

Jordan

October 2018

Cash Assistance was distributed to **139,415 persons**, of which 131,591 were Syrians, 5,788 were Iraqi and 2,036 were of other nationalities.

4,201 patients were received in Rukban clinic on the North East border, with 42 referrals to Jordanian hospitals.

1,107 work permits, were issued through the Azraq refugee camp Employment Office (ACE) in September.

760,360

Refugees in Jordan as of 15 Oct 2018

83%

Refugees living outside camps in urban areas

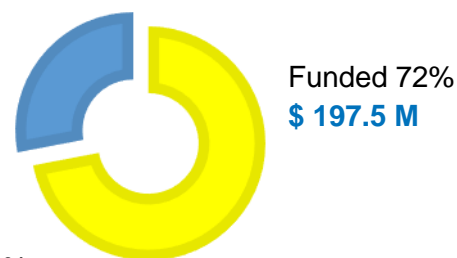
125,979

Refugees living in three camps in Jordan – Azraq, Zaatari and The Emirati Jordanian

FUNDING (AS OF 10 OCTOBER 2018)

USD 274.9 M

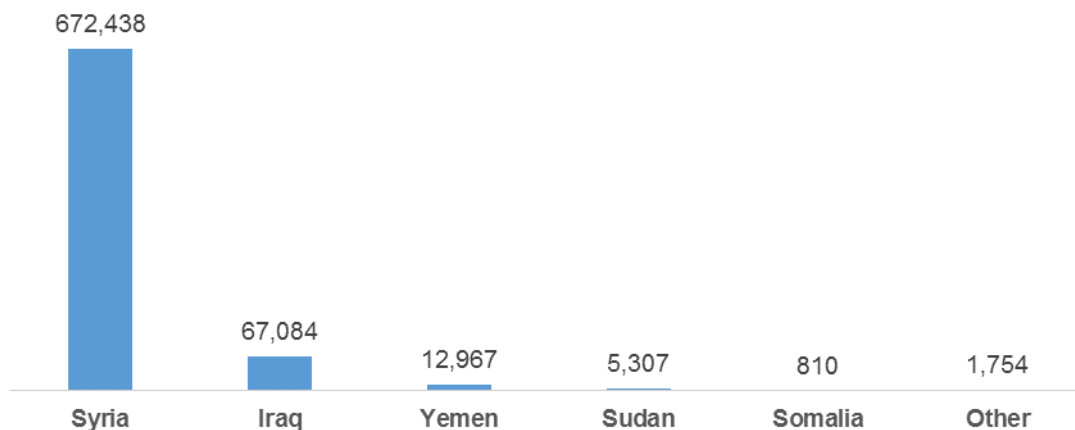
requested for the Jordan situation



Unfunded 28%
\$ 77.4 M

POPULATION OF CONCERN

Countries of Origin



**PROTECTION**

- UNHCR has begun its winterization campaign, which aims to reach 267,378 Syrians (69,452 families) in the refugee camps of Azraq and Zaatari and in urban areas with winter assistance in the form of cash assistance, as well as selected winter Core Relief Items (CRIs). In the camps, this is primarily in the form of one-off cash assistance for gas refills and one-time cash assistance for winter, as well as selected winter CRIs provision. In urban areas, a one-off cash assistance will be provided to 158,380 Syrian refugees (45,252 families) through the Common Cash Facility (CCF). Assistance is also needed for 22,124 Iraqi refugees and refugees of other nationalities (11,062 households), identified by the same selection criteria, in the form of a one-off cash distribution through the CCF. UNHCR remains one of the few agencies that continues to provide assistance to non-Syrian refugees in Jordan. As humanitarian support is limited and few may obtain work permits, the majority of Iraqi and other non-Syrian refugees are in particular need of winter assistance. Beneficiaries will include families that are already part of the UNHCR regular cash assistance programme or on the waiting list.
- On 16 October the Ministry of Interior announced the extension of the campaign aiming to formalize the status of Syrian refugees living informally in urban areas in Jordan. This campaign, which was launched on 4 March 2018, is now extended until the 31st of March 2019. The campaign is directed to Syrian nationals registered in the camps who left without an official authorization before the 1st of July 2017 and did not return. Syrians who arrived to Jordan and have never registered with UNHCR and the Government of Jordan can also benefit from this project. By the 16 October, over 20,000 individuals have successfully rectified their legal status, with the support of UNHCR and partners.
- Monthly Cash Assistance was distributed to 32,141 families (139,415 persons) in September, of which 131,591 persons were Syrians, 5,788 persons were Iraqi and 2,036 persons were of other nationalities. Cash assistance is meeting the majority of beneficiaries' basic needs by helping them afford rent and pay monthly bills. It is also improving their lives by having a positive impact on beneficiaries' psychological well-being, food security, health and educational access, and financial stability. In reviewing how families spend cash assistance through the [Post Distribution Monitoring Report \(PDM\)](#), positive results can be observed. Cash assistance improves refugee families' housing situations, and is shown to reduced beneficiaries' reliance on negative coping strategies and debt accumulation to finance their basic needs.
