Jordan

January 2023

In January, UNHCR wrapped up the **winter assistance programme** in Jordan, which reached over 473,000 vulnerable refugees in and out of camps. The support helps refugees cover their most basic needs, which increased during winter months.

Monitoring of the **epidemiological situation** in refugee camps continued, with no cholera cases identified. Further, based on the overall stable COVID-19 situation throughout 2022, the isolation area in Zaatari was closed.

The overall **restructuring of the interagency coordination** in Jordan continues. The latest changes included the merging of the Food Security and Basic Needs sectors, and strategically renaming the Livelihood sector to Economic Empowerment sector.

KEY INDICATORS

743,669

Refugees in Jordan as of 31 January 2023

81.9%

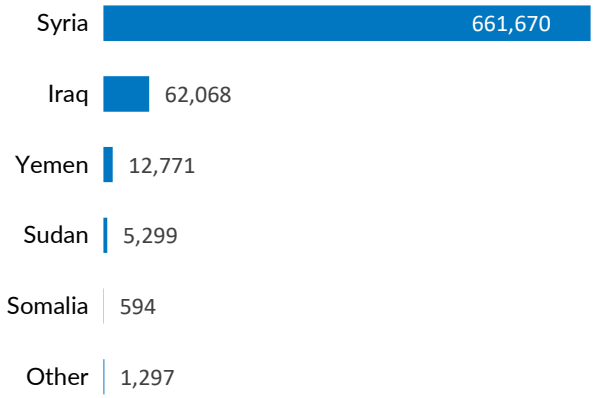
Refugees living outside camps in **communities**

46.1%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



** Registered with UNHCR*

UNHCR, together with partners and refugees in Zaatari, celebrated Arbor Day by planting a few trees. © UNHCR/Shawkat Alharfoush

PROTECTION

- UNHCR, the UN Refugee Agency, interviewed over 50,000 refugees in January, for registration purposes, including renewal of documentation. Over 90 per cent came to UNHCR's Registration Centres (RCs) in Amman, Mafraq, Irbid, as well as Zaatari and Azraq camps, and the rest accessed remote processing. The RCs also continued to receive refugees for protection and counselling appointments.
- The data verification and document renewal in camps reached about 82 per cent of the targeted families. The aim of the outreach was to ensure accurate and reliable registration data on refugees living in camps.
- UNHCR continued to share information with refugees and asylum-seekers through different means, including the Helpline and social media, with 32,000 visitors on the Help site and over 180,000 calls handled on the Helpline. The calls to the Helpline significantly decreased in January compared to December, as the period of winter assistance distributions came to an end.
- UNHCR and its partner provided legal assistance, representation, mediation, and counselling to over 6,000 refugees and asylum-seekers, in line with 2022 trends. In addition, in partnership with UNHCR, Sharia courts, issued over 900 documents attesting vital events to refugees in camps, while over 1,200 birth certificates were issued by the Civil Status Department to refugees and asylum-seekers in camps and urban locations.
- During January, UNHCR assisted more than 250 refugees and asylum-seekers on issues relating to child protection and gender-based violence. This assistance was in the form of case management, legal counselling and support, psychosocial support, or other services through UNHCR and partners.

COMMUNITY EMPOWERMENT

- UNHCR works closely with Community Support Committees (CSCs) to coordinate activity plans, referral mechanisms, and communication with refugee communities. In January, CSCs continued to organise different activities for refugees, including self-development and learning opportunities.
- In January, over 1,000 refugees reached UNHCR's community-based protection teams through different channels, including CSCs, social media, and in-person counselling at UNHCR premises or helpdesks, and were provided with case management services. In addition, UNHCR supported over 120 refugee families with urgent cash assistance throughout the month.
- With the worsening weather conditions in January, UNHCR, through its partner JOHUD, distributed over 9,000 thermal clothes donated by UNIQLO to refugees and asylum-seekers across Amman.

CASH ASSISTANCE AND SELF-RELIANCE

- In January, UNHCR's regular cash assistance for basic needs reached over 241,000 refugee women, men and children living in host communities and camps. Cash assistance continues to provide a lifeline for many vulnerable refugees who are unable to make ends meet even if they work. Over 60 per cent or refugee beneficiaries of regular cash assistance in host communities and camps used mobile wallets.
- In January, UNHCR concluded the winter assistance programme by distributing approximately US$14 million to over 100,000 families in both camps and host communities, meeting only partially the needs identified in the appeal that was launched in September. Distribution was fast and effective, with 98 per cent of distributed assistance successfully received by refugees, including a significant number of first-time recipients.

HEALTH

- UNHCR continues to work closely with the Ministry of Health (MoH) and other partners to support access for refugees to health facilities. In this context, UNHCR and MoH are streamlining instructions for public health facilities in terms of facilitating access for refugees in camps who have not yet replaced their proof of registration with the new asylum seeker certificate.
- Given the low numbers of confirmed COVID-19 cases during 2022, the isolation areas in Zaatari and Azraq camps that were set up at the start of the response in 2020 were closed, and any confirmed cases will follow the standard MoH procedures for home isolation. Monitoring of the COVID-19 situation in the camp is continued and necessary actions will be taken in case of a change in the situation.
- The work of the Qatar Red Crescent clinic in Zaatari camp was suspended at the end of January due to funding constraints, and the patients it was serving have been distributed among other primary healthcare facilities in the camp to prevent interruption in the delivery of essential services to the refugee population.

