

# Jordan

July 2018

Jordan is one of the countries most affected by the Syria crisis, with the second highest share of refugees compared to its population in the world, **89 refugees per 1,000 inhabitants**.

The majority of Syrian refugees in Jordan live in urban areas and in poverty: **over 85% live below the poverty line. 48% of refugees are children, and 4% are elderly.**

The Government of Jordan has taken steps to open formal employment opportunities for Syrians. More than **50,000** refugees have **active work permits**.

## POPULATION OF CONCERN

### Refugee Country of Origin

- **Syria – 669,532**
- **Iraq – 66,971**
- **Yemen – 12,194**
- **Sudan – 4,708**
- **Somalia - 813**
- **Other – 1,741**

**755,959** Refugees in Jordan

**83.3%** living in urban areas

**57** nationalities in Jordan

**126,490** refugees live in camps: **ZAATARI (78,554), AZRAQ (41,089), EMIRATI JORDANIAN CAMP (6,847)**

## FUNDING (AS OF AUGUST 2018)

**USD 274.9 M**

requested for the Jordan Operation

Funded 40%  
**\$ 110.1M**



Unfunded 60%  
**\$ 164.8M**

## UNHCR PRESENCE

**Staff: 567**

483 National Staff

84 International Staff

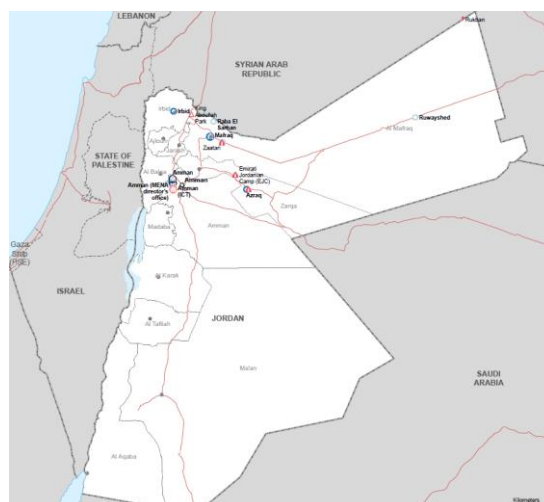
### Offices:

1 Branch Office in Amman

2 Field Offices in Irbid and Azraq

1 Sub Office in Mafraq (also covering Zaatari)

3 Registration centres in Amman, Irbid and Mafraq



# Working with Partners

UNHCR coordinates the refugee response under the leadership of the Government of Jordan, in a collaborative effort between the donor community, UN agencies, international and national NGOs, community-based organizations, refugees and host communities. Currently eight sectors provide support within the Jordan refugee response. UNHCR co-chairs several sectors and their thematic working groups, namely the Basic Needs Working Group with NRC, the Health Working Group with WHO, the Protection Working Group with NRC (as well as the associated Child Protection Working Group with UNICEF and the Sexual and Gender Based Violence Working Group with UNFPA), the Shelter Working Group with NRC and the Livelihoods Working Group with DRC. These sectors provide information, advice and advocacy to high level decision making bodies in Jordan. UNHCR supports the Syrian Refugee Affairs Directorate (SRAD) - the Government agency in charge of the management and coordination of Zaatari and Azraq camps - to ensure that assistance is provided in the most effective and efficient way possible in accordance with international humanitarian standards and protection principles.

## Main Activities

### Protection

UNHCR Jordan was the first UNHCR operation worldwide to introduce iris-scanning fraud-proof biometrics for refugee registration. Currently, over 93% of the 755,959 registered Syrians are processed using biometric technology, which enables UNHCR to process up to 4,000 refugees a day at the largest urban registration centre in the Middle East and North Africa (MENA) region, UNHCR's Anmar Hmoud Registration Centre in Amman.

UNHCR Jordan has one of the largest refugee helplines in the world, answering nearly 150,000 calls per month, including for legal advice and consultations through an automated-voice response system. The Interactive Voice Response (IVR) technology was introduced in December 2017 to increase the number of calls handled by the helpline team, with over 500 pre-recorded and tailored voice messages to fit most caller's question. Emergency or complicated calls, such as detention or protection issues, are immediately transferred to staff.

On 4 March, the Government of Jordan announced the commencement of the rectification of status campaign to regularize the legal status of unregistered Syrian refugees in Jordan. The rectification of status will formalize the status of these Syrian refugees living in urban areas and enable them to obtain Ministry of Interior service cards which facilitate access to essential services and assistance such as education and health. Refugees can approach UNHCR offices in urban areas (Irbid, Mafrq and Amman), helpdesks and can also register through UNHCR's mobile registration missions. So far, 5,299 cases (18,357 individuals) have successfully rectified their status through UNHCR; the campaign runs through 28 September 2018.

