

# Jordan

October 2021

The **UNHCR Helpline Interactive Voice Response (IVR)** system, which received over 300,000 calls in October, has been redesigned to allow refugees to book appointments directly, with the aim of facilitating access to UNHCR services.

Ahead of the winter months, UNHCR has started distributing **winter cash assistance** to vulnerable refugee families in Jordan, to help them cope with the increased needs. Close to 100,000 families will receive assistance.

UNHCR, together with the National Crisis Management Centre, launched a **pilot vaccination station** in UNHCR's Registration Centre in Amman, to increase the vaccination rate among refugee communities.

## KEY INDICATORS

759,738

Refugees in Jordan as of 15 November 2021

82.8%

Refugees living outside camps in **urban areas**

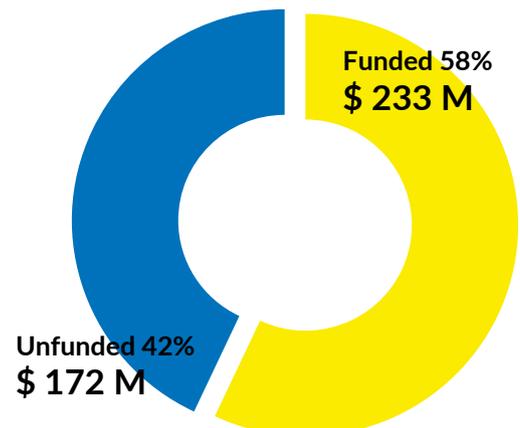
46.7%

Refugees are **children** (under 18 years)

## 2021 FUNDING (AS OF 9 NOVEMBER 2021)

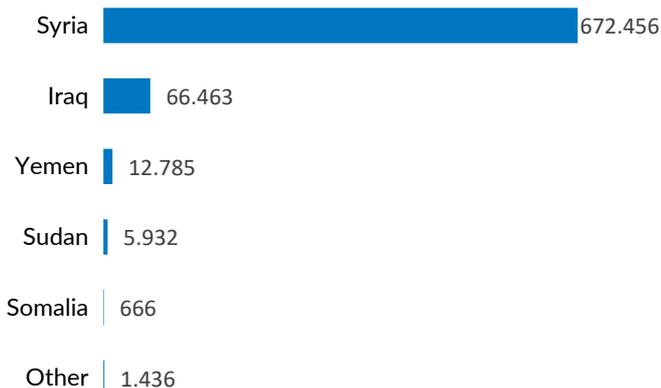
USD 405 M

UNHCR Jordan's financial requirements in 2021



## POPULATION OF CONCERN

### Countries of Origin



Ten refugee women were hired by Kareem Hypermarket after graduating from a joint Kareem Hypermarket – Jordan River Foundation training program.

**PROTECTION**

- In October, UNHCR Registration Centres continued to renew refugee Asylum Seeker Certificates (ASCs) through a combination of in-person and remote processes. Close to 90% of all individuals who underwent renewal interviews did so through in-person rapid procedures at registration centres in Amman, Irbid and Mafraq. This shows a further increase from last month's rate of 50%. In addition, UNHCR was able to deliver renewed ASCs to almost 11,000 families who renewed their documents remotely. Some refugees report that they prefer the remote and hybrid modalities, in light of the convenience and efficiency they offer.
- UNHCR continued to share information with refugees and asylum seekers through different means, including the [Jordan Help site](#), the Helpline and social media pages. During this month, UNHCR and legal partners continued to provide legal assistance in the form of counselling, mediation, representation, and protection follow up and advocacy.
- During October, UNHCR's child protection/SGBV teams counselled and supported 279 individuals, who benefited from case management, legal, psychosocial services and mental health, resettlement, and cash-based intervention services through UNHCR or implementing partners in the field. UNHCR Jordan continues to operate [protection hotlines](#) that enable refugees and asylum seekers to contact UNHCR staff directly with any protection concerns they may have.
- UNHCR's Helpline launched the newly redesigned Interactive Voice Response (IVR) system, which was restructured to respond more effectively to refugees and asylum seekers' calls. The Helpline received over 300,000 calls in October, of which 75% were handled and resolved through the IVR system.

