

# Jordan

September 2021

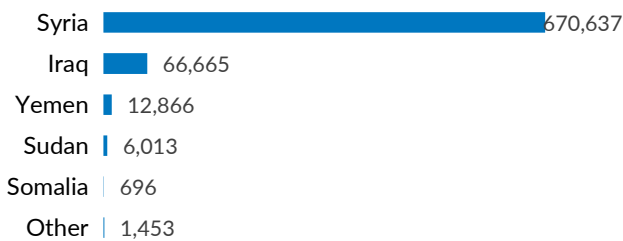
Jordan is one of the countries most affected by the Syria crisis, hosting the second highest share of refugees per capita globally. An exemplary host, Jordan has included refugees in its **national COVID-19 response** and vaccination programme.

UNHCR has restarted **in-person activities**, including through the return to the office and reopening of registration centres which are operating on an appointment basis with health and safety measures in place to minimize risk.

In a major milestone for refugee access to livelihoods, six **refugee healthcare workers** have started working in medical facilities across Jordan to support the Ministry of Health and national COVID-19 response.

## POPULATION OF CONCERN (AS OF 31 AUGUST 2021)

### Countries of Origin



**758,330** Refugees in Jordan

**57** refugee nationalities

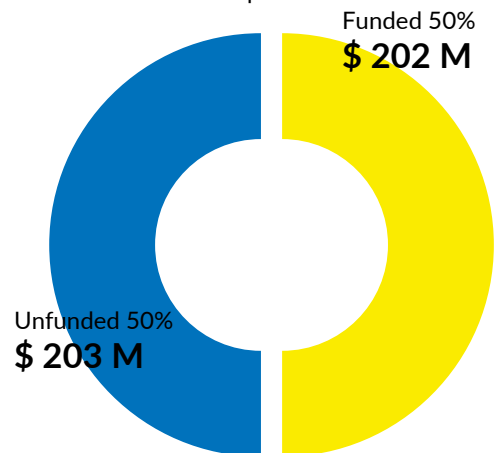
**83%** living in urban areas

**17%** refugees live in three camps: **Zaatari, Azraq, Emirati Jordanian Camp**

## FUNDING (AS OF 13 SEPTEMBER)

### USD 405 M

UNHCR Jordan's financial requirements in 2021



## UNHCR PRESENCE

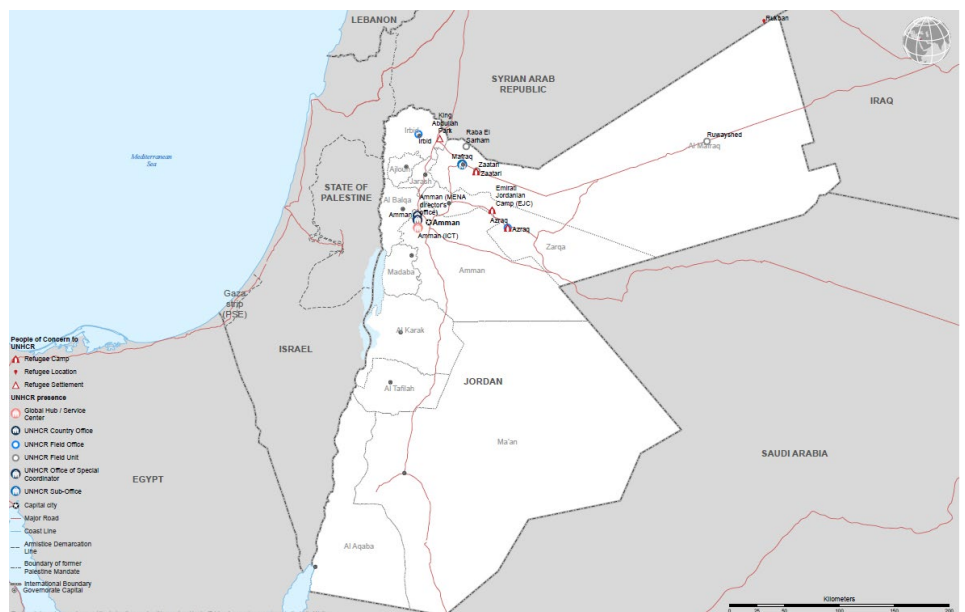
**Staff: 537**

**462** National Staff

**75** International Staff

### Offices:

- 1 Branch Office in Amman
- 2 Field Offices in Irbid and Azraq
- 1 Sub Office in Mafraq (also covering Zaatari camp)
- 3 Urban Registration centres in Amman, Irbid



## Working with Partners

UNHCR coordinates the refugee response under the leadership of the Government of Jordan, in a collaborative effort amongst the donor community, UN agencies, international and national NGOs, community-based organizations, refugees and host communities. In June 2020, the Government of Jordan endorsed the Jordan Response Plan (JRP) 2020-2022, totalling \$6.6 billion. In March 2021, the 2021 component of the JRP was revised to incorporate \$260 million for COVID-19 response, which addresses both the interventions and the needs required to mitigate the vulnerabilities resulting from the pandemic on Syrian refugees and host communities impacted by the Syrian crisis. The JRP aligns all sectors with SDGs and areas in need of support as per the Global Compact on Refugees (GCR). UNHCR exercises its leadership and coordination responsibility in Jordan's refugee response in line with the Refugee Coordination Model, which is applied and manifested in the Inter Sector Working Group, chaired by UNHCR. Currently eight sectors provide support within the Jordan refugee response. UNHCR co-chairs several sector working and sub-working groups, namely the Basic Needs Working Group with IOM, the Health Working Group with WHO, the Protection Working Group