

Jordan

December 2019

- As of end November, the Winterization assistance has reached 70,974 families, including **53,928** Syrians and 17,046 non-Syrian refugee families.
- In November **32,500** vulnerable refugee families benefited from assistance in form of a **social (cash) transfer** to cover their most vital and essential needs.
- 169,180 new work permits have been issued for Syrian refugees in November

744,721

Refugees in Jordan as of 30 November 2019

83.5%

Refugees living outside camps in urban areas

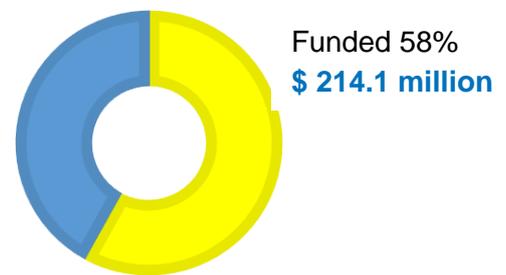
16.5%

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

FUNDING (AS OF 09 DECEMBER 2019)

USD 371.8 million

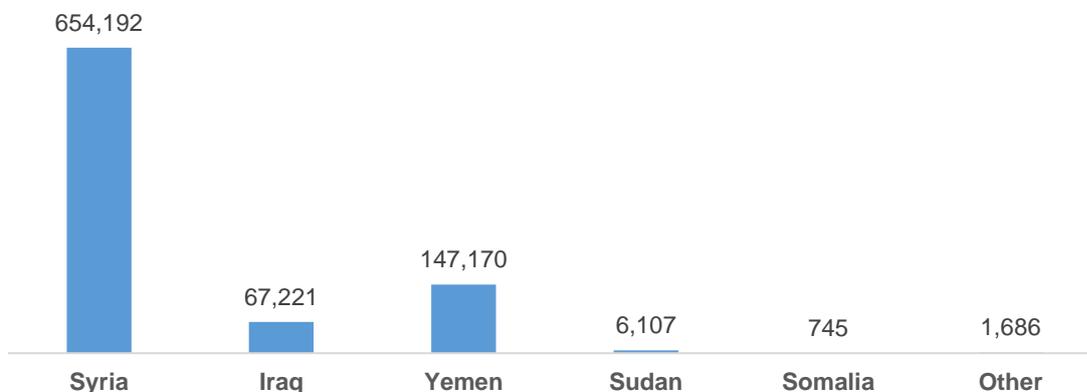
UNHCR Jordan's financial requirements in 2019



Unfunded 42%
\$ 157,6 million

POPULATION OF CONCERN

Countries of Origin



PROTECTION

- As part of community outreach, UNHCR runs 37 mobile helpdesks in eight different governorates across the country where refugees can approach UNHCR with any legal or protection issues they may have aside the registration centres in Amman, Irbid and Mafraq or those in Azraq and Zaatari. During the month of November, a total of 1,741 refugee families were assisted or counselled on cash assistance, access to health, legal assistance, regularization of status and resettlement among others. Furthermore, 1,314 refugee families were assisted to renewal their asylum-seeker certificates at the helpdesks. In addition, 27 urgent home visits to vulnerable refugees with limited mobility were carried out to assist them with documents renewal and registration cases.
- UNHCR Jordan has one of the largest refugee helplines in the world. In November, the Helpline answered 742,913 calls. A total of 3,600,222 answered calls were received during 2019 and 7,741,075 answered calls since the inception of the Helpline in 2008. Calls mainly regarded the following issues: Basic Needs Assistance, including Cash Assistance, Registration, Resettlement and other issues. 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. Out of the calls received this month, up to 900 over-the-phone appointments were made to persons of concern. The average call duration was 01:16.
- During the reporting period, over 679,000 individual asylum cases underwent the asylum certificate renewal process through UNHCR registration centres in Irbid, Mafraq and Amman.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- In Azraq camp a total of 3,669 work permits are registered in the work permit database out of which 2,473 are male and 1,196 are female. In addition, total of 133 work permits have been renewed during the reporting period. However, the total number of work permits registered in the Ministry of Labour database as of November 30th, 2019 is estimated 11,150. The total number of individuals registered in the Incentive Based Volunteers (IBV) scheme reached 16,854, with 10,223 males and 6,631 females.
- In Zaatari camp 13,349 active work permits (79% male, 21% female) are registered; Work permit-holders now represent approx. 44% of Zaatari Camp working age population between the age of 18-60. Also, the number of IBV participants currently is 5,802 individuals; the percentage of women engaged in IBV opportunities increased by further 2% to reach to 39%.
- UNHCR continues its close collaboration with MoPIC on supporting Home-Based Business (HBB) since the November 2018 GoJ decision to allow Syrian refugees to open HBB. The basic training on HBBs was concluded in five governorates to benefit partners, individual researchers and consultants. In November, under the Quick Impact Projects (QIPs), funded by UNHCR, nine out of the planned 39 Syrian Home-Based Businesses (HBBs) have already received registration and licence in coordination with partners BluMont, the Ministry of Industry, Ministry of Local Affairs, municipalities, and other local authorities. Under the same project, the third and fourth local Bazars were held in Mafraq and Karak as scheduled, this was in addition to first two bazaars held in Irbid and Amman.

