

11-24 May 2014

SYRIAN REFUGEE RESPONSE

JORDAN INTERAGENCY UPDATE



Syrian refugees moving into their new home, recently brought to the market through NRC urban shelter programme ©NRC/G. Schaumberger

#NoLostGeneration



HIGHLIGHTS

- **Pope Francis visits Jordan and meets with refugees** – Pope Francis visited Jordan and met with refugees on 24 May, as part of a three-day trip to the Holy Land. He thanked Jordan for welcoming hundreds of thousands of refugees fleeing Syria, decriing the “globalization of indifference” regarding Syria civil war and calling for an urgent and peaceful solution to the conflict. He urged world powers “not to leave Jordan alone in the task of meeting the humanitarian emergency”.
- **The main phase of population verification exercise in Zaatari ended up on 21 May** – The verification will continue during an additional period of one month to process the cases of individuals who are on hold for different reasons. With the addition of the refugees who arrived in Zaatari after 23 March, it is estimated that the final population of the camp will be between 85,000 and 90,000 persons.
- **UNHCR cash assistance reaches more than 20,000 families per month for the first time since the onset of the program in May 2012** – On 24 May, 20,333 families (80,615 individuals) were benefitting from cash assistance. The program targets 11 groups with specific needs, including large families, persons with disabilities and women-headed households. Approximately 40% of beneficiary families are headed by women.

RRP6 Funding Status (as of 24 May 2014)

Financial requirements	US\$ 1,200,650,591
Funds received	US\$ 325,807,448
To be funded	US\$ 874,843,143

REGISTRATION

Active Syrian population registered with UNHCR

Total active Syrian population registered with UNHCR

598,360

As of 24 May 2014

Between 11 and 24 May, UNHCR registered **5,405 Syrians**:

- 1,516 persons in Amman
- 437 persons in Irbid
- 141 persons in Zaatari
- 7 persons in EJC
- 3,303 persons in Raba Sarhan
- 1 person in Azraq

Population in **Azraq camp** on 22 May was **6,063** persons.

Syrians originated mainly from:

- Dar'a 1,629 persons
- Aleppo 892 persons
- Homs 788 persons
- Rural Damascus 534 persons
- Damascus 399 persons
- Ar-Raqqa 399 persons
- Hama 220 persons



495,909

Urban

82.9%

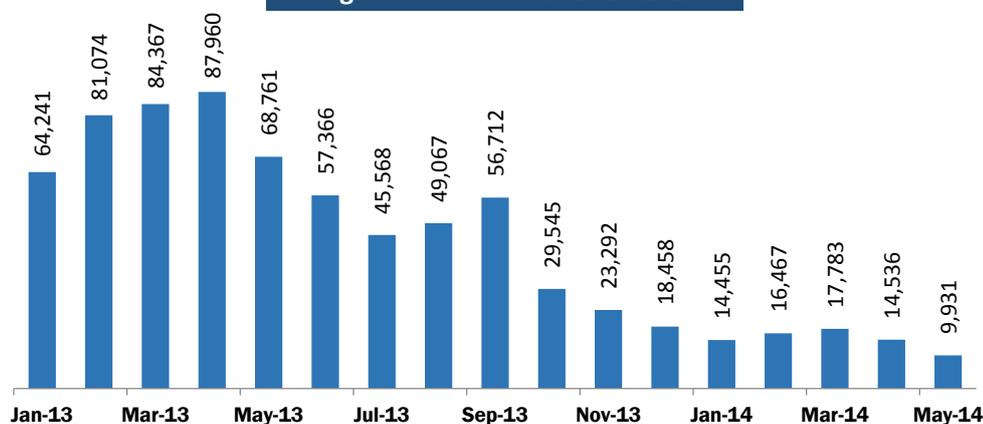


102,451

Camps

17.1%

Registration Trend in 2013-2014



Zaatari population verification exercise

Between 27 January (beginning of the exercise) and 20 May 2014, UNHCR has called 114,196 refugees for verification. 72,906 were confirmed as active in UNHCR registration database and effectively living in the camp. 57.6% were children.

A total of 26,932 individuals have been inactivated as they either failed to present themselves within ten days after the scheduled appointment, had duplicated files in the registration database or reportedly returned to the country of origin. Inactivation represent 23.5% of the number of persons called for verification.

As the main verification phase has ended, the full exercise is expected to be finalized by the end of June, after completion of the next steps:

- Issuing health booklet for the refugees who passed through Raba Sarhan after 23 March and were not supposed to be called for verification (16,000 persons).
- Issuing service card for refugees for whom the Syrian Refugee Affairs Department (SRAD) was unable to issue Ministry of Interior service cards during the verification exercise.
- Process the litigation cases on a case-by-case basis (6,114 individuals).

