Jordan

August 2024

Key highlights

The Ministry of Higher Education and Scientific Research with the support of UNHCR launched **the Electronic Connecting System**, which contains basic information about all students, including refugees. It will help to address refugees' needs and inform allocation of resources.

Refugees in urban areas can now book an appointment to renew their Asylum-Seeker Certificate more quickly and efficiently, as UNHCR launched **the Interactive Voice Response functionality** of the Helpline.

Through the new scholarship programme 'Welcome Corps on Campus', **40 refugee students from Jordan** will have the opportunity to study in the United States in the 2024/25 and 2025/26 academic years.

Rania, 17, is full of joy after receiving a high score on her final school exams. She hopes to get a university scholarship to study journalism. © UNHCR/Shawkat Alharfoush

PROTECTION

- UNHCR met with over 54,000 refugees in August to ensure that they have proper and updated documents and can access basic services and support.
- During the month, UNHCR and its partners counselled and provided support (cash assistance, legal advice, psychosocial support) to over 230 individuals who faced **gender-based violence (GBV) and/or other protection risks.** The number of GBV cases referred to UNHCR almost doubled in the past two month compared to previous months.

From January to August this year, UNHCR provided nearly **650 individual consultations** on gender-based violence, with more than 50 per cent occurring in the last three months.

- UNHCR launched the Interactive Voice Response functionality of the Helpline allowing refugees living in urban areas to book an appointment to renew their Asylum-Seeker Certificate more quickly and efficiently. Now over **80 per cent of appointments** at the UNHCR registration centre in Amman are automated. This includes sending automated reminders to refugees, which in turn has increased the number of refugees showing up on the day of appointment.

COMMUNITY EMPOWERMENT

- The Community Support Committees and the Women Empowerment Network organized 62 educational, cultural, and social activities for almost **1,800 refugees and Jordanians**, most of them being female.
- In August, the Irbid Community Support Committee organized **a summer fun club** for 46 refugee and Jordanian children. The club offered various activities, such as a workshop on first aid, training sessions on photography and video editing, film screening, and sport competitions. This initiative, supported by the Greater Irbid Municipality, the Tourism Directorate, INTERSOS, the Innovation Lab at Princess Basma Center for Development, and other partners, provided a safe and friendly environment for children to learn and play.

CASH ASSISTANCE AND SELF-RELIANCE

- In August, UNHCR distributed $4.6 million in **basic needs cash assistance** to some 23,00 families in host communities, covering more than 84,000 people.
- Since May, UNHCR has been collaborating with Jordan Post to bring financial services **closer to refugees**. In August, UNHCR conducted training sessions for Jordan Post employees and orientation briefings for refugees on how the post offices can undertake refugee biometric verification and mobile wallet onboarding to facilitate the distribution of cash assistance.

HEALTH

- UNHCR, through its partners, provided support to some **1,000 people with specific needs**, including the elderly and people with disabilities. The support includes provision of assistive devices, community-based rehabilitation services, counselling and psychosocial support. Due to limited resources, the waiting period for an initial consultation ranges from 1 to 4 weeks depending on the complexity of the case, with follow up appointments scheduled based on the treatment plan.
- Some **1,190 refugees from Azraq and Zaatari camps** received emergency and/or vital function-saving health interventions at affiliated public healthcare facilities.

More than **160,000 refugees** in Jordan have a serious medical condition, disability or other specific needs.

EDUCATION

- On 29 August, the Ministry of Higher Education and Scientific Research with the technical and technological support of UNHCR launched **the Electronic Connecting System for Higher Education in Jordan**. This is a unified platform for higher education entities in Jordan which contains basic

information about all students, and now for the first time also includes information about the refugee status for refugee students. Consequently, it will help address the existing gap of information on refugees in higher education. The availability of this information will help facilitate both data and monitoring of refugee enrolment, which in turn can improve the allocation of educational resources and status-related entitlements, as well as support planning, programming and evidence-based decision-making and policymaking.

SOLUTIONS

- UNHCR successfully placed first refugees into **new programmes for employment and education**. A Syrian refugee, Ammar moved to Belgium with his family through the Displaced Talent for Europe initiative. He will work with a food processing and shipping company in Ghent. Another refugee, Sara, was the first student from Jordan who went to the US through the Welcome Corps on Campus, a new US scholarship programme for refugees.
- In August, some 480 individuals left Jordan through **resettlement** in third countries.

39 refugee students have been accepted from Jordan to study in the US through the Welcome Corps on Campus in the 2025/26 academic year.

SHELTER

- In Zaatari camp, the electrical network cutoffs continued to occur during August due to high load and hot weather conditions. This caused a reduction of the electricity provision by five hours on average per day for most of the districts, with electricity consequently provided only between 9:00 and 18:00. UNHCR is working on managing fair distribution of the available capacity.