CASH ASSISTANCE FOR BASIC NEEDS

- During November 2019, 32,500 Syrian and non-Syrian refugee families received multipurpose cash, and 53,928 Syrian and 17,046 non-Syrian refugee families received a one-off winterization

cash assistance. In addition, 77 families received Urgent Cash Assistance to cover their most urgent needs and 340 Syrian families received Cash for Health to pay for their medical bills.

- 7,350 home visit assessments were conducted in November 2019, out of which 575 were conducted on the non-Syrian population. Out of the Syrian cases receiving cash assistance during the month of November 10% are female headed households, 6% are elderly and 52% are minors. For the non-Syrian cases 9% are female headed households, 6% are elderly and 26% are minors.

EDUCATION

- In order to enhance education opportunities and access to online learning centres for refugees, a network of 10 innovative Connected Learning hubs (CLHs) were established in community centers throughout the Kingdom of Jordan. UNHCR has launched the CLHs together with partners Johud, CARE and Blumont in collaboration with Learning Equality Jordan, and thanks to generous contribution from Google.
- November marked the seventh month of activities for the Connected Learning Hubs and the beginning of the third cycle which is currently operating in 9 locations throughout Jordan; Amman, (Al-Hashmi & Nuzha), Irbid, Kafren, Karak, Mafraq, Ma'an, Zaatar and Azraq Camp
- UNHCR also provided one-off cash assistance to 258 refugee university students to support their higher education expenses and enable them to continue their studies. Additionally, a total of 1,173 Non-Syrian refugee school children were supported with unconditional one-time cash assistance to help their families to cover their school fees.

HEALTH

- UNHCR and partners continued providing healthcare services to refugees in Jordan throughout November. In total, 44,053 medical consultations were provided to Syrian and non-Syrian refugees living in Jordan. 320 cases were referred to hospitals out outside of camps for further treatment, and in average 42 birth deliveries were assisted.
- By the end of November 2019, UNHCR served around 3,140 beneficiaries through its Cash-for-Health programme. 98% of the recipients are severely vulnerable families. In November alone, 387 severely vulnerable cases were assisted with cash for essential health services such as emergency lifesaving cases and Reproductive Health services for pregnant women.
- UNHCR, together with UNICEF and UNFPA, continued providing medical services to at the **United Nations Rukban clinic** at the North East border of Jordan with Syria in November, when a total of 3,048 patients were received. Many of the patients struggling with chronic diseases which require regular periodic visits to monitor and evaluate therapeutic outcomes and which would require an improved accessibility. In addition, 36 medical cases were referred to further treatment at hospitals in Jordan; 37% of secondary and tertiary referrals were for obstetrics and gynecology.

DURABLE SOLUTIONS

- In 2018, a total of 5,005 refugees departed Jordan to be resettled to over 13 countries. This represents a slight increase in resettlement departures compared to previous year. UNHCR has been exploring different avenues in 2019 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.
- For 2019, the resettlement quota increased from 5,300 at the beginning of the year to an end-year target of 5,952 individuals. By the end of November 5,270 (88%) individuals were submitted for

resettlement. In 2019, United States of America, New Zealand, United Kingdom of Great Britain and Northern Ireland, Australia, Germany, Italy, Norway, France, Netherlands, Switzerland, Romania, Spain, Canada and Sweden were the countries where refugees were resettled

Donor and High-Profile Visits to UNHCR Jordan

- The Jordan operation hosted, organized and facilitated several visits throughout the reporting period to the various field locations in the country where refugees live. In Zaatari camp, some of the high-profile missions include the visit of the Special Envoy of the Secretary General of the Arab States League for Humanitarian Relief, H.E. Sheika Hissa Al-Thani, the new EU Ambassador to Jordan, Ms. Maria Hadjitheodosiou and the Maltese Minister of Foreign Affairs H.E. Mr Carmelo Abela.
- In November, Azraq camp successfully facilitated five missions including for Members of the German Parliament, the EU trust fund, the Austrian Aid Agency, the Assistant Secretary General and Deputy Executive Director of UN Women and the Vicente Ferrer’s Prize - Spain.

