

# Jordan

September 2020

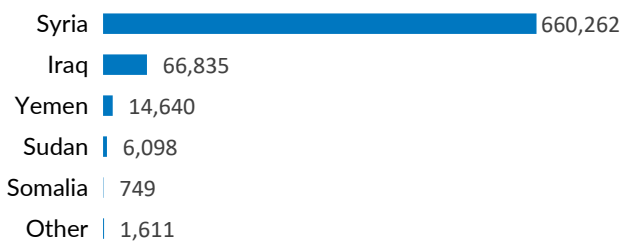
Jordan is one of the countries most affected by the Syria crisis, hosting the second highest share of refugees per capita in the world. During 2020, the country has been **severely impacted by COVID-19**.

The Government of Jordan has taken strict measures to prevent the spread of the virus, and has included refugees, in urban areas and camps, in the **National Health Response Plan** since the beginning.

In addition to its regular **cash assistance** program, UNHCR has assisted over 43,000 newly vulnerable families severely impacted by COVID-19 to cover their most vital and essential needs.

## POPULATION OF CONCERN (AS OF 15 SEPTEMBER 2020)

### Countries of Origin



**750,195** Refugees in Jordan

**57** refugee nationalities

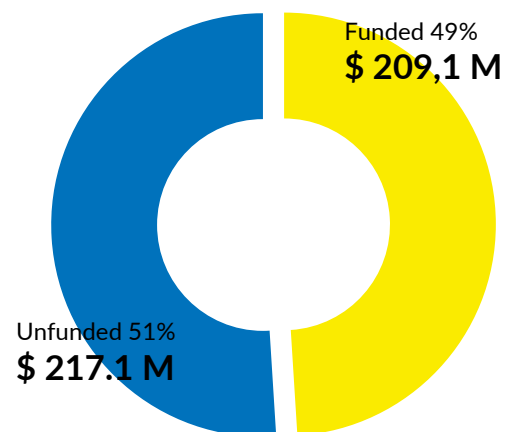
**83.2%** living in urban areas

**16.8%** refugees live in three camps: **Zaatari, Azraq, Emirati Jordanian Camp**

## FUNDING (AS OF 14 SEPTEMBER)

# USD 426.7 M

UNHCR Jordan's financial requirements in 2020



## UNHCR PRESENCE

**Staff: 515**

435 National Staff

80 International Staff

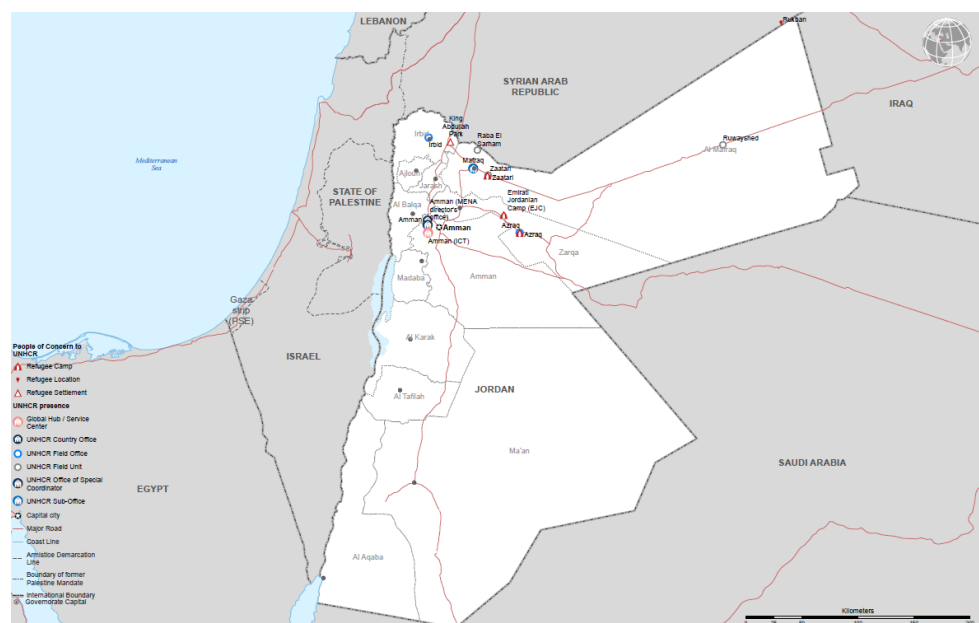
### Offices:

