

## JORDAN

### UNHCR OPERATIONAL UPDATE

January 2017

#### KEY FIGURES

**655,344**

Syrians registered with UNHCR in Jordan, accounting for 7 per cent of the national population

**61,004**

Iraqis registered with UNHCR in Jordan, over a third of whom are children.

**2**

Jordan hosts the second highest number (87) of refugees per 1,000 inhabitants in the world

**6**

Jordan represents the sixth highest refugee-hosting country in the world

**93**

Percentage of Syrians living outside of camps and below the poverty line in Jordan

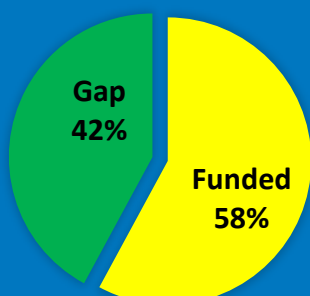
**US \$ 227 million**

Provided since 2012 in cash assistance by UNHCR to Jordan's most vulnerable refugees

#### FUNDING

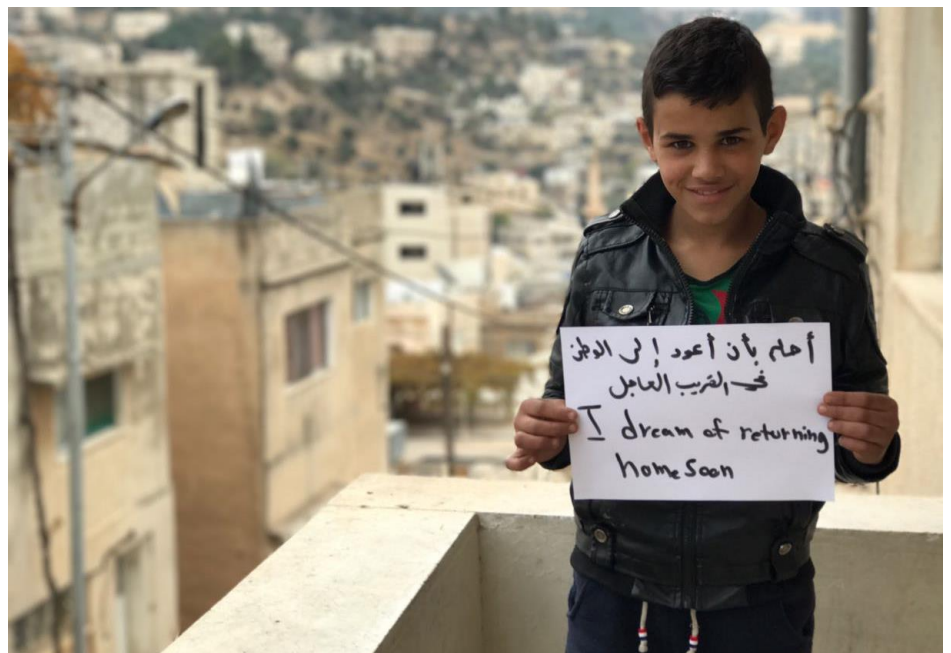
**US \$ 318 million**

requested for the Jordan Operation in 2016



#### HIGHLIGHTS

- A significant breakthrough was achieved at Azraq camp on 18 December with refugee shelters provided with electricity for the first time since the camp opened in April 2014. Residents have consistently cited the lack of electricity as one of the biggest challenges they face in their daily lives but families are now able to power lights in their shelters and operate appliances such as refrigerators and heaters.
- UNHCR welcomed the decision by the Government of Jordan to further extend a grace period to April 2017 for Syrians wishing to access legal employment. The authorities started issuing work permits to Syrians last year, exempting fees for Syrians in possession of government identification cards for an initial trial period, which has now been extended. By the end of 2016, more than 37,000 Syrians had been issued with work permits in an important step towards self-reliance.
- The delivery of aid to tens of thousands of Syrians stranded on the Jordan-Syria border was briefly suspended in December following a deadly attack in the Rukban area. Harsh weather conditions, including snow, further served to hamper the regular delivery of life-saving provisions throughout the month. By the end of December, however, humanitarian agencies had managed to distribute humanitarian assistance to over 10,295 families struggling to cope in challenging conditions.