EDUCATION

- On International Education Day, UNHCR joined the Ministry of Education, UNICEF, and UNESCO, in organizing a follow-up conference, to build on the takeaways of the September 2022 UN Transforming Education Summit. The conference aimed at calling for strong political mobilization around education and charting the way to translate commitments and global initiatives into action.
- UNHCR launched a collaboration with the educational platform Abwaab, an online learning platform that allows students to learn at their own pace, test themselves and get ahead with expert tutors anytime and anywhere. It serves children aged 10-18 and covers all subjects of school. This supportive education platform will be hosted at UNHCR's innovative learning hubs in community centres throughout Jordan and aims to reach over 1,000 vulnerable refugee and host community students.
- In collaboration with Al Hussein Technical University and Sahara Forest Project, 18 trainees – including refugees – graduated from the upskilling programme in Food Security and Agriculture Technology supported by UNHCR, which aims at linking graduates with livelihood opportunities with national NGO Dar Abu Abdullah.

DURABLE SOLUTIONS

- So far in 2023, several countries, including Australia, France, Germany, New Zealand, Norway, and Romania, have confirmed a total of 6,300 places for refugee resettlement from Jordan. Over 300 people left to resettlement countries in January.
- In addition, so far in 2023, UNHCR has assisted over 120 refugees to access complementary pathway opportunities, in a similar pace to 2022.

SHELTER & ENERGY

- UNHCR partners repaired over 170 shelters in Azraq in January, while more than 1,500 damaged shelters still require urgent repairs and maintenance. In addition to natural damage caused by wear and tear, some damage in shelters has also caused by misuse of electricity and gas heaters, fortunately with no human injuries.
- Energy bills in Azraq and Zaatari refugee camps were higher than expected in December and January. While monitoring the energy consumption of households in the camps remains a challenge, UNHCR is working with national authorities to find solutions.

- Arbor Day (internationally celebrated day for planting trees) was celebrated in both Azraq and Zaatari camps on 15 January, with small ceremonies whereby some trees were planted in the camps.

INTERAGENCY COORDINATION

- The Jordan Response Plan 2020-2022, totalling $6.6 billion, which was endorsed by the Government of Jordan in June 2020, was just extended to cover 2023 as well.
- After extensive consultations with key stakeholders and strategic rethinking in the sectors, the revision of the interagency coordination structure is nearing completion. During January, the Inter-Sector Working Group was restructured to be implemented through seven sectors, aimed at focusing on more strategic and efficient interventions. The Food Security and Basic Needs were merged into one sector and the Livelihoods sector was reframed as the Economic Empowerment sector. The Jordan Strategic Humanitarian Committee (JoSH) was briefed on the progress and endorsed the directions taken.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In January, UNHCR facilitated the following high-level visits and events:

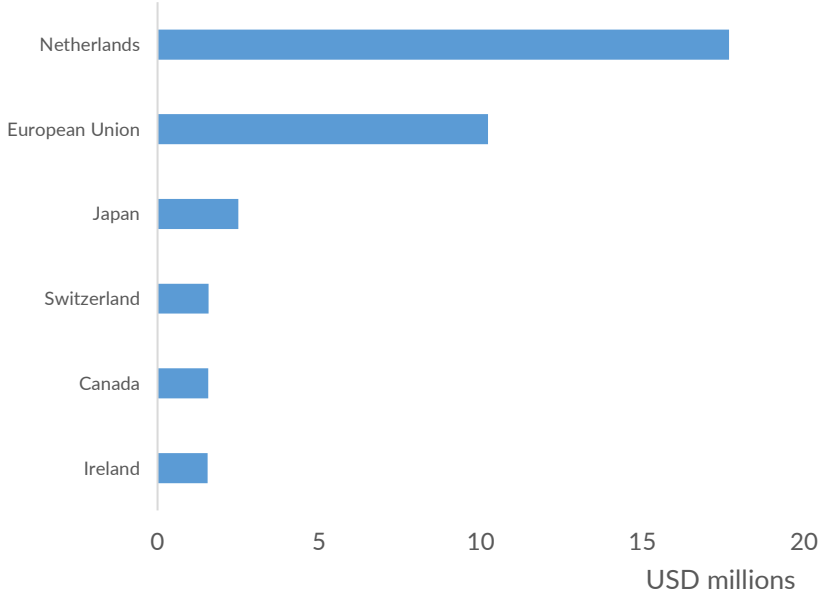
- Donor delegations from Australia and Canada, for monitoring and familiarisation purposes respectively, to UNHCR's registration centre and a community centre in Amman.
- A delegation of EU counterparts from Brussels and the Head of Cooperation of the EU Delegation in Amman, who went for a field mission to Azraq, focused on WASH, water and waste management, and for a mission in UNHCR's office in Amman, focused on social protection.
- A delegation of the Turkish Government and IOM Turkey, which was part of a study visit to Jordan, to UNHCR offices in Amman as well as Azraq camp. Key areas of interest included livelihoods, camp management, and the future of the refugee response.
- A field mission of World Bank Regional Director Mr. Jean-Christophe Carret to Zaatari camp, to observe some of the projects in the camp, including the employment office and WASH facilities.
- A field mission by UNHCR's High Profile Supporter Liza Koshy to Jordan, including visits to UNHCR registration centre and a community centre in Amman, as well as Zaatari camp, to learn first-hand about the refugee situation and understand the needs.

Financial Information

Total recorded contributions for the operation in 2023 amount to some $45million.

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$)

Private donors Germany (2.4M)

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

Sweden (77.6M) | Norway (63.1M) | Denmark (35.6M) | Netherlands (34.1M) | Germany (23.1M) | Switzerland (18.9M) | Belgium (11.9M) | Ireland (11.9M)

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LINKS

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