1 Branch Office in Amman

2 Field Offices in Irbid and Azraq

1 Sub Office in Mafrqa (also covering Zaatari camp)

3 Urban Registration centres in Amman, Irbid and Mafrqa



## Working with Partners

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

## Main Activities

### Protection

UNHCR Jordan was among the first UNHCR operations worldwide to introduce iris-scanning biometrics technology as an integrated systematic part of its **refugee registration** in 2013. It was also among the first three operations worldwide to move from using biometrics only for registration to using it for identity management; service providers and partners are able to 'validate' or authenticate identities of refugees registered with UNHCR, allowing them to access daily services (cash withdrawals, buying groceries at the supermarket, and more) simply by scanning their iris. As of March 2020, in-person registration activities have been paused to prevent the spread of COVID-19. UNHCR has instead introduced innovative remote modalities to continue registration activities, such as the use of a One-Time-Password (OTP) integrity safeguard for verification purposes, to prevent fraud and ensure refugee data is kept in a secure manner.

Together with partners, UNHCR continues to provide **counselling and support** to persons of concern on issues relating to legal services, psychosocial support, mental health, child protection, and more. Specifically on SGBV issues, UNHCR provides directly psychosocial support and emergency cash assistance to SGBV survivors, complemented with partnerships with local NGOs who provide specialized support to survivors in safe spaces across Jordan. Survivors are referred to health, legal, safe shelter options and other services. UNHCR also implements prevention activities such as women empowerment workshops, self-defence classes led by refugee women and various awareness activities within communities. With restrictions in place due to COVID-19, counselling and support has continued through remote modalities.

UNHCR's COVID-19 protection response has also focused on a variety of remote refugee **protection hotlines**, including the [Amaali GBV services app](#) and the UNHCR Integrated Voice Recognition Helpline, which has managed

over 200,000 monthly calls since March. An additional [Help website](#) platform was launched to facilitate two-way communication.

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

### **Community Empowerment and Self-Reliance**

In recent years, the Government of Jordan (GoJ) has taken significant steps in facilitating the **access of Syrian refugees to the Jordanian labour market**, including waiving the fees to obtain a work permit, simplifying the documentation requirements, and allowing the registration and operation of home-based-businesses. As of August 2020, a total of 200,180 work permits have been issued, of which 23,258 were issues in 2020, mainly in the agriculture and construction sectors.

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

During the COVID-19 crisis, refugees have been severely impacted by the mobility restrictions and widescale shutdown of the informal labour market, as employment opportunities for all have significantly decreased, especially for women and non-Syrians. While an average of 78% of refugees was [estimated](#) to live below the poverty line (USD 96 per month) prior to the COVID-19 pandemic, [recent surveys](#) show that about one third of Syrians who were employed before COVID-19 have lost their jobs.

UNHCR continues to support a network of 22 **Community Support Committees (CSCs)** across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. CSCs in Jordan provide a novel and community-led approach to respond to the needs of urban refugees, bridging gaps between refugees and Jordanians, and helping UNHCR to give the right assistance to those who need it most. They regularly offer a range of activities, including activities tailored to women, children, people with disabilities, older persons and the youth. During the COVID-19 crisis, most CSCs have paused in-person activities, and continue to operate virtually.

### **Basic Needs**

UNHCR continues its strategic global shift from the distribution of in-kind relief items to the provision of humanitarian **cash assistance** in form of a cash transfer to cover their most vital and essential needs. Refugees receive cash through iris-scan biometric technology directly through bank ATMs. Jordan is the third largest cash programme delivered by UNHCR worldwide after Lebanon and Afghanistan. In 2020, UNHCR has provided cash assistance to about 33,000 families monthly, including some 3,000 non-Syrian families, targeting the most vulnerable refugees residing outside the camps.

In addition to the regular cash assistance, UNHCR has also identified and distributed **emergency cash assistance** to over 43,000 vulnerable refugee families considered to have become destitute as a result of the economic impact of the COVID-19 crisis and are in urgent need of assistance.