A Syrian boy shares the dream of hundreds of thousands of other refugees in Jordan as part of UNHCR's #refugeesigns campaign. Amman, December 2016. ©UNHCR/Mohammad Hawari

\*This operational update covers activities for the month of December 2016.

## UPDATE ON ACHIEVEMENTS

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### Operational Context

UNHCR in Jordan concluded 2016 with a range of important achievements in safeguarding the rights and well-being of people who have been forced to flee, as well as responding to some unprecedented challenges.

Those fleeing conflict and seeking protection with UNHCR numbered over 727,000 at the end of the year, mostly originating from Syria, Iraq and Yemen. Syrians continued to make up most of UNHCR's persons of concern in Jordan - 90 per cent - with the majority arriving between 2012 and 2013 at the height of displacement during the Syrian Civil War.

The Iraqi population registered with UNHCR Jordan increased in 2016 by 10,500 persons, reaching a total of 61,000 individuals. The steepest trend for recent arrivals was from Yemen whose registered refugee population in Jordan rose to almost 5,700 in 2016 - up from just 74 individuals in 2013.

On Jordan's borders, 85,000 people were estimated at the end of the year to be gathered on a sand barrier, or "berm", at two points (Hadalat and Rukban) on the Jordan-Syria border in the Kingdom's north-east with acute food, health and shelter needs.

Despite a challenging operating environment in terms of access, climate and security, UNHCR and agency partners succeeded in providing a degree of humanitarian assistance and protection to the population in consultation with the Government of Jordan.

The introduction of the EyeCloud© system (see below) in early 2016 improved the capacity of UNHCR's cash assistance programme to deliver life-saving assistance quickly and efficiently and mitigate the financial pressure on Jordan's refugee population. It also served refugees in the camps and at the point of departure for resettlement.

With regards to durable solutions, UNHCR Jordan was again the largest resettlement operation in the world with over 32,000 individuals referred for resettlement in 2016, mostly Syrians to Canada and the United States.

The high number of resettlement referrals was partly achieved thanks to the continued application of innovative software developed by the operation called "Application for Integrated Management for Protection and Solutions" or AIM (see below).

On livelihoods, UNHCR welcomed the partnership of the Government of Jordan in easing the way for Syrians to find legal employment in specific sectors. A range of measures, including the waiver of work permit fees and favourable terms for companies employing Syrians, were introduced throughout the year.

At the camps, a major advance was achieved with refugees at both Azraq and Zaatari being able to access more reliable, efficient and safer energy with upgrades to electrical networks. More good news is expected in 2017 with the completion of solar energy projects at both locations which will reduce costs, significantly lighten the environmental footprint of the population, and benefit communities surrounding the camp for years to come.

Finally, thanks to generous donor support in 2016, UNHCR's cash assistance programme helped record numbers of refugees make ends meet, deterring recourse to harmful survival strategies, and ensuring that more refugees than ever were afforded protection from the cold weather through UNHCR's winterization programme.

## Achievements

### Protection

#### Achievements and Impact

- UNHCR strengthens child testimony in the courts

In December, UNHCR with United States funding, supported the Family Protection Department (FPD) with the purchase of audio-video recording systems aimed at securing the testimony of children in family violence cases. Systems have been installed at six FPD branches countrywide, as well as at its headquarters in Amman. The system will avoid children survivors having to repeat painful testimony in front of the courts - all part of efforts to strengthen national procedures according to “the best interest of the child” principle of child protection in Jordan.

