

JORDAN

UNHCR OPERATIONAL UPDATE

June 2016¹

KEY FIGURES

1

UNHCR in Jordan was the largest operation globally for submissions to resettlement and similar humanitarian admission programmes in 2015

35

Percentage of Syrian school-aged children out of school in Jordan, with many compelled to work informally

75

Percentage of Syrians who are highly or severely shelter vulnerable

80

Percentage of Syrians using crisis or emergency coping mechanisms

90

Percentage of Syrians living outside of camps below the poverty line

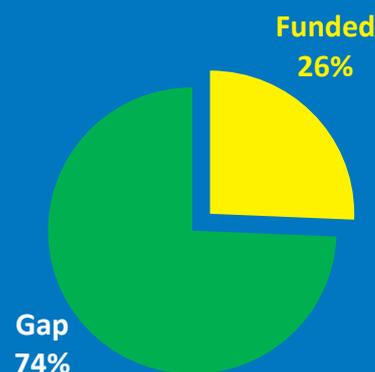
US \$ 33 million

Provided so far in 2016 in cash assistance to Jordan's most vulnerable refugees

FUNDING

US \$ 320 million

requested for the Jordan Operation in 2016



HIGHLIGHTS

- **The number of Syrians living in dangerous conditions on Jordan's north-eastern borders continued to rise sharply during May. Sources estimate that 68,000 individuals - half of whom are thought to be children - are now living on open ground near the tripoint of Jordan, Iraq and Syria.** The population includes about 57,000 people in Rukban (about 8 km to the west of the point at which the Iraq, Syria, and Jordan borders meet) and 11,000 people in Hadalat (some 90 km further west), a steep rise from the estimated 5,000 at the berm in November 2015. *For more information, see the Operational Context below.*
- **The Jordan operation concluded its assistance to the U.S. "surge" regional resettlement programme in May by submitting a total of 17,000 Syrian refugees for accelerated resettlement to the United States.** Approximately 7,000 of these refugees are expected to arrive in the United States by the end of September. UNHCR will continue to work with the American authorities by submitting a further 8,000 refugees for regular resettlement to the U.S. by the end of 2016.
- **In May, the Ministry of Higher Education agreed to the development of a qualification exam - equivalent to the Jordanian high school diploma - that will increase access to higher education for Syrian refugees in Jordan.** The decision follows advocacy by UNHCR, UNICEF and other partners that will allow Syrian students not in possession of their original high school certificates - a prerequisite for university admission and some vocational training - increased access to higher education and training.



Syrians at the berm in Hadalat in May, part of a population of almost 70,000 individuals gathered in desperate conditions near Jordan's north-east border. ©Reuters

¹ Covering the period from 1 – 31 May.

UPDATE ON ACHIEVEMENTS

Operational Context

UNHCR is currently engaged in one of its most challenging emergency operations to meet the urgent humanitarian needs of nearly 70,000 Syrians now amassed on a sand mound, or “berm”, near Jordan’s north-eastern border. The area is a remote rocky area devoid of shade or vegetation where people seeking safety are having to endure temperatures over 40C (104F) with the approach of the hottest period of the year and the holy month of Ramadan.

The population includes large numbers of extremely vulnerable individuals including pregnant women, serious medical cases, and unaccompanied or separated children living in deteriorating humanitarian conditions. Women have had to give birth at the berm in unsanitary and unhygienic conditions and with the health situation further deteriorating there are increasing signs of diarrhea, vomiting and acute malnutrition among children.

The priority since the beginning of the inter-agency response in 2015 has been to provide emergency lifesaving support in the form of food, water, sanitation, health, shelter and protection services, including sexual and gender-based violence (SGBV) and child protection. However, the capacity of humanitarian actors to respond is challenged by access, the remoteness of locations, extreme weather conditions, lack of access roads, and risk of escalating insecurity.

Furthermore, in recognition of the legitimate security concerns of the Jordanian authorities, and the serious impact of the Syrian conflict on Jordan’s security, UNHCR is assisting the Government of Jordan allocate part of Azraq refugee camp, some 320 km from Rukban, for the screening of individuals brought into Jordan from the berm.

This is ensuring that more refugees are brought into Jordan, away from the harsh conditions at the border, whilst also addressing the government’s concerns. These arrangements have so far ensured that close to 18,000 individuals have been admitted onto Jordan territory from a rate averaging 60 per day in March to some 500 at the end of May. Of the total brought into Jordan, 2,000 have now been screened into the general camp population.

