

Jordan

February 2024

Refugee incomes decreased significantly while their debt levels remained high, demonstrating their **increased vulnerabilities**, as shown by the socio-economic **assessment** of refugees for the last quarter of 2023.

UNHCR **basic needs cash assistance remained an important source of income** for refugees in Jordan. However, even with the assistance, over 60 per cent of recipient households met less than half of their basic needs.

UNHCR senior management met with groups of refugees across Jordan to inform them of **coming assistance cuts** in a timely and transparent way. The refugees appreciated the transparency and shared their concerns.

KEY INDICATORS

714,088

Refugees in Jordan as of 29 February 2024

82.1%

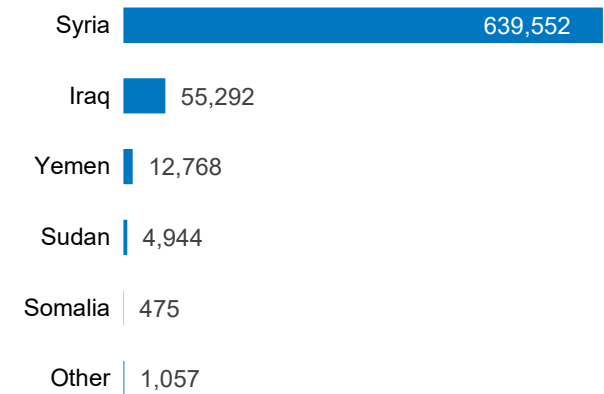
Refugees living outside camps in **communities**

47.1%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



* Registered with UNHCR



Refugees and volunteers playing in a theatre performance in Zaatari camp to raise awareness and to advocate against violence against women and children. ©UNHCR/Shawkat AlHarfoush

**PROTECTION**

- UNHCR, the UN Refugee Agency, interviewed over 32,000 refugees in February for **registration** purposes. Through registration, refugees can renew their documents which ensures their legal identity, preventing statelessness and granting them access to services and assistance.
- In February, UNHCR supported the Civil Status Department of the Ministry of Interior to issue over 1,300 **birth certificates** and the family courts (“Sharia courts”) issued nearly 900 certificates attesting vital incidents (e.g. marriages, deaths, etc).
- UNHCR counselled and supported 125 refugees who suffered from **gender-based violence** and/or had **child protection** issues.
- UNHCR and its legal aid partner Arab Renaissance for Democracy and Development provided legal assistance to nearly 5,000 refugees including 250 facing **eviction threats**.
- UNHCR trained over 120 government officials from various ministries and directorates to strengthen their capacity on protection.
- Child marriage remained prevalent in the camps, constituting over 40 per cent of the documented marriages in Zaatari in February. UNHCR and its partners provided counselling to these cases and continued awareness raising about the implications and available help services.
- UNHCR continued to share essential information with refugees through different means, including the Helpline and social media. In February, UNHCR Helpline responded to over 91,600 calls while UNHCR [Helpsite](#) had more than 21,000 visitors.
- Thanks to UNIQLO and Human Asia, UNHCR, through its partner and community-based organizations, received and distributed over 4,000 pieces of thermal clothing and winter jackets to over 500 refugees and Jordanians in Azraq town to help them stay warm during winter.

**COMMUNITY EMPOWERMENT**

- UNHCR senior management held in-person consultations with groups of refugees in all parts of Jordan to inform them of coming assistance cuts, including the reduction of transfer value of basic needs cash assistance as of May, triggered by rapidly plummeting donor funding to UNHCR. The refugees appreciated UNHCR’s efforts to communicate the message in a timely and transparent manner. Refugees shared concerns about limited other income sources, others enquired about resettlement opportunities and expressed increasing despair about not being able to make ends meet.
- In February, over 1,200 refugees across Jordan reached UNHCR **mobile helpdesks** and participated in community consultations to receive information about UNHCR services. These consultations give refugees in remote areas an opportunity to engage directly with UNHCR without having to travel far.