- UNHCR runs 40 helpdesks across the country as part of community outreach, where refugees are able to approach UNHCR with any legal or protection issues they may have – they can also approach our registration centre in Amman. During September, 1,360 families were assisted with issues ranging from lack of documentation, gender based violence, regularization of status, and resettlement.
- UNHCR Jordan has one of the largest refugee helplines in the world. The Helpline answered 164,597 calls in September. Since its inception in 2008, UNHCR staff on the helpline have responded to over 1.7 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for emergency calls.
- In September 2018, UNHCR provided counselling to approximately 696 beneficiaries at UNHCR's registration centre in Amman. UNHCR also assessed 69 vulnerable cases of various nationalities (Syrian, Iraqi, Yemeni, Sudanese, and Somali etc.) concerning their eligibility for Urgent Cash Assistance (UCA). 54 cases for the UCA were approved.

- On 10 October UNHCR and the Jubilee Centre for Excellence in Education (JCEE), formally launched a new endeavour to support refugee scholarship students and enhance financial inclusion for refugees living in Jordan. Partner JCEE supports refugee students in Jordan studying through the Albert Einstein German Academic Refugee Initiative, also known as DAFI. For the first time, DAFI scholars will now be able to receive their education stipends through an E-Wallet medium, supported by Mahfazati, which regulated and supervised by the Central Bank of Jordan.

**HEALTH**

- 4,201 patients were received at Rukban clinic on the North East border of Jordan during the month of September. Acute health conditions such as upper respiratory infections accounted for 94% of the total consultations, and 42 secondary and tertiary referrals to Jordanian hospitals were made. Upper respiratory tract infections constituted the majority of acute health conditions (24%). Trends in chronic health conditions varies due to clinic accessibility. Management of chronic diseases requires regular periodic visits to monitor diseases and evaluate therapeutic outcomes which necessitates enhanced accessibility of those morbid diseases to the health care facility.
- 357 vulnerable beneficiaries have received cash assistance for essential health services with a total amount of JOD 126,759 (USD 179,000). 41% of the cash assistance was for the purpose of emergency lifesaving assistance, the 37% was for thalassemia/blood transfusion cases, and the 21% was for reproductive health care services.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- 4,067 refugees resident in Azraq camp registered for a work permit at Azraq Camp Employment Office (ACE) by the end of September. A total of 1,107 work permits, were issued through the Azraq Camp Employment Office in September - the majority are in agriculture (969), and construction (138) sectors. On 19 September, UNHCR, Syrian Refugee Affairs Directorate (SRAD) and International Labour Organization (ILO) conducted an awareness session to the refugees about work permits and the role of ACE.
- In Zaatari camp, there were 10,963 work permits registered for 87 male and 13% female at the Zaatari Office of Employment by the end of September; over 100,000 check-in check-out instances were recorded overall at the gate indicating that work permits continue to be important to mobility. The system works well and refugees are informed by sms when work permits are ready.

