

Jordan

April 2019

3,814 patients were received in Rukban clinic on the North East border, with **83 referrals** to Jordanian hospitals.

The Jordanian Government announced a **roll-back on the policy of increased healthcare costs for Syrian refugees.**

UNHCR launched the **2019 Vulnerability Assessment Framework (VAF)** for Syrian refugees in Jordan in collaboration with ILO and ACF-UK.

756,551

Refugees in Jordan as of 30 April 2019

84,7%

Refugees living outside camps in urban areas

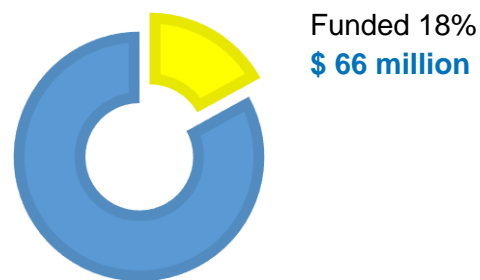
16.3%

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

FUNDING (AS OF 16 APRIL 2019)

USD 371.8 million

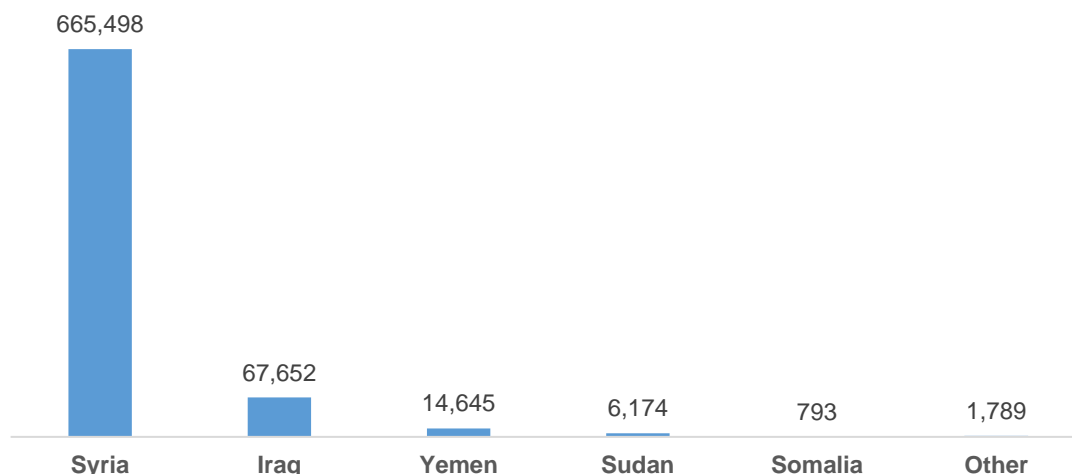
UNHCR Jordan's financial requirements in 2019



Unfunded 82%
\$ 305.8 million

POPULATION OF CONCERN

Countries of Origin



PROTECTION

- As part of **community outreach**, UNHCR runs 42 mobile helpdesks across the country where refugees are able to approach UNHCR with any legal or protection issues they may have – they can also approach our registration centre in Amman. During March 2019, a total of 1219 families were assisted with issues ranging from lack of cash assistance, gender-based violence, regularization of status and resettlement.
- UNHCR Jordan has one of **the largest refugee helplines** in the world. In April, the Helpline answered over 284,426 calls while only 1,763 calls were abandoned. Since its inception in 2008, UNHCR staff on the helpline have responded to over 3 million calls, giving support and advice on a range of issues to refugees across the Kingdom. Calls mainly regarded the following issues: Basic Needs Assistance, including Cash Assistance (80%), Registration (11%), Resettlement (5%) and other issues (4%). 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.
- In March 2019, **UNHCR provided counselling** to 453 beneficiaries at UNHCR's registration centre in Amman. UNHCR also assessed 72 vulnerable cases of various nationalities (Syrian, Iraqi, Yemeni, Sudanese, and Somali etc.) concerning their eligibility for Urgent Cash Assistance (UCA). 24 cases for the UCA were approved.

