Jordan

March 2023

UNHCR supported the hosting of the first ever **Global Refugee Labour Mobility Summit,** which brought together international actors working to expand labour mobility opportunities for skilled refugees and included a job fair with concrete job opportunities.

A joint UNHCR-World Bank paper applied a new approach to measure poverty. This showed that **66 per cent of refugees in Jordan** live **below the international poverty line**. UNHCR will use the findings to update the targeting of its cash assistance.

UNHCR continued to provide critical **cash assistance** to 213,000 vulnerable refugee women, men and children across Jordan. Over 60 per cent received their assistance via the efficient tool of **mobile wallets**.

KEY INDICATORS

741,450

Refugees in Jordan as of 31 March 2023

81.8%

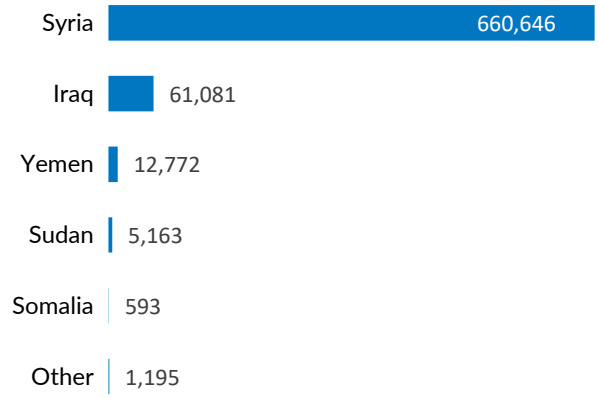
Refugees living outside camps in **communities**

46.2%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



** Registered with UNHCR*

A refugee explaining his products to a customer. UNHCR organized a bazaar during the Global Refugee Labour Mobility Summit where refugees showcased and sold products they had made © TBB

PROTECTION

- In March, UNHCR, the UN Refugee Agency, interviewed over 46,000 refugees for registration purposes, including renewal of documentation. Over 90 per cent came to UNHCR's Registration Centres (RCs) in Amman, Mafraq, Irbid, as well as Zaatari and Azraq camps, and the rest accessed remote processing. The RCs also continued to receive refugees for protection and counselling appointments.
- UNHCR completed the data verification in camps, which started a year ago in March 2022, with 88 per cent of the targeted families reached. The aim of the outreach was to ensure accurate and reliable registration data on refugees living in camps.
- UNHCR continued to share information with refugees and asylum-seekers through different means, including the Helpline and social media, with 15,700 visitors on the Help site and over 133,000 calls handled on the Helpline in March.
- UNHCR and its partner continued to provide legal assistance, representation, mediation, and counselling to refugees. Close to 260 families were at risk of eviction, due to outstanding payments from lease agreements, a sign of vulnerability that is overall on the rise. In addition, in partnership with UNHCR, Sharia courts issued over 980 documents attesting vital events to refugees in camps, while over 1,600 birth certificates were issued by the Civil Status Department to refugees and asylum-seekers across Jordan.

COMMUNITY EMPOWERMENT

- In March, UNHCR organised different activities for refugees and host community members with Community Support Committees (CSCs), including info sessions to help refugees who are shifting from using bankcards to mobile wallets to receive UNHCR cash assistance. Altogether, CSCs reached over 3,800 participants this month.
- In March, over 1,000 refugees reached UNHCR's community-based protection teams through mobile helpdesks where in-person counselling and case management services were provided.
- UNHCR, through its partners, provided support to over 740 refugees with specific needs, including elderly and refugees with disabilities, in the form of rehabilitation services and assistive devices such as wheelchairs, hearing aids, eyeglasses, etc
- Following the cold weather in March, and in addition to similar distributions earlier this year, UNHCR, through its partner JOHUD, distributed around 20,000 thermal clothes donated by UNIQLO to refugees and asylum-seekers across Jordan.

CASH ASSISTANCE AND SELF-RELIANCE

- In March, UNHCR's regular cash assistance for basic needs reached around 30,000 vulnerable refugee households Cash continues to provide a lifeline for many vulnerable refugees who are unable to make ends meet even if they earn some income through work. Almost 50 per cent of refugees in host communities now have mobile wallets, joining the almost 100 per cent in camps in using them.
- In addition, UNHCR supported over 170 refugee families who faced imminent challenges such as detention and evictions with urgent cash assistance.

HEALTH

- Health partners in Zaatari camp were unable to serve all patients coming to the clinics, which prevented some refugees from receiving treatment. In addition, the number of consultations a physician provided per day continued to increase in March which affected the quality of medical care. These challenges resulted mostly from the closure of the partner's clinics last year. Thanks to funding from the Qatar Fund for Development (QFFD), there are discussions on reopening of these clinics which may help improve the situation.
- At Azraq camp, two clinics are being merged at a new site. The facility is expected to be fully functional by May 2023.

