

Annual Results Report

2023

Jordan

Acknowledgements

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Table of Contents

Section 1: Context and Overview

- 1.1 - Changes to the Operational Context
- 1.2 - Progress Against the Desired Impact
- 1.3 - Challenges to Achieving Impacts
- 1.4 - Collaboration and Partnerships

Section 2: Results

- 2.1 - Outcomes and Achievements
- 2.2 - Age, Gender and Diversity

Section 3: Resources

- 3.1 - Financial Data
- 3.2 - Resources Overview

Section 4: Lessons Learned and Future Outlook

- 4.1 - Lessons Learned and Future Outlook

Section 1: Context and Overview

1.1 Changes to the Operational Context

More than a decade into the Syria conflicts, Jordan hosts the fifth-highest number of refugees per capita globally. An exemplary host, Jordan continues to include refugees in national systems, such as healthcare and education. Twelve years into the Syria crisis, the situation of the previously well-funded response is changing, and alarm bells are ringing. Without any real solution to the refugee situation in the future, there are concerns that the decline in funding may lead to a slide back into a new humanitarian crisis. The government and the international community are working together to tackle the difficult economic situation and ensure adequate refugee response while promoting sustainable growth. In 2022, the Government of Jordan published its Economic Modernisation Vision, a 10-year roadmap for the Kingdom's sustainable economic pathway to development based on two strategic pillars: i) accelerated growth through unleashing Jordan's full economic potential; (ii) improved quality of life for all citizens. A greener economy lies at the centre of the vision. These efforts notwithstanding, the country has suffered multiple shocks to its economy, with the cost-of-living crisis linked to increased electricity costs and high unemployment, particularly among women and youth. With diminishing funding for humanitarian operations in Jordan and the increased cost of living, refugees are finding it increasingly difficult to meet their most basic needs. Against this hard backdrop, Jordan continues to make strides to tackle these challenges while facilitating refugees' access, mainly Syrians, to national services and programmes. As evidence of its commitment to international protection, Jordan was one of the co-conveners of the Global Refugee Forum (GRF) in December 2023. In his keynote speech, His Majesty King Abdullah II reiterated the importance of welcoming refugees as an "indelible part of Jordan's national identity."

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

People of concern will enjoy access to asylum in line with international protection standards and enjoy protection from refoulement.

Indicators	Population Type	Strategy Baseline	Actual (2023)
1.1 Proportion of people seeking international protection who are able to access asylum procedures	Refugees and Asylum-seekers	3.16%	1.31%
1.2 Proportion of people who are able to move freely within the country of habitual residence	Refugees and Asylum-seekers	98.73%	98.97%

In 2023, UNHCR witnessed positive developments in refugees' freedom of movement and respect of the principle of non-refoulement. UNHCR's advocacy on freedom of movement and non-refoulement was met with openness from the Government. In fact, the Office i.e. recorded the lowest number of deportations (seven) since the beginning of the Syrian crisis, and the highest number of refugees, particularly those residing in refugee camps, with enhanced freedom of movement. At the same time, the Government of Jordan's (GoJ) Cabinet decision of 2019 to pause the registration of new arrivals remained in place, severely limiting access to asylum, despite UNHCR's continued advocacy. Furthermore, while Syrian refugees continued to be allowed to work in restricted sectors, non-Syrian refugees were required to renounce their UNHCR international protection application to seek formal employment. In case of violation, they were liable to Labor Law and Residency Law infractions. Through UNHCR advocacy, 840 deportation orders issued to non-Syrians in violation of the law were cancelled. Eighty-nine refugees were released from detention.

Moreover, the Government cleared 70 refugees with life-threatening medical conditions or with adverse legal and physical protection concerns, or for family unity reasons for exceptional registration and to access durable solutions. The expiration of Ministry of Interior service cards, essential identity documents for Syrians in Jordan, raised concerns. UNHCR's advocacy resulted in their extension until March 2024. These cards are vital for refugees to access key services provided by UN agencies and the Government of Jordan.

2. Impact Area: Realizing Rights in Safe Environments

Refugees shall have access to integrated services to meet their basic needs, including through national systems, as a result of continued advocacy with the Government of Jordan strengthened engagement of development partners and with effective safety nets for people with vulnerabilities

Indicators	Population Type	Strategy Baseline	Actual (2023)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	12.91%	82.29%
2.3 Proportion of people with access to health services	Refugees and Asylum-seekers	85.96%	91.08%

In 2023, national policies and strategies remained stable in terms of refugees' access to essential and lifesaving health care services through the public health system. Progress was made in accordance with UNHCR multiyear strategy in terms of gradual disengagement from urban health programming and incremental utilization of services offered through the national health system without compromising refugees' access to essential healthcare. Health services provision in refugee camps continued through UNHCR, and other operational partners supported interventions. This ensured the optimal delivery of essential health services to the camp-based refugee population. As part of the Vulnerability Assessment Framework, UNHCR Jordan collaborated with the World Bank to derive poverty estimates. Based on

surveys conducted with refugee households residing in host communities, initial calculations by poverty experts showed a rise in the percentage of refugees living below the international standard of USD 5.5 per person per day. To address continued vulnerabilities, UNHCR provided cash assistance to vulnerable refugees living in urban and camp contexts. Ongoing monitoring by UNHCR suggests the far-reaching relevance of cash in catering to basic needs.

Significant strides were made in shelter and energy. In 2023, UNHCR took major steps to ensure connectivity of camps with local economies. Critical utility infrastructures in the camps have been connected with national grid systems through inclusive and sustainable planning with development partners and the Government. A waste-to-positive-energy project (Sludge Treatment Facility) was launched in Zaatari, scheduled to operate between 2023 and 2025. Efforts were made to involve municipalities in refugee participation in maintenance services and infrastructure, mainly focusing on waste management, vector, and rodent control.

3. Impact Area: Empowering Communities and Achieving Gender Equality

Refugees are engaged and empowered in attaining protection and solutions, with a focus on education, livelihoods and gender equality; needs of most vulnerable, including people with specific needs, are addressed.

Indicators	Population Type	Strategy Baseline	Actual (2023)
3.1 Proportion of people who have the right to decent work	Refugees and Asylum-seekers	85.81%	86.77%
3.2a Proportion of children and young people enrolled in primary education	Refugees and Asylum-seekers	72.03%	71.00%
3.2b Proportion of children and young people enrolled in secondary education	Refugees and Asylum-seekers	34.27%	32.93%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	Refugees and Asylum-seekers	50.00%	50.00%

In 2023, the Social Security Corporation (SCC) changed regulations, resulting in a threefold increase in the cost of social security contributions and affecting refugees with a Flexible Work Permit. To address this change, UNHCR collaborated with the ILO and SSC to mitigate the detrimental financial impacts on refugees, including retroactive payment requirements, and identifying short-term options for immediate social security coverage.

Moreover, UNHCR advocated for the inclusion of refugees in education. Collaborating with UNESCO and partners, UNHCR work to aligned with the 15by30 Goal to enhance refugees' access to higher education and Technical and Vocational Education and Training (TVET). As a result, the Ministry of Planning and International Cooperation' strategic vision now prioritizes TVET and Higher Education according to the 2023 Jordan Response Plan. A dedicated TVET & Higher Education task force was established with strong connections to livelihoods, aiming to promote lasting solutions for both refugees and host communities.

