

Jordan

December 2020

Through 2020, UNHCR continued to monitor and respond to the **COVID-19 situation among refugees**, in close coordination with the Ministry of Health and the Syrian Refugee Affairs Department.

As the country has confirmed that refugees will be included in the **COVID-19 vaccination plan**, UNHCR is working with MoH to make the necessary preparations to support refugees in the vaccine registration.

Distribution of **winter cash assistance** continued in December and reached some 53,000 refugee families in the last two months of the year, to support with increased needs during the cold weather.

KEY INDICATORS

752,416

Refugees in Jordan as of 15 January 2021

83%

Refugees living outside camps in **urban areas**

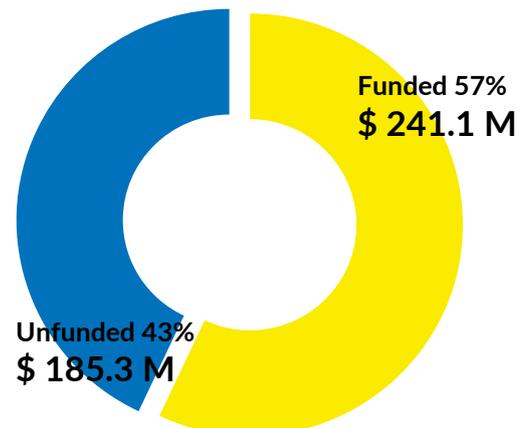
46.7%

Refugees are **children** under 17 years

2020 FUNDING (AS OF 5 JANUARY 2021)

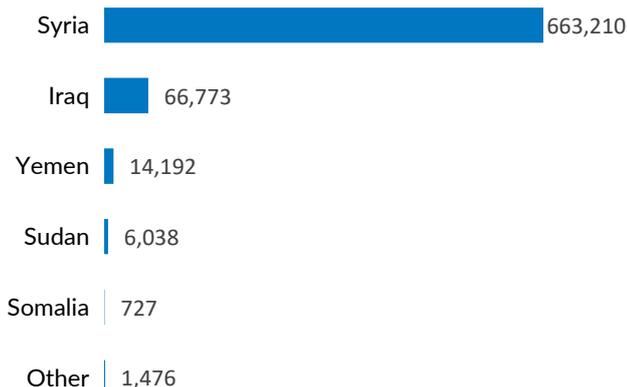
USD 426.7 M

UNHCR Jordan's financial requirements in 2020



POPULATION OF CONCERN

Countries of Origin



"I've been in Azraq camp for five winters and each one is harder than the last." Um Khaled is a 69-year-old Syrian refugee is one of many who received winter cash assistance from UNHCR.
UNHCR Jordan/Lilly Carlisle

**PROTECTION**

- In December, registration and other legal and protection activities continued through remote modalities. UNHCR continued to share information on such modalities with PoCs through different means, including the [Jordan Help site](#), the Helpline and social media pages. During this month, UNHCR and legal partners provided legal assistance – in the form of counselling, mediation, representation, and protection follow up and advocacy – to 4,823 cases. It is worth noting that the second half of 2020 saw a significant increase in cases related to eviction in comparison to the first six months, from an average of 5 cases to 40 cases per month. This is primarily due to the pandemic response resulting in diminished income-generating opportunities for PoCs, with the corresponding inability to meet rent obligations leading to increased eviction notices.
- The [distribution](#) of remotely renewed Asylum Seeker Certificates (ASC) at UNHCR's registration centres continued through the month of December, reaching a total of 7,968 families. As a result, some 29,667 refugees were able to renew their ASCs and collect them from the Amman, Irbid, Mafraq and EJC registration centres. The show rate for the ASCs' delivery process was high reaching a rate of 84%. UNHCR registration teams across Jordan continue to renew ASCs and add newborn babies to existing cases through remote modalities. Since January 2020, a total of 199,218 individuals (51,186 families) have renewed their ASCs across Jordan.
- While UNHCR has been successful in the shift to remote renewals of ASCs, remote processing is more time-consuming, and as a result, by the end of 2020, it was anticipated that 400,000 PoCs would be in possession of expired documentation. The Government of Jordan announced a [decision](#) to consider ASCs issued by UNHCR to refugees in Jordan, valid until 30 June 2021, regardless of the expiry date. This extension will allow refugees to maintain the documentation needed to remain in Jordan and access the different services.
- During December, UNHCR's child protection/SGBV teams counselled and supported some 270 individuals, who benefited from case management, legal, psychosocial services and mental health, resettlement and cash-based intervention services through UNHCR or implementing partners in the field.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- In line with the joint Communication with Communities strategy with UNICEF and WFP, UNHCR continues to disseminate updates, information and awareness materials about COVID-19 and latest government guidelines to refugees in urban areas, through a variety of channels including social media, the Bridges of Communications refugees group, CSCs and the online magazine "Working with refugees".
- In December, UNHCR Jordan's new [#AskUNHCR](#) Facebook series tackled the issues of the [Helpline and cash assistance](#), and [resettlement](#). The two live sessions, which had a duration much longer than the average 30minutes, provided important information on the two issues and addressed questions that were received live by refugees. Each session has reached over 100,000 people and generated a lot of interest through comments and questions. The [#Ask UNHCR](#) initiative has provided one more avenue for communication with refugee communities and has managed to address a number of key issues and topics of interest to refugees across Jordan.
- Some 4,988 participants joined a total of 87 online and 40 on-site activities conducted by UNHCR-supported Community Support Committees (CSCs) across Jordan. CSCs continue to support refugee communities through community engagement activities, information sharing, and food/non-food item distributions.

