Jordan

April 2023

UNHCR **shifted its registration database** from existing servers to **the cloud** which will enhance data security and maximize performance. 14 days downtime were mitigated by additional and earlier appointments for document renewal.

UNHCR and WFP developed **a new and joint targeting model** for the cash assistance programme based on the World Bank's new approach to measuring poverty. The new model aims to ensure coherence and enhance efficiency of the two organizations' cash programmes.

UNHCR continued to provide critical **cash assistance** to 111,500 vulnerable refugee women, men and children across Jordan. 70 per cent received their assistance via the efficient tool of **mobile wallets** which allows them to make transfers without a bank account.

KEY INDICATORS

740,676

Refugees in Jordan as of 15 May 2023

81.7%

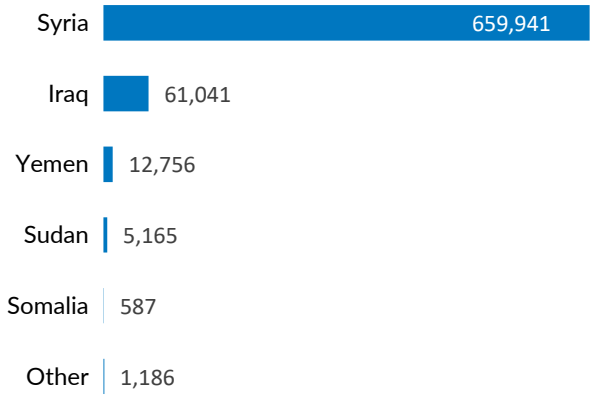
Refugees living outside camps in **communities**

46.3%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



** Registered with UNHCR*

Minister of Interior, Mazen Al-Faraya, visited Zaatari where he had iftar with refugee families ©UNHCR/Shawkat Alharfoush

PROTECTION

- In April, UNHCR, the UN Refugee Agency, interviewed over 7,900 refugees for registration purposes, including renewal of documentation. The number was significantly lower than the monthly average of over 45,000 due to the 14-day downtime of UNHCR's registration activities while the database was moved to the cloud.
- UNHCR continued to share information with refugees and asylum-seekers through different means, including the Helpline and social media, with more than 13,000 visitors on the Help site and over 124,000 calls at the Helpline in April.
- UNHCR and its partner continued to provide legal assistance, representation, mediation, and counselling to refugees. Sharia courts, in partnership with UNHCR, issued over 400 documents attesting vital events such as marriages and deaths, while over 1,200 birth certificates were issued by the Civil Status Department to refugees and asylum-seekers across Jordan.
- In April, UNHCR provided counselling to gender-based violence survivors and refugees with child protection issues, benefitting around 300 refugees. this allowed the refugees to access legal, psychosocial support, mental health assistance and cash-assistance through UNHCR or partners.
- UNHCR, in partnership with the International Committee of the Red Cross, helped a 13-year-old Syrian refugee girl living in Turkey to reunite with her father in Jordan after ten years of separation. UNHCR conducted a Best Interest Determination process to ensure child protection measures, consulted the father on possible solutions and prepared proper documentation for the child to travel in consultation with relevant authorities in Jordan and Turkey.

COMMUNITY EMPOWERMENT

- In April, UNHCR organised different social and education activities for refugees and host community members with Community Support Committees (CSCs). Altogether, CSCs across Jordan reached nearly 2,300 participants this month.
- In April, nearly 500 refugees reached UNHCR's community-based protection teams through mobile helpdesks where in-person counselling and case management were provided.
- UNHCR, through its partners, provided support to nearly 950 refugees with specific needs, including elderly and refugees with disabilities, in the form of rehabilitation services and assistive devices such as wheelchairs, hearing aids, eyeglasses, etc.

CASH ASSISTANCE AND SELF-RELIANCE

- In April, UNHCR's regular cash assistance for basic needs reached around 30,500 vulnerable refugee households. Cash continues to provide a lifeline for many vulnerable refugees who are unable to make ends meet even if they earn some income through work. More than 1,600 new families started using their cash on mobile wallets in April, which brought the percentage of refugees receiving the assistance through mobile wallets to 70 per cent.
- In addition, UNHCR provided urgent cash assistance to over 140 refugee families who faced imminent challenges such as detention and evictions and to additional 340 severely vulnerable urban refugees who could not cover their medical bills.

HEALTH

- In Zaatari, the number of consultations physicians provided per day continued to be much higher compared to the previous years. This is mostly due to closure of partner's clinics last year. The discussions on reopening these clinics are still on-going. Meanwhile, another partner, Syrian American Medical Society (SAMS), which used to provide only dental care, opened a family medicine clinic to reduce pressure on existing healthcare services.

EDUCATION

- UNHCR continued to work with various partners to find and expand opportunities for refugee students through training, scholarship and employment after higher education. For instance, in partnership with JOHUD, UNHCR facilitated consultative sessions with youth refugees and Orange, a telecommunication company, to scope which online trainings will be of interest to refugee youth. Based on the sessions, it was decided that Orange will support trainings on digital skills such as content creation and effective communication. The refugees will be able to access these trainings on Connected Learning Hubs and will receive a certificate.
- Thanks to donors, the Ministry of Education (MoE) aims to expand support to non-Syrian refugee students enrolled in public schools. As MoE's database only record nationality of students but not the protection status, UNHCR supported MoE in identifying refugee students by crosschecking database of UNHCR and the Queen Rania Centre for Information Technology (QRC) which manages the MoE's information management system. 5,000 non-Syrian refugee students, identified based on the exercise, will be supported with tuition fees and costs of textbooks.

