

Jordan

May 2019

Monthly cash assistance was distributed to 134,262 persons in April of which 126,575 were Syrians refugees, 5,358 were Iraqi refugees and 2,329 were of other nationalities' refugees.

As of 21 May, UNHCR Jordan's operation is **only 20% funded out of USD 371.8 million** - overall financial requirements for refugee assistance and protection in 2019.

5,420 work permits in Azraq camp and 12,363 work permits in Zaatari camp were registered for Syrian refugees through the Employment Offices in each refugee camp.

755,050

Refugees in Jordan as of 31 May 2019

84%

Refugees living outside camps in urban areas

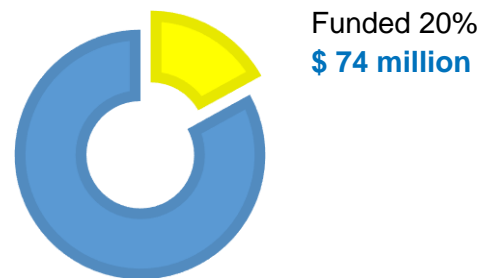
16%

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

FUNDING (AS OF 21 MAY 2019)

USD 371.8 million

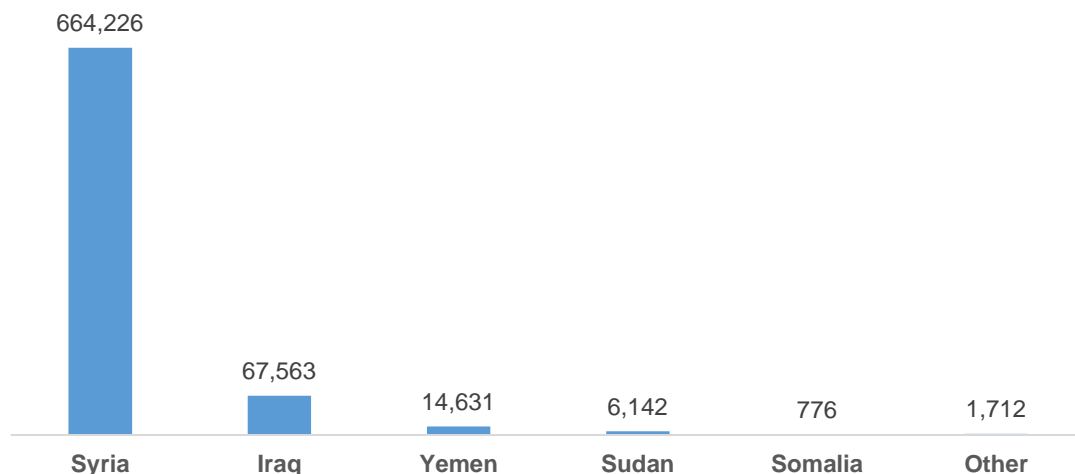
UNHCR Jordan's financial requirements in 2019



Unfunded 80%
\$ 297.8 million

POPULATION OF CONCERN

Countries of Origin



PROTECTION

- As part of **community outreach**, UNHCR runs **40 mobile helpdesks** across the country 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 April, a total of 1131 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. In April, the Helpline answered over 290,000 calls. Since its inception in 2008, UNHCR staff on the helpline have responded to over 3 million calls, giving support and advice on a range of issues to refugees across the Kingdom. Calls mainly regarded the following issues: Basic Needs Assistance, including Cash Assistance, Registration, Resettlement and other issues. 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 April 2019, **UNHCR provided counselling** to 438 beneficiaries at UNHCR's registration centre in Amman. UNHCR also assessed 53 vulnerable cases of various nationalities (Syrian, Iraqi, Yemeni, Sudanese, and Somali etc.) concerning their eligibility for Urgent Cash Assistance (UCA). 36 cases for the UCA were approved.
- Similarly to last year, the new batch of 600 refugees set to be resettled from Jordan to Sweden was received by the Swedish Ambassador on 13 May. In the welcoming ceremony, H.E. Erik Ullenhag congratulated the selected refugees and encouraged them to learn the Swedish language as a key tool for their integration in their new country.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- 5,420 refugees resident in Azraq camp registered for a work permit at **Azraq Camp Employment Office (ACE)** by the end of April 2019. The majority sectors of the permits are in agriculture and construction. In addition, some 1,602 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.
- In Zaatari camp, there were 12,363 work permits registered at the **Zaatari Office of Employment** by the end of April out of whom 14 % have been issued to women. 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, 5,004 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.

CASH ASSISTANCE FOR BASIC NEEDS

- **Monthly Cash Assistance** was distributed to 134,262 persons in April, of which 126,575 were Syrians, 5,358 Iraqis, and 2,329 individuals 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.
- 2,574 **Home visit assessment** were conducted by UNHCR Jordan in April, out of which 225 cases were for non-Syrian refugees.