On livelihoods, Syrian refugees continued to benefit in May from the easing of work permit restrictions with the authorities continuing to regularize the status of approximately 200 Syrians per day. The Government of Jordan announced earlier in the year that the fees normally required for work permit applications and issuance will be waived for Syrians in possession of government identity cards for a three-month period ending 5 July. UNHCR is supporting the Government of Jordan with the easing of work place restrictions with “town hall” meetings throughout the country and mass information campaigns.

A total of **719,944** people of concern are registered with UNHCR in Jordan, including **655,062** Syrians, **55,570** Iraqis and **9,312** others including, **4,235** Yemenis, **3,063** Sudanese, and **786** Somalis.

Achievements



Achievements and Impact

- UNHCR cash assistance helping more refugees than ever in Jordan: UNHCR’s cash assistance programme helped provide life-essential support to the highest number of refugees in May since its inception in 2012. UNHCR is now supporting over a quarter, or 137,500, of the 518,000 out of camp Syrians registered with UNHCR with monthly cash assistance. This is ensuring that the most vulnerable Syrian refugees in Jordan can meet bare minimum shelter and food requirements and prevent recourse to desperate means including withdrawing from school, debt and survival sex. The Jordan operation is also harnessing advanced technology to disburse cash assistance to refugees in out-of-camp settings. Since the beginning of the year, UNHCR has distributed cash to refugees through the EyeCloud© system which enhances the dignity of refugees by allowing cash machines to authenticate the identity of a refugee by “talking” directly to UNHCR instead of the refugee having to again verify their identity at a bank. It also allows other humanitarian agencies to also access UNHCR’s data for the provision of their assistance, which increases the level of assistance available to refugees in the shortest possible timeframe. Syrians are not the only refugees to benefit. In May, 2,394 Iraqis also received monthly assistance along with 500 other refugees, including Somalis and Sudanese. UNHCR also provides emergency cash support when a family faces an emergency such as eviction or urgent medical care; winter assistance to protect against the challenges of the cold months, and since late 2015, a “Cash for Health” programme which allows refugees to pay for health care themselves in a more cost-effective way rather than paying through a referral system.
- 20,000 refugees contact UNHCR’s Helpline in May: UNHCR Jordan’s Helpline received almost 20,000 calls from refugees in May, with half relating to the provision of cash assistance, a further fifth relating to resettlement, and the rest enquiries about UNHCR’s services in the areas of health, protection, community services, detention and registration. In 2015, the Helpline experienced a quarter increase in the number of calls from refugees on 2014 thanks to the introduction of new call-handling technology, additional staff and the upgrade of call centre facilities. Today, 15 UNHCR staff receive calls five days a week between 8am and 4pm providing important assistance for refugees who often have no other means of establishing what assistance is available to them in Jordan. Almost 315,000 queries from refugees were answered in 2015.
- Urban verification exercise and the return of Syrian documents: The ongoing urban verification exercise has to date resulted in the issuance of 366,134 government identity cards to Syrians in Jordan, with 341,696 to persons registered with UNHCR and 24,438 to non-registered Syrians. To improve the efficiency of the return of Syrian documents retained by Jordanian authorities when Syrians entered the country in previous years, UNHCR and the Jordanian authorities recently reorganized those documents still retained at Raba’a al-Sahan, and following a pause in document returns to allow for the reorganization, joint teams recommenced the return of documents in Amman and later in Karak and other governorates. Since the start of the document returns project in camps and urban areas, some 166,545 documents have been returned to 114,963 Syrians in Jordan, amounting to 75 per cent of all retained documents with 55,864 documents belonging to 42,437 individuals are still to be returned.
- Launch of the Inter-Agency PSEA Referral Mechanism: The UNHCR-chaired Prevention of Sexual Exploitation and Abuse (PSEA) Network launched the Inter-Agency SEA Community-Based Complaint Referral Mechanism (CBCRM) on 8 May to better prevent, identify, investigate and respond to sexual exploitation and abuse of refugees in Jordan. The CBCRM was launched at a ceremony attended by representatives of the more than 30 UN and non-governmental organizations who are signatory to this innovative and collaborative approach to ensuring that no refugee is subject to sexual exploitation or abuse by humanitarian workers. The ceremony was followed by an explanatory briefing on the CBCRM and, on 8 and 9 May, two training-of-trainer sessions for PSEA focal points from each agency. The launch will be followed by a coordinated training activity on advocacy and awareness-raising efforts between partners aimed at building a strong foundation for prevention and the response to sexual abuse and exploitation in the humanitarian context.