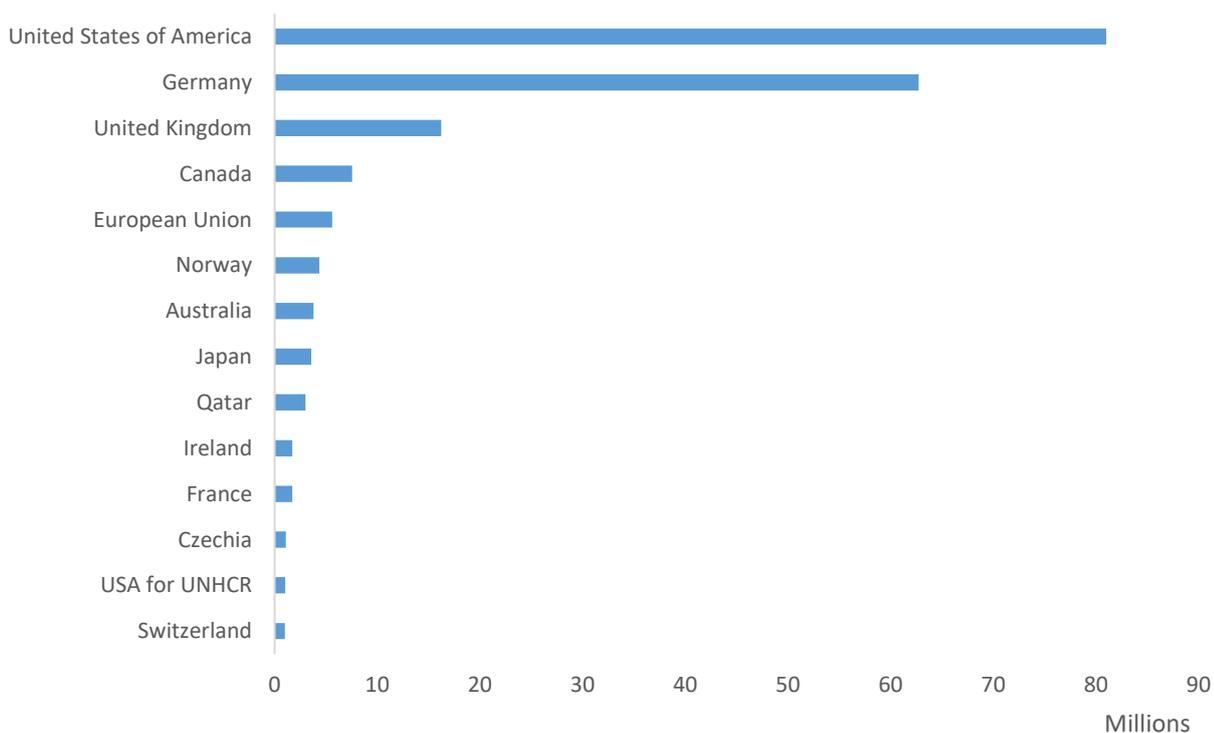
Media missions

- UNHCR Jordan continued liaising with the international and local media representatives to show refugee lives and engage with them. UNHCR held its annual Winter Bazaar where refugee entrepreneurs and skilled crafts men and women had the chance to sell their merchandise. The three-day event was covered in most local media outlets including the Jordan Times, AlGhad, AlMamlaka, Addustor, as well as international media like AlJazeera and AP.

Financial Information

Total contributions are over **\$214,1 million** as of 9 December 2019, covering **58%** of overall needs for refugees.

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



OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

United States of America 27.4 million | **Private donors Australia** 10.3 million | **Kuwait** 5 million | **Private donors Germany** 4.5 million | **Private donors Republic of Korea** 3.9 million | **Denmark** 3.7 million | **Sweden** 3.3 million

UNEARMARKED CONTRIBUTIONS | USD

Sweden 99.8 million | **Private donors Spain** 61.2 million | **United Kingdom** 44.6 million | **Norway** 44.5 million | **Netherlands** 37.5 million | **Private donors Republic of Korea** 31 million | **Germany** 26.7 million | **Denmark** 24.4 million | **Private donors Japan** 16.1 million | **Switzerland** 15.1 million | **Private donors Italy** 14.2 million | **France** 14 million | **Private donors USA** 11.7 million | **Private donors Sweden** 10.4 million | **Ireland** 10.2 million

CONTACTS: Francesco Bert, Senior External Relations Officer bert@unhcr.org