



A child waits patiently at UNHCR's mobile help desk in Jerash. © F. Al-Sadi / UNHCR

# JORDAN

## FIELD OFFICE - IRBID

February 2016

The refugees in Irbid, Jerash, and Ajloun governorates live primarily in urban and rural areas, in communities with Jordanians. UNHCR FO-Irbid provides protection services, cash assistance, Asylum Seeker Certificates, counselling, and case management. UNHCR also works with partners to improve access to essential services, including education and health care, and coordinates humanitarian activity in the north of Jordan. FO-Irbid also manages, in cooperation with the Government of Jordan's Syrian Refugee Affairs Directorate (SRAD), two camps established in 2012: King Abdallah Park and Cyber City.

### KEY FACTS



**31%**  
Percentage of urban Syrian refugees in Jordan residing in Irbid, Jerash, and Ajloun governorates

**121,163**  
Total active caseload registered at FO-Irbid since 2013 (As of 31 January 2016)

**Feb 2013**  
Establishment of Irbid Registration Centre  
**Jan 2014**  
Establishment of FO-Irbid

**82,441**  
MOI service cards issued to Syrian refugees in Irbid AoR between August 2015 and 31 Jan 2016, upon their undergoing urban verification

### Population of concern

(As of 31 January 2016)

#### Urban:

Irbid: 141,465

Jerash: 10,415

Ajloun: 8,823

#### Camp:

King Abdallah Park: 643

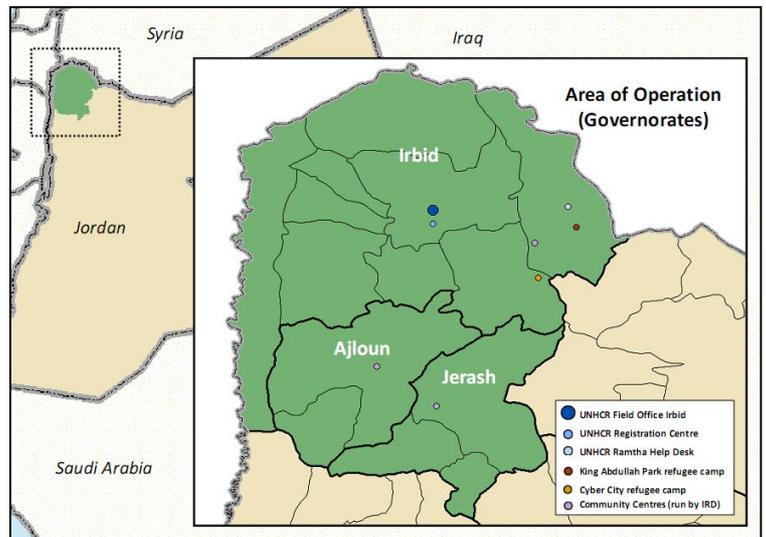
Cyber City: 266

### UNHCR Presence at FO-Irbid

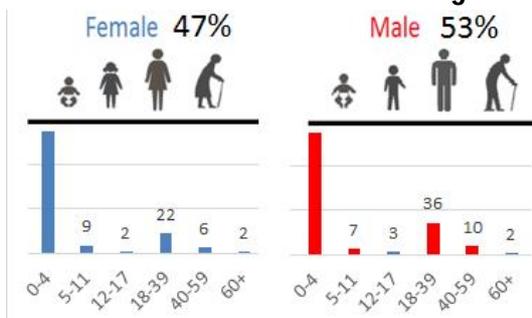
Staff: 23 UNHCR (3 international, 20 national), 30 UNOPS

### Outreach channels:

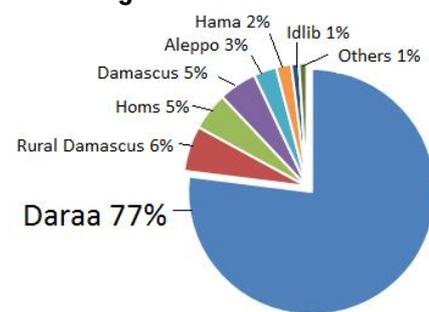
1 Fixed Help Desk in Irbid, 3 Mobile Help Desks (six times monthly), 4 Community Support Committees



### January Registrations - Age/Gender Breakdown



### Total Registrations - Place of Origin



**42,236**

Individuals assisted in Irbid, Jerash, and Ajloun with Monthly Financial Assistance in January and February 2016