HEALTH

- In April, health care was provided to a total of 3,814 Syrian refugees at the **United Nations Rukban clinic** at the North East border of Jordan with Syria. 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, 83 patients were admitted for further treatment at Jordanian hospitals.

Donor and High-Profile Visits to UNHCR Jordan

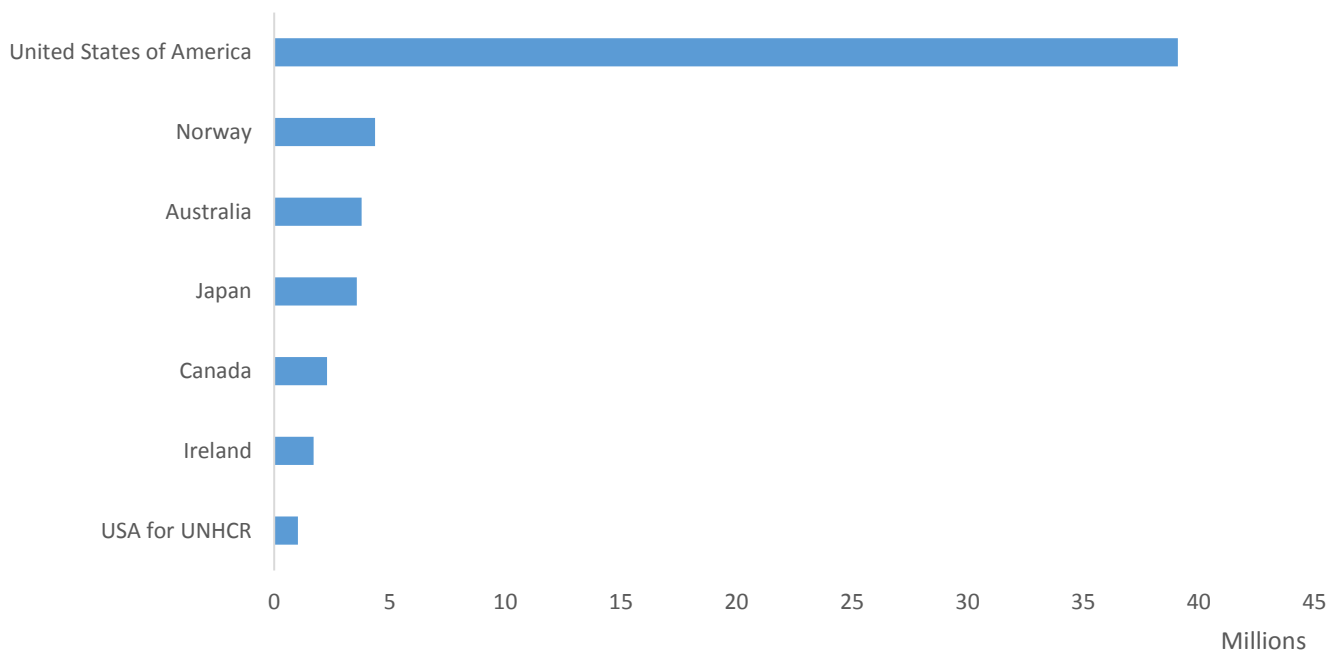
- On 2 May Josep Borrell Fontelles, Spanish Minister of Foreign Affairs, European Union and Cooperation visited Jordan. Accompanied by the Spanish Ambassador to Jordan Aránzazu Bañón Dávalos, the delegation visited Zaatari camp, receiving a briefing from senior staff and touring education and community facilities. In December 2018, the Spanish Council of Ministers approved the resettlement of 1,000 Syrian refugees in 2019, with Jordan's quota of 350 making up a significant portion of this.
- On 6 May, UNHCR facilitated the visit of a US congressional delegation member comprising of six congresswomen. The delegation was briefed by UNHCR on the current situation of refugees related to women and gender issues, including ongoing challenges and how UNHCR is working with the Jordanian government to address these challenges. The delegation also visited the UNHCR Registration Centre to see the biometric registration system by iris scan.
- On 7 May, an EU delegation visited Zaatari refugee camp to see the impact of EU funding to support Syrian refugees and to assess refugees' living conditions in the camp. The delegation visited several sites including IMC clinic, the solar power plant, WFP's supermarket and a school.
- On 7 May, H.E. Lee Bum Yon, the Republic of Korea Ambassador to Jordan, inaugurated the 6th Korean Ambassador's Football Cup in Zaatari refugee camp. Additionally, Taekwondo academy students performed a variety of shows to highlight their achievements, those youth engagement and sport-related activities have had a positive impact on the community engagement in the refugee camp. The following day, the Korean Ambassador visited the UNHCR office in Khalda (Amman) to announce a generous contribution of some 230,000 USD from the Government of the Republic of Korea to UNHCR.
- On 8 May, H.E. Miles Armitage - Australian Ambassador to Jordan and Ms. Rachel Moore - Director of the Protracted Crisis and Refugee Policy Section at the Department of Foreign Affairs and Trade (DFAT) of the Government of Australia visited projects' sites in Azraq refugee camp, including International Medical Corps (IMC) hospitals, WFP supermarkets and UN Women Oasis, which are funded by the Australian Government.
- This Ramadan, many refugees in Jordan struggle to afford enough food to break their fasts. Alongside HRH Princess Basma Bint Talal, with distinguished celebrities - Zeina Yazigi, Omar Al Abdallat, Randa Karadsheh ,Chaker Khazaal and the Omani twins, Tariq & Munther, UNHCR hosted an Iftar event for vulnerable refugee families in Nuzha Community Center in Amman. HRH Princess Basma visited the innovation lab to talk to refugee youth, played Ping Pong game with refugees' children and exchanged with refugee families during Iftar dinner in the community center.

