

# Jordan

**February 2019**

337,334 Syrian refugees, and 23,483 Iraqis and refugees of other nationalities have received winter cash assistance until January 2019.

3,398 patients were received in Rukban clinic on the North East border, with 71 referrals to Jordanian hospitals. The clinic is operated jointly by UNHCR, UNICEF and UNFPA.

133,895 refugees received monthly cash assistance in January, of which 126,072 were Syrians, 5,671 were Iraqi and 2,152 were of other nationalities.

**762,420**

Refugees in Jordan as of 15 January 2019

**83%**

Refugees living outside camps in urban areas

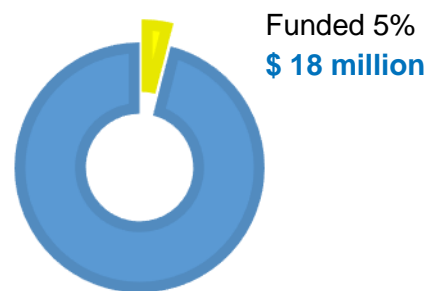
**17%**

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

FUNDING (AS OF 25 FEBRUARY 2019)

**USD 371.8 million**

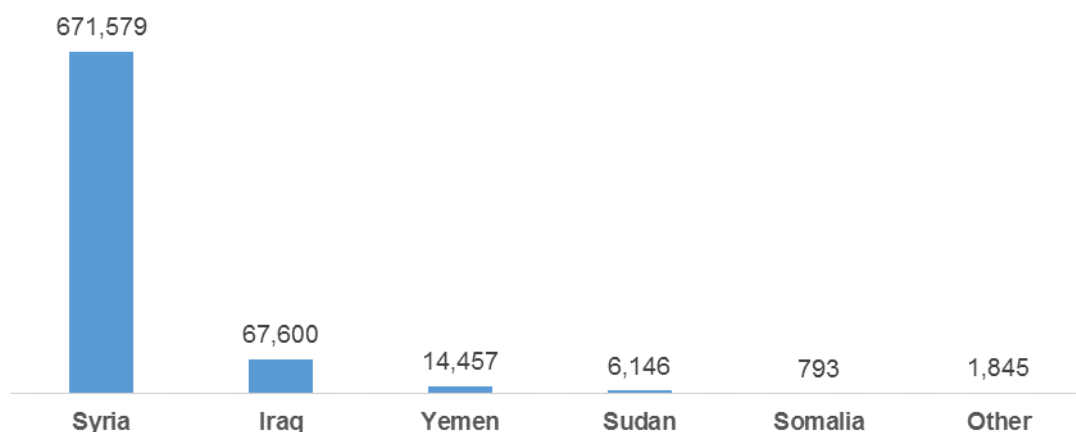
UNHCR Jordan's financial requirements in 2019



Unfunded 95%  
**\$ 353.8 million**

## POPULATION OF CONCERN

### Countries of Origin



**PROTECTION**

- 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 January, 805 families were assisted with issues ranging from lack of cash assistance, gender based violence, regularization of status, and resettlement.
- UNHCR Jordan has one of **the largest refugee helplines** in the world. The Helpline answered 424,513 calls in January. Since its inception in 2008, UNHCR staff on the helpline have responded to over 3 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. Calls mainly regarded the following issues: Basic Needs Assistance, including Cash Assistance (83%), Registration (8%), Resettlement (5%) and other issues (4%).
- In January 2019, **UNHCR provided counselling** to 411 beneficiaries at UNHCR's registration centre in Amman. UNHCR also assessed 77 vulnerable cases of various nationalities (Syrian, Iraqi, Yemeni, Sudanese, and Somali etc.) concerning their eligibility for Urgent Cash Assistance (UCA). 67 cases for the UCA were approved.

**CASH ASSISTANCE FOR BASIC NEEDS**

- UNHCR Jordan began its **one-time winterization** uploads in October 2018. In **urban areas**, 227,513 Syrian refugees (53,424 families) have received a one-off cash assistance (per family) from October to December 2018 through the multi-agency Common Cash Facility system. UNHCR focused its winterization efforts on its existing beneficiaries, families who are on the waiting list for cash assistance, and those highly vulnerable families not receiving regular monthly assistance.
- Distribution of winter assistance to vulnerable **Syrian refugees in Zaatari and Azraq camps** began in October. So far, UNHCR has reached 109,821 individuals (about 24,052 families) with cash for gas to cover the cost of gas refills and cash for winterization to address shelter maintenance. Distribution of heaters and high thermal blankets in both camps reached 48,900 individuals.
- For the **Iraqis and refugees of other nationalities**, a one-off cash assistance at household level has been provided to over 23,483 individuals (about 14,200 families) from October 2018 to January 2019 through the Common Cash Facility system.
- **Monthly Cash Assistance** was distributed to 133,895 persons in January, of which 126,072 persons were Syrians, 5,671 persons were Iraqi and 2,152 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.