PROTECTION

Ensuring refugees' access to counselling, assistance and protection interventions

Between May 2013-April 2014, Syrian refugees benefited from **more than 100,000 home visits** for vulnerability assessment and follow up of assistance and protection intervention. This corresponds to an **average of 400 visits per working day**.

Since March 2011, UNHCR has identified and assisted **100,056 Syrians with specific needs**.

During the first four months of 2014, UNICEF and partners reached **72,031 boys and girls with psychosocial support services** through 124 child and adolescent friendly spaces and multi-activity centres, in camps (57) and host communities (67).

In addition to the permanent help desks in Amman, Irbid and Zaatari, UNHCR organised six mobile help desks in Aqaba, Karak, Ramtha, Tafileh and Zarqa (2). UNHCR staff provided counselling and assistance to 3,919 families, mainly for renewal or registration purpose, information on cash assistance, food vouchers, health and education services.

In parallel, UNHCR and its partner International Relief and Development (IRD) have undertaken 8,420 home visits in urban areas, with the purpose of assessing the vulnerabilities of refugee families for further actions (granting of cash assistance, protection intervention) or to ensure follow-up of previous home visits.

Between 11-24 May, UNHCR info-line answered 12,406 calls from refugees, mainly for information on home visits and food vouchers (more than 60%), recuperation of documentation from Zaatari. The info-line unit is expanding from 13 to 15 staff to answer the increasing number of calls made by refugees.

UNHCR gives special attention to persons with specific needs. During the reporting period, UNHCR identified 313 cases in need of immediate protection interventions mainly related to legal advice, documentation, sexual and gender-based violence (SGBV) and child protection.

Persons with specific needs

Persons presenting serious medical condition	22,034
Persons with specific legal and physical protection needs	18,823
Woman at risk	18,268
Child at risk	12,843
Persons living with disability	10,562
Single parent	7,211
Unaccompanied or separated child	4,641
Older person at risk	3,302
Victims of torture	2,161
Family unity	141
Pregnant or lactating women presenting high risk of health complication	70

Total 100,056

Improving child and adolescent protection through training of trainers

UNICEF conducted a six-day training for trainers in Mafraq on the foundations of psychosocial support, in order to build the capacity of national partners on the frontline. Eighteen women and seven men from UNICEF partner organizations benefitted from this training, including Jordanian Hashemite Fund for Human Development (JOHUD), Islamic Centre Charitable Society (ICCS), Jordanian Red Crescent (JRC) and Jordanian Women Union (JWU). Participants were trained on the nature of profound stress, community-based protection networks, behaviour management strategies and referral pathways.

Developing ways to protect children and women in Azraq



Each day, 1,855 children are attending activities organised by UNICEF and Mercy Corps (MC) in the three child friendly spaces (CFS), the playground and the two adolescent friendly spaces in Azraq camp. Children are registering to participate in the first cycle of the “Youth Empowerment Program”. The “Smurf” CFS is now a gathering point for “lost and found children”.

Activities have started in the first UNFPA-International Medical Corps (IMC) centre for women and girls. The centre offers recreational activities, such as wool work and henna painting. Specialized response services for SGBV survivors are available from the day the camp open. The cases have been mainly received through referrals for reproductive health services and reception area.

UN agencies and NGOs are working to implement the recommendations of the SGBV working group for WASH facilities, including lighting, marking separate facilities for males/females, adjusting locks inside WASH facilities, installing privacy screens in women’s facilities and ensuring access for persons with disabilities.

BASIC NEEDS AND SOCIAL COHESION

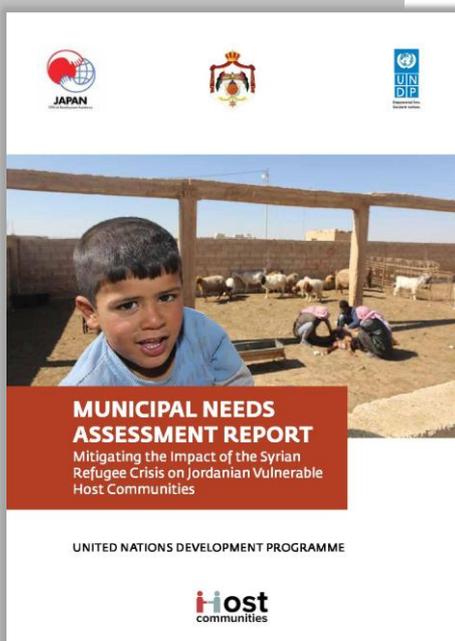
Understanding the needs of host communities and gauging public perception about the Syrian refugee crisis

UNDP completed a needs assessment in 36 municipalities across Irbid and Mafrqa governorates to better understand the needs of host communities and gauge public perception about the Syrian refugee crisis. The study focused on the needs of the host communities in relation to the delivery of municipal services (solid waste management, water, sanitation, infrastructure), Government services (education, healthcare) and other issues (employment, housing, environment, and agriculture).