The Gender Equality Strategy, the Accountability to Affected People framework components, part of UNHCR Age, Gender and Diversity 10 Core Actions, guided the operation's work with the refugee community. Based on the "one refugee" approach, the inclusiveness of female and male refugees from different nationalities was a core concept in all UNHCR's and its partners' interventions. UNHCR in 2023 continued to lead strategic engagement with the Government of Jordan and key partners to further women empowerment. Among others, UNHCR trained the Women Empowerment network on inter alia, on Code of Conduct and Prevention of Sexual Exploitation and Abuse (PSEA), UNHCR mandate and Child Protection (CP)/Gender-Based Violence (GBV) safe referrals.

4. Impact Area: Securing Solutions

Refugees are informed decision makers with increased access to protection sensitive solutions, which in turn demonstrates responsibility sharing with the Government of Jordan.

Indicators	Population Type	Strategy Baseline	Actual (2023)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin	Refugees and Asylum-seekers	4,013	4,383
4.2a Number of people who departed on resettlement	Refugees and Asylum-seekers	6,424	10,761
4.2b Number of people who departed through complementary pathways	Refugees and Asylum-seekers	459	466
4.3a Number of stateless people for whom nationality is granted or confirmed	None	0	0

In 2023, resettlement and complementary pathways experienced continued growth, with UNHCR facilitating increased access for refugees to third-country solutions, demonstrating solidarity and responsibility-sharing with the Government of Jordan. Resettlement departures from Jordan comprised 11 per cent of UNHCR's global departures, totalling 10,761 refugees being resettled, marking a 67 per cent increase compared to the prior year. Most refugees resettled to the United States of America (78 per cent) through collaborative efforts with IOM ensuring streamlined processing of United States pipeline cases. Expedited resettlement processing saw a 50 per cent increase from 2022, with 600 refugees prioritized for urgent or emergency resettlement, evenly split between Syrian and non-Syrian cases. Access to complementary pathways also increased, with UNHCR verifying over 466 refugees departing Jordan on safe third-country pathways. In partnership with the World University Service of Canada, refugee guidance counsellors were trained to deliver information sessions. As a result, twice as many skilled refugees expressed interest in the employment pathways, with 15,000 refugees from Jordan signing up for the Talent Beyond Boundaries catalogue. In another important development, two refugee counsellors participated in the Global Refugee Forum; their initiative was considered good practice. While UNHCR does not promote or facilitate the return of Syrian refugees, the office maintained coordination with border authorities to monitor self-organized returns through regular border visits.

Additionally, community outreach and individual counselling were guided by analyses of intention surveys. Throughout the year, 4,383 refugees were confirmed to have voluntarily returned to Syria. UNHCR and its partners intensified efforts to prevent and resolve statelessness, bolstered by ongoing advocacy and enhanced dialogue with key UN agencies to gather data and collaborate on solutions. Legal assistance was provided to explore the potential for the naturalization of certain asylum-seekers at risk of statelessness. Although success was not achieved in 2023, a more significant impact is anticipated in 2024.

1.3 Challenges to Achieving Impacts

In 2023, UNHCR globally and the Jordan operation were affected by reduced donor support. As a result, UNHCR was forced to deprioritize activities, severely impacting refugees in Jordan. Additionally, UNHCR had to scale back activities across sectors. While efforts were made to provide essential protection assistance, barriers to access persisted. The policies, legal frameworks, and practices concerning refugees' work remained restricted, with limitations on sectors where refugees could work, particularly for skilled refugees.

Consequently, refugees continued to rely on the informal labour market, and the limitations of access to formalized work for non-Syrian refugees remained greater. All this was against the backdrop of an economy offering limited economic opportunities for Jordanians as well. In 2023 there was still no effective access to registration since January 2019, when the Cabinet issued a decision requesting UNHCR to pause registration of any person who entered Jordan on a visa or permission for medical, work, tourism, or study purposes. Since September 2022, restrictions have been extended to newly arrived Syrians. UNHCR actively pursued various advocacy channels to address gaps created by this policy, yet without success. UNHCR is in contact with around 5,000 affected individuals. Many of them face serious challenges in

meeting basic needs. Lack of registration and UNHCR documentation precludes assistance and access to key services. Technical discussions on a processing modality are ongoing with relevant authorities, aiming to find mutually acceptable solutions to the registration pause.

1.4 Collaboration and Partnerships

With the Government of Jordan, UNHCR played a pivotal role in developing the Jordan Response Plan (JRP). By leading the Inter-Sector Working Group, UNHCR facilitated a coordinated approach to meet the needs of refugees and vulnerable Jordanians. This joint effort entailed a strategic and technical collaboration with line ministries, United Nations agencies, Non-Governmental Organizations (NGOs), Civil Societies Organizations and donors. In 2023, the JRP was extended for another three years, receiving endorsements from the relevant ministries. Partners adopted an integrated approach to humanitarian aid and resilience to mitigate the effects of the Syrian crisis in Jordan while adapting to complex challenges such as events in Gaza and the West Bank. The NGO Forum and the Jordan National NGO Forum aligned long-term development goals with immediate humanitarian and resilience efforts. Given the protracted nature of the Syria situation and multiple ongoing conflicts diverting international attention, UNHCR revitalized donor attention through field visits, briefings, public events, etc. while reaching out to non-traditional donors. With decreasing humanitarian funding, UNHCR also tried to expand its engagement with the private sector and development actors. Collaborative efforts were pivotal for social media, with the UNHCR MENA Regional Bureau, the UN Resident Coordinator's Office, and partners playing a significant role in amplifying UNHCR messages and web content. UNHCR also maintained its cooperation levels with local and international media partners, acting as an official and trusted source of information. Given the shifting contexts, UNHCR strengthened its communication with communities in person and through its digital channels such as Helpsite, Facebook page, WhatsApp Groups and Chatbot to ensure timely and efficient communication.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

People of concern have access to efficient registration and documentation processes, and access to territory is preserved

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
1.1 Proportion of refugees and asylum seekers registered on an individual basis	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority	Refugees and Asylum-seekers	96.14%	97.00%	91.49%
1.3 Proportion of people with legally recognized identity documents or credentials	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

UNHCR played a critical role to ensure that the entirety of refugees in Jordan are registered on an individual basis. In 2023, UNHCR continued to use Washington Group Questions to identify and update disabilities, with 52,592 individuals (31 per cent of all 169,229 proGres specific needs records) recorded with disabilities. UNHCR concluded a verification exercise in the camps seeking to harmonize registration and documentation standards in the country, verifying and issuing refugee documentation (Proof of Registration) to 121,582 camp-based refugees. UNHCR conducted in-person and remote continuous registration activities for 372,335 individuals in urban settings, with 5 per cent renewed remotely. Moreover, 13,900 refugees residing in remote governorates were processed through quarterly mobile missions. In line with the inactivation strategy, 15,696 refugees were inactivated in 2023, who had lost contact with UNHCR for several years and did not respond to consecutive document renewal appointments.