- UNHCR, through its national NGO partners JOHUD and NHF, continued to provide services to older persons and those with disabilities through shelter and in-home care services, assistive and oxygen devices, psycho-social support, elderly club, community-based rehabilitation, overall reaching more than 1,700 persons, including Syrian and non-Syrian refugees as well as Jordanian citizens. Health and safety measures are implemented to ensure the safety of beneficiaries.
- In December, UNHCR provided Urgent Cash Assistance to 153 vulnerable refugee families. For PoCs who test positive for COVID-19, UNHCR community-based protection teams have been following up on individual cases through phone counselling, to better understand the impact of COVID-19 on urban refugee populations and assess the needs and existing gaps in assistance.
- Within 2020, a total of 109 home-based businesses (HBBs) were registered, of which 77 were Jordanian-owned and 32 Syrian-owned, while 70 more were licensed (53 Jordanian and 17 Syrian owned). UNHCR and its partner Blumont continued to support this process and worked towards connecting HBBs to various established platforms to access larger markets. Additionally, Blumont provided 74 HBBs with seed grants to develop and maintain their businesses.



CASH ASSISTANCE FOR BASIC NEEDS

- In addition to UNHCR's regular cash assistance program, which reaches 33,000 refugee families monthly, including 3,000 non-Syrian families, during November and December, UNHCR Jordan also distributed a total of USD \$12.6 million in [winter cash assistance](#), assisting a total of 46,265 refugee families in urban settings, including 13,882 non-Syrian families.
- Since the beginning of the pandemic in March 2020, UNHCR and other Basic Needs partners also distributed COVID-19 emergency cash assistance to a total of 56,222 newly identified vulnerable families. Each of those families received at least one round of assistance, with the total amount of assistance disbursed by UNHCR reaching USD \$26.5 million.



HEALTH

- December saw a decrease in the daily number of COVID-19 cases in Jordan. As of 12 January, the total cases of refugees testing positive for COVID-19 in the camps stands at 1,961 cases, of which 184 were active (132 in Zaatari, 50 in EJC and 2 in Azraq), while 1,768 had recovered (90%). Cases among refugees in camps remained below the national average, with 1.6% of the refugee population in camps testing positive compared to 3% of the total Jordanian population. In urban areas, UNHCR is aware of 145 refugees who have tested positive for COVID-19.
- During December, UNHCR continued to respond to COVID-19 in camps, working closely with the Ministry of Health (MoH) and the Syrian Refugee Affairs Directorate, to carry out surveillance and contact tracing exercises. Confirmed cases are being quarantined either in their own shelters or at isolation sites and transferred to hospital as needed as per the established protocol. In Azraq, the constriction of the Coronavirus Treatment Centre was completed, and the centre is operational and receiving patients.
- Following UNHCR advocacy, the MoH has selected 25 qualified refugee medical professionals from a list provided by UNHCR, of different specialties, including anaesthesiologists, internal medicine, general practitioners, to support the national COVID-19 response. They will be deployed as soon as their contract modalities will be agreed upon.
- As Jordan is preparing to receive the COVID-19 vaccine and initiate vaccinations, UNHCR together with MoH initiated preparations in Azraq and Zaatari camps, including identifying vaccination locations and

preparing lists of the first groups of refugees to be prioritised for vaccination. UNHCR has also been supporting persons of concern in urban and camp settings to access the government COVID-19 vaccine platform and register. Vaccinations are expected to start by mid-January.



EDUCATION

- During December, UNHCR established Connected Learning Hubs in three juvenile centres operated by the Ministry of Social Development, while multipurpose rooms were established in four schools, to support the Ministry of Education's blended and online education programming.
- UNHCR continued to support online learning through the Kolibri platform. Since January 2020, more than 17,000 users, from camps and urban settings, have accessed the Kolibri platform in Jordan.
- A group of 13 Syrian students completed their training diploma in Fashion Design at Luminus Technical University College (LTUC) in Irbid, through UNHCR's Technical Vocational Education and Training (TVET) scholarship programme. The 13 graduates will be recruited by LTUC to work in the Classic Fashion Apparel Industry in Irbid. The TVET scholarship, in partnership with LTUC and the Nour Al-Hussein Foundation/King Hussein Foundation, targets both Jordanian and refugee students. The High Commissioner [visited](#) LTUC Amman during his last visit to Jordan in September 2020.



