



OVERVIEW

80,202 Syrians reside in Zaatari Camp, 74,878 Syrians and non-Syrians reside in Urban

2/3 of refugees below the national poverty line

1/6 of refugee households in abject poverty

The Mafraq Helpdesk serves an average of 5,000 persons per month.

GENERAL INFORMATION

Mafraq covers close to 300 kms of border with Syria, with the main border crossing points used by Syrian refugees to enter Jordan. This is the 3rd largest area of responsibility in the country in terms of off-camp population of concern, after Amman and Irbid, with 19,097 cases/73,145 individuals spread across 26.500 km². Mafraq covers the second largest area in the kingdom, with 4 districts largely spread across the Governorate. The largest refugee camp for Syrian refugees, Zaatari, is located 10 km east of Mafraq and was established on 28 July 2012 and has a population of 20,705 cases/83,497 individuals. The Mafraq Sub Office opened in August 2014, to address the needs of urban refugees, and now refugees have access to timely services within the close proximity of their homes as in the past they travelled to Amman, an expensive and time consuming trip.

Initial result from the VAF modeling on baseline data suggests that Eastern Jordan (Mafraq through to Azraq) is the most vulnerable region in Jordan with high levels of vulnerability across the sectors. In particular the East is on average more vulnerable than other regions for have access to basic needs, the use of emergency coping strategies by refugees, access to adequate and safe shelter and has lower levels of predicted monetary welfare.

ESSENTIAL SERVICES

Registration: First time and continuous registration services including renewal of UNHCR certificates, adding the new born baby, merging or splitting of cases and identify cases in need of mobile registration are the main registration activities in Mafraq Sub Office. Raba Al Sarhan, the joint Government of Jordan/UNHCR Registration Centre, receives new arrivals that enter the country from informal border crossings. All refugees are registered using iris scan technology. The Ministry of the Interior and UNHCR issue Joint Service Cards and UNHCR provide refugees with Registration Certificate valid for 12 months. With the exception of family reunions and urgent medical cases being transferred to Zaatari Camp, all new arrivals are transferred to Azraq Camp. A referral mechanism is in place for cases identified with specific needs.

Counselling services: A dedicated multi-functional team in the Mafraq SO provides counselling services to an average of 5,000 refugees per month. Protection related queries include, but not limited to, obtaining legal official documents like birth certificate, bailout, divorce paper, issuance of a MOI card and how they can regularize their stay in Urban. In addition counselling is provided on SGBV, early marriage, separated and unaccompanied children, food and financial assistance, and referrals for persons with disabilities.

Outreach: UNHCR routinely conducts mobile helpdesk and registration missions to isolated rural areas. Home visits are done on a daily basis by the multifunctional team to address protection needs, identification of persons in need of services and also to follow-up on requests and queries made at the helpdesk and through referrals. Participatory assessments and focus group discussions are also arranged in various locations to provide a platform for refugees to hear the refugees and identify solutions in a participatory manner. Regular info-sessions are held on services provided by UNHCR and the information pamphlets are distributed.

Monthly Financial Assistance: In March 20,342 households/83,788 individuals countrywide benefited from the monthly financial assistance. From this total 2721 households/ 11,806 individuals are residing in Mafraq Governorate. Currently there are about 10,000 households identified as being vulnerable and in need of financial assistance but on the waiting list based on availability of funds.

Health Care: UNHCR plays an active role together with the Ministry of Health in health and vaccination campaigns. Through a partnership with the Jordanian Health Aid Society (JHAS), UNHCR covers the cost of medical treatment, beyond basic health care, in instances where the patient has been evaluated to be particularly vulnerable and unable to pay for treatment at a private health clinic or governmental hospitals. In addition, UNHCR facilitates referrals to specialized partners in cases of violence, trauma and psychological distress.

Mafraq Coordination: UNHCR's Sub Office Mafraq team chairs a monthly inter-sector coordination meeting, which oversees the implementation of the humanitarian response across of the governorate. The SO also chairs a referral coordination meeting held twice a month with the participation of partners working on the ground with direct access to the refugees. The meetings are held in Arabic and the aim of the group is to coordinate and streamline the management and referral mechanism.

PRIORITY ISSUES

Increasing vulnerability

- Two-thirds of refugees are now living below the national poverty line, and one in six Syrian refugee households is in abject poverty, with less than \$40 per person per month to make ends meet. Almost half of refugee households have no heating, a quarter had unreliable electricity, and 20 per cent had no functioning toilet. Rental costs accounted for more than half of household expenditures, and refugee families are increasingly being forced to share accommodations with others to reduce costs. Such vulnerabilities are accentuated by WFP food cuts due to funding shortages and the end of Government subsidies to access healthcare free of charge.

Impact on the Governorate's infrastructure

- While Syrian refugees have done much to stimulate the local economy, their presence has also caused a strain on natural resources, higher rental prices, an increase in youth unemployment and demands for water, health and education, together with an increase in waste. UNHCR is encouraging its partners to invest in the Governorate to both ensure effective services provision to refugees, and support the regions wider developmental aspirations. This includes the provision of medical equipment, rehabilitation of health clinics and schools, the development of evolved waste management solutions, and investments in vocational and skills training to benefit both refugees and Jordanian youth. Since 2014, fifteen community support projects were implemented to promote education facilities, recreational activities and infrastructure development.

Return to camps and Syria

- An increasing number of refugees who are working without permits or having an Asylum Seekers Certificate but not officially bailed out from the camp are at risk of arrest and return to camps. This has often resulted in separation of family members, including minors between camp and urban. Such restrictions, income vulnerability and the long duration of displacement have resulted in off camp refugees choosing to return to the camps or to Syria. Refugees returning to Syria have mentioned family reunification, a lack of employment opportunities, and a desire to continue education as the principal reasons for return despite the on-going conflict in Syria. UNHCR provides counseling about the risks associated with returns to Syria and ensures specific attention is given to certain profiles, such as children who wish to return or could be left behind and women travelling alone.

PARTNERS WITHIN THE GOVERNORATE

- Arab Renaissance for Democracy and Development (ARDD-Legal Aid), Care International (CARE), International Medical Corps (IMC), International Organization for Migration (IOM), International Rescue Committee (IRC), International Relief and Development (IRD), Jordan Health Aid Society (JHAS), The Jordan Hashemite Fund for Human Development (JOHUD), Jordan River Foundation (JRF), Ministry of Interior (MOI), Ministry of Planning and International Cooperation (MOPIC), Noor Al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Première Urgence - Aide Médicale Internationale (PU-AMI), Syrian Refugee Affairs Directorate (SRAD).



Sub-Office Mafraq: Housing and Urban Development, near the new military hospital, behind the Directorate of Health of Mafraq Governance