- UNHCR and partners establish a system to track gender-based violence in Jordan

In December, UNHCR signed a national agreement with the National Council for Family Affairs (NCFA), Public Security Directorate (PSD), other key ministries, non-governmental organizations and UNICEF regarding the establishment of a national tracking system for family violence cases in Jordan. The system includes refugee survivors identified or followed up by national actors in the sector of social protection. It aims at tracking family violence cases from identification to closure as part of the National Family Protection Framework, which UNHCR supported the NCFA in updating in 2015.

- AIM assists UNHCR with record resettlement referrals

In 2016, AIM again proved invaluable in assisting the operation to double the number of submissions of 32,000 individuals at the end of the year. In 2015, the system helped UNHCR process 12,000 individuals for submission to Canada in four weeks and interview 26,000 individuals for submission to the United States in 2016.

AIM allows for the instant identification of refugees in need of resettlement based on protection and socio-economic vulnerabilities through the integration of more than 30 vulnerability variables. This ensures the more efficient and expeditious screening-in of vulnerable categories like, for example, children at risk and individuals with medical conditions.

Another key feature of AIM is that it allows UNHCR staff to manage and view the entire resettlement submission process in real time, from identification to interview to submission, from one location enabling managers to better plan and manage resources in a more transparent manner. AIM is now being considered for application in other large-scale operations to assist in faster resettlement referral.

### Shelter and NFIs

#### Achievements and Impact

- EyeCloud© ensures that more refugees benefit from essential services

A tool first piloted in January 2016 by UNHCR is serving to redefine the delivery and reach of services to refugees in Jordan in a way that guarantees the security of refugees’ data and excludes fraud. Some 664,000 refugees in Jordan are now benefiting from the EyeCloud© in Jordan.

Thanks to the system, cash machines can now authenticate refugees’ biometric data straight from UNHCR, rather than from the bank, meaning that refugees can withdraw their cash assistance in the same way as other customers without having to re-verify their identities with the bank.

EyeCloud© also allows other humanitarian agencies to use the biometric system to provide refugee assistance through a “Common Cash Facility” (CCF). The new platform protects all biometric and personal information through UNHCR’s secure encrypted database and network.

Previously, humanitarian partners used less efficient and more costly means to transfer their assistance to refugees, opting in most instances for one-off bank cards, cash in hand and local money exchanges.

The EyeCloud© is also benefitting refugees in the camps by facilitating “cash for work” payments and the purchase of food using iris-scan verification in the camp’s supermarkets through UNHCR’s partner agencies. Furthermore, it is being trialed with the use of iris-scan technology to validate the identity of refugees submitted for resettlement at the point of departure.

## Health

### Achievements and Impact

#### ■ UNHCR mobile clinics reach isolated refugee communities

UNHCR’s partner, Jordan Health Aid Society (JHAS), conducted mobile clinics in November and December in the Karak, Ma’an and Tafileh Governorates, reaching refugees in remote locations who would not have the means to reach medical assistance otherwise, including elderly and people living with disabilities.

The mobile clinic team consisted of a general practitioner, nurse, nutritionist and pharmacist travelling from Amman and stationed temporarily at the Princess Basma Centre in Karak.

During the two-month operation, a total of 777 Syrian and Iraqi refugees were provided with health care through the mobile clinic, mostly for acute and chronic conditions such as respiratory and urinary tract infections, asthma, diabetes and hypertension.

Other services provided by mobile clinics include nutritional services to children under five, health education, and referrals to secondary and tertiary health services.



*A mobile clinic operated by UNHCR’s partner, JHAS, at work in Karak in southern Jordan. ©UNHCR/Mohammad Hawari*

## Community Empowerment and Self-Reliance

### Achievements and Impact

- UNHCR supports more refugees in accessing livelihoods

The number of Jordanians and refugees benefiting from UNHCR’s 23 Community Support Committees (CSCs) stood at 5,368 in December, with almost a third from host communities.