with JOHUD (as well as the associated Child Protection sub-Working Group with UNICEF and the Sexual and Gender Based Violence sub-Working Group with UNFPA), the Shelter Working Group with NRC, and the Livelihoods Working Group with Mercy Corps. UNHCR also chairs the Durable Solutions cross-sectoral Working Group, and co-chairs the Sector Gender Focal Points Network with UNFPA. These working groups provide information, advice and advocacy to high-level decision-making bodies in Jordan. UNHCR supports the Syrian Refugee Affairs Directorate (SRAD) – the Government agency in charge of the management and coordination of Zaatari and Azraq camps – to ensure that assistance is provided in the most effective and efficient way possible in accordance with international humanitarian standards and protection principles.

## Main Activities

### Protection

UNHCR Jordan, together with its partners, have adopted and continue to advocate for the **“One Refugee” approach** for all persons of concern, Syrian and non-Syrian alike, in all sectors and services in Jordan. This approach seeks to reduce and ultimately eliminate differences in rights and services based on nationality. The approach has been particularly successful in the area of community-based protection, where Jordanian nationals and refugees of different nationalities and religions participate in activities together, promoting social cohesion between refugees and host communities, as well as within refugee populations. In other areas, such as livelihoods and access to the labour market, as well as access to asylum, the approach needs to be strengthened, as existing mechanisms and resources are far greater for Syrian refugees, compared to refugees of other nationalities.

UNHCR Jordan was among the first UNHCR operations worldwide to introduce iris-scanning biometrics technology as an integrated systematic part of its **refugee registration** in 2013. It was also among the first three operations worldwide to move from using biometrics only for registration, to using it for identity management: service providers and partners are able to ‘validate’ or authenticate identities of refugees registered with UNHCR, allowing them to access daily services (cash withdrawals, buying groceries at the supermarket, and more) simply by scanning their iris. While in-person registration activities were paused for many months in 2020 and 2021 to prevent the spread of COVID-19, UNHCR continued offering registration services to persons of concern through [innovative remote modalities](#). Moving to a hybrid modality combining remote and in-person services, UNHCR Registration Centres across Jordan [reopened](#) in June 2021 and are now operating in an appointment basis.

