 FUNDING (AS OF 20 JUNE 2022)

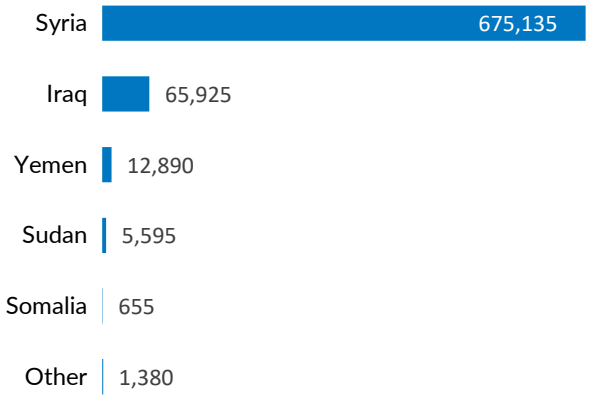
USD 408 M

UNHCR Jordan's financial requirements in 2022

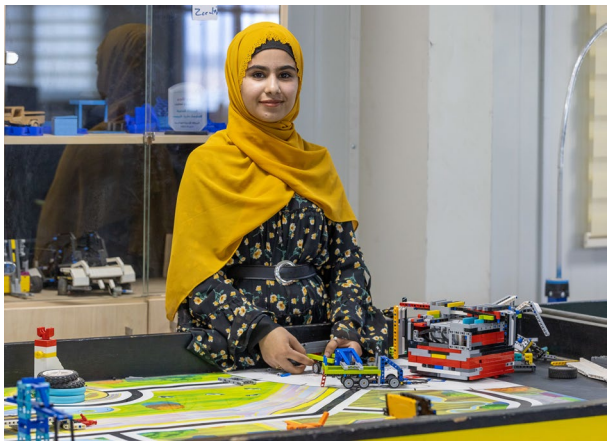


REFUGEES & ASYLUM SEEKERS*

Countries of Origin



** Registered with UNHCR*



Eman, 16, started learning coding in Zaatari camps Innovation Lab in 2019. Today, Eman works on projects that benefit the refugee community inside the camp.

PROTECTION

- In May, over 30,000 people underwent registration interviews. Of those who were interviewed for documentation renewal purposes, some 87% did so through in-person procedures at UNHCR's Registration Centres. Refugees are utilising the Protection Appointment System (PAS) to schedule appointments, of the over 630 appointments booked through PAS, there was an 85 per cent show rate.
- The annual data updates and document renewal in camps continued in May. Close to 20 per cent of families targeted have been verified thus far. The aim of the outreach is to ensure accurate and reliable registration data on refugees living in the camps.
- UNHCR continued to share information with refugees and asylum-seekers through different means, including the Helpline and social media pages, with some 20,000 visitors on the Help site and over 230,000 calls handled on the Helpline, showing a significant increase of users for both platforms compared to previous months.
- During May, UNHCR's child protection/gender-based violence teams counselled and supported close to 200 individuals, who benefited from case management, legal, psychosocial services and mental health, resettlement, and cash services through UNHCR or implementing partners in the field. UNHCR and legal partners provided legal support in the form of counselling, mediation, representation, and protection follow up and advocacy to over 6,000 cases.
- UNHCR, in collaboration with Yarmouk University, organised a "Retreat on Identifying National Research Priorities in the Area of Refugees/Asylum, Displaced Persons and Forced Migration". Close to 90 participants representing various government authorities, academia, civil society organizations, international institutions and university students joined the event to discuss issues relating to labour market access, social development, education and health sector access, among others.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- Throughout May, over 880 refugees reached UNHCR's Community-Based Protection teams through the different channels, including Community Support Committees (CSCs), social media, and in-person counselling at UNHCR premises or helpdesks, and were provided with case management services. The main concerns raised during counselling sessions include the need for basic needs or urgent cash assistance, the lack of livelihood opportunities, documentation or legal concerns for non-Syrian refugees, the lack of access to disability-specific services and more. UNHCR supported close to 170 refugee families with urgent cash assistance, most of whom are still struggling due to the economic impact of COVID-19.
- UNHCR works closely with CSCs to coordinate activity plans, referral mechanisms, and communication with refugee communities. CSCs engage refugees through various activities, including self-development and learning opportunities. In May, over 4,000 participants joined awareness raising sessions on sustainable water use, trainings on home farming, football matches for youth and more across Jordan.
- On the occasion of the International Day Against Homophobia, Biphobia and Transphobia, UNHCR, together with the CSC in Karak, facilitated a two-day training on LGBTIQ+ rights. Some 16 participants from the refugee and host communities, as well as partner organisations, joined the session.
- UNHCR held two Facebook live sessions in May, as part of its #AskUNHCR series, one focusing on biometrics and one on mental health and services available, reaching in combination over 60,000 people. The sessions were well-received, with the audience keen to learn more about data protection, as well as availability of and access to mental health services.
- As part of its continued efforts to make services more inclusive, UNHCR, together with the Nour Hussein Foundation, conducted a "Disability Walk Through" at the UNHCR premises in Amman. Carried out together with a group of refugees with different disabilities, the assessment was aimed at identifying

accessibility challenges for refugees who visit UNHCR's office and Registration Centre and seeking feedback directly from them. Proposed recommendations included setting up more ramps and handrails, sharing information through different means, and more.