Findings are based on a quantitative survey and focus group discussions with municipal councils, women representatives, youth and tribal leaders. The survey was designed to assess the municipal needs and challenges from an official and technical perspective, focusing on the support needed for public service delivery, while focus group discussions were designed to assess the needs of regular citizens and to detect signs of tensions or antagonism towards Syrian refugees.

The findings of both quantitative and qualitative components of the project, indicate similar challenges across municipalities in the North, with some variations. The report finds that challenges regarding the delivery of municipal services pre-empted the crisis, but such challenges have been severely compounded due to the influx of refugees. The assessment concluded that solid waste collection and disposal is the most affected sector in most municipalities. Consequently, waste management is the first priority for intervention in municipalities of Irbid and Mafrqa governorates.

The report can be found on www.hostcommunities-jo.org and www.jo.undp.org.



Zaatari: moving from a consuming to a self-reliant and producing place

Zaatari market relies on goods and services provided by over **3,500 shops and small businesses**, generating an estimate of **US\$ 10 million per month**.

Almost two years have passed since the first refugees arrived in Zaatari. Infrastructure projects such as roads, water, electricity as well as business have grown. Zaatari economy has become vibrant, with a dense network of informal micro-enterprises, the majority of which are joint ventures between Jordanians and Syrians, providing income and work opportunities for thousands of persons.

Today, UN agencies and NGO envision a camp community where refugees are not only satisfied in their basic needs, but also use their energy to shape their future. The objective is to reach a sustainable situation where Zaatari moves from a consuming place to a self-reliant and producing one. Several steps are taken to reach this objective.

First, humanitarian partners are supporting vocational training, alternative education, business skills and income-generating opportunities. They also rely on the dynamics of private sector and the Syrians' enterprising attitude and skills. The development of a one-stop shop in the camp that links training, business skills development and recruitments is envisaged.



In order to address challenges emerging from a self-organizing informal economy, UNHCR and ILO undertook a 3-days market regularization assessment involving government and other relevant stakeholders. The assessment provided recommendations for economic governance and market regularization: formalizing business, planning production benefitting both refugee and local communities, etc.

In addition, UN agencies and NGO are piloting family house plots that include space for home production such as food processing and handicrafts. Home production can be done with little amount of capital, at the safety of family members, both men and women. In

the future, these plots can be linked to individual electricity and water supply.

Finally, an integrated/inter-sector plan is under development with the support of Jordanian officials and a pool of experts. It will respond to identified challenges in the camp and the surrounding communities and focus on adaptive solutions.

Covering basic household items needs of Syrian families living in urban areas and camps

The Jordan Hashemite Charity Organization for Relief and Development (JHCO) reached 7,977 beneficiaries with non-food items (NFI) distribution in urban areas of seven governorates (Amman, Irbid, Karak, Mafraq, Ma'an, Tafileh and Zarqa).

In camps, NRC distributed more than 97,000 sanitary kits and soap in Zaatari, bringing the total number of NFI distributed in the camp since the start of the year to 1.3 million. NRC also distributed more than 50,000 NFI (blankets, mattresses, new arrival kits, etc.) in Azraq.

EDUCATION

Ensuring normality and continuity of schooling of Syrian refugee children in camps and urban areas

UNICEF and its partners supported nearly 10,000 children through informal education and psychosocial development interventions during the month of April.

In Zaatari, UNICEF-Save the Children Jordan (SCJ) conducted nearly 30 focus group discussions with religious leaders and community members to develop new key messages for the new “Back to School” campaign which will start in August. In Emirati Jordanian camp (EJC), distribution of stationery and payment of fees are ongoing for primary and secondary school exams and for summer remedial classes led by Norwegian Refugee Council (NRC). NRC, supported by UNICEF, is organising the mid-year exam for post-basic youth technical training in EJC with more than 1,100 youth now having benefited from the training into the two youth centres in Zaatari and EJC. In Azraq camp, UNICEF-SCJ-NRC-Relief International joint teams are going shelter to shelter to share information on informal education and catch-up classes that will be offered through the summer. NRC has registered more than 290 children to take part in the informal learning programmes that will start from 25 May. Formal school will open in September, with the start of the next academic year. One of the two schools is now fully furnished and ready to receive classes.