**COMMUNITY EMPOWERMENT AND SELF RELIANCE**

- Through October, UNHCR continued to engage with refugee communities as part of its Communication with Communities (CwC) strategy. Over 1,000 refugees reached UNHCR's Community-Based Protection team through the different channels, including the Helpline, Community Support Committees (CSCs), social media platforms, and were provided with case management services. Main topics of engagement were cash assistance, resettlement, DAFI scholarships, and registration services.
- UNHCR-supported CSCs continue to engage refugees through various activities, including self-development and learning opportunities. During October, CSCs across Jordan implemented over 120 remote and in-person activities to foster social cohesion, raise awareness on issues such as child labour, and promote gender equality and self-reliance, reaching over 3,000 participants of various nationalities.
- Some 405 refugee families, including 238 non-Syrians, were assisted through Urgent Cash Assistance (UCA) in October. Over half of the cases were vulnerable refugees who needed cash assistance to cover education-related expenses for their children (i.e., tuition fees, books).
- UNHCR continues to explore possibilities for collaboration with the private sector to create opportunities for refugees and Jordanians. In October, ten refugee women [graduated](#) from a Jordan River Foundation and Kareem Hypermarket joint training program and received work contracts. Opportunities like this are critical for refugee and Jordanian youth accessing the labour market.

**CASH ASSISTANCE FOR BASIC NEEDS**

- In October, UNHCR's regular cash assistance reached some 33,000 refugee families, including 3,000 non-Syrian families. In addition to the regular cash programme, and ahead of the winter months, UNHCR has [assisted](#) over 76,000 families in urban settings with cash assistance of about USD 260-560

depending on family size, while some 23,000 families in camps will also be assisted in November. Read more in our [press release](#).



## HEALTH

- While the epidemiological situation in Jordan has been stable in recent months, the daily recorded cases of COVID-19 during October slightly increased, with a positivity rate of close to 5% at the end of the month. Defence Order 32, which requires all persons entering public locations to be vaccinated or have a negative PCR test, is consistently applied, through widespread checking of vaccination status for all persons entering public locations. Cases among refugees in camps continue to be well below the national average, with 3.3% of the refugee camp population testing positive compared to 8.4% of the total Jordanian population. As of 31 October, in refugee camps, a total of 4,266 refugees have tested positive since the onset of the pandemic, of which 4,181 have recovered (98%) and 49 have died. Close to 4 million people have been vaccinated across the Kingdom, while in refugee camps, the number of vaccinated refugees continues to increase, reaching over 33,200 refugees in total (48% of the eligible population in Azraq and Zaatari), with over 44,000 registered to receive the vaccine. In urban settings, as per initial analysis of data as received through the National Crisis Management Centre, some 33% of the eligible Syrian urban refugee population has been vaccinated as of end of October.
- UNHCR has been having ongoing conversations with the Ministry of Interior and the Syrian Refugee Affairs Directorate (SRAD) on the application of Defense Order 32 to refugees. As part of the continued efforts by UNHCR and the Ministry of Health (MoH) to increase vaccination rates among refugees in Jordan, MoH is piloting a [vaccination station](#) in the UNHCR Registration Centre (RC) in Khalda to offer the possibility for refugees visiting the RC to get vaccinated. UNHCR is supporting MoH with awareness raising and messaging about the vaccination to refugees who arrive for their appointments. Since the pilot started on 31 October, some 450 refugees have been vaccinated in the first two weeks.
- Aside from the COVID-19 situation, UNHCR continues to support refugees in Jordan to access primary, secondary and tertiary health services. Refugees in Jordan are able to access the national health system at the non-insured Jordanian rate and UNHCR is making efforts to maximize the utilization of public health services by refugees. Through October, over 4,000 refugees were assisted through UNHCR's cash-for-health programme.