UNHCR collaborated with the Government of Jordan, through relevant departments in the Ministry of Interior (MOI), on refugee documentation, continuous registration, and improved data management. UNHCR also worked with the Refugees Affairs Coordination Office (RACO) on clarifying re-entry procedures and with the Syrian Refugee Affairs Directorate (SRAD) on the issuance of MOI service cards to Syrian refugees through a joint SRAD-UNHCR technical committee. UNHCR provided technical expertise and resources to SRAD ahead of the Government-led rollout of mass renewal of MOI Service Cards. Data sharing with MOI, SRAD, and RACO strengthened overall data management. Procedures to guarantee the issuance of legal identity documentation (including birth certificates) to every refugee child have proved effective, and UNHCR's multi-level engagement has contributed to the Government's adherence to international standards. In fact, 2023 data testifies to the Government's continued commitment to providing birth and other vital incident certificates to refugees of any nationality. This was pursued through the cooperation framework between UNHCR and the Civil Status Department of the Ministry of Interior and the Sharia Courts within the Supreme Judge Department. UNHCR also reinforced its presence in the camps through front-desk offices to increase the effectiveness of day-to-day activities. As a result, the Civil Status Department issued 19,741 birth certificates (2,718 in camps and 17,023 in urban areas). Moreover, Sharia courts issued an exceptionally high number of vital incidents documentation during the year: 10,196, compared to 4,760 in 2022. In other words, through UNHCR's capacity development and technical support, government interlocutors increased their understanding and application of international protection principles, resulting directly in meaningful protection outcomes for refugees.

2. Outcome Area: Status Determination

Refugee Status Determination (RSD) is utilized strategically and is implemented in an efficient and a fair manner

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

Refugee Status Determination (RSD) procedures were implemented strategically to address the most urgent protection concerns and to facilitate access to assistance and solutions. Over the course of the year, 693 individuals were identified to be in need of RSD processing, bringing the total number of individuals under processing in 2023 to 2,030. A total of 1,024 decisions were completed (879 at first instance, 143 on appeal and 2 on reopening) through regular RSD procedures. 84.4 per cent were recognitions, with the majority of positive decisions taken for Yemenis, Iraqis, Sudanese and Egyptians. All those rejected at first instance received individual counselling at the time of notification of decision, and were informed of the appeal process, including on their right to legal assistance. Standard operating procedures were updated in July to reflect changes in procedures, in line with procedural standards. In March, UNHCR completed a Division of International Protection (DIP) led survey on compliance of operations with procedural standards and has obtained a high score of 96 per cent on average for implementation of the minimum procedural standards. This speaks to important quality assurance mechanisms that UNHCR continuously upholds. UNHCR met its commitments to Accountability to Affected People, including communication and transparency through participation in multi-functional team meetings and comprehensive protection counselling, in addition to responding to individual queries coming through the Helpline or petition. A satisfaction survey was shared throughout the year with refugees who received a final RSD decision. The overall satisfaction rate for 2023 was 89 per cent. In 2023, UNHCR moved fully to electronic file management, with the retirement of physical files. Emphasis was placed on the timely and effective use of ProGres for case management; as a quality assurance and integrity measure, audit queries on ProGres data were run. UNHCR ensured accountability and adherence to procedural standards while promptly addressing any anomalies. Moreover, spot-check quality reviews for RSD decisions taken were conducted to ensure harmonized and consistent approach in decision-making. These helped ensure that interviews are conducted in accordance with international standard and facilitate disclosure of sensitive protection risks, including gender related or disability related claims. Regular capacity development initiatives were undertaken for caseworkers and reviewers throughout the year.

3. Outcome Area: Protection Policy and Law

Legislation and administrative practices related to aspects impacting on refugees' rights and access to services are more inclusive and aligned with international standards

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol	Refugees and Asylum-seekers	Not yet aligned: ≤69 points	Progressing towards alignment: 70-89 points	Not yet aligned: ≤69 points
3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness	None	Not yet aligned: ≤69 points	Progressing towards alignment: 70-89 points	Not yet aligned: ≤69 points

Progress Against the Desired Outcome

In 2023, UNHCR enhanced the dialogue with the Government through advocacy, provision of institutional and technical support, and capacity development. UNHCR was able to reinforce the national legal and policy framework, as well as relevant practices in line with international standards. A consistent and harmonized approach by the institutions involved and greater observance of the principle of non-refoulement was noted in 2023. This is mainly attributed to increasingly more effective communication between UNHCR and relevant authorities on individual cases and key aspects of refugee protection. As evidence of this, with UNHCR's support, the Government panel in charge of rectifying the stay of Syrian individual cases presenting complexities of various types screened 311 Syrian cases compared to 256 cases in 2022. Government authorities issued leave permits to refugees residing in camps with greater efficiency and flexibility compared to the past. In Zaatar and Azraq camps, 30,937 and 38,233 leave permits respectively were issued in 2023 compared to 22,641 and 30,815, issued in 2022 respectively.

2023 witnessed successful consultations with the Government of Jordan and reconfirmed cooperation with UNHCR in legal protection domain during the second Global Refugee Forum (GRF) – where Jordan participated as co-convenor. During the GRF high-level public side event, Jordan highlighted the importance of legal identity, simplified camp-urban movement of people and goods, access to work for camp residents, and of exit procedures for refugees to leave Jordan on resettlement. The Government also expressed interest in case studies relating to the national asylum legal framework. Through the Jordan's Universal Periodic Review, UNHCR advocated with the Government considerations on key aspects on international refugee protection. UNHCR's capacity building, that reached 1,563 participants in 72 activities, pursued strategic engagement with the Government on international refugee protection and statelessness portfolio. UNHCR, in cooperation with the International Institute of Humanitarian Law (IIHL) delivered in Jordan a tailored Workshop on International Refugee Law for senior government officials. Engagement with IIHL also included the sponsoring of three key senior staff from Syrian Refugee Affairs Directorate (SRAD) and the Refugee Affairs Coordination Office (RACO) for the face-to-face course on statelessness held in Italy. Finally, in collaboration with the UN Resident Coordinator and through UNFPA (the latter as member of the legal identity WG), UNHCR will examine the questionnaire for the incoming census as a tool to identify undocumented within Jordan. This shall improve understanding on data gaps on legal identity.

