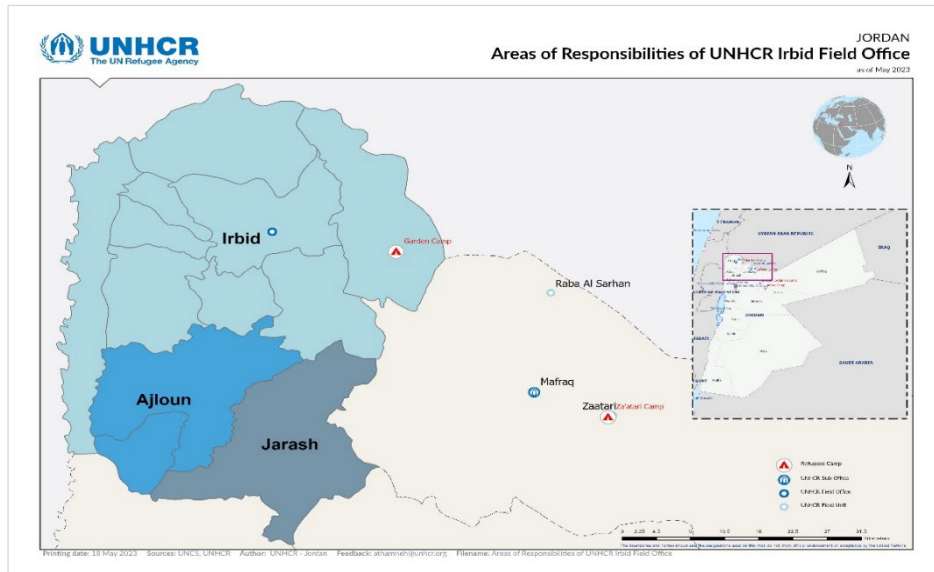


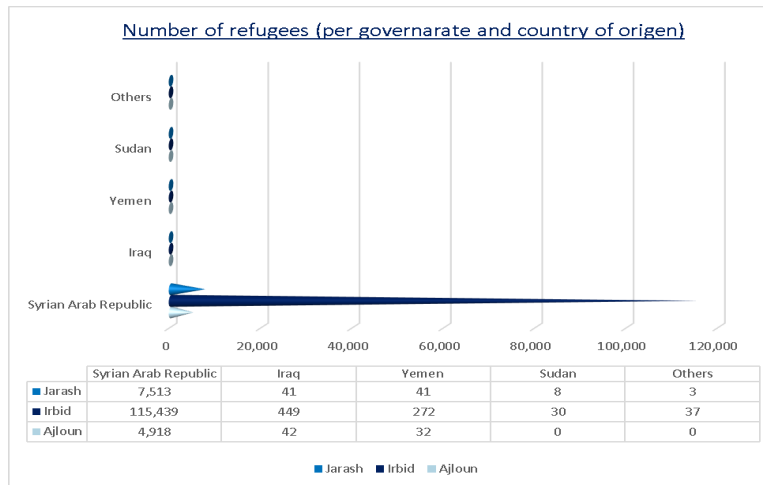
Jordan: Irbid Field Office

December 2024

The northern areas of Jordan host almost 128,000 refugees, with Irbid Governorate hosting the second largest number of urban refugees in Jordan after Amman. UNHCR, the UN Refugee Agency, maintains a robust presence in Irbid through a field office of some 37 national and one international staff. UNHCR Irbid Field Office works with refugees and asylum-seekers in Irbid, Jerash, and Ajloun governorates, and the Garden Refugee Camp.



Irbid hosts the largest number of refugees out of the three governorates, with more than 115,000 Syrian refugees.



Garden Camp, previously known as King Abdullah Park, consists of over 600 refugees (mostly Palestinians and Syrians) and Jordanians. Together with Syrian Refugee Affairs Directorate (SRAD) and the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), UNHCR provides assistance to the refugees.

Main Activities

Registration

- In 2024, in the Registration Centre in Irbid, UNHCR interviewed 25,100 families with an average of 160 families per day to renew their Asylum-Seeker Certificates or update their information and add newborns. UNHCR introduced a new registration approach with three different processes: renewal in person, rapid renewal, and remote renewal, in order to reduce the workload and facilitate the process for vulnerable people and those living in remote areas, in addition to the delivery of the Asylum Certificates through the Mobile Helpdesks.