Together with partners, UNHCR continues to provide **counselling and support** to persons of concern on issues relating to legal services, psychosocial support, mental health, child protection, and more. On SGBV issues, UNHCR provides direct psychosocial support to survivors, complemented with emergency cash assistance and partnerships with local NGOs who provide specialized support to survivors in safe spaces across Jordan. Survivors are referred to health, legal, safe shelter options and other services. UNHCR also implements prevention activities such as women empowerment workshops, self-defence classes led by refugee women and various awareness activities within communities.

UNHCR's COVID-19 protection response has also focused on a variety of **protection hotlines**, including the [Amaali GBV services app](#) and the UNHCR Integrated Voice Recognition Helpline, which has managed over 200,000 monthly calls. The [UNHCR Jordan Help website](#) launched in 2020 is an additional tool to facilitate two-way communication.

### **Community empowerment and self-reliance**

In recent years, the Government of Jordan (GoJ) has taken significant steps in facilitating the **access of Syrian refugees to the Jordanian labour market**, including waiving the fees to obtain a work permit, simplifying the documentation requirements, and allowing the registration and operation of home-based-businesses. Notably, as of June 2021, refugee access to work was further expanded with the scheme of flexible permits, allowing refugees to shift between employment opportunities without being tied to the employer. As of June 2021, a total of 239,024 work permits have been issued since 2016, of which 23,346 have been issued in 2021, mainly in the agriculture and construction sectors.

In order to support refugee access to work, UNHCR and the International Labour Organization (ILO), in coordination with the GoJ, are operating **employment offices** inside the two camps of Zaatari and Azraq. The offices aim to facilitate access to formal work opportunities across Jordan for refugees living in the camps. UNHCR also works on a number of different initiatives to support **economic inclusion** of refugees, including support to livelihoods partners, using UNHCR data to identify Syrian refugees by geographical location, skill, occupation, age and gender.

The recent employment of [six medically qualified refugees](#) to support the Ministry of Health (MoH) in the national response to COVID-19 marks a major step forward in creating additional livelihood opportunities for refugees in Jordan. In a process facilitated by UNHCR, the six refugee doctors were recruited and onboarded into MoH facilities in Irbid and Amman through UN volunteer contracts.

Despite this milestone, refugee livelihoods have been severely **impacted** over the past year and a half, due to the COVID-19 pandemic and its economic implications, with over 42% of refugees being unable to meet less than half of their basic needs and 86% having resorted to negative coping strategies, such as reducing food portions, taking kids out of school, and more.

UNHCR continues to support a network of 22 **Community Support Committees (CSCs)** across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. CSCs in Jordan provide a novel and community-led approach to respond to the needs of urban refugees, bridging gaps between refugees and Jordanians, and helping UNHCR to give the right assistance to those who need it most. They regularly offer a range of activities, including activities tailored to women, children, people with disabilities, older persons and the youth. While CSCs shifted to mostly virtual activities with the onset of the COVID-19 pandemic, in recent months they have restarted more in-person activities. CSCs remain one of UNHCR's key channels of communication with refugee communities.

As part of its Communication with Communities strategy, UNHCR Jordan launched in 2020 the [#AskUNHCR](#) series of Facebook live events. Each session lasts on average 30 minutes and aims to tackle a different area of interest to refugees and address questions received live by refugees. The series so far has covered a variety of issues, including UNHCR's cash assistance programme, the Helpline, resettlement, the COVID-19 vaccination programme in Jordan

and more. Each session has reached over 100,000 people and generated a lot of interest through comments and questions. The #Ask UNHCR initiative has provided one more avenue for communication with refugee communities and has managed to address a number of key issues and topics of interest to refugees across Jordan.