COMMUNITY EMPOWERMENT AND SELF RELIANCE

- 5,254 refugees resident in Azraq camp registered for a work permit at **Azraq Camp Employment Office (ACE)** by the end of March 2019. The majority sectors of the permits are in agriculture and construction. In addition, some 1,792 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.
- In Zaatari camp, there were 12,186 work permits registered at the **Zaatari Office of Employment** by the end of March, out of whom 14 % have been issued to women. Over 100,000 check-in check-out instances were recorded overall at the gate of the camp, indicating that work permits continue to be important to mobility. In addition, 4,908 Syrian refugees were engaged in the Incentive Based Volunteering Scheme (IBVs) in the camp.

CASH ASSISTANCE FOR BASIC NEEDS

- On 14 April, UNHCR Jordan officially launched the **2019 Vulnerability Assessment Framework (VAF)**, in co-ordination with the International Labour Organization (ILO) and ACF-UK, in the presence of ambassadors and donors. With five years of data, it provides a view of the refugee situation over time - and gives evidence of the scope and depth of vulnerabilities that Syrian refugees face in Jordan. The VAF allows agencies to target assistance in a more efficient and equitable manner, based on the application of common vulnerability criteria. The launch also officially informed donors that WFP, UNHCR and UNICEF will undertake joint assessments in future, following the signature of the Joint Comprehensive Vulnerability Assessment (JCVA) Agreement 2019-2022 on 10 April, which will cover both Jordanian and non-Jordanian households.
- **Monthly Cash Assistance** was distributed to 136,053 persons in April, of which 128,172 were Syrians, 5,517 Iraqis, and 2,364 individuals were of other nationalities. Cash assistance is meeting the majority of beneficiaries' basic needs by helping them afford rent and pay monthly bills. It is also improving their lives

by having a positive impact on beneficiaries' psychological well-being, food security, health and educational access, and financial stability.

- 2,574 **Home visit assessment** were conducted by UNHCR Jordan in April, out of which 225 cases were for non-Syrian refugees.

HEALTH

- On 9 April, the Jordanian Government officially announced a roll-back on **the government policy of increased healthcare costs for Syrian refugees** which came into force in February 2018. Costs for Syrians to access services in Government hospitals have now returned back to the uninsured Jordanian rate. Additionally, they will be exempt from paying fees for maternity and childhood health services at Ministry of Health-run maternity and child care centres. The 2018 cabinet decision caused a two-to-five-fold increase in medical costs for Syrians, increasing the amount to be paid from 20 per cent of the foreigner rate to 80 per cent (which is still paid by non-Syrian refugees). A multi donor trust fund has been set up to assist the Ministry of Health cover costs, with USD 22.5 million so far contributed by the United States, Denmark and Canada.
- In April, health care was provided to a total of 3,814 Syrian refugees at the **United Nations Rukban clinic** at the North East border of Jordan with Syria. There were lots of patients struggling of chronic diseases which requires regular periodic visits to monitor diseases and evaluate therapeutic outcomes, which necessitates enhanced accessibility. In addition, 83 patients were admitted for further treatment at Jordanian hospitals.

Donor and High-Profile Visits to UNHCR Jordan

- On 1 April, the Ambassador of the Czech Republic H.E. Mr. Josef Koutsky, visited Azraq refugee camp. The Ambassador was accompanied by a journalist from the Czech Television. The aim of the visit was to check the projects funded by the Government of the Czech Republic and to film a report. The Czech Republic government funded the construction of shelters as well as kitchen extension in all the shelters in the camp. The ambassador was provided with introductory briefing by UNHCR and SRAD and visited a refugee family to see how their life has changed after the kitchen extension was completed in their shelter. In addition, they visited a community centre to see the psychosocial and livelihood activities provided to the refugees in the camp.
- On 4 and 5 April, the World Economic Forum (WEF) took place at the Dead Sea, with the UNHCR Senior Advisor on the Private Sector, Jaime de Bourbon de Parme, in attendance. The event was opened by King Abdullah II of Jordan, who noted that “in doing the right thing for desperate refugees, Jordan’s own people have paid an enormous price, and we are working closely with international partners to increase help for refugees and host communities alike.” UN Secretary General António Guterres also noted that “Jordan has demonstrated exceptional generosity to people fleeing conflict and upheaval in Palestine, in Syria and elsewhere, with an enormous impact on Jordan’s economy and society. In light of the pressures on the country, Jordan deserves strong solidarity from the international community.”
- From 6 to 9 April, the first leg of a multi-donor mission took place in Jordan. Consisting of Geneva/capitals representation from 19 different countries, accompanied by HQ, the Director’s Office in Amman (DOIA), and UNHCR Jordan staff, the group met with Government officials, staff and various different refugee

