



### STRATEGIC GOALS:

#### Strengthen community-based protection work & apply approaches across different sectors

- > Provide training for partners and other functional units
- > Support with community consultation training
- > Protection interventions, such as developing child protection concepts or community-based rehabilitation

#### Support community empowerment & enhance meaningful engagement

- > Hosting social, cultural, educational and recreational activities at Community Support Centres for refugee and host community members
- > Participatory assessments implemented by the centres and involving communities
- > Informing UNHCR's protection programming and projects involving national partners (JOHUD & CARE)

#### Increase & strengthen UNHCR's protection response via outreach

- > Mobile Help Desks, counselling activities, focus group discussions, support mobile registration service

#### Solidify an inclusive approach to refugee protection

- > Design protection responses that are accessible for all, target all sectors and record data
- > Advocacy for making services inclusive to all persons of concern, by highlighting best practices and development/referral pathways

All interventions are consistent with relevant UNHCR policies, such as Communicating with Communities (CwC), Accountability to Affected Populations (AAP) and Age, Gender, Diversity (AGD) Policy.



### RESPONSE TO URGENT CASES

#### Urgent Cash Assistance



CBP team countrywide assessed **822** vulnerable Syrian, Iraqi, Yemeni, Sudanese, Somali and refugees of other nationalities regarding their eligibility for Urgent Cash Assistance (UCA) through Cairo Amman Bank (CAB). UCA was approved for the following cases:  
**557** Syrian & **265** non-Syrian - with a total amount of **190,800 JOD** - average of 300 US\$



Urgent Cash Assistance for refugees residing in Azraq and Za'atari refugee camps who were stuck in the urban areas:

- > **1,607** cases from Za'atari Camp, with a the total amount of **206,430 JOD**
- > **538** cases from Azraq Camp, with a total amount of **72,895 JOD**



### OUTREACH & COUNSELING

CBP team countrywide provided counselling to more than **5,033** cases from different nationalities through teleworking. These cases were referred through UNHCR Helpline Interactive Voice Response, Detention Unit's Hotline, CSCs, refugees representatives, Government officials, Refugee Status Determination Unit, Resettlement Unit, petitions, Ombudsman Office, UNHCR MENA Office, UNHCR Partners and Sister Agencies.



### CBP COMMUNICATION WITH COMMUNITIES

UNHCR Jordan employs a variety of information sharing and two-way communication platforms to ensure that reliable, accurate and timely information reaches refugees and that mechanisms are in place to receive their feedback. The network of **23 Community Support Centers (CSCs)** located in urban areas across Jordan, managed by **211 refugee volunteers**, representing all nationalities, as well as an equal number of host community members, are an integral part of the operation's overall communication efforts with refugees. These volunteers are trusted members of the refugee community and among them manage a series of WhatsApp groups reaching around **51,000 refugees**. Through **Bridges of Communication** refugee group, a further **85 WhatsApp groups** are managed, reaching around **11,000 refugees**. In addition to disseminating messages related to COVID-19, these volunteers are able to channel refugees' feedback directly to UNHCR through the focal points of the Community Based Protection unit and onward to relevant functional units; concerns related to cash and payment of rent have been among the main issues reported during the COVID-19 crisis, and referrals for Urgent Cash Assistance have been made for example. UNHCR's online magazine **#WorkingWithRefugees** delivers information and messages to refugees about issues affecting them, including related to COVID-19. Information on this magazine is updated on a rolling basis in real-time, ensuring that the most up-to-date information is available. In addition to UNHCR, UNICEF, WFP, Caritas, ARDD Legal Aid, NHF, HelpAge, Humanitarian & Inclusion, and The Higher Council for the Rights of Person with Disabilities (HCD) also have disseminated updates and awareness material through these CwC channels.

### SERVICES TO PERSONS WITH SPECIFIC NEEDS

(Online individual & group therapy, assistive devices, food packages & hygiene kits for shelter & in-home care beneficiaries and referrals through hotline)



#### Psycho-social Support

161 | Syrian  
168 | Non-Syrian  
17 | Host Community

**TOTAL: 346**



#### Elderly

74 | Syrian  
36 | Non-Syrian  
54 | Host Community

**TOTAL: 164**



#### Persons with Disability

804 | Syrian  
406 | Non-Syrian  
268 | Host Community

**TOTAL: 1,478**