UNHCR continues its strategic global shift from the distribution of in-kind relief items to the provision of humanitarian cash assistance. Refugees receive cash through iris-scan biometric technology directly through bank ATMs. Jordan is the third largest cash programme delivered by UNHCR worldwide after Lebanon and Afghanistan. In 2018, UNHCR currently provides monthly cash assistance to approximately 27,000 Syrian refugee families and to 2,600 Iraqi and other nationality families, targeting the most vulnerable of refugees residing outside the camps. UNHCR also provides one time Urgent Cash Assistance to a small number of families depending on need and dire change of circumstances.

## Health

UNHCR provides comprehensive primary, secondary and tertiary health care services free of charge for refugees in Azraq and Zaatari camps, for vulnerable Syrians in urban areas and for all non-Syrians in urban areas. However, recent changes to Government regulations in February 2018 mean that Syrian refugees are no longer able to access the non-insured Jordanian rate for health, and should now pay 80% of foreigner rates. This will have wide ranging implications for the provision and access to services for over 660,000 refugees in the country, as well as UNHCR's ability to cover health costs going forward. The new rate means an increase in real terms of two-to-five-fold to access services. Taking into consideration the cost of travel and other barriers refugees encounter when they access public health services, they may turn to private sector services including access to open drug markets without being properly treated or diagnosed. The increase may also lead to a shift toward unsafe practices such as home deliveries, and overall changes to health seeking behaviour.

## Access to Energy

In line with Jordan's strategy to become a green economy by 2020, 2017 marked a significant milestone for access to clean and renewable energy in refugee camps, as Jordan is now home to the first refugee camp in the world powered by renewable energy. Azraq's solar plant was inaugurated in May while in Zaatari camp, a 12.9-megawatt peak solar photovoltaic (PV) plant opened in November 2017. This allowed UNHCR to increase the provision of electricity to refugees' homes from 8 hours up to 14 hours. This upgrade will ease the living conditions of families in the camp and improve their safety and security, while facilitating the storage of food and allowing children longer hours to do their homework. The plant will help UNHCR save an average of approximately \$6 million per year in electricity bills, an amount that could be redirected to expand other vital services to Zaatari camp residents.

## Education

UNHCR's Albert Einstein German Academic Refugee Initiative programme, better known as DAFI, has been implemented in Jordan for several years and is the primary conduit for tertiary education. The DAFI programme enables young refugees to unlock their potential by addressing key barriers to higher education and open doors to complete their bachelor degree in Jordanian universities. Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. To support their academic achievements and skill development, DAFI scholars receive additional support through close monitoring, academic preparatory and language classes based on students' needs, as well as psychosocial support, mentoring and networking opportunities. A total of 698 students are now currently pursuing with their higher education under DAFI program, including 27 Iraqis and Yemenis. UNHCR is also collaborating with the Japan International Cooperation Agency (JICA) on the Japanese Initiative for the Future of Syrian Refugees (JISR) for higher education, bachelor degree scholarship in Japan. In 2017, 20 students were granted scholarships and departed to Japan, with further potential scholarships announced for 2018, with applications ongoing.

## Durable Solutions

Overall in calendar year 2017, a total of 4,989 refugees departed Jordan to be resettled to more than 13 countries. This represents a marked decrease in resettlement departures from 2016, when 21,000 individuals, or 5% of the Syrian refugee population in addition to smaller numbers of Iraqis and other nationalities, left Jordan, making it the number one resettlement departure country in the world. In 2017, The United States, the United Kingdom and Canada were the main countries where refugees were resettled. UNHCR continues to explore avenues in 2018 for expanding the number of potential resettlement countries, advocate with traditional countries to increase their quota commitments, as well as looking to complementary pathways to resettlement including through education, family reunification and work mobility schemes.

### **Community Empowerment and Self Reliance**

Following the London Conference on the Syria crisis in early 2016 and the issuance of the Jordan Compact, the Government of Jordan waived the fees required to obtain a work permit for Syrian refugees in a number of occupations open to foreign workers and simplified the documentation requirements. These measures have encouraged employers to regularize their workers; over 50,000 refugees currently have active work permits, while the total number of permits being issued and renewed since early 2016 stands at over 100,000 allowing refugees to look for jobs. UNHCR and the International Labour Organization (ILO) inaugurated the first employment office inside a Syrian refugee camp in August 2017. The Zaatari Office for Employment, set up in coordination with the Government of Jordan, aims to facilitate access to formal work opportunities across Jordan for refugees living in the camp. Similarly, the Azraq Centre for Employment was inaugurated on 18 February 2018. UNHCR also works on a number of different initiatives to support economic inclusion of refugees, including support to livelihoods partners, using UNHCR data to identify Syrian refugees by geographical location, skill, occupation, age and gender.

There are 25 UNHCR supported Community Support Committees (CSCs) across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. Recently inaugurated Nuzha Centre in Amman is the first centre to cater for all refugee communities and with representatives from different nationalities and religious backgrounds. It offers a range of activities each working day, including activities tailored to women, children, people with disabilities, older persons and the youth. CSCs in Jordan provide a novel and community led approach to respond to the needs of urban refugees, bridging gaps between refugees and Jordanians, and helping UNHCR to give the right assistance to those who need it most. In 2017 alone, 63,000 refugees and host community members were reached through the centres.

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