4. Outcome Area: Gender-based Violence

Populations of concern have access to strengthened GBV prevention and response, ensuring a principled approach to the provision of accessible, prompt, confidential and appropriate services to GBV survivors

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
4.1 Proportion of people who know where to access available GBV services	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
4.2 Proportion of people who do not accept violence against women	Refugees and Asylum-seekers	Unknown	100.00%	100.00%
4.3 Proportion of survivors who are satisfied with GBV case management services	Refugees and Asylum-seekers	87.00%	100.00%	78.38%

Progress Against the Desired Outcome

UNHCR supported national systems and government institutions, including Ministry of Social Development (MoSD), the Family Protection and Juvenile Department (FPJD) and National Council for Family Affairs (NCFA). UNHCR worked with the National Committee for the Elimination of Child Marriage led by NCFA to tackle the occurrence of child marriages. In a significant development, 237 cases of child marriage were reported in 2023 versus 307 in 2022. The reduction is credited to enforcing a strategic plan on child

marriage and regulations instituted by judicial authorities. It is important to underscore, however that the number of cases of GBV reported is not an indication of the prevalence given the significant barriers for reporting. On the other hand, UNHCR observed an increase in reported cases of domestic violence. Accordingly, UNHCR enhanced GBV awareness, risk mitigation mainstreaming, and improved the quality of interventions. For example, UNHCR facilitated the issuance of the National Manual on Implementing the “Survivor Centred Approach”. UNHCR led training of government actors and local partners working on gender-based violence and child-protection actors based on this national manual with consideration for gender issues when dealing with such cases. Furthermore, with MoSD UNHCR improved case management inside of the children begging rehabilitation facilities, targeting children who were GBV survivors. UNHCR and NCFA published the National Manual on Implementing the Survivor Centred Approach and shared knowledge through training to GBV actors in Jordan. UNHCR engaged with the Supreme Sharia Court on child marriage, piloting awareness courses for couples and families who were considering marriage under the age of 18. This practice led to the mitigation of possible child marriage cases. UNHCR further extended its support to GBV survivors in 2023 by enhancing FPJD psychosocial support (MHPSS) counselling across the country. UNHCR provided prevention and response services in safe spaces to more than 2,400 persons at risk of GBV and GBV survivors. Over 1,940 survivors were provided with psychosocial support through the case management approach and referred to specialized services such as health, legal aid and shelter services. These figures do not accurately reflect the prevalence of GBV in Jordan as the GBV cases continued to be under-reported. UNHCR continued to build the capacity of humanitarian actors in terms of GBV, GBV safe referrals and PSEA through the organization of training sessions for over 2,500 people, including partners, Government authorities, and volunteers from refugee and local communities. Participants gained the necessary knowledge and skills to ensure and respect the survivor-centred approach while conducting referrals. In addition, non-GBV staff also learned about the reporting mechanisms and channels for SEA cases. Such coordination enabled UNHCR to enhance the implementation of its protection mandate and ensured targeted coordination on the provision of services to non-Syrian refugees and the inclusion of non-Syrians in the civil society network programming. Through dedicated working groups, UNHCR ensured consistency in strategic and technical coordination with key government actors.

5. Outcome Area: Child Protection

People of concern access strengthened and harmonized emergency and national child protection (CP) interventions, prevention and response services

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
5.2 Proportion of children who participate in community-based child protection programmes	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement	Refugees and Asylum-seekers	18.42%	18.00%	5.58%

Progress Against the Desired Outcome

As a result of reduced assistance to refugees, UNHCR documented an increase in negative coping strategies affecting children as well as other vulnerable refugee groups. Cases of child school dropout and child labour were reported across Jordan. UNHCR piloted the Alternative Measures to Juvenile Detention project, providing trainings for judges and lawyers, producing situational reports, and closely liaising with the Government. UNHCR also improved specialized national protection services by addressing gaps in safe shelters for unaccompanied and separated children because of such efforts, these provisions were social services. UNHCR established the verification of alternative care arrangements program for separated and unaccompanied children. UNHCR led relevant working groups to ensure consistency of interventions for

child survivors and children at risk. Case management services were provided by UNHCR and partners for 1232 Syrian/non-Syrian children at risk during 2023. UNHCR liaised with different governmental entities, including the Ministry of Social Development (MoSD) and the FPJD, on sensitive individual cases and extended operational support and cooperation, which included joint advocacy and response mechanisms. UNHCR also continued to engage in Best Interest Procedures (BIPs), in addition to coordinating and leading the Best Interest Determination (BID) panels. To ensure a joint child protection response, UNHCR convened or participated in several coordination meetings and task forces with governmental entities and international agencies, and NGOs. UNHCR advanced discussions related to data sharing agreements with partners in relation to child protection and case management systems. Engagement with the Supreme Sharia Court on the issue of child marriage and piloting awareness courses for couples and families who were considering marriage under the age of 18 led to the mitigation of several early marriage cases. As a result of cooperation with the National Council of Family Affairs and the Family Protection and Juvenile Department, closed-circuit television (CCTV) technology in official courtrooms enabled virtual hearings to be held in a protection-sensitive manner for gender-based violence survivors and children. Due to lack of assistance, a number of refugees who were begging in the streets were apprehended and sentenced to rehabilitation in 2023, including 703 women and men and 490 refugee children, boys and girls. UNHCR and MoSD anti-begging project engaged 452 children in case management and other activities in the two anti-begging centres.

6. Outcome Area: Safety and Access to Justice

Government's actions relating to freedom of movement and respect of principle of non-refoulement are more aligned with international standards

Progress Against the Desired Outcome

In 2023, UNHCR provided legal assistance to 59,628 refugees and asylum-seekers, through legal counselling, aid, mediation service, legal representation and awareness-raising sessions, in refugee camps and urban areas. Due to the deteriorating economic situation of refugees, many instances of legal assistance involved home eviction cases. Legal assistance also supported the right to legal identity by facilitating the issuance of birth registration and vital incidents documentation, residency and nationality verification, and access to work. UNHCR convened other legal service providers to exchange information and facilitate coordination in implementation but also in planning, including in the context of preparing the Jordan Response Plan (for 2024-2026). This was done in close coordination with the Ministry of Justice, Ministry of Planning and International Cooperation and relevant donors. UNHCR facilitated the release from detention and prevention of deportation through 1,249 advocacy interventions. Throughout the year, 89 cases were successfully advocated for release from detention.

Furthermore, the cooperation between UNHCR with the Ministry of Labour and the Ministry of Interior on non-Syrian refugees issued with deportation orders for violations of Residency Law bore positive results and led to the cancellation of 840 deportation orders, the highest number of successful interventions in one year. UNHCR monitored detention trends, visited and assisted 101 refugees in detention, compared to 87 in 2022. UNHCR engaged in dialogue with UN agencies and partners under the umbrella of the UN Resident Coordinator's Office to promote alternatives to detention. This successful engagement stems from the past effective engagement with the National Council for Family Affairs to enhance alternatives to detention for children. Capacity development remained a key component in UNHCR's advocacy to strengthen national systems on access to justice by targeting relevant actors from the Government security apparatus in five specific events attended by 88 participants. Notably, UNHCR facilitated 67 capacity development initiatives for, among others, lawyers, NGOs, the Syrian Refugee Affairs Directorate (SRAD), and Refugees Affairs Coordination Office (RACO) which helped increase awareness of the importance of access to justice in Jordan as well as alternatives to detention and the principle of non-refoulement.

