

## KEY FIGURES

**687,659**

Persons of concern (all nationalities) registered by UNHCR

**629,034**

Syrians registered by UNHCR

**58,625**

Iraqis, Somalis, Sudanese, Yemenis and others registered by UNHCR

**79,317**

Syrians in Zaatari Camp

**24,463**

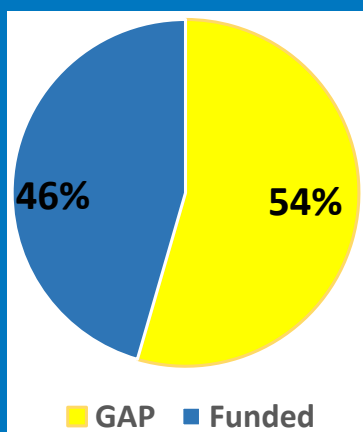
Syrians in Azraq Camp

**6,337**

Syrians in Emirati-Jordanian Camp

**USD 329 million**

requested for the operation (2015)



## JORDAN

# UNHCR OPERATIONAL UPDATE

September 2015

## INCREASINGLY COMPLEX SITUATION IN SYRIA STABILIZES RETURNS



A young Syrian refugee waits with her family at the return area in Zaatari camp in September 2015. ©UNHCR/Mohammed Hawari

The number of Syrian refugees leaving Jordan steadied in September following a sharp increase in returns the previous month. The emergence of additional actors in the Syria conflict and the anticipation of increased humanitarian assistance to Jordan are both possible factors encouraging refugees to remain in Jordan.

UNHCR further increased its cash assistance support for vulnerable refugee families throughout the month to help mitigate the “push” factors that have driven large numbers of refugees to leave Jordan. Significant among these, starting in September, was the withdrawal of food assistance to 229,000 highly vulnerable refugees owing to international funding shortages.

The latest increase in UNHCR cash support is the direct result of additional support from the United Kingdom’s [DfID](#) and the European Commission’s [ECHO](#) that has enabled the expansion of UNHCR Jordan’s cash assistance programme, as well as the generosity of thousands of individual private donors who have responded to the [UNHCR Lifeline Appeal](#) since its launch earlier this year.

At the end of September the appeal had reached US \$7,075,635, supporting 4,717 families, with additional funding still needed to help an additional 7,283 families.

## UNHCR SURVEY: ASSIST REFUGEES TO REMAIN IN JORDAN



Negative coping strategies are on the rise as refugees struggle to survive in the face of inadequate funding to humanitarian agencies and refugee-hosting countries like Jordan. ©UNHCR/Jared Kohler

More than half of those refugees considering leaving Jordan would do so because they have no other means to survive, according to a snapshot survey of 500 urban refugee households conducted by UNHCR's Field Office Amman.

Of the 49% who were considering leaving, 37% cited the inability to provide for their families, 21% the lack of access to legal employment, whilst another 13% would leave because they have no clear vision for the future.

Conversely, when asked what would encourage those considering leaving to stay, 33% answered an increase or reinstatement of food assistance, 20% the ability to find legal employment, and 19% an increase in cash assistance.

## REFUGEE CRISIS: FRESH RESETTLEMENT PLEDGES

UNHCR welcomed the announcement from Australia, Czech Republic, France and the UK in September of additional resettlement places for Syrian refugees living in Jordan. The submission "target" for Syrians has increased from 6,000 individuals at the beginning of 2015 to 8,000 and is expected to increase again due to increasing interest by several countries in providing resettlement and/or humanitarian admission spaces. The United States remains the largest resettlement country for refugees from Jordan.

UNHCR is further appealing for further expressions of support whilst at the same warning refugees through mass information campaigns against fraudulent information on the resettlement process in social media and other channels.



A UNHCR Jordan poster warning refugees about potentially fraudulent resettlement practices whilst re-emphasizing that all services provided by UNHCR are free. ©UNHCR



## KING ABDULLAH II: “FIND SOLUTIONS AND RELIEF FOR REFUGEES”



His Majesty King Abdullah II addressing the United Nations in New York in September 2015. UN photo/Marco Castro

His Majesty King Abdullah II addressed the Plenary Session of the 70<sup>th</sup> General Assembly of the United Nations on 28 September to warn of the funding crisis affecting UN agencies in the region and to appeal for more international support to refugee-hosting countries like Jordan.

*“It is the world’s obligation to find solutions and provide relief for the millions of refugees in my region. Today, we are still facing huge shortfalls, cuts and threats to vital UN programmes and agencies, including UNRWA, UNHCR and WFP ... It is high time that the international community acts collectively in facing this unprecedented humanitarian crisis, and support countries like Jordan and Lebanon which have been carrying the brunt of this burden over the past four years.”*

So far this year Jordan has received just over one-third of the \$ US 2.99 billion funding required to effectively host and support Syrian refugees as part of the [Jordan Response Plan \(JRP\)](#) that forms part of the Regional Refugee and Resilience Plan (3RP) developed under the leadership of the governments of Egypt, Iraq, Jordan, Lebanon and Turkey.