Donor and High Profile visits to UNHCR Jordan

- On 25 September, a delegation of the Russian Federation's Embassy to Jordan visited Azraq camp. The delegation was accompanied by UNHCR External Relations and Operational Durable Solutions Unit. Following a briefing by UNHCR's Head of Field Office Azraq and the Syrian Refugee Affairs Directorate (SRAD), the delegation visited the solar plant, a clinic, a community centre, the registration area and was introduced to

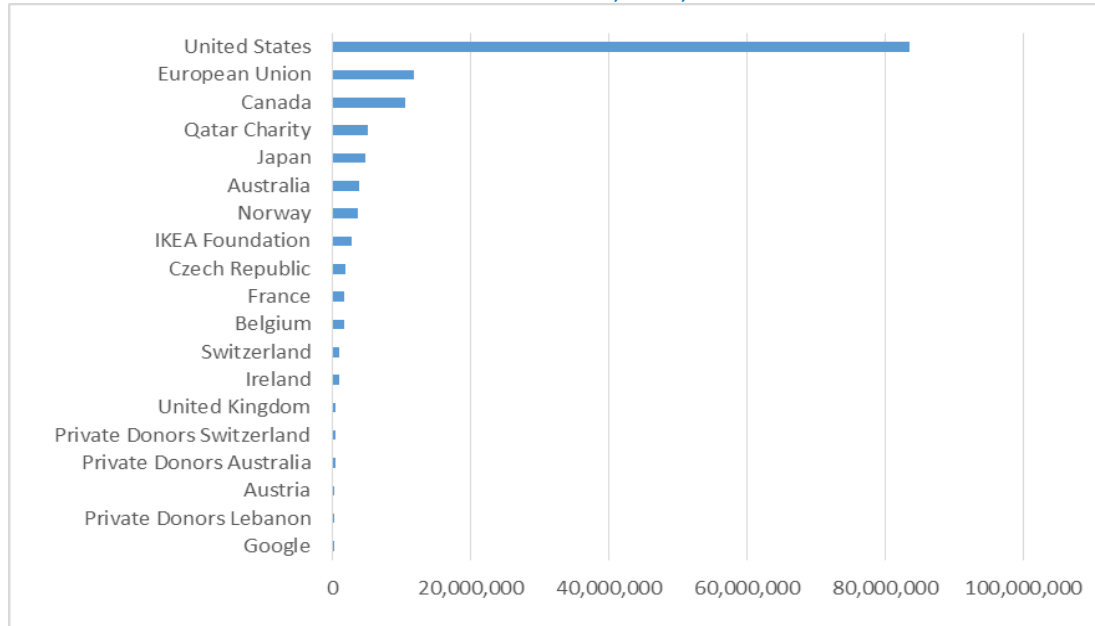
UNHCR's shelter allocation system in Azraq. The Russian delegation was impressed by the collaboration between the Government of Jordan (GoJ) and UNHCR and the level of services and systems in place.