In host communities, UNICEF-SCJ opened five new offices in Quaira, Wadi Mousa, Shobak, Tafileh and Jarash to handle the increasing number of education referral cases received by help desks.

FOOD SECURITY

Direct food assistance and development of the e-voucher system



In Zaatari, WFP reached 84,298 beneficiaries from the 97,170 individuals on the UNHCR manifest during the first May cycle of voucher distributions. The second May cycle began on 18 May and WFP plans to reach 93,579 individuals. WFP reinstated date bar distributions and will continue to distribute Saudi dates alongside the food voucher. WFP decreased the daily bread distribution from 20.2 mt to 19.6 mt given the decrease in the camp population.

In Azraq camp, WFP began the first general voucher distribution on 12 May with plans to reach around 6,000 individuals. Distribution figures are currently being finalized. All refugees received vouchers worth JD 10 per person for two weeks, in addition to dates and bread on a daily basis.

In urban areas, WFP continues the transitioning from paper to e-vouchers. WFP has completed e-card distributions in Zarqa governorate during the reporting period, in addition to Ma'an, Tafila, Karak, Ajloun, Jerash, Balqa, Ramtha district in Irbid, Bayader Wadi Al Seer and Tabrbour districts in Amman. Distributions are ongoing in Mafraq and Jabal al Hussein. WFP expects to complete the initial e-card rollout by the end of July. JHCO also ensured the distribution of in-kind food aid to vulnerable refugees in Mafraq Governorate for 1,663 beneficiaries.

HEALTH

Reproductive health clinic in Zaatari increases its capacity

To respond to the increasing demand for reproductive health services, UNFPA and the Jordanian Health Aid Society (JHAS) have expanded Zaatari clinic capacity. The delivery rate increased by 60% between March and April. Since the beginning of the crisis, UNFPA-JHAS clinic provided safe delivery for some 1,000 babies, with zero percent mortality rate. The clinic is the only place where refugees can receive comprehensive reproductive health services, including lifesaving emergency obstetric cares, services for safe motherhood, antenatal and postnatal care, information on sexually transmitted diseases and family planning. Obstetric cares are substantial to reduce maternal and infant mortality, while family planning is central to allow refugees to freely choose the composition of their family, promote choices for better life options and decrease the rate of unwanted pregnancy.

Protecting public health through tuberculosis screening and awareness raising

During the reporting period, IOM screened 7,511 Syrian refugees for tuberculosis detection and one case resulted positive. Since March 2012, IOM has confirmed 127 suspected cases and is providing directly observed therapy and follow-up for 48 of these cases. 76 cases have completed their treatment successfully. IOM provides screening for suspected cases, directly observed therapy and awareness-raising through a medical team consisting of six doctors and nurses, and 25 community health workers intervening in the camps and urban communities.

Responding to malnutrition issues from the entrance on Jordanian territory

UNICEF and SCJ have begun infant and young child feeding programme activities in Raba Sarhan, including screening of children between 6 and 59 months of age and pregnant and lactating mothers for moderate and severe acute malnutrition through mid-upper arm circumference (MUAC) screening. UNICEF and SCJ provide supplemental biscuits and water to new arrivals, and advice for pregnant and lactating mothers. Eight nurses are working over two shifts.

MASS COMMUNICATION

Understanding media habits of refugees to better serve their information needs

UNHCR has rolled out the national survey on refugees media consumption patterns. The survey is now in its data collection phase. The samples consist of 800 responders across Jordan and are gathered by students from the University of Jordan in urban settings and by REACH for refugee population living in camps. The survey goes into detail on refugees preferred channels, their information needs per topics and highlight needs for feedback and complaints. UNHCR expect the analysis to be ready by early June and will make the data and analysis publicly available on the regional data portal.

Since March 2012, IOM has screened **402,752** Syrian refugees for **tuberculosis detection** and provided awareness-raising for nearly 300,000 beneficiaries.

“The Road”, the magazine by and for refugees in Zaatari

JEN, in partnership with UNHCR, published the first issue of "The Road: Zaatari Camp Magazine" to be distributed to refugees living in the camp. This monthly Arabic magazine aims to create a vehicle for communication and information sharing for Syrian refugees living in the camp. Most of the articles contained in the magazine are written by refugees to highlight the stories of resilience, hope, creativity and lives in Zaatari.

For the first issue, 20,000 copies were printed and distribution is ongoing in every district.



Zaatari kids discovering the first issue of "The Road" ©JEN/C. Ota

SHELTER

Shelter cash assistance program helps vulnerable Syrian families to pay their rent on time and to avoid eviction

Between January and March 2014, **4,202 refugee families** have benefitted from the cash assistance program specifically aimed at supporting refugees to pay their rent on time. Main partners in this program are ICMC, Caritas and Medair.