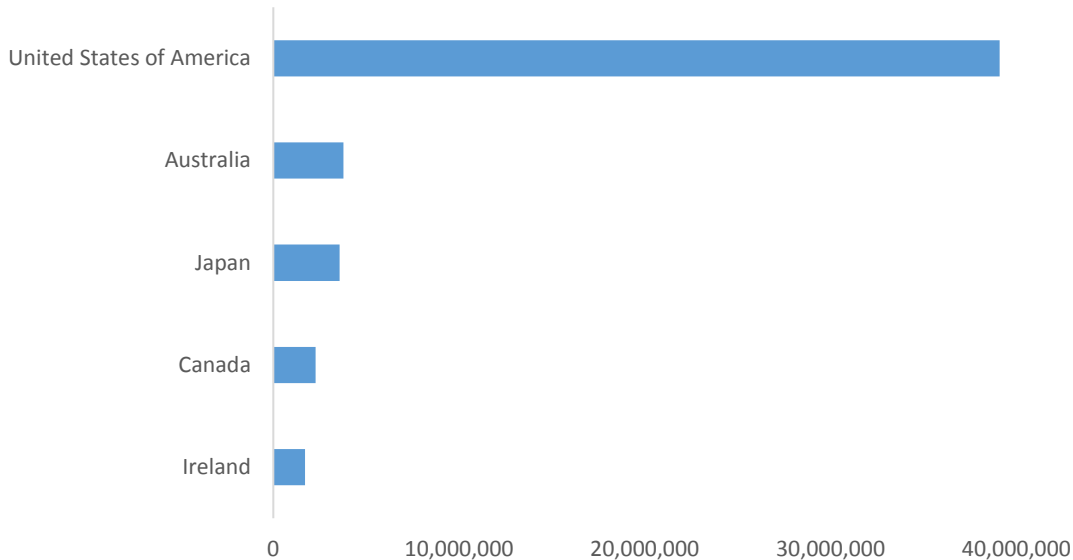
communities in Azraq camp, Amman and Madaba. A particular interest in cash assistance modalities and the work of the Community Support Committees emerged, as well as renewed interest in all nationalities in Jordan in line with the One Refugee Approach.

- On 9 April, in the framework of a seven-day visit to Jordan, the President of Italy, Sergio Mattarella accompanied by the Italian Minister of Foreign Affairs Moavero, visited Zaatari refugee camp, to have a first-hand look at services extended to refugees and to identify their needs. The President received a briefing from the UNHCR Representative alongside Government counterparts, Minister of Investments and the Syrian Refugee Affairs Directorate, before visiting key services funded by the Italian Cooperation Agency and meeting refugees in the camp. According to media reports, Mattarella expressed his appreciation for the Kingdom's role as a centre for stability in the Middle East and underscored the need for more international and UN support to alleviate Jordan's burdens, adding that his country is committed to supporting refugee-burdened Jordan.
- On 10 April 2019, Ms. Sushil Narayanan, US/PRM Programme Officer for Jordan based in Washington DC conducted a field visit to Jordan. During her visit to UNHCR in Amman, she received operational briefings on UNHCR's activities in the country, and current challenges, specifically in terms of protection, cash-based interventions and health. She then conducted two home visits to recipients of UNHCR cash assistance (one Syrian family and one Iraqi family) in eastern Amman before visiting Irbid on 11 April.
- On 14 April, Japanese Ambassador to Jordan. Mr. Hidenao Yanagi, visited Azraq refugee camp to participate the inauguration ceremony of UNFPA activity funded by the Government of Japan. Additionally, the Ambassador visited a community centre funded by the Government of Japan and operated by UNHCR partner CARE. Mr. Hanagi appreciated art works in the community centre designed by refugees, and he mentioned that the community centres are playing a critical role to support refugee life in camps.
- On 15 and 16 April, the United Nations Foundation completed their Lebanon and Jordan Congressional Delegation learning mission with a two-day trip to Jordan. The delegation consisted of three members of US Congress, including Republican Representative Adam Kinzinger, who recently met with the High Commissioner in Washington D.C. prior to the visit.
- A delegation led by the Director General of Qatar Fund for Development (QFFD), H.E. Khalifa Al Kuwari, visited Zaatari camp on 20 April 2019. After a briefing jointly provided by UNHCR and its counterpart SRAD, the delegation visited the infrastructure funded by Qatar Fund including the Qatari Red Crescent clinic. Qatar has been a strong donor to UNHCR Jordan, providing some 5.5 million USD for cash assistance in 2018 alone.