**CASH ASSISTANCE AND SELF-RELIANCE**

- In February, UNHCR provided **basic needs cash assistance** to over 30,000 refugee households in host communities. In total, a quarter of a million refugees received support this quarter including around 120,000 refugees in the camps who received quarterly assistance in January.
- The post distribution monitoring of UNHCR’s cash assistance found that UNHCR’s cash remained a main source of income for the refugees, accounting for 67 per cent of their income. However, even with the assistance, over 60 per cent of the recipient households met less than half of their basic needs such as shelter, food and health needs.

- UNHCR provided cash assistance to over 270 refugee families with urgent needs (e.g. those facing eviction) and to 300 refugees in communities who could not cover their medical bills.
- UNHCR continued to advocate for **livelihood opportunities** for refugees in private companies. UNHCR organized a visit to Zaatari camp for CEOs of key French companies in Jordan to help them to better understand refugees' skillsets, their access to education and livelihoods. The visitors expressed interest in supporting higher education initiatives, trainings, and employment of refugees, and promoting refugee business through ordering large quantities of items made by refugees in the camp. UNHCR also met with the Jordan Investors Association and the Syrian International Business Association to discuss their views on work permits and to explore job opportunities for refugees.

**HEALTH**

- In February, over 1,300 camp refugees received **emergency and vital health care interventions** outside the camps. Due to limited funding, UNHCR had to prioritise support amongst patients that met the criteria for emergency lifesaving hospitalization.
- UNHCR, through its partners Jordanian Hashemite Fund for Human Development and Noor Al-Hussein Foundation, provided rehabilitation services to over 500 refugees with specific needs.
- The number of new patients in need of mental health services increased at a clinic in Village 5 of Azraq camp, mainly because of financial difficulties and psychosocial stressors.
- Partners informed UNHCR of their plans to stop or downscale health activities in the camps, exacerbating the already dire situation and putting pressure on the other health partners operating in the camps.

**SOLUTIONS**

- In February, UNHCR submitted cases for over 600 women, men and children for **resettlement** and supported around 850 individuals who left Jordan for resettlement countries.
- By end of February, to UNHCR's knowledge, 75 refugees have left Jordan on **different pathways** this year, mostly through family reunification or private sponsorships.
- UNHCR provided counselling to around 50 refugees seeking to access pathways in third countries and reached 270 refugees through a webinar focusing on third-country employment opportunities for refugees with experience in skilled trades (e.g. carpentry, construction, plumbing, electricians, etc.)

**SHELTER**

- UNHCR, through its partner Norwegian Refugee Council, repaired and rehabilitated nearly 180 shelters and provided 14 new shelters in Azraq camp.
- UNHCR supported Action against Hunger and the World Vision International install 170 private latrines for vulnerable refugee families in Azraq camp. The project improved sanitary conditions for the families and created over 200 income-generating opportunities for refugee men and women for installing the facilities.
- Water availability from the existing boreholes in Zaatari camp reduced significantly with the water tables going down by eight metres. UNICEF is testing other potential areas to drill new boreholes in the camp.



INTERAGENCY COORDINATION

- A new platform chaired by UNHCR and UNDP was established in Irbid in cooperation with the Governor and other partners to better coordinate humanitarian and development efforts in the area.
- UNHCR in Jordan hosted the event “[Making the Global Refugee Forum \(GRF\) Work for Jordan](#)” to take stock of GRF and discuss ways to take forward the spirit and concrete proposals of the Forum in Jordan. Participants included refugees who had attended the Forum, the Director of the Syrian Refugee Affairs Directorate, heads of UN agencies, donors and co-conveners, and representatives from civil society.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In February, UNHCR hosted high-level visits for representatives from the European Union, United Kingdom, Ireland and the Ministry of Interior of Jordan who met refugees in urban areas and/or camps and witnessed refugees’ challenges and achievements. UNHCR also joined launch events for a cookbook “[Zaatari](#)” featuring recipes of Syrian dishes by refugees in the camp. Portions of the proceeds from the book sales are directed towards supporting refugees in Zaatari.

Financial Information

Total recorded contributions for the operation in 2024 amount to some **\$52 million**. UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and softly earmarked funds.

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