### Basic needs

UNHCR continues its strategic global shift from the distribution of in-kind relief items to the provision of humanitarian **cash assistance** in form of a cash transfer to cover their most vital and essential needs. Refugees receive cash through iris-scan biometric technology directly through bank ATMs, or through mobile wallets, a modality UNHCR is increasingly pursuing in Jordan. The cash programme in Jordan is the second largest delivered by UNHCR in MENA after Lebanon. UNHCR provides cash assistance to about 33,000 families monthly, including some 3,000 non-Syrian families, targeting the most vulnerable refugees residing outside the camps.

Additionally, every year during the winter months, UNHCR distributes winter cash assistance to support families' winter needs, including gas and heating. For winter 2021-2022, UNHCR Jordan is appealing for USD 35 million to support some 100,000 refugee families, including 38,000 non-Syrian families.

In parallel to the regular or winter cash assistance, UNHCR has also identified and distributed **emergency cash assistance** to close to 70,000 vulnerable refugee families considered to have become destitute as a result of the economic impact of the COVID-19 crisis and are in urgent need of assistance.

In addition to the impact of COVID-19, needs have been increasing in recent months also as a result of the retargeting exercise that WFP initiated in June, which impacted 21,000 Syrian refugees in urban areas. Lack of funding for WFP might lead to additional cuts in food assistance for another 100,000 refugees as of October. UNHCR is working with WFP to increase information sharing with the population of concern, through social media and focus group discussions to address key concerns and questions.

### Health

UNHCR is grateful to the Government of Jordan for having included refugees in the **National Health Response Plan** and its COVID-19 vaccination program. Working closely with the Ministry of Health (MoH), UNHCR has been implementing preventive and response health measures in Zaatari and Azraq camps to minimise the spread of the virus, including through the building and expanding of quarantine facilities, health screening procedures, surveillance and contact tracing, and enhanced community engagement and awareness raising. The two camps are also equipped with in-camp vaccination centres as of March 2021, to facilitate the vaccination of the resident populations.

Overall cases among refugees in camps continue to be well below the national average, with 3.1% of the refugee camp population testing positive compared to 7.8% of the total Jordanian population. As of 31 August, in refugee camps, a total of 4,058 refugees had tested positive since the onset of the pandemic, of which 3,991 have recovered (98%) and 49 have died. Vaccinations continued to climb in Jordan through August, reaching more 3.5 million people across Jordan and more than 27,000 (40% of eligible population) in refugee camps.

In addition to its COVID-19 response, UNHCR, together with health partners, continues to support **access to primary, secondary and tertiary healthcare services** for refugees in the camps and urban areas, through the referral system and the cash-for-health program. Refugees in Jordan are able to access healthcare at hospitals and medical facilities run by the MoH at the non-insured Jordanian rate and UNHCR is making efforts to maximize the utilization of public health services by refugees.

### Education

UNHCR's Albert Einstein German Academic Refugee Initiative programme, better known as DAFI, has been implemented in Jordan for several years and is the primary conduit for tertiary education. The DAFI programme enables young refugees to unlock their potential by addressing key barriers to **higher education** and open doors to complete their bachelor's degree in Jordanian universities. Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. The 2021-2022 DAFI scholarship cohort in Jordan will include 20 new refugee students.

UNHCR has also been supporting refugee and Jordanian students studying at Luminus Technical University College (LTUC). The Technical and Vocational Education and Training (TVET) diploma scholarship program was launched in late 2019, in partnership with LTUC and the Nour Al-Hussein Foundation/ King Hussein Foundation. Focusing on **vocational training** in a number of fields including hybrid mechanics, beauty studies, and fashion design, this program allows refugees to develop skills that align with the needs of the Jordanian labour market and can become a lifeline once they return to their country of origin or if they are resettled to a third country. It is the first time that UNHCR Jordan is supporting both the local population and refugees of all nationalities in accessing a higher education diploma.