## EDUCATION

- The UNHCR-supported Kolibri digital learning platform continues to be an important resource for refugee and Jordanian students alike, with some 3,000 students, benefitting from it every month. UNHCR is also supporting the establishment of additional Connected Learning Hubs in youth centres across the Kingdom, to provide a space for students throughout Jordan to continue their studies and engage in activities.
- As part of the continued efforts to support graduates of DAFI scholarships, as well as refugee school students, UNHCR initiated an incentive work-based activity with 12 DAFI graduates providing learning support services in Maths, English, Arabic and Science to 247 refugee students.
- With limited higher and technical/vocational education scholarships available to refugee students, UNHCR continues to explore opportunities for refugee students to continue their education and university studies, through a number of scholarship programmes and partnerships with universities throughout Jordan and abroad, such as Zarqa University and Luminus Technical University College.

**DURABLE SOLUTIONS**

- UNHCR Jordan continues to use a hybrid interview process, including both remote and in-person interviews, to facilitate resettlement procedures. During October, a total of 1,039 individuals were submitted for resettlement, making a total of over 3,800 refugees submitted for resettlement in 2021.
- For 2021, close to 5,300 resettlement places for refugees in Jordan have been confirmed by Australia, Belgium, Canada, France, Germany, Norway, Romania, Spain, Sweden, and the US. During October, 138 refugees departed to resettlement countries, while over 2,082 have departed so far in 2021.
- In addition to refugees resettled to third countries, close to 100 individuals have departed since January 2021 on complementary pathways, the majority for third-country educational opportunities.