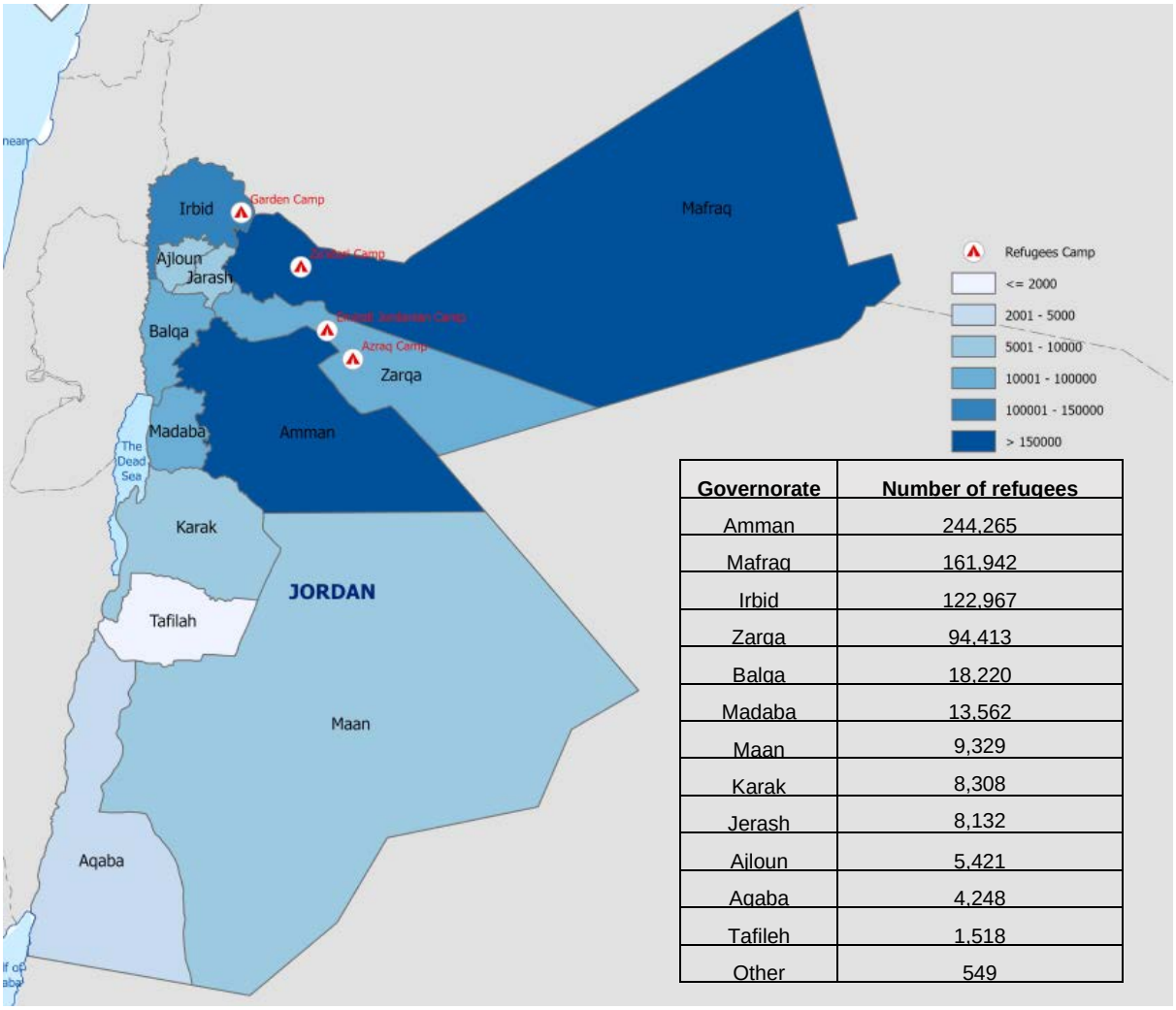
INTERAGENCY COORDINATION

- The Inter-Sector Working Group is continuing its work on localization by empowering local organizations through equitable partnerships. The Inter-Agency Coordination Unit presented a framework introducing five key localization indicators for partner reporting. The Localization Task Team plans to map best practices and engage with the Ministry of Planning and International Cooperation to integrate a localization marker into the Jordan Response Plan and the Jordan Response Information System for the Syria Crisis, similar to existing gender and protection markers.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- In August, UNHCR hosted high-level meetings and visits for representatives from Bulgaria, Canada, Germany, Luxembourg, the United Kingdom, and the US. The visitors held consultations with UNHCR and met refugees in communities and/or camps to hear first-hand about their challenges and achievements.

Key Refugee Figures (as of 31 August 2024)



Governorate	Number of refugees
Amman	244,265
Mafraq	161,942
Irbid	122,967
Zarqa	94,413
Balqa	18,220
Madaba	13,562
Maan	9,329
Karak	8,308
Jerash	8,132
Ajloun	5,421
Aqaba	4,248
Tafileh	1,518
Other	549

** The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.*

- 81.5% refugees live outside camps **in communities**

Financial Information

Total recorded contributions for the operation in 2024 amount to some $133 million. UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and softly earmarked funds.

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