- On 19-21 May, the New UN Special Envoy for Syria, Norwegian diplomat Geir Pedersen, undertook a three day mission to Jordan, his first official visit to Jordan since taking up the Special Envoy position in January 2019. The mission included a meeting with the Minister of Foreign Affairs, Ayman Safadi, a briefing on the wider humanitarian inter agency response in Jordan and focus group discussions with Syrian refugees.
- On 22 May, a delegation of two Belgian government officials visited Azraq refugee camp. The purpose of the visit was to assess the refugee situation in the camp and explore possibilities of how the Belgium government could further support Syrian refugees who are residing in Azraq.
- On 23 May, Dr Andrew Murrison, UK Minister of State at the Department for International Development and Minister for the Middle East at the Foreign Office undertook a visit to Jordan. The visit included a roundtable with UNHCR, partner Norwegian Refugee Council, community and legal organisations, the British Ambassador to Jordan and DfID Jordan on the current situation for Syrian refugees residing in the country. The Minister noted that “visiting Jordan was an important opportunity for me to personally hear about the progress that has taken place since the London Conference and discuss the next steps for our partnership. The UK remains committed to our mutual long-term security, stability and prosperity through the UK-Jordan Partnership.”

Financial Information

Total contribution is **\$74 million** as of May 2019, covering **20%** of overall needs for refugees.

EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2019 (over 1 million USD):



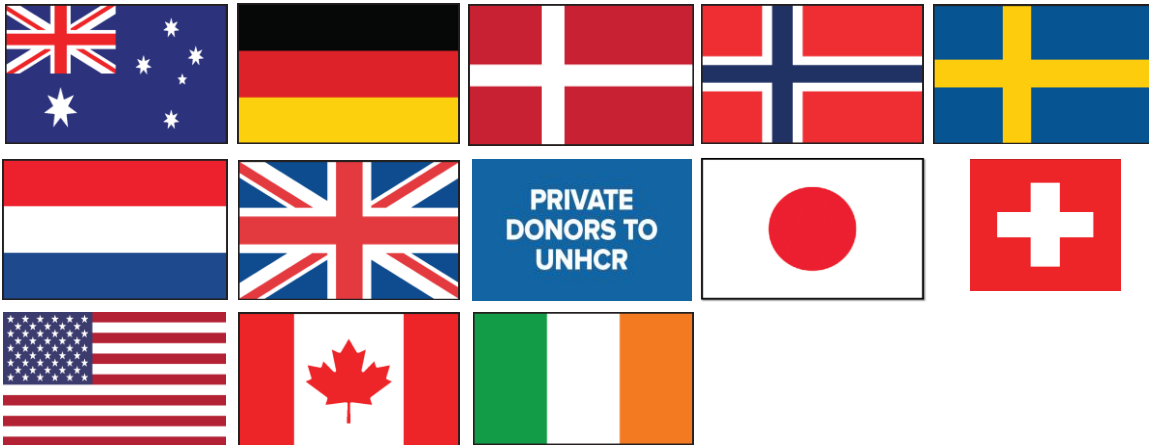
OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 56.6 million | Sweden 3.3 million | Private donors Australia 2.5 million | United States of America 2.3 million | Malta | Norway | Russian Federation | Private donors

UNEARMARKED CONTRIBUTIONS | USD

Sweden 90.4 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million | Germany 26.7 million | Private donors Spain 26.3 million | Denmark 24.4 million | Switzerland 15.1 million | Private donors Republic of Korea 13.8 million

Algeria | Argentina | Australia | Austria | Azerbaijan | Belgium | Canada | Costa Rica | Estonia | Indonesia | Kuwait | Malta | Monaco | Montenegro | New Zealand | Peru | Philippines | Qatar | Korea | Russian Federation | Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | United Arab Emirates | Uruguay | Private donors



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