

Jordan

December 2017

245,000 refugees received specific winter assistance in the form of cash and specific items including blankets and gas

The helpline responded to over **155,000** calls using newly launched Interactive Voice Response (IVR) technology

698 students are now pursuing higher education in Jordan through the DAFI scholarship programme

737,443

Refugees in Jordan as of end of December 2017

81%

Refugees living outside camps in urban areas

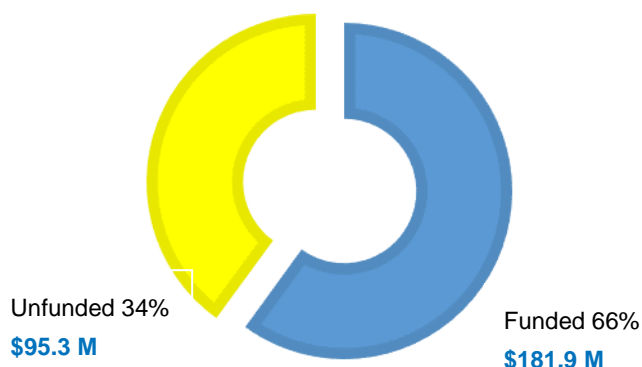
46,719

Work permits for refugees issued in 2017; 12,995 of the total permits are from the camps of Zaatari and Azraq.

FUNDING (AS OF 31 DECEMBER 2017)

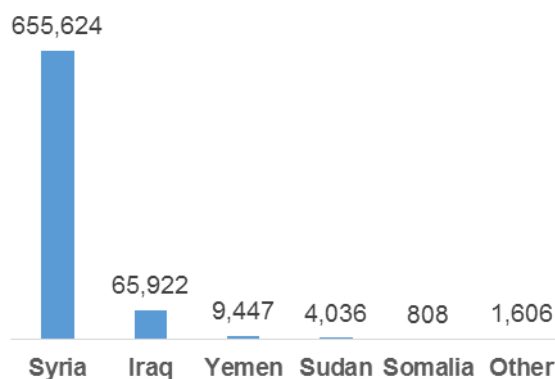
USD 277.2 M

requested for the Jordan situation



POPULATION OF CONCERN

Countries of Origin



Winter season bites for refugees ©UNHCR/M.Hawari

Update on Achievements



PROTECTION

- UNHCR has concluded its 2017-2018 winterization assistance in advance of the forthcoming cold months. In urban areas, UNHCR provided winterization cash assistance to 48,149 Syrian refugee families (219,040 individuals) and 13,354 refugee families (26,808 individuals) of other nationalities for the purchase of winter clothing, plastic sheets, blankets, heaters, heating fuel, and any other winter necessity through the multi-agency Common Cash Facility system, for a total cost of JOD 26 million / USD 36.8 million. Distribution of winterization assistance to vulnerable Syrian refugees in Zaatari and Azraq camps, both in kind and cash assistance, began in October and has now finalised, with the distribution of insulation materials concluded in early January. To date, UNHCR provided winterization assistance to over 24,000 families in both camps. Shelter repair interventions have continued in both camps, prioritizing the most vulnerable families and deteriorated shelters.
- In December 2017, UNHCR Jordan's Helpline launched the smart Interactive Voice Response (IVR). A smart IVR is an automated way to handle phone calls that answer questions specifically related to the caller. The file number and a security code is entered, and the caller is redirected to the relevant information, often without having to wait for an agent. In December 2017, 192,376 calls were 'presented' (recorded) and the Helpline was able to respond to 81% (155,105 calls) of the presented calls. Previously presented calls equalled approx. 50,000 per month, and HelpLine was able to respond to 60%. Out of the answered calls, only 15,711 were handled by agents while the rest were handled by the system (automatic response). A leaflet describing how to use the new IVR features of the HelpLine was printed and distributed in the UNHCR registration area, UNHCR help desks and the Community Service Centers.
- UNHCR continued to provide Monthly Cash Assistance in December to 32,800 families (154,230 persons), consisting of 30,000 Syrian families and 2,800 families of other nationalities. UNHCR also provides cash assistance for specific purposes – Urgent Cash Assistance for emergency changes of circumstance was provided to 29 families. Finally, 80 students on DAFI scholarships also received education grants to assist with their studies.



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 degree in JOR universities, Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. To support their academic achievements and skill development, DAFI scholars receive additional support through close monitoring, academic preparatory and language classes based on students' needs, as well as psychosocial support, mentoring and networking opportunities. A total of 698 students are now currently pursuing their higher education under DAFI program, 438 of DAFI scholars were selected in 2017 cohort, including 27 students from other nationalities including Iraqis, Sudanese, and Yemini.