**HEALTH**

- In January, 3,398 were patients received at the **United Nations Rukban clinic** at the North East border of Jordan with Syria where 40-45,000 people remain stranded, most of them are women and children. In the area, conditions are reportedly worsened in recent months due to winter weather and shortages of food and medicine. The average number of patients per day was 131, due to bad weather condition, the number of patients has decreased compared to last month. There were lots of patients struggling of

chronic diseases which requires regular periodic visits to monitor diseases and evaluate therapeutic outcomes, which necessitates enhanced accessibility. In addition, 71 patients were admitted for further treatment at Jordanian hospitals.

#### COMMUNITY EMPOWERMENT AND SELF RELIANCE

- 4,977 refugees resident in Azraq camp registered for a work permit at **Azraq Camp Employment Office (ACE)** by the end of January 2019. The majority sectors of the permits are in agriculture and construction. In addition, 1,792 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp while 476 IBVs opportunities were rotated among Syrian refugees.
- **In Zaatari camp**, there were 11,845 work permits registered at the Zaatari Office of Employment by the end of January. Over 100,000 check-in check-out instances were recorded overall at the gate of the camp, indicating that work permits continue to be important to mobility. In addition, 4,804 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.

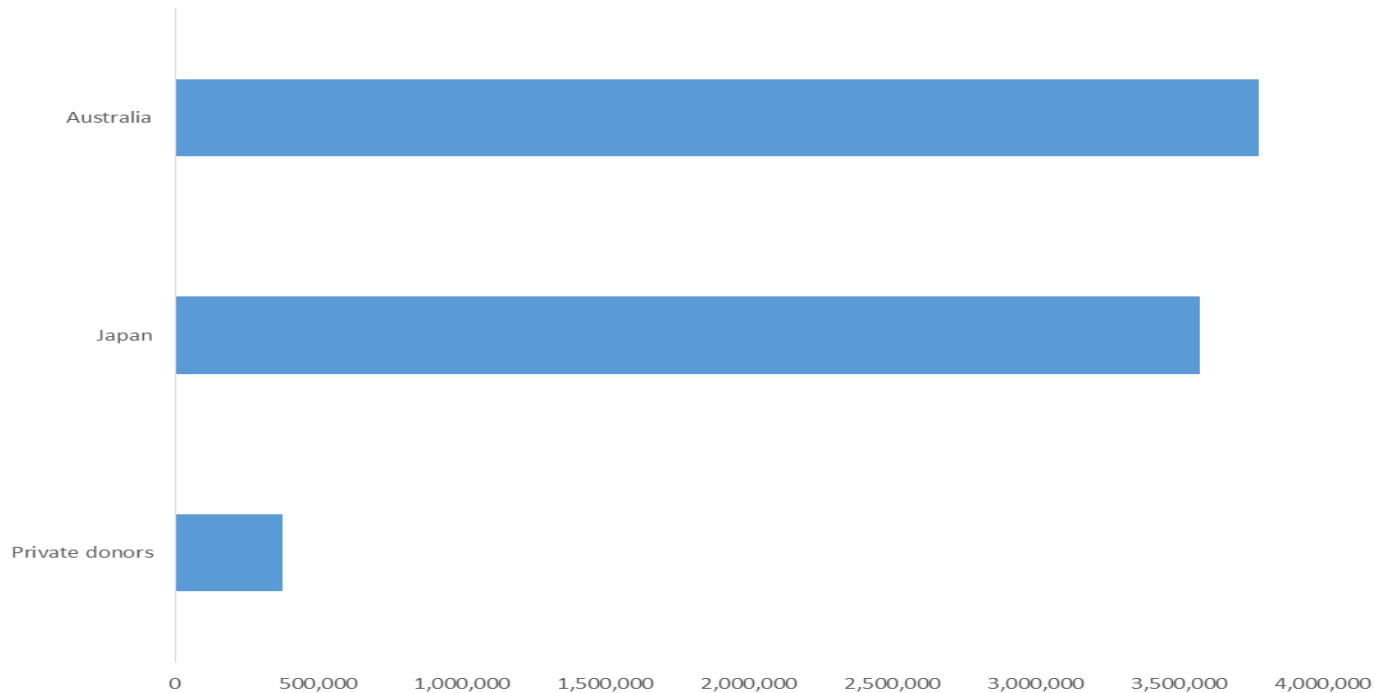
## Donor and High Profile Visits to UNHCR Jordan

