Communication with Communities
UNHCR Jordan
April 2026

Digital communication with communities

Facebook

Number of posts
17

Followers
281,430
▲ 0.3%

Engagement
10,238
▲ 114.5%

Viewers
352,223
▲ 76.4%

Posts Views
1.7M
▲ 95.8%

Comments
591

WhatsApp Channel

Number of messages
17

Followers
79,759

Help site

5,500
Visitors
▲ 14.6%

79% / 21%
New vs. Returning Users

13,258
Pageviews
▲ 8.8%

SMS

323,240 SMS texts sent to 47,073 refugees

In-person counselling

316
Refugees counselled in UNHCR - supported community centres

1,833
Refugees counselled in UNHCR premises

Helpline

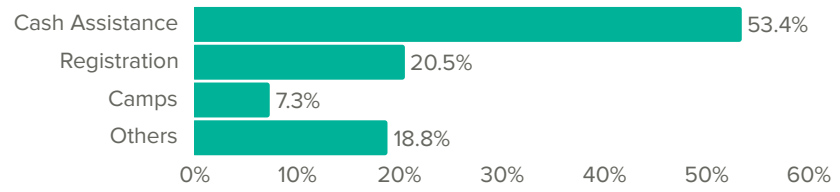
171,200
Responded Calls

98%
Resolved Calls

98.5%
Calls responded by IVR

1.5%
Calls responded by UNHCR staff

Reasons of calls



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