

Jordan

March 2019

Monthly Cash Assistance was distributed to 126,714 Syrian refugees, 5,584 Iraqi refugees and 2,283 persons were of other nationalities.

As of 2 April, UNHCR Jordan's operation is **only 17% funded out of USD 371.8 million** - overall financial requirements in 2019.

UNHCR Jordan brought together 26 refugee vendors from Syria and Iraq to sell their handmade products at **Mother's Day #WithRefugees Bazaar**

762,420

Refugees in Jordan as of 15 January 2019

83%

Refugees living outside camps in urban areas

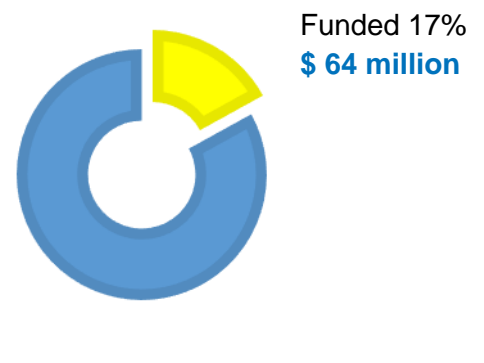
17%

Refugees living in three camps in Jordan – Azraq, Zaatari and The Emirati Jordanian

FUNDING (AS OF 02 APRIL 2019)

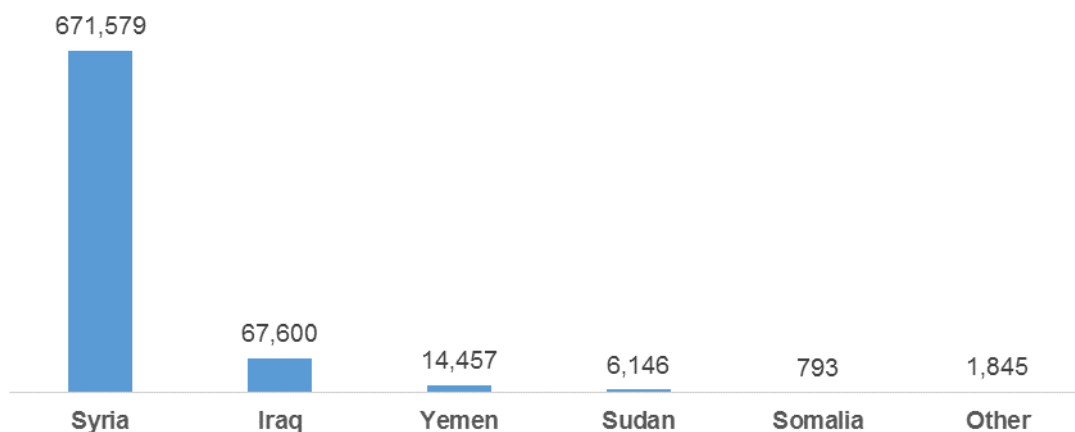
USD 371.8 million

UNHCR Jordan's financial requirements in 2019



POPULATION OF CONCERN

Countries of Origin



PROTECTION

- On 26 March, the UNHCR Jordan Representative attended the opening of a new branch of the **Government Family Protection Department (FPD) branch** in Amman, supported by UNHCR. The opening is part of a wider strategy aimed at strengthening national protection systems, with the FPD branch providing a broad spectrum of protection services to Jordanians and the large refugee population in Southern Amman, including SGBV and child protection response services. UNHCR has been working in partnership with the FPD for 11 years, including through capacity building, case management and best interests determination research and practice.
- UNHCR runs 40 helpdesks across the country as part of **community outreach**, where refugees are able to approach UNHCR with any legal or protection issues they may have – they can also approach our registration centre in Amman. During February 2019, 851 families were assisted with issues ranging from lack of cash assistance, gender based violence, regularization of status, and resettlement.
- UNHCR Jordan has one of **the largest refugee helplines** in the world. The Helpline answered over 400,000 calls in February. Since its inception in 2008, UNHCR staff on the helpline have responded to over 3 million calls. The system uses Interactive Voice Response (IVR) technology, where automated information is delivered on key topics, while 14 dedicated staff are available for emergency calls. Calls mainly regarded the following issues: Basic Needs Assistance, including Cash Assistance (80%), Registration (11%), Resettlement (5%) and other issues (4%).
- In February 2019, **UNHCR provided counselling** to 618 beneficiaries at UNHCR's registration centre in Amman. UNHCR also assessed 35 vulnerable cases of various nationalities (Syrian, Iraqi, Yemeni, Sudanese, and Somali etc.) concerning their eligibility for Urgent Cash Assistance (UCA). 10 cases for the UCA were approved.