SOLUTIONS

- While resettlement activities were reduced in April due to the shift of the UNHCR database, UNHCR continued to support the refugees on their resettlement process. Around 530 refugees left Jordan to resettlement countries in April.
- By end of April, to UNHCR's knowledge, over 130 individuals had left Jordan in 2023 through various pathways such as educational opportunities, employment schemes, or family reunification. Over 850 individuals have been assisted so far this year to access pathways, through counselling, referral, or travel formalities.

SHELTER & ENERGY

- In April, the solar plant in Zaatari camp is working with 60 per cent of its production capacity given that four out of ten inverters were out of service. UNHCR is working with manufacturers to better understand and address the faults of the inverters whilst proceeding with "repair and return" process for the existing spare parts.
- UNHCR installed streetlights and 1.2 km of cables on three major streets in Azraq camp to improve quality of the camp lighting system.
- There was a significant increase in demand for water in camps, partially due to the rise in temperature and households connecting to water network irregularly. Damages to the water network were replaced by UNICEF.

INTERAGENCY COORDINATION

- UNHCR is supporting the Ministry of Planning and International Cooperation in its effort to update the Jordan Response Plan (JRP) for 2024. The JRP serves as a key guiding document for the refugee response in Jordan. UNHCR is following up to ensure that suggestions and recommendations from the wider network of inter-sector working groups are conveyed in the process.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In April, UNHCR facilitated high-level visits and events, including:

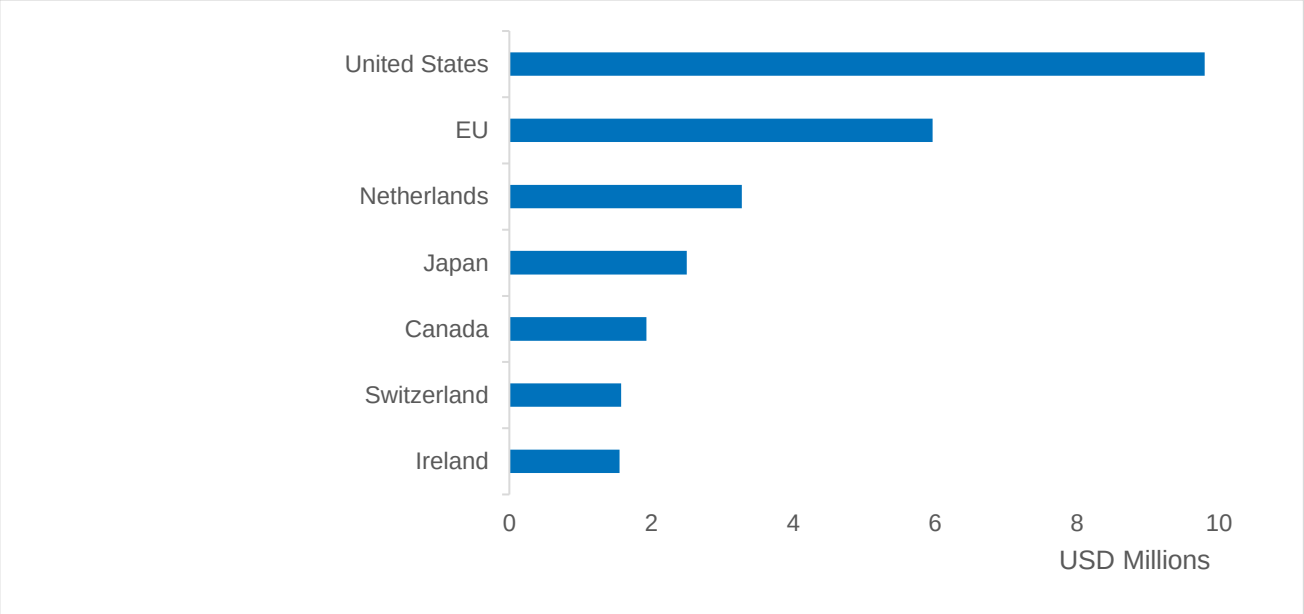
- A visit by the Minister of Interior, Mazen Al-Faraya, to Zaatari with focus on legal challenges refugees face and the legal services and assistance available to them. Refugees, who had a chance to speak to him, also raised concerns about their shelters and limits in entering the labour market.
- A visit by UNHCR Goodwill Ambassador Cate Blanchett during which she met refugees whom she had met in her previous visit in 2016. Recognizing the dire situation the refugees continued to face, she called for attention and support for the Syrian refugees in a social media post.
- A visit by the Minister of Justice and Public Security of Norway, Emilie Enger Mehl. She met with a group of female refugees who shared their stories and asked for Norway's continuous interest and solidarity with refugees in Jordan.

Financial Information

Total recorded contributions for the operation in 2023 amount to some $61.7 million.

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$)

Finland (5.2M) | Private donors Germany (2.5M) | Private donors Australia (2.1M)

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

Sweden (69M) | 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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