CASH ASSISTANCE FOR BASIC NEEDS

- In May, UNHCR's regular cash assistance reached some 33,000 refugee families, including 3,000 non-Syrian families. Cash assistance for basic needs continues to provide a lifeline for many vulnerable refugees who are unable to rely on other means. In addition to families receiving UNHCR's monthly cash assistance, some 12,000 families are on the waitlist, meaning that they are eligible but unable to receive monthly cash assistance due to limited UNHCR resources.
- UNHCR's ongoing efforts to gradually transition refugees receiving regular cash assistance for basic needs to the mobile wallet modality have resulted in over 20 per cent of beneficiaries using mobile wallets. The transition aims at incorporating financial inclusion opportunities as part of humanitarian payment modalities as well as expanding the cash out/withdrawal network which would decrease transportation cost for refugees.

HEALTH

- The COVID-19 epidemiological situation in Jordan remained stable through May, with all measures lifted by now. Positivity rates in refugee camps remain low while COVID-19 cases remain well below the national average. Over 4.7 million people have been vaccinated as part of Jordan's COVID-19 vaccination programme since January 2021, including over 52,000 camp-based refugees.
- UNHCR continues to work closely with the Ministry of Health and other health partners to support access for refugees to health facilities. In this context, UNHCR visited partner clinics to identify challenges in access to health services for refugees.
- UNHCR's health team in Azraq and Zaatari camps worked closely through May with partners and authorities to discuss and set up preparedness and response plans for the monkeypox virus, in the occasion of an outbreak in the camps. No cases of monkeypox had been identified in Jordan as of mid-June.

EDUCATION

- UNHCR works continuously to support Jordan's ministries of education and youth in strengthening existing educational systems for primary and secondary schooling, as well as refugee access to education. In May, UNHCR met with various government shareholders to discuss solutions tailored to the more effective inclusion of refugees with disabilities in education systems.
- In May, UNHCR continued efforts to understand challenges and improve the operation of Connected Learning Hubs across Jordan, through conducting focus group discussions with refugees in Azraq camp and other locations.

DURABLE SOLUTIONS

- In May, UNHCR finalised submissions for resettlement for over 650 individuals, with quotas already received by multiple countries including France, Germany, Norway, and Sweden, while the resettlement quota received by the US for this year is significantly higher than the previous two years. In addition, some 521 refugees departed to resettlement countries, reaching a total of 2,873 departures so far in 2022.

- In addition to resettlement, UNHCR is closely engaging with embassies and partners to explore additional opportunities for refugees in Jordan to move to third countries through complementary pathways. In this context, UNHCR provides counselling, as well as case management, to families that are identified as eligible. In addition to those supported by UNHCR, a number of individuals are also departing to third countries on various private sponsorship, family reunification and humanitarian visa programmes. During May, UNHCR engaged with partners offering complementary pathways for refugees, such as LUISS University in Italy, the World University Services Canada programme, or the Humanitarian Corridors Program.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In May, UNHCR facilitated a number of high-level visits, including the following:

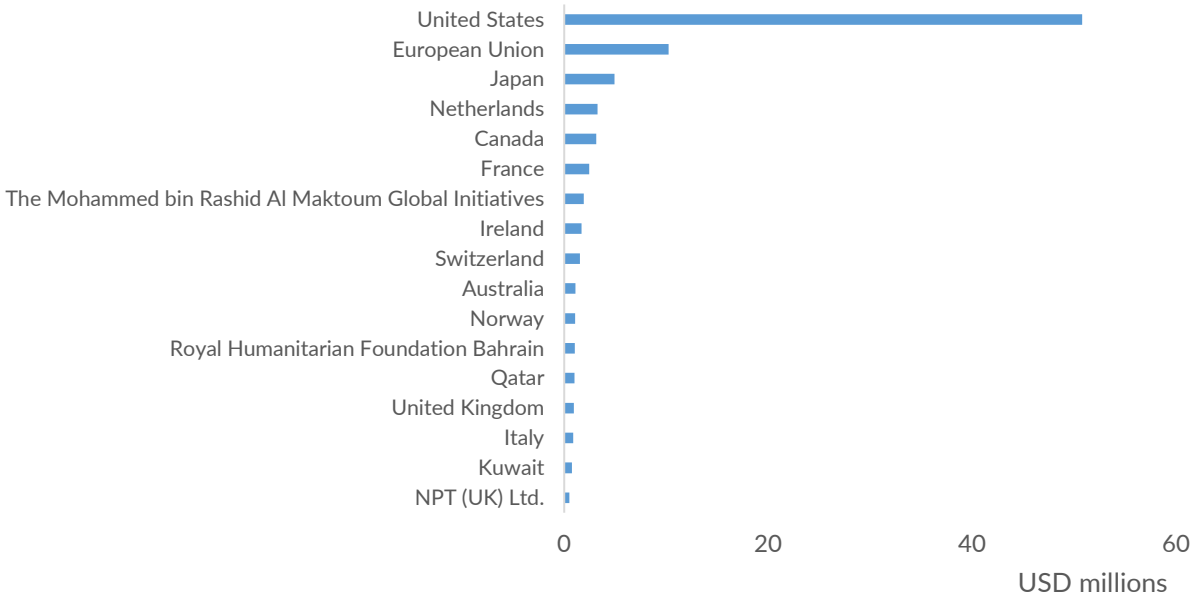
- Early in the month, H.E. Bernhard Kampmann, the **German Ambassador**, together with a small embassy delegation visited Azraq camp. Similarly, H.E. Ruy Pacheco de Azevedo Amaral, the **Brazilian Ambassador**, visited Zaatari camp. Both delegations were briefed by the Syrian Refugee Affairs Directorate (SRAD), UNHCR, and partners, on various aspects of the camp's operation, visited different projects, and discussed potential areas of collaboration.
- Later in the month, **Mr. Hermann Gröhe**, member of the German Parliament and Deputy Member of the Development Committee of the Parliament, visited Zaatari camp, with an interest on livelihoods and sustainability of solutions for refugees in the camp. The delegation was briefed by SRAD, UNHCR, and partners on various aspects of the camp's operation and visited several sites, including the UNICEF Makani centre, the solar plant, the waste sorting station and the market street.
- A Saudi delegation led by HRH Prince Abdulaziz Bin Talal Al Saud, President of the **Arab Gulf Program for Development**, visited Zaatari camp, where they were briefed by SRAD, UNHCR, and partners and visited a number of projects, including the KSRelief centre.
- Australia for UNHCR and their **Leadership Women Fund Ambassador Janine Allis** visited UNHCR Jordan. Following a set of briefings, the delegation had the opportunity to meet with a group of women who benefited from UNHCR's microbusiness livelihoods scheme, as well as visit a female participant of UNHCR Connecting Worlds app, which supports UNHCR's cash programmes and DAFI scholarships. During their mission, the delegation also had a chance to visit Azraq camp, and engage with local media, advocating for refugees in Jordan and importance of livelihood and education opportunities.
- A delegation from the **Said Foundation** visited UNHCR Jordan on a livelihoods and education focused trip, facilitated in collaboration with UK for UNHCR. The mission included visits to some of UNHCR's livelihoods and education partners; home visits and roundtable discussions with refugee beneficiaries of livelihood projects and DAFI scholarships; and visits to factories, employers, and home-based businesses.
- The **Danish Council for Development Policy** visited Jordan during a trip to the region. The delegation met with UNHCR Jordan senior management to discuss the transformation of the refugee response in Jordan. During a visit to Zaatari camp, the delegation was briefed by UNHCR and partners on several different activities and engaged with refugees in a focus group discussion held in Mafraq town.
- The **Brussels VI Conference on "Supporting the future of Syria and the region"** took place on 10 May. The outcomes, level of participation, statements and pledges demonstrated the continued global focus on Syria and the region, while the international community reaffirmed political and financial commitment to host countries, host communities and refugees. UNHCR Jordan participated with speaking roles in several side events, including a panel on "Poverty, Labour, and the Impacts of COVID-19" organised by UNHCR, a discussion on "Alleviating hidden sufferings of Syrian refugees in Jordan – an overview of persisting needs and their undetermined consequences" organised by the International Federation of the Red Cross (IFRC), and a side event on "Investing in People: Promoting innovative and digital solutions to foster improved self-reliance, youth empowerment, economic inclusion and well-being", led by UNDP, UNHCR, WFP, and UNFPA.

Financial Information

Total recorded contributions for the operation in 2022 amount to some US$ 117million, covering 29per cent of overall needs for refugees in Jordan.

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

Earmarked contributions to UNHCR Jordan in 2022 (over 500,000 USD)



Special thanks to the major donors of softly earmarked contributions in 2022 (in USD)

Private donors Australia (4.9M) | Private donors USA (4.4M) | United States (3.7M)

Thanks to other donors of unrestricted and regional funds in 2022 (in USD)

Sweden (99.3M) | Norway (72.5M) | Netherlands (37.2M) | Denmark (35.6M) | Private donors Spain (32.7M) | Germany (27M) | Private donors Japan (21.8M) | France (18.5M) | Switzerland (18.4M) | Private donors Republic of Korea (16.4M) | Private donors USA (15M) | Belgium (11.9M) | Ireland (11.8M) | Italy (10M)

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