



UNHCR Protection Outreach teams conducting an interview during an ITS visit. ©UNHCR

JORDAN

FIELD OFFICE AMMAN

March 2016

Field Office Amman's area of responsibility covers 8 governorates where 343,072 refugees from 16 different nationalities reside, of which 281,364 are Syrian refugees and 52,863 are Iraqi (97% of the total registered Iraqi population in Jordan).

FO Amman provides protection and general counselling through 8 help desks and the UNHCR one-stop-shop center in Amman/Khalda, works directly with the refugee communities through a network of 17 Community Support Committees, provides case management to survivors of SGBV and child protection, and support all refugee populations through unconditional emergency and regular cash assistance in cooperation with partners.



54%
Of total urban Syrian refugees are residing in Balqa, Amman, Zarqa, Karak, Madaba, Tafileh, Maan and Aqaba governorates.

149,566
Refugees counselled at Helpdesks since 2012 (on average 2000 every month).

9,416
Families received counseling on services within FOA AOR's in February 2016.

Population of concern

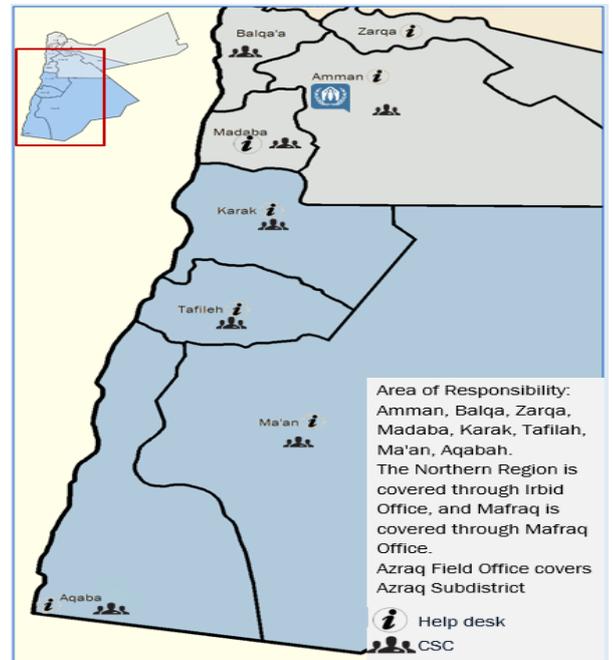
(As of 29 February 2016)

Syrian:	281,364
Iraqi:	52,863
Sudanese:	3,446
Yemeni:	3,550
Somali:	739
Others:	1,110

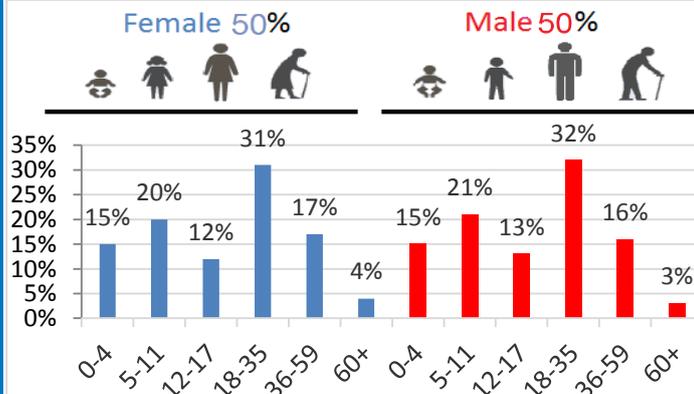
UNHCR Presence at FO-Amman

Staff: 17 UNHCR (3 international, 14 national), 18 UNOPS

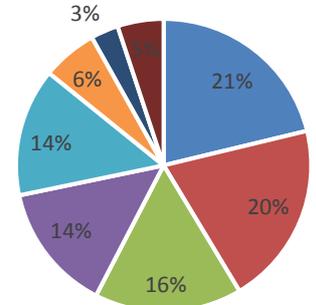
Outreach Channels: 8 Helpdesks, 17 Community support Committees.