- The scholastic year of 2016-2017 witnessed a major expansion of the basic education services provided for refugee children. The Ministry of Education (MoE) in collaboration with UNICEF, UNHCR and other partners, disseminated the message to invite all children in the Kingdom to apply for enrolment at the nearest public school, which is for free at all public schools for all children and ID documentation is not required in times of registration. UNHCR disseminated the message via text, help line, media and help desks. Ministry of Education (MoE) reported that approximately 126,127 Syrian children were enrolled in public schools and certified Non Formal Education (NFE) in the 2016-2017 Academic Year in camps and host communities (figures from June-Nov 2017).
- During the month of December total of 103 TIGER girls (These Inspiring Girls Enjoy Reading) participated in different activities in Zaatari camp which included training on the Architecture of the Camp and Community Based Initiatives. The training was facilitated by UNHCR partner International Relief and Development (IRD) staff. In addition, the TIGER girls focused on concluding and implementing their community projects which are on a variety of topics, such as awareness raising about Syrian heritage, road cleaning through a collaboration with IRD's maintenance team, and facilitating a painting competition for youth in the camp. TIGER Girls will enable 1,200 Syrian girls, supported by Syrian female coaches, to participate in team-based learning, increasing their personal sense of agency, meaning and connection. Using an open source multimedia library, this community-based program will motivate adolescent girls either to stay in or to return to school.

**HEALTH**

- A continuing increasing trend of patients to the UN Clinic in Rukban was seen through November and December, from 2208 patients to 2505 respectively. In December the daily average was 96 patients, with 101 referrals to hospitals in Jordan for emergency cases – 49% of secondary and tertiary referrals were for obstetrics and gynaecology. Proportions of upper respiratory infections (both upper and lower) increased during December; this can be attributed to weather conditions as respiratory tract infections are more common in winter. During December, eye infections were one of the top five acute health conditions with proportions comparable to the previous months. Poor hygiene and harsh weather conditions are considered aggravating factors for this acute illness. Asthma showed an increase in proportions of consultations compared to November. Ischaemic heart disease and other cardiovascular diseases showed increase in the proportions of consultations compared to November. Trends in chronic health conditions continue to vary due to clinic accessibility challenges. As a result, a marked decrease in accessibility of hypertension patients was noticed during the month of December, while diabetes consultations remained comparable to previous months. Management of chronic illnesses requires regular periodic visits to monitor diseases and evaluate therapeutic outcomes, which necessitates enhanced accessibility to the health care facility. The cumulative number of malnourished children since the opening of the clinic in December 2016 is 295 children and 155 malnourished pregnant and lactating women.
- In December 477 Syrian refugees benefitted from cash for essential health services (341 adults and 136 below 18 with 116,155 JOD total amount): 204 Syrian refugees received reproductive health services through the cash for essential health services; 186 for emergency lifesaving cases and 81 for variant elective cold cases.

**ACCESS TO ENERGY**

- In November Zaatari inaugurated its newly constructed solar plant, the largest ever built for a refugee settlement worldwide. Funded by the Federal Government of Germany through KfW Development Bank, the 15 million Euro solar farm will bring free and clean energy to 80,000 Syrian refugees and the host community. The 12.9-megawatt peak solar photovoltaic (PV) plant will allow UNHCR to increase the provision of electricity to refugees' homes from the current 8 hours up to 14 hours. This upgrade will ease the living conditions of families in the camp and improve their safety and security, while facilitating the storage of food and allowing children longer hours to do their homework. The plant will help UNHCR save an average of approximately 5 million Euro per year in electricity bills, an amount that could be redirected to expand other vital services to Zaatari camp residents. It is foreseen that other facilities such as hospitals, community centres and offices of humanitarian organisations working on site will also benefit from the electricity generated by the plant. The solar power station will also reduce CO2 emissions by over 13,000 tons per year. Connected to the national grid, the plant is in line with Jordan's National Energy Strategy.