## High-Profile Visits

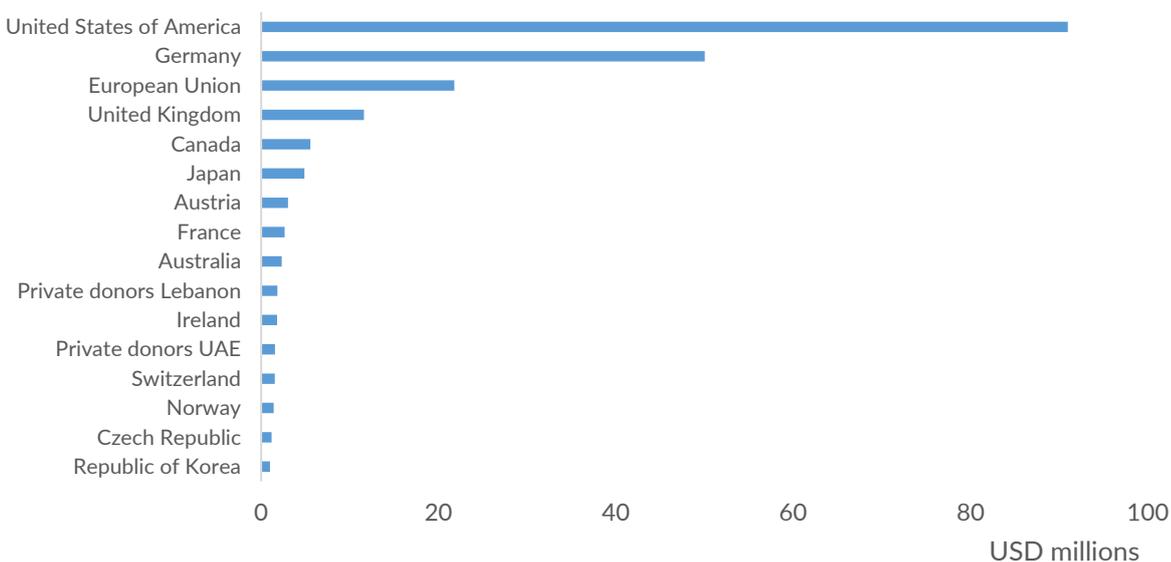
- UNHCR facilitated a number of visits during October, including the following:
  - World Bank Group President David Malpass [visited](#) Zaatari camp on a trip to Jordan to discuss Jordan's economic growth and recovery. During his field visit, President Malpass was briefed by UNHCR and Jordanian authorities and visited the vaccination and employment centres, where he met with refugees who shared their experiences. The WB delegation noted the strong partnership with the Government of Jordan, UNHCR and ILO in supporting Jordan's refugee response, the inclusive and efficient COVID-19 vaccination campaign, and the support provided to Syrian refugees' access to labour market and social protection.
  - Danish Minister for Development Cooperation, Mr. Flemming Moeller Mortensen, [visited](#) Zaatari camp. During the livelihoods and community empowerment focused visit, the Minister [highlighted](#) Jordan's role in the refugee response and Denmark's keenness to continue supporting the Jordanian government and UNHCR.
  - Jordan's Interior Minister Mazen Farayah also [visited](#) Zaatari camp. Among his messages about improving different aspects of the response and conditions in Zaatari, Minister Farayah also [highlighted](#) the need to strengthen the vaccination campaign among refugees.
  - A technical ECHO delegation [visited](#) the Mafraq sub-office, where they received a briefing and tour of the registration centre and spoke with a few refugee families about the registration services and hybrid process. Later in the month, a joint ECHO – EU Madad delegation visited some refugee families living in Irbid and benefitting from cash assistance and received a briefing from UNHCR staff.
  - A high-level Swiss delegation, including the Heads the humanitarian and development branches of the Swiss Agency for Development and Cooperation (SDC), [visited](#) Azraq camp and were briefed by UNHCR Representative Dominik Bartsch on the overall refugee response and its future.
  - Other delegations included: a group of Members of the Dutch Parliament who visited the Nuzha Community Support Centre and were briefed on UNHCR's community-based protection approach and the work of partners in supporting refugee and host communities; and a French delegation, led by General Vincent Coste, Commander of the civil-military affairs branch of the Operation Inherent Resolve HQ, who visited UNHCR's offices in Amman, to better understand the refugee response operation of refugee camps infrastructure.
  - UNHCR's Goodwill Ambassador Emi Mahmoud [visited](#) Jordan on a climate-focused mission, in advance of her travel to Glasgow to participate in the COP26. During the trip, she visited Azraq to meet with some refugees, including [Hatem](#), the recently recruited RUNV working in the solar plant, who she has included in the poem she wrote for the COP26. The poem can be viewed [here](#).

# Financial Information

Total recorded contributions for the operation in 2021 amount to some **US\$ 233million**, covering 58% of overall needs for refugees in Jordan.

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 programs with unearmarked and broadly earmarked funds.

## Earmarked contributions to UNHCR Jordan in 2021 (over 1 million USD)



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

Germany (29.7M) | USA (22.1M) | Private donors Australia (9.8M) | Denmark (8M) | Private donors Germany (6M) | Finland (6M) | Sweden (5.4M) | Private donors Republic of Korea (4.3M) | Japan (2.9M)

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

Norway (80M) | Sweden (75.4M) | Private donors Spain (69.3M) | UK (40.4M) | Netherlands (36.1M) | Private donors Republic of Korea (35.3M) | Denmark (34.6M) | Private donors Japan (27.7M) | Germany (26M) | Japan (23.4M) | France (20.2M) | Private donors Italy (17.6M) | Switzerland (16.4M) | Private donors Sweden (14.4M) | Ireland (12.5M) | Belgium (11.9M) | Italy (10.7M)

## CONTACTS

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## LINKS

Facebook, Twitter, Instagram: @UNHCRJordan  
[www.data.unhcr.org/syrianrefugees](http://www.data.unhcr.org/syrianrefugees)