- Strengthening cooperation with Jordan’s Family Protection Department: As part of UNHCR’s comprehensive cooperation with national institutions in Jordan on protection issues tailored case management and referral training was provided in May to 57 officers from the Family Protection Department across several governorates. During the same period, UNHCR and NGO staff involved in child protection and SGBV case management in Amman, Irbid, and Zaatari Camp received orientation sessions from Family Protection Department representatives on the FPD mandate, including their survivor-centred approach to violence within the family. By building bonds and understanding between the Family Protection Departments and humanitarian actors, UNHCR is seeking to ensure more efficient case management and a more reliable response mechanism for refugee cases of SGBV and child survivors of violence throughout the Kingdom.
- 2016 Award for Team Achievements in Gender Integration: On 11 May, Filippo Grandi, United Nations High Commissioner for Refugees, announced the 2015 Awards for Excellence in Service that serve to exemplify the ideals of dedication, innovation, and courage of UNHCR staff serving people of concern. This year the UNHCR team in Jordan was awarded the Award for Team Achievements in Gender Integration for their dedicated work in increasing the attention to the needs of women, girls, boys and men in the development of refugee programming in Jordan. The Jordan Refugee Inter-Sector Working Group has set up a cross-sectoral network called the Sector Gender Focal Point Network focusing on the promotion of gender equality and developed a tool to monitor Gender Equality Measures in humanitarian projects through a pilot project.



Camp Coordination and Camp Management

Achievements and Impact

- Consolidation of refugee camps in Irbid Governorate: The Jordanian government announced in May that residents of King Abdallah Park (KAP) refugee camp in Irbid Governorate will be transferred to the Emirates Jordanian Camp (EJC), Zarqa Governorate, and residents of Cyber City (CC) moved from Cyber City to KAP. The KAP and CC camps are both located near Ramtha in Irbid Governorate and were opened in May and July 2012 respectively, prior to the creation of Zaatari camp. As of 1 May, KAP hosted 633 Syrian refugees, while CC hosted 290 refugees (157 Syrian and 134 Palestinian). Following the announcement, UNHCR advocated on behalf of families with children in school to ensure that they are allowed to finish the academic year uninterrupted, something agreed upon by the authorities. It has also advocated for individuals with medical concerns and special needs and for individuals with family unity concerns, concerns also favorably received by the authorities. UNHCR responsibility for the coordination of partner activities at both sites, in liaison with the government’s Syrian Refugee Assistance Directorate (SRAD), has seen it play an important role in addressing the concerns of partner UN agencies and NGOs offering services at each location. From 24 to 30 May, some 144 individuals (36 families) had been transferred by SRAD from the KAP to EJC camp.
- Conclusion of the camp restructuring project in Zaatari: In May, UNHCR concluded a one year camp restructuring project in Zaatari designed to support the delivery of services to refugees and improve the overall quality of the camp’s infrastructure. A total of 14,096 families were assessed over the year on factors including household location, shelter type, privacy, family composition, mobility and protection needs. As a result, 3,275 shelters were relocated to ensure better access to services including water, waste water and electricity networks and 1,450 households upgraded to meet minimum shelter space requirements of 3.5 square metres per person. UNHCR also installed new fixed-base hard shelters fitted with kitchens and toilets on 22.5 square metres of concrete flooring which was only made possible with the generous support of the Saudi National Campaign (SNC) and Foundation Sheikh Thani Ibn Abdullah for Humanitarian Services (RAF). Additionally, 14,917 households and unoccupied plots were assigned individual “addresses” comprised of house numbers, block numbers and district numbers with dedicated GPS coordinates. UNHCR is currently updating its database to include household location against each individual family profile. This will provide essential information in mapping household vulnerabilities in support of targeted assistance and individual protection case management. The restructuring project was initiated in response to wide-ranging protection concerns raised particularly by women and girls at the camp.



Syrian refugees at Zaatari decorating shelters as part of a year-long restructuring project designed to improve the living conditions for the camp's almost 80,000 inhabitants. ©UNHCR