Between mid-2013 and May 2014, International Catholic Migration Commission (ICMC) supported 634 families (around 3,200 individuals) with cash assistance aimed at covering between three to six months of full rental payment.

According to the procedures established, ICMC pays directly the landlord on behalf of the refugees. The amount paid is based on a signed rental contract between the beneficiary and the landlord. The tenancy agreement is generally prepared by the landlord and includes the clauses applicable in accordance with local customs.

Although ICMC is not part to the tenancy contract, the landlords of all beneficiaries have to sign a declaration where they pledge to (i) not evict the household for the duration of the assistance, (ii) not increase the rent for the duration of the assistance and (iii) return any outstanding rent should the family relocate voluntarily.

ICMC informs the beneficiaries of the duration of the rental assistance and the signed pledge. Monitoring of the rent assistance takes place on regular visits to beneficiary households. On these visits, case workers verify that beneficiaries are still living in a safe environment and often meet with landlords. ICMC conducts re-assessment outreach, as a means by which ICMC can ensure it will maintain contact with beneficiary households after the agreed rent-assistance period ends.

According to post-distribution monitoring, the support has been decisive to alleviate immediate financial burden and to mitigate against threats of eviction.



During a home visit, a Syrian family benefitting from rental assistance in Mafraq ©ICMC

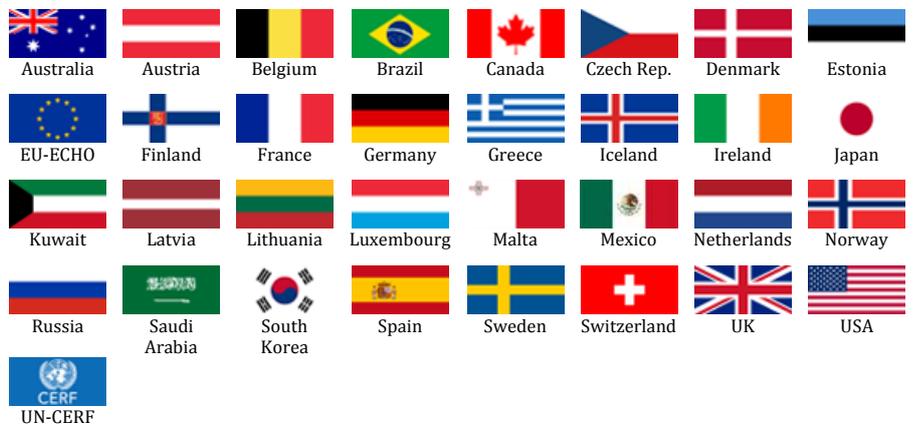
Families are selected based on initial recommendations by outreach volunteers, along with secondary visits and verifications by case workers, based on selected vulnerability criteria. ICMC develops a close relationship and intimate knowledge of the vulnerable households through the outreach process to best ascertain the particular services, such as rent, needed by the particular beneficiaries. ICMC has a verification process in place for rent assistance and crosschecks all cases with UNHCR and other organizations.

Completion and upgrading of housing units in urban areas provide shelter for nearly 2,000 Syrian families in 2014

Since January 2014, JHAS, Intersos, Medair and Mercy Corps have made available nearly 800 housing places for the benefit of some 4,000 Syrian refugees living in urban areas of Amman, Ajloun, Irbid, Jerash and Mafraq, Ramtha and Zarqa, under a program consisting in upgrading existing housing units to adequate living standards. Upgrading program can consist in electrical works, painting and prevention against humidity, ventilation, WASH and security arrangements.

In addition, NRC brings new affordable housing stock on the market through an urban shelter intervention that directly benefits Jordanian landlords. NRC provides financial and technical support to landlords to finish housing units and provide them to identified Syrian refugees rent-free for a period of between 12-18 months. To date, NRC has put an additional 1,400 on the market benefiting more than 4,500 Syrian refugees. NRC has more than 8,400 Syrian beneficiaries currently on waiting lists for the project now operating in Greater Irbid and Jerash areas and funding for a total of 3,700 units this year.

Donors to the humanitarian response in Jordan



Have contributed to this report

This report is produced by UNHCR on behalf of humanitarian organizations working on the Syrian refugee response in Jordan. The report is based on information provided by the UN Refugee Agency and partner agencies. For more information, please contact Marc Fawe at fawe@unhcr.org.

Additional reports and publications can be found on the Jordan page of the web portal data.unhcr.org/syrianrefugees.