Protection

- UNHCR provides various protection services and facilitates safe referrals through case management for children at risk, survivors of gender-based violence, and other vulnerable people, such as the elderly and people with disabilities, in coordination with its partners. Refugees who face legal protection risks also receive legal services such as counselling, representation, and mediation through UNHCR and its partners. In 2024, over 10,600 individuals directly received protection services.
- UNHCR provides urgent cash assistance to the most vulnerable refugees facing immediate protection risks. In 2024, some 400 families (over 2,000 individuals) received the cash assistance.
- UNHCR and its partners regularly conduct awareness sessions on different topics such as legal rights, prevention of gender-based violence and sexual exploitation and abuse, targeting refugees and host communities. Over 400 individuals attended these sessions in 2024.

Community Empowerment and outreach

- UNHCR, in partnership with the Jordanian Hashemite Fund for Human Development (JOHUD), empowers communities through three Community Support Committees (CSCs), which bring together men, women, refugees and Jordanians. There is one CSC in each governorate (Irbid, Jerash, and Ajloun). The CSCs promote community leadership, improve community communication, and foster social cohesion, with a special focus on women, youth, the elderly, and people with disabilities. In 2024, the CSCs implemented various community activities and projects such as Passion for Painting, Yalla Nimshi, the chess club, and Football Talents Team Initiative with nearly 6,000 individuals participating in those activities, 65% of them were females.
- UNHCR continues to enhance collaboration with local authorities and civil society to build robust community support networks, enhance refugee inclusion in local initiatives, and foster social cohesion. In 2024, UNHCR enhanced the collaboration with the Greater Irbid Municipality to boost community work through structured, sustainable activities to be implemented in 2025, helping create a thriving city for all residents.
- In 2024, UNHCR and local authorities including the Directorate of Agriculture, the Police Department, Community-Based Organisations, and JOHUD, conducted several community initiatives such as community sports activities, cleaning and plantation campaigns, and commemorating international days supporting persons with disabilities, the elderly, women, children, and refugees in Irbid, Jerash, and Ajloun.
- Twice a week, UNHCR provided counselling and supported refugees through Mobile Helpdesks conducted at the Reception Centre, and many other cities where refugees reside. In 2024, more than 5,000 refugees approached the Helpdesks, mainly for issues related to cash assistance, such as eligibility, or technical issues, as well as resettlement and protection risks like eviction threats.
- 24 focus group discussions and community info-sessions were conducted to enhance outreach and to receive feedback from the refugees on UNHCR services, including but not limited to protection, livelihoods, and registration, reaching about 900 individuals.

Basic Needs

- UNHCR provides monthly cash assistance to a quarterly average of 6,500 refugee families to meet their basic needs. UNHCR continues to improve the efficiency of its cash assistance by continuously optimizing how it distributes cash to refugees.

Livelihood

- UNHCR plays a catalyst role among governmental entities, NGOs, the private sector, and community-based organizations. UNHCR designed a pilot project named Economic Empowerment Panorama Hub (ECORAMA

Hub), building a strategic partnership with the Greater Irbid Municipality. ECORAMA is a community economic empowerment hub to showcase the livelihoods intervention and provide skills training and career development by fostering collective cooperation and enhancing complementarity among the partners.

- UNHCR and its partners support refugees with a number of training and livelihood opportunities such as vocational training, job matching, cash for work, home-based business licensing, and seed grants. In 2024, UNHCR together with the Jordan River Foundation (JRF) reached out to some 200 refugees in dedicated information and outreach sessions. JRF also supported job-matching services, provided seed grants, and helped renew or register home-based business licenses for some 100 refugees.

Education

- UNHCR runs the Albert Einstein German Academic Refugee Initiative (DAFI) scholarship program to support refugee students with higher education in Jordan. In 2024, 32 refugees benefitted from the scholarship program in Irbid.
- UNHCR and JOHUD are collaborating to offer digital and blended learning support services for refugee and Jordanian children by integrating JOHUD's innovation labs with the Connected Learning Hubs (CLH) to enhance the learning experience and promote mutual understanding. In 2024, the CLH at the Irbid Princess Basma Centre supported over 280 students.