EDUCATION

- On 27 March, UNHCR, together with its national NGO partner JOHUD, launched the first **Connected Learning Hub** in Amman as part of its education strategy to advance inclusive and equitable education for all refugees in Jordan. This is the first of a network of 10 innovative learning hubs in community centers throughout the Kingdom that UNHCR is launching in collaboration with **Learning Equality** and thanks to funding from **Google**.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- UNHCR in collaboration with City Mall Amman, brought together 26 refugee vendors, from 2 nationalities (Syrian and Iraqi) to sell their handmade products and art-crafts in a **Mother's Day #WithRefugees Bazaar** held at City Mall. The four day event from 19 to 22 March, provided refugees the opportunity to earn money to support themselves, promote their work among the general public, and mix with different communities in the Kingdom. All proceeds went directly to the vendors themselves, with the aim of inspiring entrepreneurship and creativity among refugees. This is the second bazaar that UNHCR holds at City Mall which followed a November 2018 cabinet approval to allow Syrian refugees to set up and own, home-based businesses in all sectors inside camps and within the food processing, handicraft or tailoring industries in urban areas.
- On 29 and 30 March, UNHCR participated in **the first Jordan Fashion Week (JFW)**. JFW encompasses a series of fashion events by designers, and is also a platform that raises awareness for

creative community while nurturing and supporting local and emerging designers, allowing brands to engage and further develop relationships with global influential stores and increase their visibility to top international buyers, press, media, influencers and bloggers. The partnership between the founder of the JFW and UNHCR was established in 2018, as part of the MENA Civil Society and Private Sector Network. UNHCR set up a booth to display some items and products which refugees made through home-based business and the UNHCR Representative held a panel discussion with the founder of the JFW and a refugee artist to widely share the refugee issues and stories in Jordan.

- For the second year running, UNHCR organized two teams of staff and refugees to undertake the **Dead2Red Marathon**, a relay-marathon beginning in the Dead Sea and finishing in the Red Sea in Aqaba, a distance of 242 kilometres. The Dead2Red Running Race, which involved refugees from diverse backgrounds including Syrian, Iraqis and Yemenis, from Azraq, Zaatari, and urban areas, aimed to show solidarity and foster greater understanding of refugees in the region. The teams represented a joint effort between the Directors Office in Amman and the Jordan country office, where the UNHCR 2 Billion Kilometres to Safety Global Campaign, #Stepwithrefugees, was also launched locally.
- 5,102 refugees resident in Azraq camp registered for a work permit at **Azraq Camp Employment Office (ACE)** by the end of February 2019. The majority sectors of the permits are in agriculture and construction. In addition, 1,972 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp while 376 IBVs opportunities were rotated among Syrian refugees.
- **In Zaatari camp**, there were 12,005 work permits registered at the Zaatari Office of Employment by the end of February and 14 % are women. Over 100,000 check-in check-out instances were recorded overall at the gate of the camp, indicating that work permits continue to be important to mobility. In addition, 4,314 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.

CASH ASSISTANCE FOR BASIC NEEDS

- **Monthly Cash Assistance** was distributed to 134,581 persons in February, of which 126,714 persons were Syrians, 5,584 persons were Iraqi and 2,283 persons were of other nationalities. Cash assistance is meeting the majority of beneficiaries' basic needs by helping them afford rent and pay monthly bills. It is also improving their lives by having a positive impact on beneficiaries' psychological well-being, food security, health and educational access, and financial stability.
- 3,704 **Home visit assessment** were conducted by UNHCR Jordan in February, out of which 336 cases were for non-Syrian refugees.

HEALTH

In February, health care was provided to a total of 2,771 Syrian refugees at the **United Nations Rukban clinic** at the North East border of Jordan with Syria. There were lots of patients struggling of chronic diseases which requires regular periodic visits to monitor diseases and evaluate therapeutic outcomes, which necessitates enhanced accessibility. In addition, 8 patients were admitted for further treatment at Jordanian hospitals.

