

## Jordan

May 2023

At a critical juncture of decreasing humanitarian funding, UNHCR, as the refugee response coordinator, continues to reinforce advocacy efforts for sustained donor support to the refugee response.

All refugee students, regardless of origin, will be able to study at Al-Yarmouk University for the same fee as paid by Jordanian students, following an agreement between UNHCR and the University.

Merging of the two health care clinics in village 3 and 6 in Azraq camp was completed. The new clinic will serve both villages and will improve space utilization and decrease burden on electrical and water networks.

### KEY INDICATORS

**740,762**

Refugees in Jordan as of 31 May 2023

**81.7%**

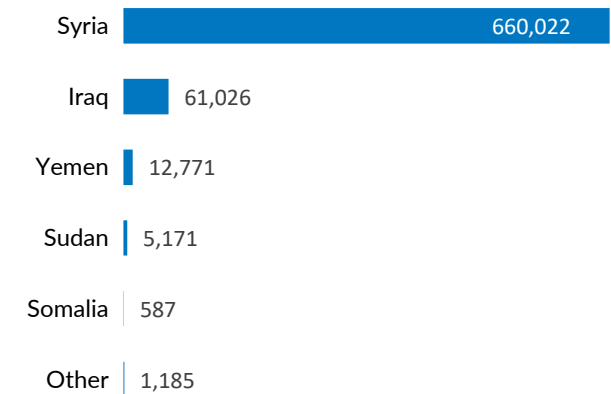
Refugees living outside camps in **communities**

**46.3%**

Refugee **children** (under 18 years)

### REFUGEES & ASYLUM-SEEKERS\*

## Countries of Origin



\* Registered with UNHCR



© UNHCR/Shawkat Al harfoush

**UNHCR**  
The UN Refugee Agency

A Syrian refugee in Zaatari camp shares stories of her efforts to break the chain of child marriage.

**PROTECTION**

- In May, UNHCR, the UN Refugee Agency, interviewed nearly 54,000 refugees for registration purposes, including renewal of documentation. UNHCR witnessed higher than standard no-show rates for document renewals in Irbid and Azraq. This could partially be explained by changes in the appointment scheduling method. UNHCR will conduct an awareness raising campaign to emphasize the importance of renewing documents and increase the number of daily interviews scheduled to accommodate the families who failed to show up.
- UNHCR continued to provide counselling to gender-based violence survivors and refugees with child protection issues, benefitting nearly 200 refugees in May. This allowed the refugees to access legal, psychosocial support, mental health assistance and cash-assistance through UNHCR or partners.
- With recent political developments surrounding Syria and the on-going conflict in Sudan, refugees expressed increased levels of anxiety and uncertainty. UNHCR increased its direct outreach activities to refugees to listen to their concerns and answer questions. Furthermore, UNHCR strengthened advocacy for protection of the Sudanese community in Jordan and held discussions regarding the Syrian refugees with government counterparts who confirmed that any returns to Syria will remain voluntary.
- UNHCR continued to share information with refugees and asylum-seekers through different means, including the Helpline and social media, with nearly 28,000 visitors on the [Help site](#) and around 166,000 calls at the Helpline in the month of May.
- In May, UNHCR conducted a number of awareness raising sessions and continued its advocacy efforts across the country, including on issues around documentation, and Sharia Law, targeting refugee women. UNHCR also met with the Supreme Judge Department (SJD) in Irbid to discuss and strengthen joint efforts to combat early marriage.

**COMMUNITY EMPOWERMENT**

- In May, more than 800 refugees reached UNHCR's community-based protection teams through mobile helpdesks, which UNHCR regularly organises across different locations. At the helpdesks, refugees received in-person counselling and case management as needed.
- UNHCR continued to organise different social and education activities for refugees and host community members through Community Support Committees (CSCs) across the country, reaching around 1,500 participants this month.
- UNHCR, through its partners Jordanian Hashemite Fund for Human Development (JOHUD) and Noor Al-Hussien Foundation (NHF), provided support to more than 1,100 refugees with specific needs, including elderly and refugees with disabilities, in the form of rehabilitation services and assistive devices such as wheelchairs, hearing aids, eyeglasses, etc.
- In May, UNHCR and its partner, JOHUD, celebrated the Week of Child with Disability, in Jerash and conducted various interactive activities for families with children with disabilities to raise awareness about needs and rights of these children.

**CASH ASSISTANCE AND SELF-RELIANCE**

- In May, UNHCR's regular cash assistance for basic needs reached more than 30,000 vulnerable refugee households. Cash continues to provide a lifeline for many vulnerable refugees who are unable to make ends meet even if they earn some income through work.