COMMUNITY EMPOWERMENT AND SELF RELIANCE

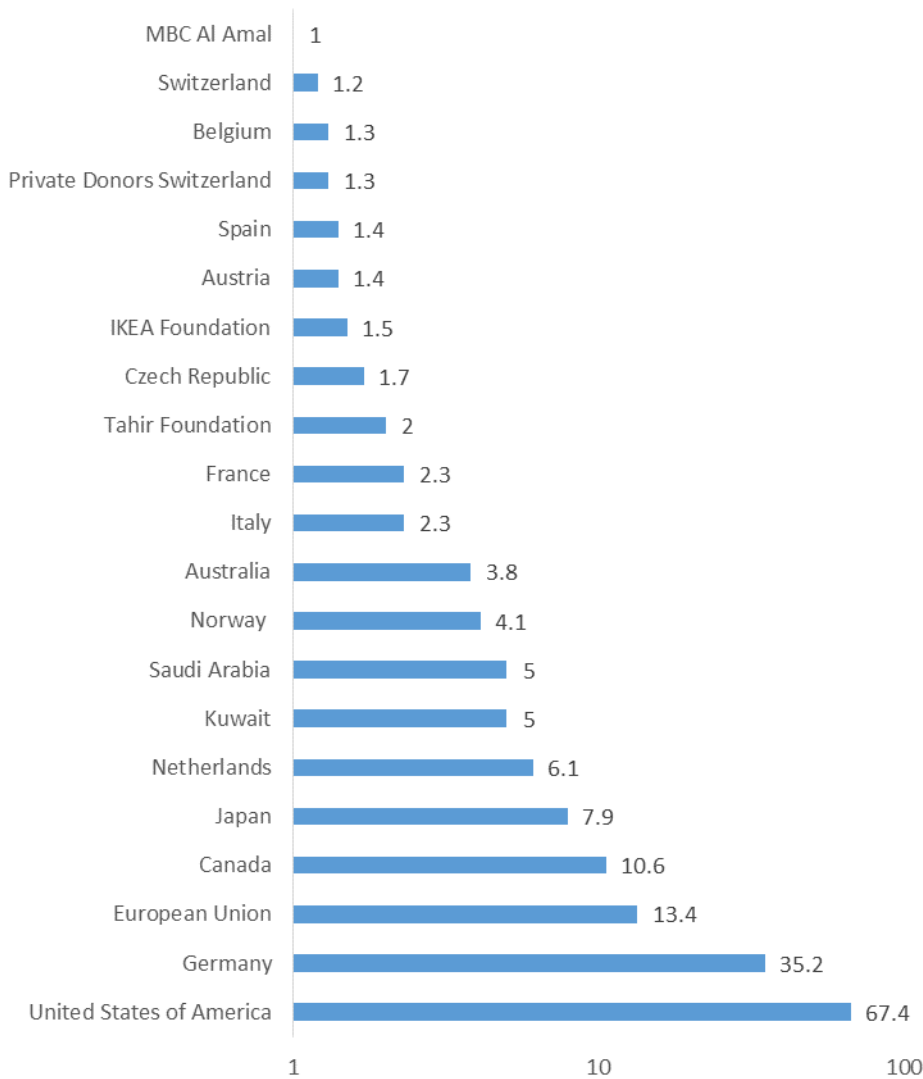
- The Ministry of Labour's (MoL) Syrian Refugee Unit (SRU) reported that 46,717 had been issued and renewed in 2017, of which 12,995 were permits issued from the camps since February 2017. The Ministry of Labour also distributed a circular extending the grace period for work permits to remain free of charge for Syrian refugees until 30 June 2018.
- UNHCR supported an art exhibition in the IKEA store in Amman which ran for 10 days in December. The exhibition, entitled Painting Hope: Art from Refugees in Jordan included 16 pieces of art made by refugees in Jordan, consisting of three groups of paintings: Bringing colour to Azraq camp: Mouayad, Syrian refugee; the artists of Zaatari camp and the painter of the soul: Shamal, refugee artist from Iraq.

Financial Information

Total recorded contributions for the operation amount to **US\$ 181.9 million** as of end of December 2017, covering **66%** of overall needs for refugees in Jordan. The Syrian refugee response is **70%** funded, leaving a gap of **US\$70 million** while response for other refugee populations remains only **12%** funded, a gap of **US\$37.3 million**. UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

Within these contributions, UNHCR received additional funds in December to be able to fully cover winterization needs totaling \$36.8 million.

Funding received (in million USD) over \$1 million



External / Donors Relations

Special thanks to the major donors of unrestricted and regional funds in 2017

United States of America (266 M) | Sweden (76 M) | Priv Donors Spain (60 M) | Netherlands (52 M) | United Kingdom (45 M) | Norway (41 M) | Priv Donors Republic of Korea (26 M) | Japan (25 M) | Denmark (23 M) | Priv Donors USA (20 M) | Australia (19 M) | Priv Donors Italy (19 M) | Canada (16 M) | Switzerland (15 M) | Priv Donors Sweden (15 M) | France (14 M) | Priv Donors Japan (14 M) | Germany (12 M) Italy (10 M) |

Thanks to other donors of unrestricted and regional funds in 2017

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