Financial Information

Total contribution is \$66 million as of 16 April 2019, covering 18% of overall needs for refugees.

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



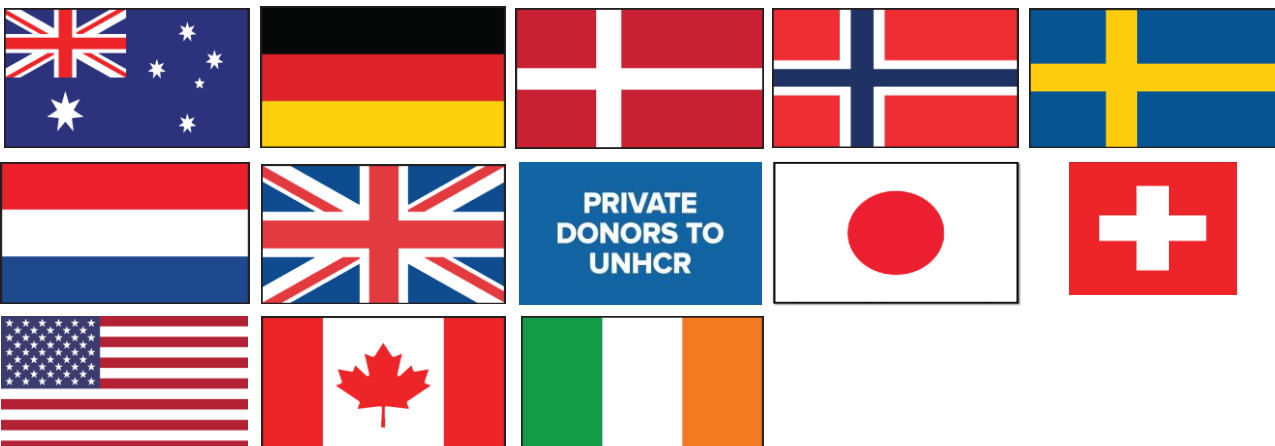
OTHER SOFTLY EARMARKED CONTRIBUTIONS | USD

Germany 56.6 million | Sweden 3.3 million | Private donors Australia 2.5 million | United States of America 2.3 million | Malta | Russian Federation | Private donors

UNEARMARKED CONTRIBUTIONS | USD

Sweden 90.4 million | Norway 44.5 million | Netherlands 37.5 million | United Kingdom 31.7 million | Germany 26.7 million | Denmark 24.4 million | Private donors Spain 19.5 million | Switzerland 15.1 million | Private donors Republic of Korea 10.4 million

Algeria | Argentina | Australia | Austria | Azerbaijan | Belgium | Canada | Costa Rica | Estonia | Indonesia | Kuwait | Malta | Monaco | Montenegro | New Zealand | Peru | Qatar | Korea | Russian Federation | Saudi Arabia | Serbia | Singapore | Slovakia | Sri Lanka | Thailand | United Arab Emirates | Uruguay | Private donors



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