DURABLE SOLUTIONS

- Throughout 2020, a total of 3,663 individuals were submitted for resettlement and all slots available during the year were utilized through the implementation of remote processes. While UNHCR's original annual target was 5,500, the confirmed number of places for 2020 was 3,455 (more were submitted to ensure all resettlement spots are filled), offered by Australia, Belgium, Canada, France, Ireland, Italy, Norway, Sweden, and the UK.
- In December, UNHCR Jordan continued the remote resettlement processing and conducted interviews with over 216 refugees by telephone and video, ensuring that integrity and identity verification safeguards are in place. During 2020, a total of 1,557 refugees departed Jordan to be resettled to Canada, France, Germany, Ireland, Norway, Spain and the US.
- Two DAFI graduates residing in Zaatari and Azraq camps were selected for the [Habesha](#) scholarship program. The students received legal counselling by UNHCR, were issued visas by the Mexican Embassy in Jordan and [departed for Mexico](#) in early December. Additionally, a Syrian student from Azraq camp received the [Japanese Initiative for the future of Syrian refugees](#) (JISR) scholarship provided by JICA and departed to Japan along with his family members.

High-Profile Visits and Events

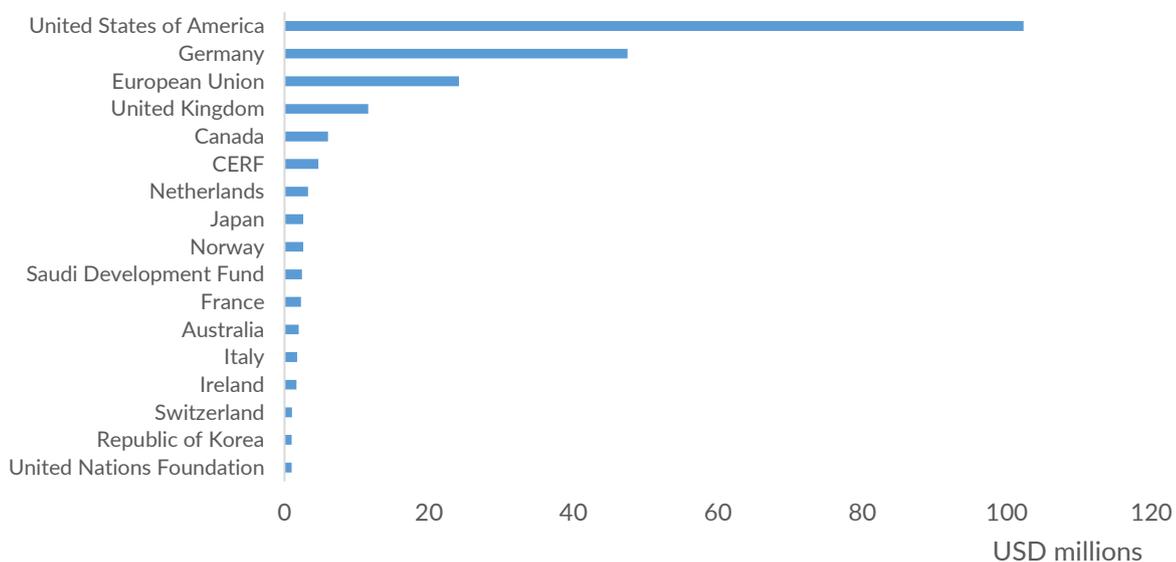
- Due to COVID-19 and under the government's guidance, UNHCR Jordan continues to discourage external field missions to the operation. Donor missions and high-profile visits will resume in full once the situation with the pandemic improves and no longer poses a risk of exposure to UNHCR's people of concern.
- In parallel with UNHCR's global 70th anniversary, December also marked the [30th anniversary](#) of UNHCR Jordan. The operation launched a [virtual timeline](#) detailing key moments and historical events which have affected refugee lives in Jordan.

Financial Information

Total recorded contributions for the operation in 2020 amount to some **US\$ 241.1 million**, covering 57% of overall needs for refugees in Jordan.

UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

Earmarked contributions to UNHCR Jordan in 2020 (over 1 million USD)



Special thanks to the major donors of softly earmarked contributions in 2020 (in USD)

Germany (62.7M) | United States of America (26.3M) | United Kingdom (24.8M) | Denmark (14.6M) | Private donors Australia (13.7M) | Private donors Germany (11.2M) | Private donors USA (9.6M) | Canada (8.7M) | Sweden (6.1M) | Finland (5.5M) | Private donors Japan (5.5M) | Private donors Republic of Korea (4.7M) | Spain (3.4M) | Private donors UK (3.4M) | Ireland (3.3M) | Private donors UAE (2.4M) | Private donors Lebanon (2.3M) | Japan (2.1M)

Thanks to other donors of unrestricted and regional funds in 2020 (in USD)

Sweden (88.2M) | Private donors Spain (73.5M) | United Kingdom (45.7M) | Norway (41.4M) | Private donors Republic of Korea (37.5M) | Netherlands (36.1M) | Denmark (34.6M) | Private donors Japan (31.6M) | Germany (25.9M) | Japan (23.8M) | Private donors Italy (17.6M) | Switzerland (16.4M) | Private donors Sweden (14.28M) | France (14M) | Private donors USA (10.8M) | Italy (10.6M)

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LINKS

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