**3,387,373 USD**

Total distributed in Monthly Financial Assistance to refugees of all nationalities in Irbid, Jerash, and Ajloun for January and February 2016, excluding winterization top-up

**52,267**

Queries answered from 2013 to 31 January 2016 at the Irbid Registration Centre help desk, including 1,682 in January 2016

## HIGHLIGHTS

### UNHCR completes distribution of 7,875 high-thermal blankets to vulnerable refugees in Irbid, Ajloun, and Jerash

On 4 January, FOI completed distribution of 7,875 high-thermal blankets donated by the United States to vulnerable refugees and asylum seekers via the Community Support Committees: 2,250 via the Jerash CSC; 2,250 via the Ajloun CSC; 2,250 via the Irbid Syrian CSC, and 1,125 via the Irbid Iraqi CSC. Thirty percent of the blankets were distributed to vulnerable Jordanians identified through the CSCs. The membership of the Community Support Committees is composed half of refugees and half of local community members. The committees promote social cohesion and peaceful coexistence and help UNHCR to identify and reach the most vulnerable members of the community.

### FOI holds awareness sessions on education, protection, and health services

On 19 and 20 January, a multifunctional team from FOI, in conjunction with Save the Children-Jordan and Arab Renaissance for Democracy and Development-Legal Aid (ARDD-LA), conducted two awareness raising sessions with refugees, both males and females, in Irbid and Jerash. The main topics of the activity were: the importance of education in reducing child labor and early marriage; the importance of authenticating marriage in Sharia courts and obtaining birth certificates for newborn babies; and the health services provided to persons of concern, including covering of natural and Cesarean deliveries; the role of the Jordan Health Aid Society (JHAS) focal point in Jerash, and fees for the medical clearance certificate. 150 people in Jerash and 38 people in Irbid attended the sessions.



*On 31 January, the Iraqi CSC in Irbid conducted a tree-planting activity, attended by 20 Iraqis and 10 Jordanians. © UNHCR.*

### UNHCR Mobile Help Desks in Ramtha and Jerash move to new locations

In January FOI moved the locations of Ramtha and Jerash help desks to more accessible and newer locations. The Ramtha HD is conducted at the new JHAS clinic in central Ramtha town while the Jerash HD now takes place at the NRC drop-in centre in central Jerash town. FOI conducts mobile help desks on a bimonthly basis in each of Ramtha, Jerash, and Ajloun. The mobile help desks allow refugees to consult UNHCR staff members in person about protection, community services, and health issues, as well as monthly financial assistance. This outreach service saves them the time and transport fees of the trip to Irbid Registration Centre for counseling. At the mobile help desks, refugees can also request appointments to renew their Asylum Seeker Certificates, an essential piece of documentation used as a protection tool.

## WORKING WITH PARTNERS

UNHCR's implementing and government partners in Irbid, Jerash, and Ajloun include:

[Arab Renaissance for Democracy and Development-Legal Aid \(ARDD-LA\)](#) | [International Relief and Development \(IRD\)](#) | [International Medical Corps](#) | [Jordanian Hashemite Fund for Human Development \(JOHUD\)](#) | [Jordan Health Aid Society \(JHAS\)](#) | [Noor Al Hussein Foundation \(NHF\)](#) | [Syrian Refugee Affairs Directorate of the Ministry of Interior](#) | [Ministry of Planning and International Cooperation](#)

In addition, UNHCR works with and coordinates the activities of several other operating partners on the ground. In the urban setting, Field Office-Irbid holds monthly Operational Coordination Meetings for all partners operating in Irbid, Jerash, and Ajloun, as well as biweekly Referral Coordination Meetings for field-level caseworkers. For King Abdallah Park and Cyber City Camps, Field Office-Irbid holds biweekly protection coordination meetings as well as biweekly general coordination meetings. Together with coordination from Amman and the use of online tools, these efforts increase cooperation and awareness among partners, minimize duplication in projects, improve knowledge sharing, and help actors to address gaps more efficiently.

#### For further information:

Katherine Dunn, Associate Field Officer, [dunnk@unhcr.org](mailto:dunnk@unhcr.org)

[www.facebook.com/UNHCRJordan](https://www.facebook.com/UNHCRJordan)

Jordan Regional Refugee Response Inter-agency Information Sharing Portal: <http://data.unhcr.org/syrianrefugees/regional.php>