## URBAN VERIFICATION: POSITIVE NEWS FOR REFUGEES

The Ministry of Interior (MoI) has agreed to allow refugees to use a UNHCR statement of address when applying for their new MoI Service Card, thereby facilitating access for those refugees who are unable to bring their landlord to the police station or provide a certified lease agreement.

Some 206,856 MoI Service Cards have been issued so far during the urban verification exercise, including to 191,949 Syrian refugees registered with UNHCR, 30% of the total number registered. The exercise aims to issue Syrians residing outside of camps with new identity documents to improve their legal entitlement to services such as education.

The document return process, for Syrians who handed over their identity documentation to Jordanian officials upon accessing Jordanian territory, has seen 5,835 documents in urban areas returned to almost 4,000 individuals. Of the 30,507 documents requested in urban areas, 97% of these have been located in the Rabaa Al Sarhan reception facility on the Syrian border. Since September last year there has been a 50% increase in document returns.

## ZAATARI CAMP: HIGH PROFILE VISITS THROUGH SEPTEMBER



Clockwise from the top: President of the European Council, Donald Tusk; German Vice Chancellor, Sigmar Gabriel; UK Prime Minister, David Cameron, and a U.S. Congressional delegation meet with officials from UNHCR during their visit to Zaatari camp. ©UNHCR/Mohammed Hawari

Coinciding with the rise in the number of Syrians from the region seeking asylum in Europe, UNHCR witnessed an increase in international attention on Jordan's refugee population in September. A number of high-profile visits to Zaatari camp during the month included UK Prime Minister, David Cameron; President of the European Council, Donald Tusk; and German Vice Chancellor, Sigmar Gabriel.

Other visitors received by UNHCR at Zaatari included delegations from Canada, Estonia, European Union, Italy, Japan, Kuwait, Sweden, Switzerland and the United States. The visits coincided with announcements detailing an increase in assistance to UNHCR and other aid agencies supporting refugees in Jordan, most notably the US \$ 1.1 billion donation from the European Union to UN agencies working on the crisis in countries neighbouring Syria.

# URGENT LIFELINE APPEAL

Help provide a lifeline to Syrian families in Jordan. Donate Now



## OUTREACH

### Back to school: UNHCR supports new early education classes



Syrian and Jordanian children enjoy their first day at school in Tafileh. ©UNHCR

Volunteers from UNHCR's Community Support Committee (CSC) were on hand to provide support to young children on their first day at the kindergarten in the southern Jordanian town of Tafilah on 1 September. The children at the Queen Alia Development Centre kindergarten - 50 Syrian refugees and 15 Jordanians – were further assisted by UNHCR with their enrollment fees and in the provision of school uniforms, bags, books and stationary.

Some 90,000 Syrians of school age in Jordan are not engaged in formal education with 30,000 accessing informal education and the rest opting out completely thereby risking a "lost generation". UNHCR continues to advocate on the quality and access to education for all refugees in Jordan and advises on issues of protection and inclusion concerning refugees with the Ministry of Education, as well as at the inter-agency level.

### Eid Al-Adha: refugees celebrate the holiday nationwide



Eid Al-Adha Mubarak! Sudanese refugees celebrate the Eid holiday in a forest on the outskirts of Amman. ©IRD

A number of activities to mark the Eid Al-Adha holiday took place in Amman, Ajloun, Irbid and other locations across the country with the participation of large numbers of refugees, including those from Iraq, Somalia, Sudan and Syria - all with the support of UNHCR's CSCs and International Relief and Development (IRD).

## PROTECTION

### SGBV support for refugees: awareness-raising in Irbid



An officer from the Family Protection Department conducts an awareness-raising session at the Cyber City refugee camp near Irbid on 30 September. ©UNHCR/Hani Aloran

UNHCR's field office in the northern city of Irbid organized five sessions in September to raise awareness among refugees of the important services provided by the Family Protection Department (FPD) of the Public Security Directorate.

FPD officers respond to cases of physical or sexual violence that occur within the family providing psychological and medical assistance to survivors where necessary. Its services are free, without regard to nationality, with full respect for confidentiality and independent from all other police departments.

Participants at the sessions submitted anonymous questions to FPD officials on domestic violence issues, on the dangers of the internet, and on protecting children with special needs from violence. More than 360 people - mostly Iraqi and Syrian refugees - attended the sessions held in Irbid, Jerash, Ajloun, and at the Cyber City refugee camp.