7. Outcome Area: Community Engagement and Women's Empowerment

Refugees' community engagement and participation and women empowerment strengthened

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
7.2 Proportion of people who have access to safe feedback and response mechanisms	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
7.3 Proportion of women participating in leadership/management structures	Refugees and Asylum-seekers	51.88%	50.00%	42.38%
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Refugees and Asylum-seekers	Extensive: ≥70 points	Extensive: ≥70 points	Extensive: ≥70 points

Progress Against the Desired Outcome

Guided by UNHCR's Age, Gender and Diversity policy and the Accountability to the Affected People framework, as well as the operation's refugee empowerment strategic direction, UNHCR promoted community engagement and social cohesion through the nine community centres in camps and the 22 community support committees in urban areas across Jordan. UNHCR helped vulnerable and marginalized refugees and host communities through empowerment interventions. 47,957 female and male refugees from different nationalities and Jordanians participated in cultural, social, recreational and awareness activities, contributing to peaceful coexistence and social cohesion. Around 8,680 older refugees and refugees with disabilities accessed support. The Disability and Age Sub Working Group, co-chaired by UNHCR and International Orthodox Christian Charities held 11 monthly meetings, brought 22 partners together to unify efforts of advocacy and promote effective disability and age inclusion in the humanitarian-development response. UNHCR and partners enhanced the participation of persons with disabilities and older persons to remove barriers to their access to humanitarian and development assistance. In addition, 2,139 vulnerable refugees were assessed and received urgent cash assistance. The five Women Empowerment Networks, supported by UNHCR, promoted leadership development that empowers refugee and Jordanian women to participate in community and civic life fully and raise awareness on women's rights, gender equality and women empowerment among men, women, boys, and girls so women and men have equal rights, responsibilities, and opportunities. UNHCR fostered more structured dialogue with the refugee community through two-way communication. To do so, UNHCR engaged communities in protection discussions, such as the impact of the UNHCR/WFP retargeting exercise and the discontinuation of the seasonal winter assistance. By way of background, UNHCR and WFP implemented a new joint targeting model for Basic Needs for refugees in host communities to reach the most vulnerable refugees. Consequently, 83 consultation sessions, focus groups discussions and information meetings were held with 3,534 refugees from different nationalities inside and outside camps. UNHCR reached 26,057 refugee women and men from different nationalities through 492 mobile helpdesk missions across Jordan, petitions as well as individual counselling at UNHCR premises inside and outside camps. Additionally, two CSCs' community volunteers participated in the Global Refugee Forum in Geneva, where they voiced refugees' priorities. UNHCR has also strengthened coordination mechanisms with partners, especially in remote areas. The Southern Region Coordination Platform, co-chaired by UNHCR, convened 11 monthly coordination meetings and facilitated humanitarian services in four remote governorates. As a result, 22,000 refugees benefitted from increased protection services, despite their remote locations.

8. Outcome Area: Well-Being and Basic Needs

Most vulnerable people of concern have access to cash assistance to cover basic, seasonal and emergency needs

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
8.1 Proportion of people that receive cash transfers and/or non-food items	Refugees and Asylum-seekers	46.57%	47.00%	60.64%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology	Refugees and Asylum-seekers	100.00%	100.00%	93.18%

Progress Against the Desired Outcome

The Jordan operation delivered cash assistance to vulnerable refugees and exceeded its original targets for CBI in 2023 due to the introduction in July of a new UNHCR/WFP joint targeting model for their respective cash assistance programmes. Because of the introduction of the targeting model, refugee beneficiaries changed significantly. The new model is based on the World Bank 2022 Proxy Means Test which estimates household poverty. Additional vulnerability and prioritization filters were incorporated to ensure its alignment with the programmatic objectives of both agencies, as well as available funding. Following the launch, the excluded refugees were able to submit online appeals to either or both agencies, with over 24,000 appeals for UNHCR basic needs assistance received (out of a total of over 40,000 joint appeals), 25 per cent of whom were later able to be included after updated information, assessments, and review. The operation continued its blanket basic needs cash assistance in refugee camps but successfully transitioned its assistance to direct implementation in 2023. It also transitioned a large proportion of recipients to mobile wallets—with more than 70% overall receiving cash assistance via refugee-owned mobile wallets, including 96 per cent of those in camps. This involved hands-on awareness sessions on mobile wallets ownership and services for more than 23,000 refugee families. This transition was a critical step toward financial inclusion as wallets are refugee owned which both facilitates access to broader digital financial services and supports independent financial decision-making. The remaining refugees received assistance through iris-enabled ATMs or ATM cards tied to virtual UNHCR bank accounts.

Because of reduced humanitarian funding for refugees in Jordan and increases in the cost of living, refugees faced significant challenges in meeting their most basic needs. As per the 2023 Basic Needs Post-Distribution Monitoring (PDM) exercise, UNHCR found that 43 per cent of refugees receiving cash assistance and residing in host communities can meet at least half of their monthly basic needs. The top three goods or services for which refugee families reported being able to meet less than half of their basic needs were health (including medicines), food, and rent. Nevertheless, most refugees report that UNHCR's cash assistance improved their well-being and living conditions and reduced financial burden. Due to unforeseen restrictions on data collection, UNHCR was again unable to conduct any 2023 PDM in camps. The Office was, however, able to obtain other useful data from a vulnerability survey that will be used to inform future PDM. UNHCR implemented through partners specific services in the main refugee camps—including camp reception area services and core relief item distribution, as well as cash assistance help-desk services for camp residents in coordination and co-financing with WFP.

9. Outcome Area: Sustainable Housing and Settlements

Communities including vulnerable People of Concern are more empowered, committed to and own the process of enhancing the sustainability, safety, and security of the physical and social infrastructures within the settlements that they live in

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
9.1 Proportion of people living in habitable and affordable housing	Refugees and Asylum-seekers	12.91%	15.00%	19.39%
9.2 Proportion of people that have energy to ensure lighting	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

2023 witnessed a shift in shelter support programme with enhanced refugee-led and participatory processes. This is evident in the successful testing of partial cash options entailing the provision of cash for repair and maintenance, providing greater ownership, sustainability, safety, and security to refugees in the camps. Furthermore, UNHCR spearheaded caravan specifications unification across all caravan-donor entities to reduce community tension and create peaceful coexistence and equal opportunities. In 2023, Zaatari camp was included in the greater Mafraq governorate (20-year) development plan in close coordination with the Ministry of Local Administration and other partners. Additionally, 2023 saw greater participation of private enterprises in camps infrastructure provision, introducing a commercial element in the mix of service provision and thus promoting inclusiveness and greater socio-economic relationships. Through inclusive participation, local economies and markets expanded in both camps. UNHCR also expanded access to green energy.

With the successful signing and activation of the South Amman Solar Energy Allocation “Wheeling Agreement” with the Government of Jordan, National Electric Power Company (NEPCO) and Electricity utility companies during the mid-year 2023, the camps benefited from subsidized additional green energy. The operation recorded a 60 per cent reduction in energy bills, from more than USD 9 million in 2022 to less than USD 4 million by the end of 2023. UNHCR thus facilitated the transition to a sustainable and equitable distribution of energy across refugee communities to shelters and shops, enabling refugees to work, study, cook, and socialize while generating job opportunities for refugee electricians. These initiatives contributed to standardization, adherence to Government regulations and alignment with Government systems, paving the way for a smooth integration of the camps’ electricity infrastructure within the national grid system. This is expected to open the option of prepaid access to energy for all refugee families who require additional energy and can pay for it. 2023 also witnessed the introduction of environmentally friendly micro-agricultural solutions at the household level. These enabled refugee families to experiment with growing food on their own. Significant progress was also achieved in terms of greening the camps. In collaboration with the Ministry of Agriculture, 1,500 trees in batches of 250 tree seedlings were planted in the Azraq camp as an initial step towards environmental protection, combating desertification efforts and reducing the overall carbon footprint of the camps. This development, a first of its kind, had not been possible over the last ten years.

