# Communication with Communities
# UNHCR Jordan
**July 2025**

## Digital communication with communities

### Facebook

**Number of posts**
13

**Followers**
269,997
▲0.36%

**Engagement**
15,410
▲45.7%

**Page Reach**
244,536
▲5.3%

**Posts Reach**
649,900
▼2%

**Comments**
989

### WhatsApp Channel

**Number of messages**
14

**Followers**
97,337

### Help site

9,500
Visitors
▲5.5%

73% / 27%
New vs. Returning Users

25,993
Pageviews
▲15%

### SMS

213,107
SMS texts sent to
25,314 refugees

## In-person counselling

317
Refugees counselled in UNHCR - supported community centres

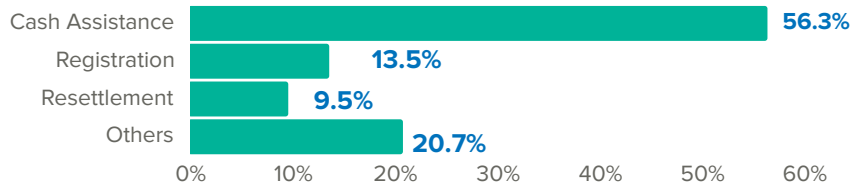
1,437
Refugees counselled in UNHCR premises

## Helpline

99,205
Responded Calls

98%
Resolved Calls

85.9%
Calls responded by IVR

14.1%
Calls responded by UNHCR staff

### Reasons of calls