- On 26 Sep, new DFID Jordan head of office, Kate Orrick, new humanitarian adviser, Will Helyar, new education programme manager, Eddy Woollacott, former DFID head of office, Amanda McLoughlin, and the deputy director of the DFID MENA department, Jonathan Hargreaves, visited Azraq refugee camp. They visited International Rescue Clinic, UNICEF wash site, and conducted home visit of Syrian refugee family members.
- On 1 Oct, Ms. Julie Agurkis, U.S. Senior Congressional Advisor, with the Bureau of Legislative Affairs, U.S. Department of State, received an inter-agency briefing (UNHCR, UNICEF and WFP) and toured UNHCR registration centre in Amman Ms. Agurkis' portfolio covers the Bureau of Population, Refugees and Migration, Office of Global Women's Issues, and Office of Civilian Security, Democracy and Human Rights among others.
- On 14 October UNHCR held an event in collaboration with the Embassies of Norway and Switzerland to honour NGO Reclaim Childhood, the MENA finalist for the 2018 Nansen Refugee Award. The UNHCR Nansen Refugee Award is presented every year to an individual or organization who has dedicated their time going above and beyond the call of duty to help people forcibly displaced from their homes. The Award is named after Fridtjof Nansen, courageous Norwegian explorer and humanitarian who served as the first High Commissioner for Refugees for the League of Nations. Through its recipients, the Nansen Refugee Award aims to showcase Nansen's values of perseverance and commitment in the face of adversity. The NGO Reclaim Childhood was chosen for its service and dedication to refugees in Jordan as well as its efforts to empower refugee women and girls across the Kingdom through sports.
- On 16 October, Mr. Yoshiyasu Iseki, the new director of the Country Assistance Division of the Ministry of Foreign Affairs of Japan visited Zaatari camp in his first visit to Jordan in his new role. UNHCR Jordan Representative accompanied the visit, which included a site visit to UNHCR partner International Relief and Development (IRD) community centre, supported by Japanese funding.
- On 21 October, U.S. Congressional Representative Ileana Ros-Lehtinen (R-FL) and accompanying staffers were briefed by the Representative on the Jordan operation and toured the Amman registration centre.
- On 23-24 October, a Swedish government delegation consisting of technical experts including the migration agency, civil contingencies agency and police visited Jordan to better understand how the Government of Jordan, in cooperation with UNHCR and other UN agencies, responded to the refugee influx as part of a broader project to develop a contingency plan in case of a mass influx of refugees to Sweden. The mission visited UNHCR registration centre in Amman, Al- Nuzha multinationality community center and Azraq refugee camp.
- On Thursday 25 October, UNHCR Jordan senior staff met with Senior USAID staff Samah A. Norquist as part of her larger visit to Jordan. Ms Norquist serves as a Senior Adviser to the Bureau for the Middle East at the United States Agency for International Development (USAID), and also leads the Middle East Religious Freedom and Pluralism response within USAID, which coordinates USAID's efforts surrounding the Vice President's Genocide Recovery and Persecution Response in the region. The meeting focused on the current status and response in particular for minorities residing in Jordan with refugee status, including with regards to UNHCR and other agency assistance for the vulnerable and opportunities for durable solutions.

Financial Information

Total recorded contributions for the operation amount to **\$197.5 million** as of 10 October 2018, covering **72%** of overall needs for refugees in Jordan. 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.

EARMARKED CONTRIBUTIONS OVER USD 1,000,000 to UNHCR Jordan in 2018:



OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 45.4 million | Private donors Australia 9.9 million | Private donors Germany 6.4 million | Denmark 5.7 million | Sweden 4.4 million | Finland 4.3 million | United States of America 4.3 million | Private donors Republic of Korea 3.6 million | Private donors Switzerland 3.2 million | Norway 3.2 million
 Holy See | Iceland | Liechtenstein | Malta | Romania | Russian Federation | Slovenia | Private donors

UNEARMARKED CONTRIBUTIONS | USD

Sweden 98.2 million | Private donors Spain 58.7 million | United Kingdom 45.3 million | Norway 42.5 million | Netherlands 39.1 million | Private donors Republic of Korea 28.5 million | Denmark 25.5 million | Switzerland 15.8 million | Private donors Italy 15.1 million | Private donors Japan 14.6 million | France 14 million | Germany 13.7 million | Italy 11.2 million | Private donors Sweden 11.2 million

Algeria | Argentina | Austria | Belgium | Bosnia and Herzegovina | Bulgaria | Canada | Chile | China | Costa Rica | Estonia | Finland | Iceland | India | Indonesia | Ireland | Israel | Kuwait | Liechtenstein | Lithuania | Luxembourg | Monaco | Montenegro | New Zealand | Philippines | Portugal | Qatar | Republic of Korea | Russian Federation | Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | Turkey | United Arab Emirates | Uruguay | Private donors

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