10. Outcome Area: Healthy Lives

People of concern have optimal access to standard essential health care services

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination	Refugees and Asylum-seekers	97.73%	95.00%	96.36%
10.2. Proportion of births attended by skilled health personnel	Refugees and Asylum-seekers	99.64%	100.00%	99.69%

Progress Against the Desired Outcome

UNHCR supported interventions and advocacy efforts to promote equitable access of the refugee population to essential healthcare services in camps and non-camps/urban settings in 2023. A total of 388,700 consultations were delivered through UNHCR’s implementing partners’ clinics for primary health, mental health and emergency services, including 358,974 consultations in refugee camps and 29,726 in the urban areas. 18,126 refugees in need of secondary health care benefited from UNHCR supported referral services, predominantly from the refugee camps while 4,928 refugees benefitted from cash for health in urban areas to access essential obstetric and secondary health services. A significant increase of 23.3 per cent was observed in the number of successful referrals from refugee camps to Ministry of Health (MoH)

based secondary level health services in 2023 (31.7 per cent in 2022, in contrast to 55 per cent in 2023). Continuing with gradual disengagement from UNHCR supported health services provision in non-camp/urban settings coupled with incremental utilization of public health services by refugees, UNHCR Primary Health Care clinics in urban areas were reduced from four in 2022 to two in 2023. This strategic endeavor was made possible by close collaboration with the MoH to ensure that access to essential healthcare for refugees remains optimal. Close follow-up with MoH confirms positive progress on the policy manual and service guide, which were developed jointly with MoH in 2022 and 2023 to enable refugees to access public health facilities. In addition to the 3 per cent and 9 per cent improvement in the overall access for Syrian and non-Syrian refugees, respectively, compared to the baseline, a shift towards seeking healthcare at public health facilities was observed in 2023 according to the results of Health Access and Utilization Survey. The inflation of the subsidized rate of services, however, continued in 2023, hampering the ability of the refugees to afford the service fees, especially those falling in the most vulnerable category. UNHCR continued the Cash for Health support to the most vulnerable refugees in urban settings who cannot afford to pay the subsidized cost of services to access essential health care. 4,024 individuals received cash for health in the urban areas to access essential emergency obstetric and secondary health services 3,773 Syrian & 251 non-Syrian.

11. Outcome Area: Education

By 2025 refugees will have access to inclusive and quality education under the national education systems as well as the completion of education with relevant skills locally and through enhanced use of complementary pathways

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
11.1 Proportion of young people enrolled in tertiary and higher education	Refugees and Asylum-seekers	7.33%	9.00%	9.49%
11.2 Proportion of children and young people enrolled in the national education system	Refugees and Asylum-seekers	64.28%	64.00%	64.00%

Progress Against the Desired Outcome

In 2023, UNHCR conducted five roundtables with academia, donors, the private sector, and philanthropy partners, including the Ministry of Awqaf and Zakat Fund, to achieve the 15by30 Goal. As a result, four public universities adopted a more inclusive approach to refugee learners by decreeing tuition fees from international students rate equal to Jordanian students' rate. This also helped to establish an alliance in Jordan to facilitate refugees' access to higher education. The Higher Education Alliance is a network of stakeholders established in alignment with the 15by30 Goal and preparation for the Global Refugee Forum (GRF) 2023. The network has a passionate interest in ensuring that refugees and vulnerable Jordanians have better access to higher education opportunities recognizing the value of higher education and high-quality technical and vocational development and training (TVET) to advance national economic development, innovation, and progress on the Sustainable Development Goals.

UNHCR expanded and diversified access to scholarships through signing a memorandum of understanding with the German Jordan University/ the Edu Syria scholarship. The Office supported community-based learning support programs through the Connected Learning Hubs. A total of 3,446 refugee and Jordanian learners accessed the centres. UNHCR facilitated around 255 third-country complementary pathway scholarships in 2023. UNHCR invested in Inclusive Education Information Management Systems through advocacy and collaboration with the Ministry of Education (MoE), Ministry of Higher Education (MoHE) and UNESCO that resulted in issuing a directive to all public universities in Jordan, mandating the addition of international protection status in the Student Information Systems.

Through advocacy with development donors and in coordination with MoE, UNHCR supported a cross verification exercise for active 4,957 non-Syrian refugee children to ensure enrolment in MOE schools, with provisions made for their tuition and textbooks in 2023. UNHCR explored engagement with the private sector, based on advocacy and collaboration have yielded a successful internship for two DAFI software engineering students, equipping them with practical skills and industry experience for their future careers.

UNHCR's advocacy on higher education resulted in Ministry of Planning and International Cooperation (MOPICs) decision to prioritize TVET and Higher Education in 2023 Jordan Response Plan (JRP) for the first time and established a separate TVET& Higher-Education Task force. UNHCR co-convened efforts of the Jordan Civil Society Network for Displacement in 2023, resulting in the Network's submission of a pledge for the GRF committing to resilience and self-reliance of refugees and host communities.

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

Legal and regulatory frameworks governing employment and financial inclusion are inclusive of People of Concern

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider	Refugees and Asylum-seekers	9.07%	22.00%	16.72%
13.2. Proportion of people who self-report positive changes in their income compared to previous year	Refugees and Asylum-seekers	30.56%	50.00%	60.76%
13.3 Proportion of people (working age) who are unemployed	Refugees and Asylum-seekers	82.84%	72.00%	74.17%

Progress Against the Desired Outcome

Since 2016, over 430,000 work permits have been issued, including renewals, and 90,152 in 2023. With work permits, refugees receive social security and can access social benefits such as pensions. UNHCR, in partnership with the Government, international organizations, and agriculture cooperatives, continued to raise refugees' awareness on the importance of formal work and advocate for them to apply for work permits whilst working with the Government and development actors to support refugees who cannot afford social security subscription fees. UNHCR leveraged its comparative advantage and networking with development actors to support the Government in finding a long-term solution to capitalize on the positive contribution of refugees to the local economy. UNHCR involved refugees directly in delivering services and humanitarian assistance under the Refugee UN Volunteer scheme, hiring skilled refugees as electricians, translators, and photographers to support project and programme delivery. UNHCR and its partners continued to build the refugees' capacities through technical and vocational education and trainings based on labour market needs. Refugees could develop their skills in a wide range of sectors, including in the digital sector, green economy, freelancing, among other business activities. Since late 2018, over 440 home-based businesses have been set up, mostly in food processing, tailoring, and freelancing. While these are small home-based businesses, analysis shows that they remain active and profitable for years. Years of vocational training programmes and enhanced access to secondary and tertiary education have resulted in a pool of capable refugees with employable skills. In 2023, UNHCR and the WFP, collected data to understand refugees' skillsets, experience and aspirations to better match them with opportunities, and generate knowledge on the economic potential refugees that could be maximized for the country. Building on this, UNHCR actively tried to connect refugees to available opportunities in partner programmes as well as private sector initiatives. UNHCR also explored third-country options for refugees and capacitated refugees with adequate skills to work abroad.