- On 11-12 February, the UN Secretary-General's Special Advocate (UNSGSA) for Inclusive Finance for Development, Her Majesty Queen Maxima of the Netherlands, visited Jordan. The overall objective of the visit was to review the progress made by Jordan and to provide input for further development on inclusive finance for development in the country. With a focus on women and Syrian refugees in particular, Her Majesty had the chance to meet the UNHCR staff and persons of concern, including through a home visit to a family receiving monthly multi-purpose cash assistance and a visit to a multi-nationality Community Centre.
- On 12-14 February, members of the Swedish Environmental Protection Agency (SEPA) and Sustainable UN/UN Environment (SUN), both of whom are involved in the UN system support for establishing Environmental Management Systems (EMS) within UN agencies and programs, conducted a three day mission to Jordan. UNHCR Jordan has committed to implementing an environmental management system with the able support of the new UNHCR Jordan Environment Officers supported by the Swedish Civil Contingency Agency (MSB).
- On 17-21 February, as part of continued advocacy for UNHCR's work, UNHCR Regional Office Washington, D.C. (ROW) organized a field missions for Senior Congressional Advisors whose bosses sit on the Appropriations and Foreign Affairs Committee. Nine bipartisan senior advisors and ROW staff visited Jordan, and interacted with refugees including in Zaatari and Azraq refugee camps, at the Jaber-Nasib border area and at Madaba Community Support Committee. The delegation was received for a briefing with the Minister of Foreign Affairs, Ayman Safadi.
- On 24 February, the Norwegian Parliamentary Committee visited Azraq refugee camp. During the camp management briefing they asked whether there are still refugees coming to the camp as new arrivals. The delegation also inquired about the refugees coming to the reception area, the number of shelters available and the criteria of shelter allocation to the refugees in the camp.
- On 25 February, a German Bundestag Delegation visited Azraq refugee camp. The delegation asked whether the refugees want to return to Syria or stay in Jordan, and what are the major challenges for the humanitarian agencies in managing the Syrian crisis. The delegation also visited the Community Centre where they toured the livelihood training centre, Innovation Lab and the Art Showroom.

## Financial Information

Total contributions is \$18 million as of 25 February 2019, covering 5% of overall needs for refugees.

### EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2019:



### OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

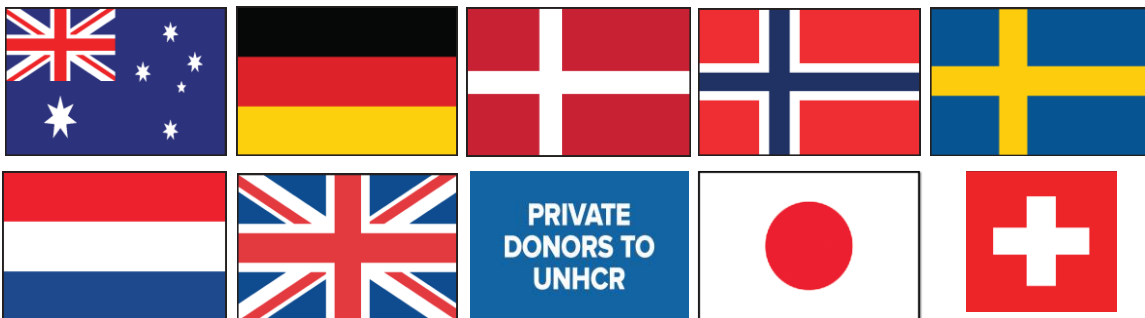
Germany 56.6 million

Russian Federation | Private donors

### UNEARMARKED CONTRIBUTIONS | USD

Sweden 90.4 million | Denmark 54.9 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million | Germany 27.3 million | Switzerland 15.1 million

Algeria | Austria | Belgium | Canada | Estonia | Indonesia | Monaco | Montenegro | Peru | Qatar | Republic of Korea | Russian Federation | Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | United Arab Emirates | Uruguay | Private donors



### CONTACTS

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