Registrations - Age/Gender Breakdown



- Dar'a
- Homs
- Rural Damascus
- Damascus
- Aleppo
- Hama
- Ar-raqqa
- Other



25,570

Refugees and host communities received a High Thermal blanket in December, January and February 2016.

14,250 JD

One-off emergency assistance provided to 91 Syrian, Iraqi and other household who faced an emergency like eviction.

144,349

Refugees are benefitting from regular Monthly Cash Assistance (of which 7,239 are Iraqi, Yemeni, Sudanese and from other nationalities).

MAIN ACTIVITIES

Linking refugees to services becomes more efficient

- FO Amman reached out and counselled a total of 2,506 families in February through its regular helpdesks: 29 of these multifunctional outreach sessions were organized during the month of February across 8 governorates.

UNHCR continues to reach out to refugees in rural areas

- UNHCR protection teams continued to cover the specific situation of Informal Tents Settlements (ITS) and conducted two assessments in Sahab/east Amman and in Ghreghra, Aqaba. These assessments helped improved refugees' access to services, respond to their documentation and registration issues as well as identify protection risks. In addition, these visits assessed whether or not refugees in ITS are at risk of eviction and in need of specific assistance (winterization).
- Winterization projects have come to near completion with more than 25,500 refugees and vulnerable Jordanian having received a high thermal blanket between December 2015 and February 2016. FOA keeps a small contingency stock to be used during the month of March and distributed on a needs-based approach to refugees and host communities. The MoSD has communicated additional winterization needs for vulnerable Jordanian population and CSCs have indicated that small pockets of vulnerable refugee families have been identified.
- Cooperation with partners in southern and central governorates is on-going. The last Inter-agency coordination meeting for southern governorates was held on the 28th in Tafileh. Amman-based referral coordination meetings attracted between 12 and 20 partners and focused on CP/SGBV referrals and cash-based interventions. A mapping of key contact persons by agency/sector/areas has been completed for Amman/Balqa/Madaba. FAQs on MOI verification have been drafted and are ready for further dissemination.
- The outreach team maintains weekly visits for war wounded refugees in hospitals. The team is in constant contact with doctors and there are focal points in every hospital. War wounded houses are visited on a monthly basis to identify whether there are any cases in need of protection or facing any difficulties in accessing legal support. During the reporting period, the Protection team interviewed and counselled 14 cases from Al-Maqased hospital.

Community Support Committee's (CSC) conduct various activities across Jordan's governorates

- UNHCR's community-based protection unit conducted joint activities with its network of 17 CSC in central and southern governorates: a total of 217 persons, refugees and Jordanians attended educational (Math and English classes), techniques of preparation of household products, recreational activities (recycling) sessions for persons with disabilities as well as various raising awareness sessions for refugees and people from the host community as well

WORKING WITH PARTNERS

- UNHCR is working with International Relief and Development (IRD) to conduct Home Visits. Upon completion by IRD volunteers or UNHCR staff, it feeds back to RAIS and a Cash review committee determines who will be added to the Monthly Financial Assistance (MFA) of UNHCR.
- Child protection and SGBV case management and prevention are done in partnership with organizations such as NHF, JRF and FPD: case management, psycho social support, and referring cases to/from among others.
- Cooperation with associates in the South is on-going. The previous South Inter-agency coordination meeting was held on the 28th in Tafileh. The meeting involved the agreement of the partners in coordinating their plans on winterization assistance and the reviewing of the referral systems, as means of facilitating the access of services for refugees.
- UNHCR works with and coordinates the activities of several other operating partners. In urban settings, Field Office Amman holds biweekly Referral Coordination Meetings for field-level caseworkers and monthly Coordination Meetings together with DRC in the southern governorates. Coupled with the use of RAIS and ad hoc modules (such as the winterization module), these efforts minimize project duplication, the improvement of knowledge sharing, and help actors to address gaps more efficiently.

For further information:

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

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