14. Outcome Area: Voluntary Return and Sustainable Reintegration

Refugee returns from Jordan are voluntary, and those choosing to return are well-informed and prepared

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
14.1 Proportion of returnees with legally recognized identity documents or credentials	None	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

UNHCR does not currently support or facilitate voluntary repatriation to Syria. However, throughout 2023, the Office continued to support refugees who independently chose to return and monitored developments that may contribute to future opportunities for voluntary repatriation in safety and dignity. In 2023, 4,383 refugees chose to return to Syria, accounting for between 300 and 500 refugees per month. These return rates were stable and consistent with those during the previous year.

In 2023, UNHCR and its partners conducted two intention surveys to better understand refugees' perceptions related to return, interviewing 4,151 refugees. Across these surveys, only around 1 per cent of refugees consistently indicated a desire to return to Syria within 12 months, with many citing security fears and livelihoods concerns as the reasons for not wanting to return in the short term. UNHCR maintained its outreach and information sharing in communities, which essential to dispel misinformation and rumors related to returns procedures. Over 1,900 refugees were reached through information sessions across governorates in Jordan.

UNHCR also maintained its presence at the Jaber Border with Syria to closely coordinate with authorities and law enforcement, monitor spontaneous returns, and provide individual case support where needed. UNHCR provided support to returnees and border authorities, including for unaccompanied or separated children attempting to cross the border. UNHCR coordination through the facilitation of the Jordan Durable Solutions Working Group, which is used to share accurate information and updates on returns procedures and ensure refugees' perceptions and intentions, are at the forefront of discussions on durable solutions programming.

15. Outcome Area: Resettlement and Complementary Pathways

Resettlement and complementary pathways programs grow in scale, are efficient and protection focused

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
15.1 Number of refugees submitted by UNHCR for resettlement	Refugees and Asylum-seekers	7,166	10,000	8,536
15.2 Average processing time from resettlement submission to departure under normal priority	Refugees and Asylum-seekers	1,288.00	1,000.00	1,620.00

Progress Against the Desired Outcome

In 2023, resettlement departures and submissions increased to the highest rates since 2016. UNHCR continued to improve the quality and efficiency of resettlement processing through streamlined identification processes in coordination with registration teams utilizing updated population data and poverty scores; strengthened capacity of the staff to undertake case reviews; and continued investment in data-driven quality assurance activities to ensure efficient case tracking and consistent implementation of procedural standards. Resettlement targets were fully achieved through submissions for 8,536 refugees, representing a 20 per cent increase compared to 2022. During the year, the Jordan operation absorbed several last-minute resettlement quotas from countries that were prevented from operating elsewhere in the region. The operation's ability to flexibly re-prioritize and meet additional targets contributed to an increase in the

availability of solutions for refugees.

The identification of refugees for resettlement was guided by findings of UNHCR's vulnerability assessment framework, which enabled the effective targeting of those refugees at heightened risk, including those resorting to crisis and emergency livelihood coping mechanisms. During the year, 13 per cent of resettlement submissions were under emergency and urgent priority due to heightened protection risks. 19 per cent of cases submitted for resettlement were survivors of violence and torture, women and/or children at risk. In view of the difficult protection environment that they face, non-Syrian refugees were prioritized for resettlement and represented 10 per cent of cases submitted for resettlement and 15 per cent of cases that departed on resettlement during the year.

Throughout 2023, UNHCR maintained a strong focus on expanding refugees' access to complementary pathways by strengthening outreach, assistance, and counselling, reaching over 2,900 refugees - doubling the number of refugees reached in 2022. UNHCR worked closely with the World University Service of Canada to hire and train 15 refugee guidance counsellors who shared information in their communities about complementary pathways, resulting in accurate information available to communities and stronger engagement and interest at a community level.

UNHCR also worked to strengthen available data on refugees' skills, profiles, and interest in pathways by incorporating key data points in ongoing skills-mapping exercises and conducting a survey of over 3,000 refugees registered on Talent Beyond Boundaries' talent catalogue. This information has allowed the operation to identify and explore opportunities to expand employment pathways through new and diverse partnerships, upskilling and preparation programs, and advocacy interventions. Additionally, UNHCR maintained and expanded a technical partners coordination forum to grow complementary pathways, including a strengthened focus on cross sectoral service mapping, Global Refugee Forum pledging, and available candidate support and language learning.

2.2. Age, Gender and Diversity

Along with the Gender Equality Strategy, the AAP framework components, which are part of UNHCR Age Gender and Diversity (AGD) policy ten core actions, UNHCR led the protection response by ensuring accountability at all levels. The transparent communication with the refugee community was based on solid communication and transparency channels, entailing digital and in-person interactions. Based on the "one refugee" approach, the operation fostered inclusion of women, men, girls and boys refugees from different nationalities. This was key to promoting meaningful participation and equal access to women, men, girls, and boys. UNHCR's serious considerations towards community feedback and its response have contributed significantly to maintaining trust with refugee communities. The latter has been cultivated over the past years, with refugee feedback continuously informing cross-sectoral programming. In fact, in 2023, more than 77,548 female and male refugees from different nationalities were engaged meaningfully in community activities.

Moreover, UNHCR facilitated biweekly multi-functional teams, mobile helpdesk missions, thematic community consultations and meetings, thematic focus groups discussions, community support committees and women empowerment networks activities, well-attended petitions, individual counselling as well as the community pulse through the WhatsApp groups covering 85,000 refugees. UNHCR incorporated the diverse capacities, needs, and exposure to protection risks of individuals across all age, gender, and diversity groups into its assessments, planning, and implementation processes. By applying an AGD approach to its work, UNHCR ensured equality in decision-making and in the provision of services. The creation of meaningful partnerships was conducive, among other things, to equal and meaningful participation in decision-making and to comprehensive prevention and response services against gender-based violence.