Livelihood training courses for women refugees and members of the host community have been undertaken through CSCs since the middle of 2016. The courses have so far benefited 180 women, half Syrian and half Jordanian, with half receiving business grants. Activities have included empowerment projects for women in Irbid, Mafraq, Sahab and Tafileh and advice on starting home-based businesses.

Almost half of those attending were awarded grants of up to 500 JD (US \$706) to assist them in livelihood initiatives such as manufacturing and selling clothes and sheep breeding. Other CSC activities included information sessions for women on nutrition and home gardening.

- Shelter rehabilitation for vulnerable Jordanians

UNHCR in partnership with the Aqaba, Karak, Ma’an and Tafileh Governor’s Offices renovated 34 shelters belonging to vulnerable Jordanians in refugee host communities in 2016. Some 48 individuals were employed to undertake this



project, including 15 Syrians.

A total of **727,401** people of concern were registered with UNHCR in Jordan in December 2016, including **655,344** Syrians, **61,004** Iraqis and **11,091** others including, **5,697** Yemenis, **3,266** Sudanese, and **773** Somalis.

## Education

### Achievements and Impact

- UNHCR supports Japanese scholarship programme for Syrian refugees

In December, the Japan International Cooperation Agency (JICA) launched the Jordan phase of the regional “Japanese Initiative for the future of Syrian Refugees” (JISR) to encourage Syrian students to apply to study for master’s degrees at Japanese universities. Upon the completion of their studies the students would also be supported in searching for employment and possibly achieving longer term residency status in Japan. JISR has allocated 10 places for Syrians in Jordan for 2017 with UNHCR supporting JICA in publicizing the initiative. The closing date for applications is early January 2017.

- Additional funding secured for non-Syrian students through DAFI

UNHCR and DAFI secured additional funding to Jordan for a one-off education cash grant to non-Syrians aged between 18 and 28 years who are currently enrolled in higher education. The final selection of 34 beneficiaries (32 Iraqis and 2 Sudanese) was made from especially vulnerable families who are currently in receipt of cash assistance from UNHCR. The initiative has helped UNHCR Jordan to identify those non-Syrians who are currently studying or eligible and may serve as a point of advocacy for future discussions with DAFI.

## Camp Coordination and Camp Management

- “Shahab Talk” broadcasts at Zaatari camp

A television programme popular with refugees and millions of others across the Arab world was [recorded at Zaatari](#) on 3 December. “Shabab Talk” is a weekly 45 minute Arabic talk show broadcast on the Arabic language channel of the Deutsche Welle, Germany’s international broadcaster. Moderator Jaafar Abdul Karim interviewed refugees on topics including life in the camp, day-to-day challenges and what they feel the future holds. Jordanian officials working at the camp and representatives from UNHCR and non-governmental organizations also participated in the discussions.



Jaafar Abdul Karim leads a discussion at Zaatari camp in early December. ©UNHCR/Mohammad Hawari

## Stories from the field

### *A glimmer of hope amid the darkness*

Mohammad fled Syria with his family four years ago, and like many other Syrian refugees, he stepped into a future unknown, with no hope or knowledge of what awaited. Mohammad was the youngest of a family of eight who reached Jordan and settled in Samma Village, Irbid. Mohammad attended school until 10th grade in Syria when he and his family were forced to flee violence. In Irbid he managed to enrol at Samma School and stayed until the completion of the “Tawjihi” secondary school examination.

As a refugee from a poor family, he did not make any special effort studying to get high marks because he knew that getting into a university was something beyond his expectations. He didn't pass the first time but with encouragement from those closest to him he became more determined and more confident. He decided to register for another exam and just managed to pass.

But people and neighbours knew Mohammad and his family, and how polite and talented he actually was. One of the family's Jordanian neighbours decided to register Mohammad at Jadara University and paid his fees. The Dean of Students Affairs at the university, another Jordanian, and another of Mohammad's neighbours, also supported and encouraged him to attend university. Thanks to his sponsors and supporters, Mohammad is now studying Software Engineering.