### SGBV interview techniques: UNHCR provides training to service providers

Throughout September UNHCR provided training on interview techniques and psychological first aid to 50 sexual and gender-based violence (SGBV) service providers working in government agencies and NGOs. The training focused on post-assault support, case management, multi-sectoral assistance and protection services. Participants also learned how to apply sensory interviewing techniques to gather information from SGBV survivors in a way that is consistent with the neurobiological effects of trauma. Further training sessions on this issue are planned for later in the year and 2016.

### LGBTI awareness: UNHCR holds sessions for protection partners

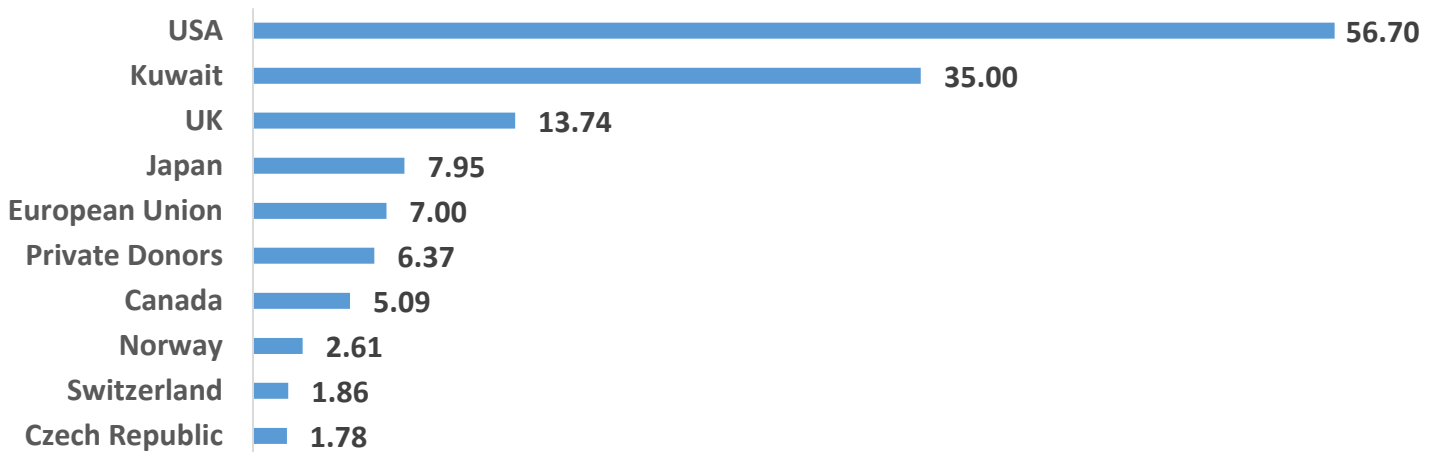
UNHCR conducted four awareness-raising sessions in Mafraq in September for protection partners working with LGBTI ((lesbian, gay, bisexual, transgender and intersex) persons of concern. Some 68 staff members (29 women and 39 men) from nine partner organizations (UN agencies, INGOs and NGOs) attended the sessions.



## FINANCIAL INFORMATION

Total recorded contributions for the operation amount to **US \$ 149.6 million**, including **US \$ 147.8 million** for the **Syria response** and **US \$ 1.8 million** for the **Iraq situation** at the country level.

### Top ten donors to the Syria situation (Jordan) in million US \$



The funding received for the Iraq situation at the country level is **US \$ 1.8 million** from the **European Union** and **US \$ 50 thousand** from **UNAIDS**. Contributions made at the regional level for the Iraq Situation Response may also benefit Jordan. To date, US\$ 147.8 million have been provided by donors at the regional level, notably from the **USA (US \$ 146 million)** and **Japan (US\$ 1.25 million)**.

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

Afghanistan | Algeria | Australia | Austria | Belgium | Canada | Costa Rica | Denmark | Estonia | Finland | France | Germany | Holy See | India | Italy | Japan | Kuwait | Latvia | Lithuania | Luxembourg | Malta | Monaco | Morocco | Mozambique | New Zealand | Netherlands | Norway | Peru | Qatar | Rep. of Korea | Romania | Russia Federation | Saudi Arabia | Serbia | Singapore | Slovakia | South Africa | Sri Lanka | Sweden | Switzerland | Thailand | UAE | USA | UK | Uruguay

## UNHCR PARTNERS

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) including the Civil Status Department, Family Protection Department & Ministry of Social Development, Noor Al Hussein Foundation (NHF), Norwegian Refugee Council (NRC), Première Urgence - Aide Médicale Internationale (PU-AMI), Syrian Refugee Affairs Directorate (SRAD).

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