Section 3: Resources

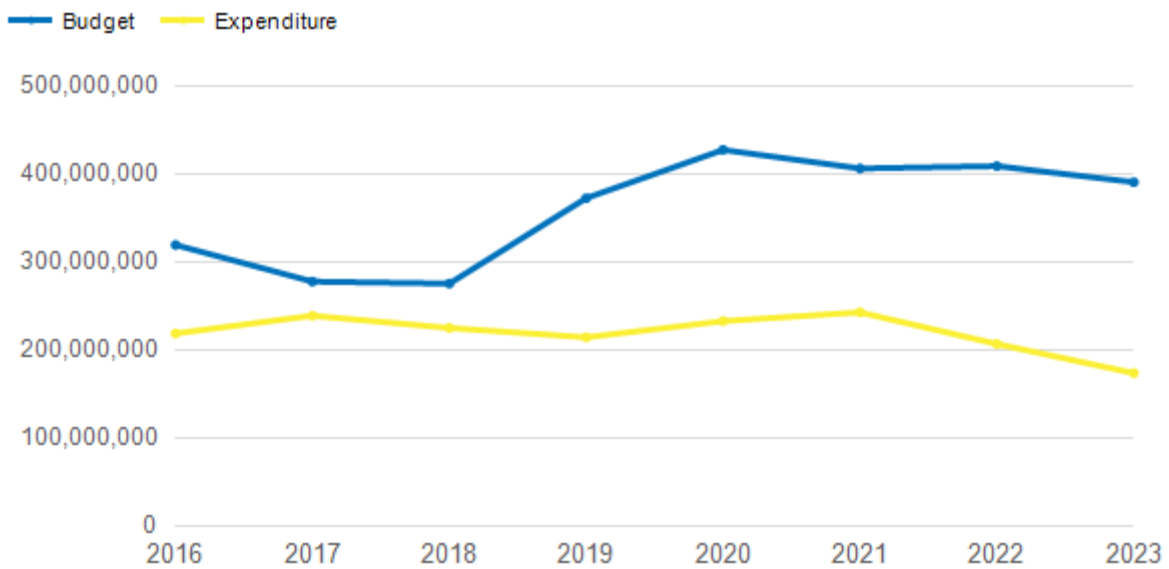
3.1 Financial Data

(Financial figures in USD)

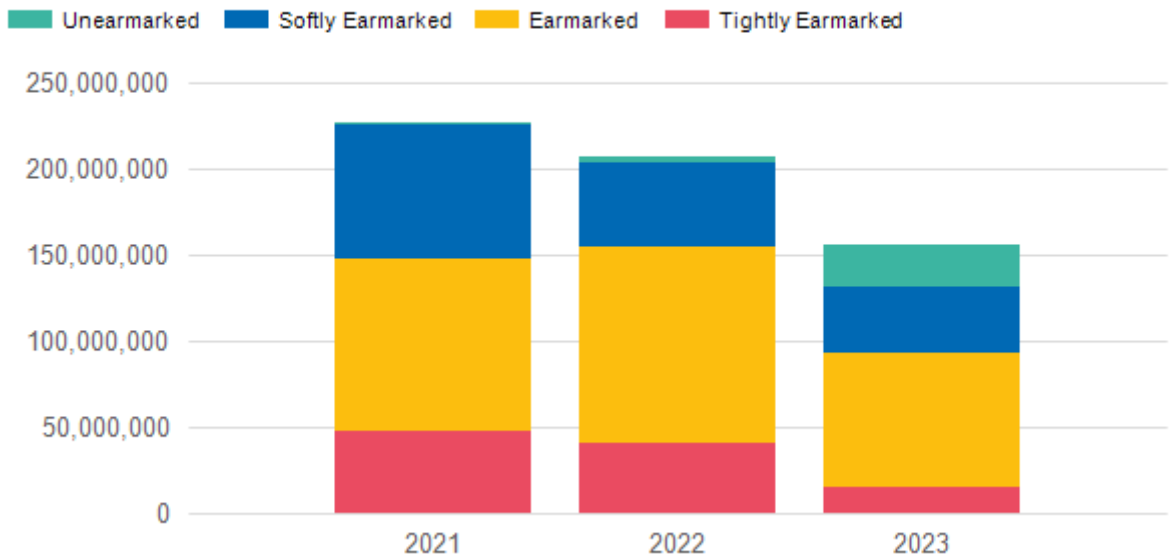
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	46,278,309	36,399,683	78.65%	32,492,331	89.27%
IA2: Assist	282,212,251	118,639,271	42.04%	118,639,271	100.00%
IA3: Empower	55,643,122	17,788,434	31.97%	17,788,434	100.00%
IA4: Solve	5,976,961	4,368,083	73.08%	4,368,083	100.00%
All Impact Areas		124,450			
Total	390,110,643	177,319,922	45.45%	173,288,119	97.73%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	16,934,617	16,247,609	95.94%	12,350,452	76.01%
OA2: Status	3,127,006	2,650,294	84.75%	2,650,294	100.00%
OA3: Policy/Law	10,193,778	8,428,160	82.68%	8,428,160	100.00%
OA4: GBV	12,339,397	3,120,673	25.29%	3,120,673	100.00%
OA5: Children	8,843,222	3,655,214	41.33%	3,655,214	100.00%
OA6: Justice	11,105,159	5,114,819	46.06%	5,114,819	100.00%
OA7: Community	18,482,540	9,454,119	51.15%	9,454,119	100.00%
OA8: Well-being	189,991,005	74,526,524	39.23%	74,526,524	100.00%
OA9: Housing	40,260,039	17,872,682	44.39%	17,872,682	100.00%
OA10: Health	43,117,984	22,584,852	52.38%	22,584,852	100.00%
OA11: Education	6,254,859	1,649,644	26.37%	1,649,644	100.00%
OA13: Livelihood	18,566,326	3,563,998	19.20%	3,563,998	100.00%
OA14: Return	2,694,642	1,763,865	65.46%	1,763,865	100.00%
OA15: Resettle	3,282,318	2,604,218	79.34%	2,604,218	100.00%
EA20: External	4,917,749	3,958,802	80.50%	3,948,606	99.74%
All Outcome Areas		124,450			
Total	390,110,643	177,319,922	45.45%	173,288,119	97.73%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In 2023, UNHCR received earmarked and unearmarked contributions. Critically, due to global funding decline, UNHCR was forced to deprioritize interventions, resulting in the reduction of beneficiaries assisted by UNHCR across sectors such as cash assistance and protection interventions. Notably, UNHCR was unable to deliver winter cash assistance to refugees. These shortcomings notwithstanding, efforts were made to mobilise resources from both private and public sources. The grave funding situation that is affecting the entirety of humanitarian organization is likely to negatively impact UNHCR activities in the years to come.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

Humanitarian programmes experienced significant reductions due to the changing funding landscape in 2023. Discussions conducted by UNHCR with key partners such as UN agencies, local and international partners, and development actors suggest that partners need further support across sectors. A sense of “free fall” due to reduced support is perceived across the refugee response in Jordan. Refugee vulnerabilities are rising, with very limited durable solutions in sight. Refugee communities have voiced their profound concern over shrinking opportunities for self-reliance, let alone identifying durable solutions. These bleak prospects notwithstanding, sustained efforts will be made to deepen strategic engagement with development actors, build large partnerships across and beyond the UN family to explore solutions to meet basic needs while promoting long-term self-reliance. UNHCR strategic demarches will hinge on ever closer partnerships with a wide range of partners including private sector actors and local communities across the humanitarian-development nexus. UNHCR will work with the government to safeguard the rights of the most vulnerable through continued provision of services such as health, GBV and child protection and education. To counter the lack of sustainable solutions on shelter and energy, UNHCR will pursue openings through the developmental projects and inclusion of refugees in governmental programmes. Soft projects entailing services through existing social structures will be explored. Through the socio-economic skill mapping UNHCR, WFP and partners will identify market opportunities for self-reliance. Concerted advocacy will centre on a narrative that cherishes the positive contribution that refugees make to Jordan. As UNHCR braces for a further reduction in funding support, community-led solutions will be expanded alongside a thorough prioritization so that refugees can access protection.



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