## Health

UNHCR is grateful to the Government of Jordan for having included refugees in the **National Health Response Plan** since the beginning of the COVID-19 pandemic. Since January 2020, UNHCR began scaling up its preparedness plans together with WHO and partners, and under the leadership of the Ministry of Health (MoH). Over the next months, UNHCR has been strengthening its response, including through preventative and response health measures, as well as enhanced active surveillance in Zaatari and Azraq camps. Primary Healthcare Centres are functioning with adequate staff and backup staffing procedures, as well as adequate medication. Case identification/ management protocols are in place and training has been undertaken by UNHCR. Quarantine facilities in both Azraq and Zaatari refugee camps have been established for potential case identification. Health screening procedures, including temperature screening for all those entering the camps, are in place, while disinfection of commonly used spaces takes place on a regular basis. Frontline health staff are equipped with the needed Personal Protective Equipment (PPEs), while PPE kits are available for PoCs as well.

The first cases of COVID-19 among the refugee populations in the camps were [confirmed](#) in the beginning of September. As of 21 September, a total of **seven refugees** – all from Azraq – **who tested positive for COVID-19**, are receiving treatment. A total of 3 refugees – two from Azraq and one from Zaatari – have recovered. According to the established protocol, refugees that test positive are transferred to the Dead Sea Isolation Site, while isolation procedures and testing are carried out for all individuals they have been in contact with.

In addition to its COVID-19 response, UNHCR, together with health partners, continues to support **access to primary, secondary and tertiary healthcare services** for refugees in the camps and in urban areas, through the referral system and the cash for health program. UNHCR also continues to advocate for refugee access to healthcare. Since July 2020, all non-Syrian asylum seekers and refugees across Jordan are able to access healthcare at hospitals and medical facilities run by the MoH at the non-insured Jordanian rate, similarly to Syrian refugees, by presenting their UNHCR-issued Asylum Seeker/Refugee certificates.

## Education

UNHCR's Albert Einstein German Academic Refugee Initiative programme, better known as DAFI, has been implemented in Jordan for several years and is the primary conduit for tertiary education. The DAFI programme enables young refugees to unlock their potential by addressing key barriers to **higher education** and open doors to complete their bachelor's degree in Jordanian universities. Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. UNHCR announced a total of 30 new slots granted to refugees in Jordan for the 2020-2021 academic year.

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

Since the outset of the COVID-19 crisis, in addition to regular programming, UNHCR Jordan has been supporting the Ministry of Education in the provision of **distant online learning** for students, and working closely with educational providers and partners across Jordan in developing the technology and modalities to facilitate [access to e-learning](#) and support refugee and Jordanian students in continuing their studies from home.

### **Durable Solutions**

In March 2020, UNHCR, together with IOM, suspended all resettlement travels temporarily, due to disruptions and restrictions to international air travel caused by the COVID-19 pandemic. With travel restrictions partially lifted in many countries around the world, resettlement departures resumed in June.

In Jordan, UNHCR has been conducting resettlement interviews through remote modalities, by telephone and video, ensuring that integrity and identity verification safeguards are in place. Resettlement departures have decreased significantly in 2020, given the limited travel options and the closure of Jordan's airport. As of August 2020, some 763 refugees have departed Jordan to be resettled, mostly in the first two months of the year, while a total of 1,983 refugees have been submitted by UNHCR for resettlement so far, which represents 36% of the annual target of 5,500. To date, a quote of 3,800 resettlement slots have been confirmed for 2020 for Australia, Canada, France, Ireland, Italy, Norway, Sweden and the UK. With the airport in Jordan opening in the beginning of September, there are plans for an increased number of resettlement departures in September and October.

### **Access to Energy**

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

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

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## External / Donors Relations

### Special thanks to the major donors of earmarked contributions to UNHCR Jordan in 2020 (over 1 million USD)

United States of America (80.5M) | Germany (47.5M) | European Union (24.1M) | United Kingdom (11.6M) | Canada (6M) | CERF (4.7M) | Japan (2.6M) | Norway (2.6M) | France (2.3M) | Australia (2M) | Ireland (1.7M) | Switzerland (1M) | UN Foundation (1M)

### Thanks to the major donors of softly earmarked contributions in 2020 (in USD)

Germany (62.7M) | United States of America (26.4M) | United Kingdom (24.8M) | Denmark (14.6M) | Canada (8.7M) | Private donors USA (8.6M) | Private donors Australia (8M) | Sweden (6.1M) | Finland (5.5M) | Private donors Germany (5.5M) | Private donors Japan (4.4M) | Private donors Republic of Korea (3.5M) | Spain (3.4M) | Ireland (3.3M) | Private donors UK (3M) | Private donors Lebanon (2M)

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## CONTACTS

**Francesco Bert**, Senior External Relations Officer

[bert@unhcr.org](mailto:bert@unhcr.org)

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