Education

Achievements and Impact

- **UNHCR and Microsoft facilitate computers skills training for refugees:** On 23 May, representatives from Microsoft and UNHCR met with the President of Al al-Bayt University, Dia Eddin Arafa, in Mafraq City to follow-up on discussions to support digital skills training for refugees in Jordan. The university agreed that graduates who had completed the International Computer Driving Licence (ICDL), provided by UNHCR partner agencies in Zaatari camp, will be given the opportunity to undertake advanced technical training through Microsoft's Imagine Academy as part of the first phase of partnership.
- **Scholarship support for Syrians in Jordan enjoys two funding successes in May:** The German government confirmed the funding for 210 DAFI scholarships covering two cohorts for 2016/2017 academic year, whilst the Said Foundation confirmed 50 scholarships for 2016.
- **Crayons for (Refugee) Kids:** On 8 and 9 May, high school students from the American Community Schools (ACS) in both Amman and Riyadh distributed crayons and drawing booklets to Sudanese, Somali and Iraqi children during their visits to UNHCR Community Support Centres (CSC) in Amman. The Crayons for Kids (C4K) project, started by the American Community School in Amman in May 2015, has inspired other youth from the region to join together in raising funds for crayons and booklets for refugee children. ACS high school students have so far raised over 15,000 JD (US \$ 21,000) for the C4K project.



ACS children distribute crayons and drawing booklets to refugees at a UNHCR CSC in Amman. ©UNHCR

Durable Solutions

Achievements and Impact

- **UNHCR resettlement referrals in May:** In May, UNHCR referred 431 Syrian refugees for regular resettlement (other than those submitted to the U.S. "surge" programme) with 253 to the UK and 178 to France. Out of the non-Syrian refugees, 263 individuals were referred for resettlement, 97% of whom were Iraqi and 3% Sudanese and Somali. Since the beginning of the year, UNHCR has submitted 19,241 refugees of all nationalities to third countries for resettlement and through similar programmes. 6,290 individuals had departed Jordan by the end of May.

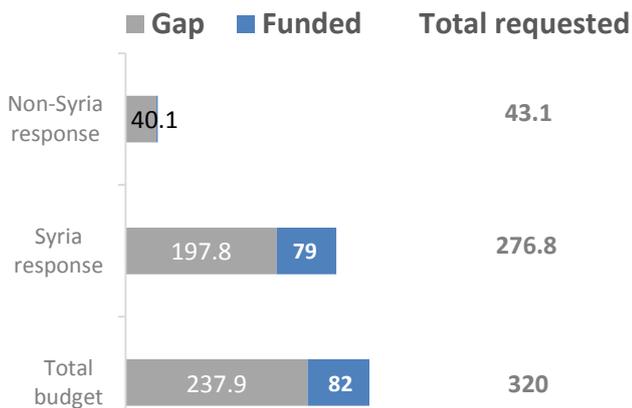
- **“Town Hall” meetings for refugees on livelihoods:** The first of a series of "town hall" meetings organized by UNHCR in each of the country's twelve governorates went ahead in May to sensitive Syrian refugees on the recent roll-out livelihood initiatives in Jordan that include the provision of work permits. The meetings are being assisted with the participation of officials from the Ministry of Labour to answer questions from refugees. Jordan has recently doubled the rate of Syrian refugees whose employment status has been regularized each day.



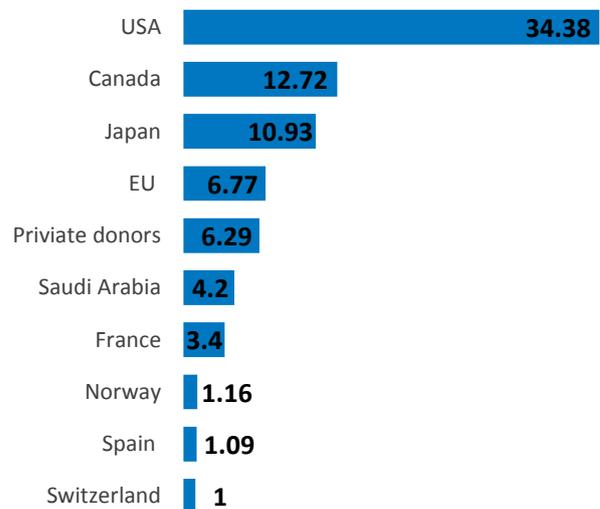
A “town hall” meeting on livelihoods in Jerash, northern Jordan, organized by UNHCR in cooperation with the Ministry of Labour, ©UNHCR

FINANCIAL INFORMATION

Total recorded contributions for the operation amount to some **US\$ 82 million** including **US\$ 79 million** for the **Syria response** and **US\$ 3 million** for the **Iraq situation** at the country level.



Funding received for the Jordan operation in 2016 (in million USD)



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

Major donors of unrestricted and regional funds in 2016: Sweden (78 M) | United States of America (78 M) | Netherlands (46 M) | Norway (40 M) | Australia (31 M) | Denmark (24 M) | Private Donors Spain (16 M) | Canada (16 M) | Switzerland (15 M) | Germany (13 M) | Italy (10 M)

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