Donor and High Profile Visits to UNHCR Jordan

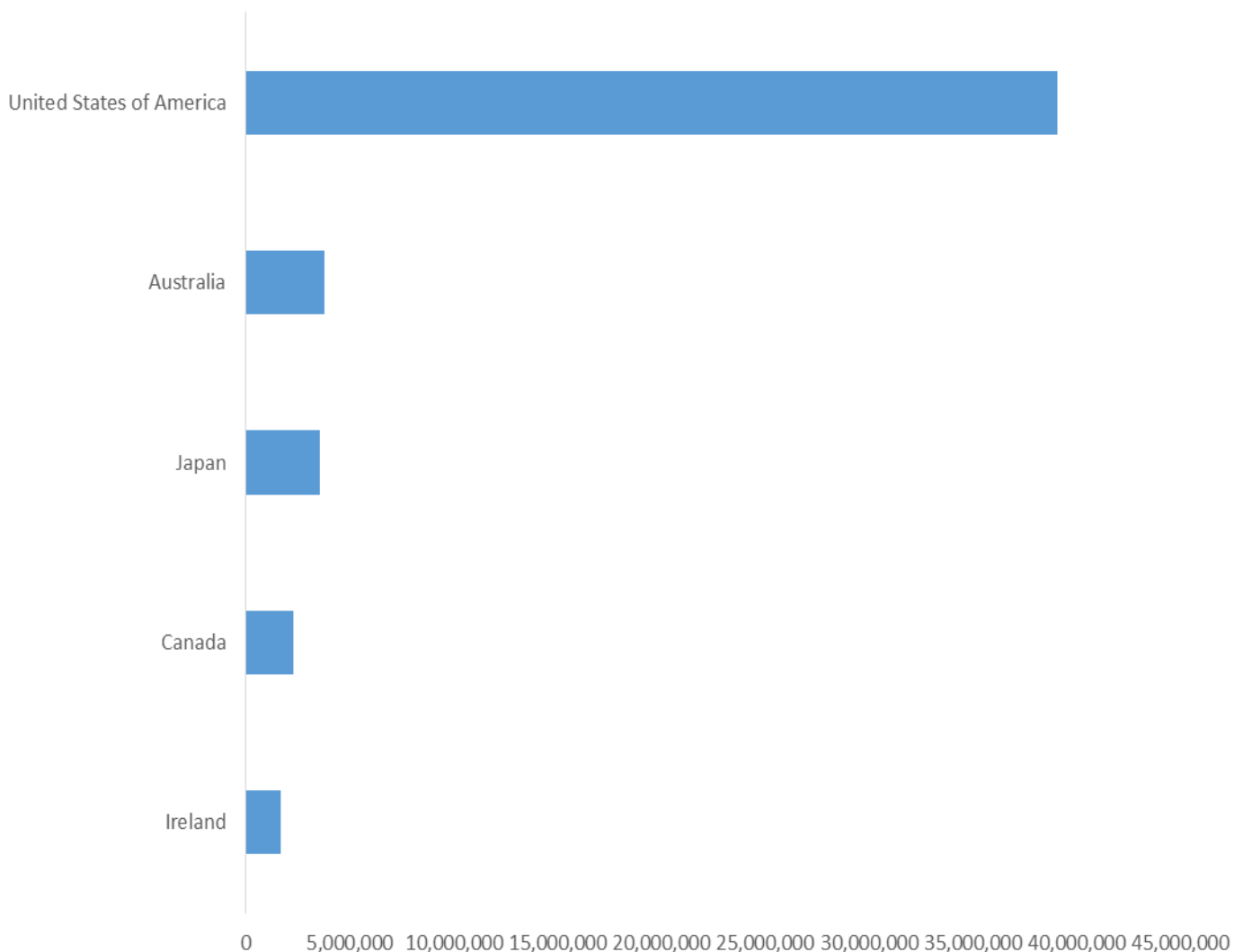
- On 3 – 5 March, Japan Platform (JPF), an international emergency humanitarian aid organization, and a Japanese painting artist visited Zaatari and Azraq refugee camp. Main purpose of visit was to guide a Japanese artist to interact with Syrian refugees' artist in a community centre. At the end of the mission, JPF mission admired refugees' paintings and crafting as well as UNHCR's work for refugees.
- On March 6, 2019, Ms. Tiina Jokst from the Political Department of the Estonian Ministry for Foreign Affairs visited UNHCR Jordan. The objective of the visit was to understand the overall humanitarian situation in the country, focusing on Syrian refugees. She visited the Refugee Registration Centre, and stopped by the Helpline, the largest refugee counselling service by phone in the world.
- On 7 March, the UNHCR Jordan Representative spoke at a Conference at the London School of Economics and Politics (LSE) Middle East Centre, entitled "between Institutional Resilience to the Syrian Refugee Crisis and the Resilience of Syrian Refugees", alongside the Resident and Humanitarian Coordinator and the Director of Humanitarian Relief Coordination Unit and the Jordanian Ministry of Planning and International Cooperation.
- While in London, the representative also held fruitful key meetings with Jonathan Hargreaves, Deputy Director for Jordan, Lebanon, and the Occupied Palestinian Territories at DFID, as well as the DFID cash team, who follow the Jordan portfolio. The meetings follow the recent announcement by the UK Secretary of State for International Development at the London Initiative in late February of a £50 million UK aid package to help over 22,000 Syrian refugees in Jordan with cash transfers.
- On 12-14 March, the UNHCR Jordan Representative participated in the third Brussels Conference on supporting the future of Syria and the region, which was co-chaired by the UN and the EU. . The conference brought together more than 1000 participants from 57 countries and more than 20 international organisations and UN agencies, to discuss the key issues affecting the Syrian people and the international response to the crisis. The conference succeeded in mobilising aid to Syrians inside the country and in the neighbouring countries, including for host communities, through pledges totalling USD 7 billion for 2019, and multi-year pledges of close to US\$ 2.4 billion for 2020 and beyond. The humanitarian needs continue to be extremely high. Over 11 million Syrians are in need of humanitarian assistance, and more than 5.6 million Syrian refugees are displaced outside the country.
- On 13-14 March, H.E. Mrs. Consuelo Rumi, Spanish Secretary of State for Migration, visited Jordan, including Zaatari refugee camp and meetings with Senior UNHCR Jordan staff. The Spanish Council of Ministers approved the resettlement of 1,000 Syrian refugees in December 2018; Jordan's quota from Spain for 2019 is 350 people, representing a significant portion after a hiatus of several years from providing resettlement places. 189 Syrians were successfully resettled during the month of March.
- On 17 March, UNHCR facilitated the visit of three US congressional delegation members comprising of Ms. Deb Haaland, Ms. Veronica Escobar and Mr. John Garamendi. The delegation was briefed by UNHCR Representative and Senior Resettlement Officer on issues related to the current situation of refugees' resettlement, and visited also the UNHCR Registration Centre to see the biometric registration system by iris scan.