At university Mohammad later heard that those who obtain high grades will be given a 50% discount on their fees. Mohammad decided to be one of those people, as a token of gratitude to his family and to those who helped him to register and pay his study fees. During the first semester Mohammad gained the highest average at the university and qualified for the discount. Now in his second semester, Mohammad is top of his class and university.

During a recent visit from UNHCR's field staff to Mohammad and his family, Mohammad told UNHCR he now dreams big, to continue his studying, not only at undergraduate level but even further once he returns back to his country, to work alongside all those shouldering the burden to rebuild Syria from the ashes.

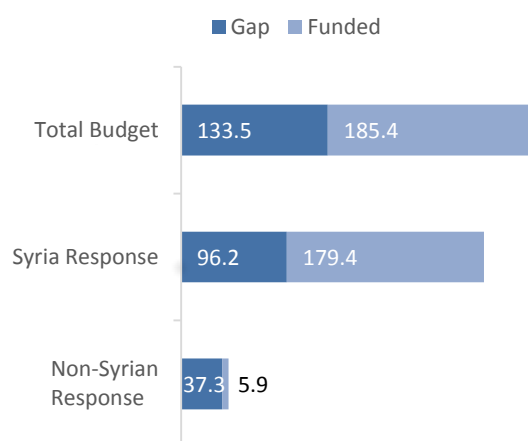
*Hani Al-Oran, Assistant Liaison Officer, Field Office Irbid.*



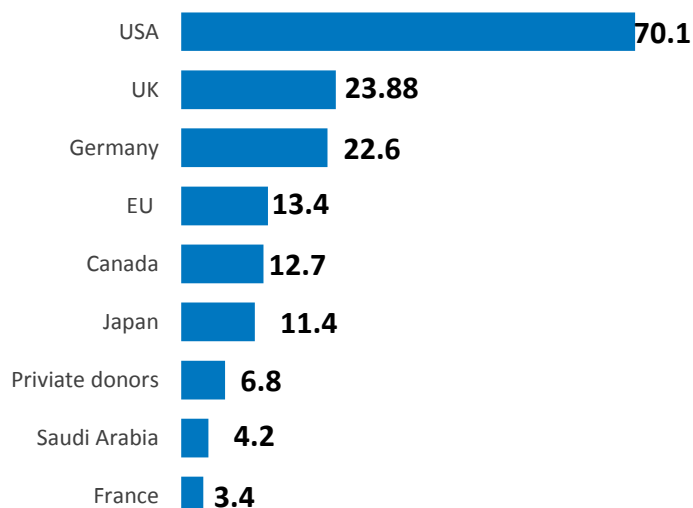
*Syrian student Mohammad with his parents at their home in Samma Village, Irbid. ©UNHCR*

## FINANCIAL INFORMATION

Total recorded contributions for the operation amount to some **US\$ 185.4 million** including **US\$ 179.4 million** for the **Syria response** and **US\$ 5.9 million** for the **Iraq situation** at the country level.



**Funding received at the country level for the Jordan operation in 2016 (in \$ US million)**



UNHCR is grateful for the critical support provided by donors who have contributed to this operation as well as those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

### Major donors of unrestricted and regional funds in 2016:

United States of America (200 M) | Sweden (95 M) | Netherlands (46 M) | Private Donors Spain (50 M) | United Kingdom (45 M) | Norway (40 M) | Australia (15 M) | Japan (24 M) | Denmark (24 M) | Private Donors Republic of Korea (21 M) | Private Donors Italy (20 M) | Canada (16 M) | Switzerland (15 M) | France (14 M) | Private Donors Japan (16 M) | Private Donors Sweden (14 M) | Germany (13 M) | Private Donors USA (14 M) | Italy (10 M)

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