In addition to higher education, UNHCR Jordan also works closely with the Ministry of Education (MoE) for the provision of quality education for school students. Over the past year, UNHCR has been supporting the provision of **distant online learning** for students, including through the UNHCR-supported MoE-recognised Kolibri platform. Even as students return to school, the digital learning platform continues to be an important resource for refugee and Jordanian students and will be integrated in learning programmes in schools and youth centres across the country.

### **Durable solutions**

Adjusting to the changing COVID-19 situation, UNHCR is conducting resettlement interviews through hybrid modalities, including in-person and remote interviews by telephone and video, ensuring that integrity and identity verification safeguards are in place. So far in 2021, over 2,300 individuals have submitted for resettlement, which makes up close to 50% of the annual quota. Resettlement departures have already surpassed the 2020 departures, with over 1,900 refugees departing Jordan as of end of August to be resettled to third countries.

In addition to resettlement, UNHCR Jordan has continued to explore opportunities for complementary pathways, including educational programmes, family reunification and labour mobility schemes, available to refugees currently in Jordan. As a result, a number of refugees departed through the [Humanitarian Corridors Programme](#) (HCP), while others have received [scholarships](#) to continue their studies abroad.

### **Access to Energy and climate action**

In line with UNHCR's Global Strategy for Sustainable Energy, UNHCR Jordan provides access to clean and renewable energy in refugee camps. In Azraq, the first refugee camp in the world powered by **renewable energy**, a medium and low voltage power network funded by the Saudi Fund for Development connects the IKEA Foundation Solar Plant to refugee shelters, formal and informal businesses, offices and utilities, providing regular access to clean energy and year-round electricity in the camp.

In Zaatari, UNHCR, in partnership with the Government of Jordan, funded by KfW Development Bank, have established the **largest solar power plant** in a refugee camp to cover the electricity needs of the refugees. This renewable energy connects 100% of shelters in the camp via the newly renovated medium and low voltage power network support by the Government of Czech Republic. Refugees, trained by the Japan International Cooperation Agency (JICA), and now accredited as electricians, were involved in the construction of this solar plant and network, and continue to work on the ongoing maintenance of the whole electrical system.

Building on its innovative solar projects in Azraq and Zaatari camps, UNHCR Jordan is also working to **increase energy efficiency** through strengthening monitoring and control measures, such as smart energy dispensers to be installed in refugee shelters. At the same time, UNHCR offices in Jordan are set to further **reduce CO2 emissions** by consistently increasing the portion of clean sources reliance to 40% by 2026 and doubling this target by 2030. The operation has completed major steps adopting LED-efficient lighting, and already relying on two electric vehicles (EVs) with chargers on the premises, a first in the MENA region. UNHCR Jordan aims to increase the EV assets in its fleet, including in the camps where they will rely on clean energy for charging thanks to the existing solar plants, making operational transports entirely sustainable.

## External / Donors Relations

### Special thanks to the major donors of earmarked contributions to UNHCR Jordan in 2021 (over 1 million USD)

USA (90.9M) | Germany (50M) | European Union (20M) | United Kingdom (11.5M) | Canada (5.5M) | Japan (4.8M) | Austria (3M) | France (2.6M) | Australia (2.3M) | Ireland (1.7M) | Private donor Lebanon (1.7M) | Switzerland (1.5M) | Private donors UAE (1.4M) | Norway (1.2M) | Czech Republic (1.1M) | Republic of Korea (1M)

### Thanks to the major donors of softly earmarked contributions in 2021 (in USD)

Germany (29.7M) | USA (22.1M) | Denmark (8M) | Private donors Australia (8.8M) | Finland (6M) | Private donors Germany (5.7M) | Sweden (5.4M) | Private donors Republic of Korea (3.5M) | Japan (2.9M)

### Thanks to other donors of unrestricted and regional funds in 2021 (in USD)

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## LINKS

Facebook, Twitter, Instagram: [@UNHCRJordan](#)

[www.data.unhcr.org/syrianrefugees](http://www.data.unhcr.org/syrianrefugees)