SOLUTIONS

- Over 670 people left Jordan to resettlement countries in March. 40 per cent of the annual resettlement quota was already achieved as of end of March with 2,500 submissions.
- Over 50 refugees are known to have left Jordan on various pathways, such as educational opportunities, employment schemes, or family reunification, bringing the total number to 130 since the beginning of the year. Over 570 individuals have been assisted to access pathways through counselling, referral, or travel formalities.
- The first ever Global Refugee Labour Mobility Summit took place in Jordan from 6 to 10 March 2023. Co-hosted by Talent Beyond Boundaries (TBB) and Fragomen with support of UNHCR and the Global Task Force on Refugee Labour Mobility, it focused on addressing obstacles refugees face in taking up international job opportunities and identifying solutions through complementary pathways. It also included a job fair with around 60 international positions available for refugee candidates. UNHCR profiled and shared 350 skilled refugees with TBB.

SHELTER & ENERGY

- In Azraq camp, none of the blocks were disconnected from electricity during 10-hours of daily provision of electricity, compared to 20-30 per cent in previous months This is a positive development indicating behaviour change for more responsible energy consumption on the refugee side.
- The solar plant in Zaatari camp is currently working with 60 per cent of its production capacity with four out of ten inverters out of service. UNHCR facilitated a visit of the inverters' manufacturer who is now analysing current issues and identifying solutions.
- UNHCR finalized installing 400 private latrines at household level, which successfully covered all the vulnerable households in the camp.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In March, UNHCR facilitated high-level visits and events, including:

- A visit by European Union taskforce lead for Brussels VII Conference, Alessio Cappellani, during which he met with refugees and the UNHCR Representative.
- A multi-donor visit to Zaatari camp with focus on health-related activities. The Ministry of Health and donors contributing to the Jordan Health Fund for Refugees (e.g. USAID, World Bank, Canada, Denmark

and Italian Cooperation) visited the camp where they saw the challenges refugees face in accessing healthcare and the need to align health structures of the refugee response with the national system.

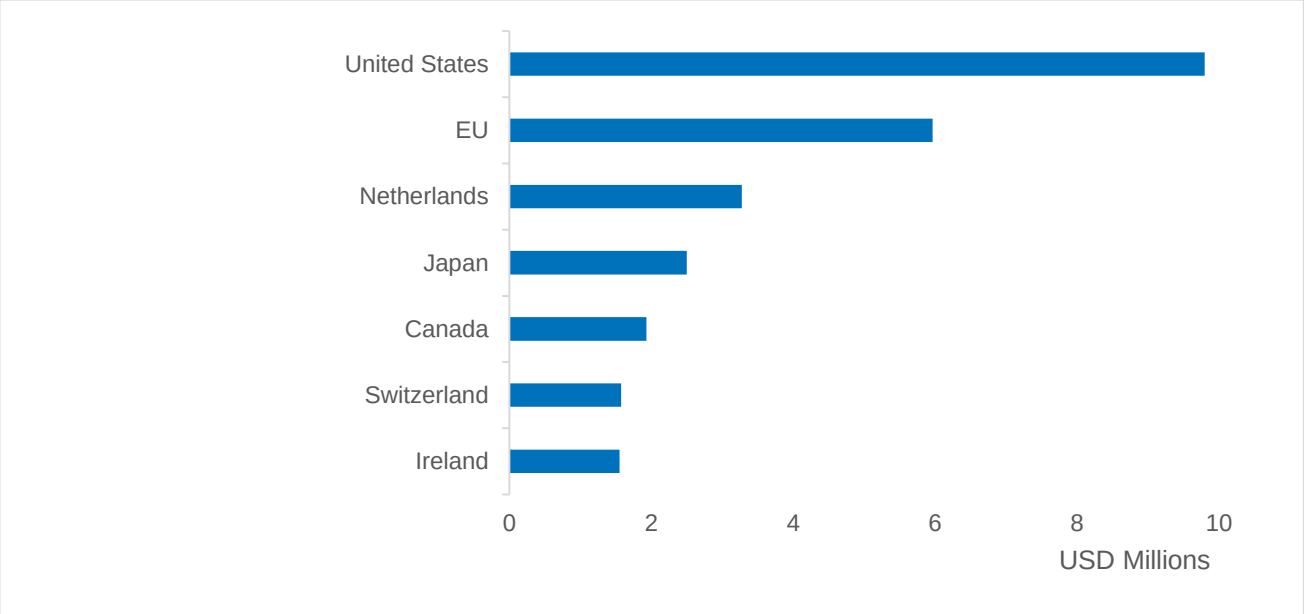
- A visit by eight META influencers to Zaatari camp during which they had individual encounters with refugees, including during a group *iftar* dinner prepared by two of the influencers who are famous chefs. The content that was created on social media following the visit (examples: here and here) called for action including through donating to UNHCR and reached over 500,000 people.

Financial Information

Total recorded contributions for the operation in 2023 amount to some $60million.

UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

Earmarked contributions to UNHCR Jordan in 2023 (over $500,000)



Special thanks to the major global donors of softly earmarked contributions in 2023 (in US$)

Private donors Germany (2.5M) | Private donors Australia (2.1M)

Thanks to other global donors of unrestricted and regional funds in 2023 (in US$)

Sweden (69M) | Norway (63.1M) | Denmark (35.6M) | Netherlands (34.1M) | Germany (23.1M) | Switzerland (18.9M) | Belgium (11.9M) | Ireland (11.9M)

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