Health

- With funding reduction, UNHCR closed one clinic in Irbid and supported former patients to be treated in public clinics. UNHCR closely monitored the impact by surveying the former patients of the clinics. The results indicated that the majority of the refugees were aware of the national systems and the cost of medicine. While most of the Syrian refugees were aware of the White Card, which facilitates access to health services at the Ministry of Health facilities, only half of them had issued it. 33 per cent of patients who did not issue the White Cards stated that they did not know how to issue it; 27 per cent informed that they were still able to secure medications, but 20 per cent of the patients could not afford medical treatment.
- Refugees in Jordan can access hospitals and medical facilities run by the Ministry of Health at the non-insured Jordanian rate, as opposed to the more expensive foreigner rate. UNHCR maintains communication and coordination with the Directorates of Health to continue the collaboration for supporting refugees. Over 90 per cent of refugees now utilize public healthcare services rather than private facilities, with refugees reporting fewer barriers when accessing public health facilities.

Camp Coordination and Response in Garden Camp

- UNHCR coordinates the response in the Garden Camp with the Government of Jordan, other UN agencies and international and local NGOs. UNHCR also monitors the protection situation for Syrian refugees in the camp and provides referrals to protection services when needed.
- UNHCR covers the electricity needs of the camp by providing 24/7 electricity to the refugees' shelter and partners' offices in addition to the marketplace.
- UNHCR distributes core relief items such as baby diapers, and sanitary napkins, on a quarterly basis. UNHCR also supports families with cash assistance to cover the cost of cooking gas every quarter. In 2024, UNHCR has provided over 9,600 Jordanian Dinars for Gas for heating and cooking to some 114 families. 125 females and 40 children also received sanitary napkins and diapers.
- UNHCR provides livelihood opportunities for a small number of refugees through the Incentive-Based Volunteer (IBV) scheme. 4 IBVs worked in the camp as electricians, cleaners, and in protection services with UNHCR.
- UNHCR enhanced community and social activities in Garden Camp such as chess, football, handicrafts and painting for youths and adults with some 100 individuals participating, 80 being females.

Working with Partners

- UNHCR chairs several sub-working groups in Irbid, including the North Coordination Working Group, Protection, Economic Empowerment, and Health sub-working groups, and the Garden Camp coordination meetings. UNHCR and UNDP also chair along with the Governor of Irbid, the Irbid Local Coordination Group where both Development and Humanitarian issues are discussed.

- **Governmental partners:** Governor offices of Irbid, Jerash and Ajloun, Municipalities of Irbid, Jarash, and Ajloun, Syrian Refugee Affairs Directorate, Directorate of Health, Directorate of Social Development, Family Protection and Juvenile Department, Civil Registry Department, police stations, Chamber of Industry, Chamber of Commerce, Sharia'a Court, Yarmouk University.
- **UN agencies and international organization:** International Committee of the Red Cross, the United Nations Relief and Works Agency for Palestine Refugees in the Near East, the United Nations Children's Fund, UNWOMEN, the World Food Programme, United Nations Development Programme, International Organization for Migration. Interantional Labour Organization
- **International NGOs:** CARE, Caritas, Danish Refugee Council, International Medical Corps, International Rescue Committee, INTERSOS, Islamic Relief Jordan, Jesuit Refugee Service, La Chaine de l'Espoir, Lutheran World Federation, MEDAIR, Mercy Corps, Norwegian Refugee Council, Palestinian Child Relief Fund, Syrian American Medical Society, Terre des hommes (TDH), GoodNeighbor, COOPI, Action Contre la Faim ACF,
- **National NGOs/CBOs:** All Jordan Youth Agency, AITakaful Center, Arab Renaissance for Democracy and Development, Arab Women Organisation, Business Development Centre, Jordanian Hashemite Fund for Human Development, Jordan Health Aid Society, Jordan River Foundation, King Hussein Foundation the Institute for Family Health (IFH),, Forearms of Change Centre to Enable Community, Eidoun Charitable Association, Fikra Association. Islamic Relief Jordan (IRJ), and Education For Employment Jordan,

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