- In addition, UNHCR provided urgent cash assistance to around 170 refugee families who faced imminent challenges such as detention and evictions and to additional nearly 600 severely vulnerable urban refugees who could not cover their medical bills.
- UNHCR conducted a mapping exercise of private sector entities in northern Jordan including export and trading companies and Syrian investors. The exercise aimed to strengthen communication with private sector and explore potential opportunities for the engagement of refugees.



#### HEALTH

- In May, UNHCR conducted four online sessions for the committee members of the CSCs across Jordan to introduce the recently released service guide on health services available to refugees at the Ministry of Health facilities. The guide contains details on what services are available, how to access them, and some useful annexes on health facilities. UNHCR will follow-up with in-person awareness sessions in the coming months.



#### EDUCATION

- Building on the example of Al-Yarmouk university, UNHCR launched a series of roundtable meetings with the Boards of Trustees and presidents of public universities in Northern Jordan. The meetings also included representatives from donor countries, private sector and the Minister of Awqaf And Islamic Affairs (Zaqat Fund). Through these roundtables, UNHCR hopes to enhance cooperation amongst different actors for the implementation of the [15by30 Goal](#) which aims for 15 per cent enrolment of refugee students at higher education institution by 2030. UNHCR will continue these roundtable meetings with public universities in other areas of Jordan.
- In May, around 860 young refugees and Jordanians accessed UNHCR-supported Connected Learning Hubs across Jordan which serve as both online and offline educational platforms. UNHCR visited a Connected Learning Hub in a juvenile centre in Irbid where the juveniles were able to access a wide range of educational resources of various subjects and their interests. UNHCR is exploring potential areas of collaboration and support.
- In May, UNHCR, UNICEF, and UNFPA, and the members of the UN Youth Advisory Council<sup>1</sup> visited Zaatar to engage with the youth in the camp and learn more about their needs and concerns. The UN agencies also exchanged information and strengthened commitment to working together towards improving lives of the refugee youths and empowering them for a better future.



#### SOLUTIONS

- Around 900 refugees left Jordan to resettlement countries in May. In addition, to UNHCR's knowledge, over 160 individuals had left Jordan through various pathways such as educational opportunities, employment schemes, or family reunification by end of May. Over 950 individuals have been assisted so far this year to access pathways, through counselling, referral, or travel formalities, accounting for 80 per cent of the annual target of 1,200 cases.

<sup>1</sup> UN Youth Advisory Council (UNYAC), established in 2022 in collaboration with the Crown Prince Foundation (CPF), serves as an advisory board to inform the work of the UN on youth-related affairs in Jordan. The council is established in alignment with the UN Youth Strategy 2030, which seeks to significantly strengthen the UN's capacity to engage young people and benefit from their views, insight and ideas.

- UNHCR continues its efforts to expand complementary pathways for refugees through bilateral discussion with partners, private sector and the government bodies of the receiving countries. The discussions focus on highlighting potential skillsets of the refugee population, brainstorming ways to streamline awareness raising and support for refugees and encouraging engagement of partners working in livelihood sector.



#### SHELTER & ENERGY & WASH

- UNHCR has been working closely with Syrian Refugees Affairs Directorate (SRAD) to ensure proper measures are in place for the shops in Zaatari camp. Shop owners will be required to adhere to standards of quality for their service and maintenance of their shops, which will benefit the customers and the community.
- Azraq camp experienced floodings in some areas due to heavy rain on 28 May. A number of shelters and some infrastructures were damaged. SRAD, UNHCR and its partners are working to rehabilitate the damaged shelters and fix the main road to ensure access.
- In May, the production capacity of the solar plant in Zaatari fell to 50 per cent from 60 per cent in previous months due to a fault in another coil inverter. UNHCR expects to receive new parts for all the faulty inverters later this year from its manufacturer abroad.
- There was a significant increase in demand for water in both camps, partially due to the rise in temperature and households irregularly connecting to the water network. The new borehole recently completed by UNICEF in Azraq camp, together with additional boreholes that may be drilled in Zaatari camp, may help address the increased needs for the camps and the neighboring Jordanian communities.



#### INTERAGENCY COORDINATION

- UNHCR and the members of Jordan Civil Society Network for Displacement organized and facilitated a brainstorming meeting for the upcoming Global Refugee Forum in December 2023. The discussion focused on unmet, but achievable opportunities that can be formulated into pledges.
- UNHCR, jointly with WFP, hosted a consultation with key donor representatives in Jordan to discuss looming funding crisis. UNHCR emphasized that any reduction of support would inevitably add pressure on refugees after several economic shocks and underscored the importance of development funding and assistance while appealing to the donor community to ensure better coordination of both bilateral and multilateral development assistance with humanitarians.

#### HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In May, UNHCR facilitated high-level visits and events, including:

- A [visit](#) by the President of the UN General Assembly, HE Csaba Kőrösi, to Zaatari to learn more about the refugee response in Jordan and camp settings. He had a chance to visit a primary school run by UNICEF, a solar power plant managed by UNHCR, and the local market.
- A [visit](#) by a delegation consisting of representatives from UNHCR's top donors to Jordan. The visit focused on briefings on key areas of UNHCR work, a visit to Azraq camp, as well as focus group discussions with refugees living in urban areas in Amman. The visit comes at a time when donor attention is being diverted due to concurrent crises around the world.

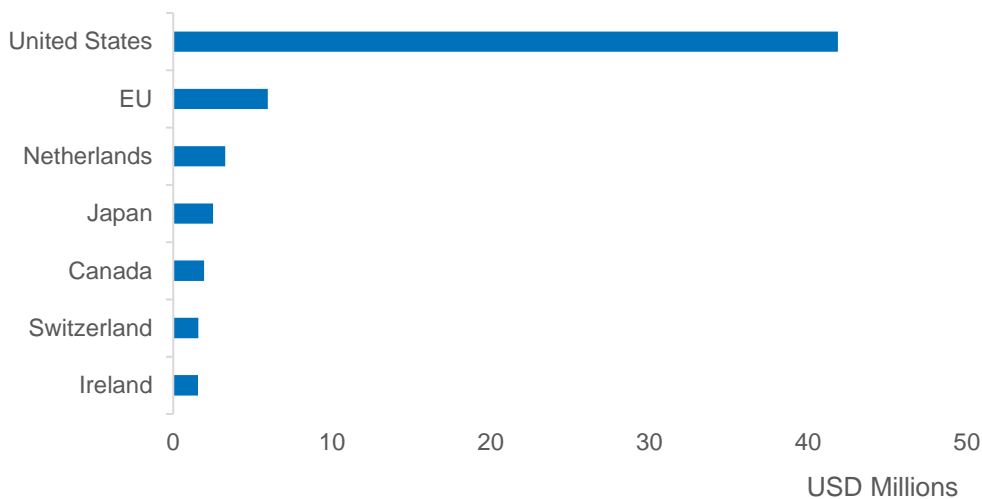
- A visit by the Regional Director of International Finance Corporation (IFC) for Middle East to Zaatari camp to learn more about prospects for cooperation with UNHCR and potential investment in the private sector, especially in light of the [new Joint Initiative between IFC and UNHCR](#).
- A familiarisation [visit](#) of the newly appointed UN Resident Coordinator, Sheri Ritsema-Anderson, to Zaatari camp, where she visited the WFP supermarket, UNHCR registration and protection areas and a UNICEF Makani learning centre, and highlighted the need for sustainable solutions and solidarity from the international community.
- Other donor visits to Zaatari camp. Ambassadors and representatives from four Nordic countries – Denmark, Finland, Norway, and Sweden—visited Zaatari with focus on health and protection activities, while members of the German parliament’s budget committee also visited Zaatari to learn more about the camp settings and to visit projects funded by Germany.

## Financial Information

Total recorded contributions for the operation in 2023 amount to some **\$120 million**.

UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

### Earmarked contributions to UNHCR Jordan in 2023 (over \$500,000)



### Special thanks to the major global donors of softly earmarked contributions in 2023 (in US\$)

United States of America (7.9M) | Finland (5.2M) | Private donors Germany (4.5M) | Private donors Australia (4M)

### Thanks to other global donors of unrestricted and regional funds in 2023 (in US\$)

Sweden (69M) | Norway (63.1M) | Denmark (35.6M) | Netherlands (34.1M) | United Kingdom (28.9M) | France (26.7M) | Private Donor Spain (24.1M) | Germany (23.1M) | Switzerland (18.9M) | Private donors Japan (17.2M) | Private donors Republic of Korea (12.5M) | Belgium (11.9M) | Ireland (11.9M)

## CONTACTS

**Roland Schönbauer**, Senior External Relations Officer, [schoenb@unhcr.org](mailto:schoenb@unhcr.org)

**Yu Jin Chang**, Associate External Relations Officer, [changy@unhcr.org](mailto:changy@unhcr.org)

## LINKS

Facebook, Twitter, Instagram: @UNHCRJordan

[reporting.unhcr.org/jordan](https://reporting.unhcr.org/jordan) | <https://data2.unhcr.org/en/situations/syria>