- On Tuesday 19 March, Irish Minister for Defence Paul Kehoe visited the UNHCR Registration Centre in Amman. UNHCR Jordan received approval of a larger contribution from Ireland of EUR 1.5 million for 2019, double that of 2018.
- On 28th March, the Finnish Under-Secretary of State in charge of Development Policy, Middle East and Africa, Ms. Elina Kalkku in company with Finnish Ambassador to Lebanon and Jordan, Ms. Fernández and the Adviser to the Under-Secretary of the State, Ms. Anu Korppi, visited Nuzha Community Support Centre in Amman. During the short visit, Mrs. Kalkku paid a visit to refugees who were working on livelihood projects, interacted with the volunteers from multi nationalities. At the end of the meeting, the Under-Secretary of State informed the participants that Finnish government is currently working on the budget about how to support UNHCR Jordan in its response to refugee crisis.

Financial Information

Total contributions is **\$64 million** as of 02 April 2019, covering **17%** of overall needs for refugees.

EARMARKED CONTRIBUTIONS to UNHCR Jordan in 2019 (over 1 million USD):

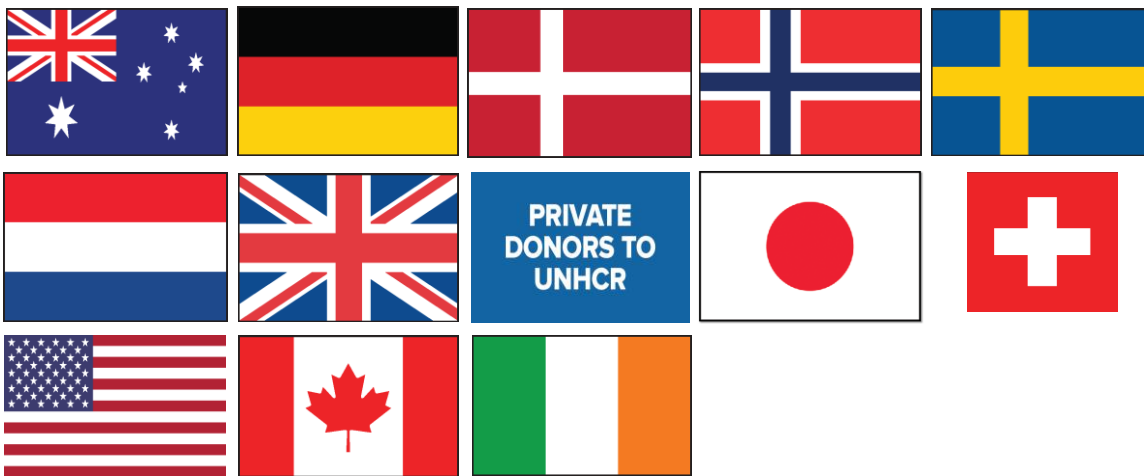


OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 56.6 million | Sweden 3.3 million | United States of America 2.3 million
Malta | Russian Federation | Private donors

UNEARMARKED CONTRIBUTIONS | USD

Sweden 90.4 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million |
Germany 26.7 million | Denmark 24.4 million | Private donors Spain 19.5 million | Switzerland 15.1 million
Algeria | Argentina | Australia | Austria | Azerbaijan | Belgium | Canada | Costa Rica | Estonia | Indonesia |
Kuwait | Malta | Monaco | Montenegro | New Zealand | Peru | Qatar | Korea | Russia | Saudi Arabia | Serbia |
Singapore | Slovakia | Sri Lanka | Thailand | United Arab Emirates | Uruguay | Private donor



CONTACTS

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