



This situation report on the Syrian and Iraqi refugees is meant to convey the latest developments on the crisis that triggered many to leave their country seeking a safe haven in Jordan, as well as to cast a light on Caritas' activities pertaining to this issue.



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## Evolution of the context and of the current humanitarian situation

The conflict in Syria has entered its fifth consecutive year. According to the United Nations High Commissioner for Refugees (UNHCR) data of March 2015, more than 9 million Syrians are internally displaced and more than 3.5 million have fled Syria to seek refuge in neighboring countries, namely Lebanon, Jordan, Iraq, Egypt and Turkey. By mid-2014, OCHA (Office of the Coordination of Humanitarian Affairs) estimated that 10.8 million of Syria's 22 million populations was affected by the conflict

and in need of humanitarian assistance, including 6.5 million internally displaced, often multiple times - 50 per cent more than in 2013. If a comprehensive political solution is not reached, the number affected is expected to grow in 2015.

**The Syrian war not only had unleashed the worst humanitarian crisis of our times but also was posing a terrible threat to regional stability and to global peace and security.**

Meanwhile, the Syrian refugee crisis has overwhelmed the existing response capacities, with 3.8 million registered refugees in the neighboring countries, in addition, more than 2 million Iraqis were internally displaced in 2014, and some 220,000 sought refuge in other countries.

Humanitarian needs are rising beyond UN capacity due to issues such as globalization, population growth, conflict, climate change, underdevelopment and rising inequality. More people are displaced by conflicts than

any time since 1945; the people of the MENA region have witnessed “significant” changes, and millions of lives have been overturned by conflict, violence and displacement. In Syria, more than 200,000 died and 11 million people have fled their homes; in Iraq 2.4 million people have fled their homes since January 2014.

The United Nations children’s fund said 14 million children are paying the price for warfare in Syria and neighboring Iraq, with violence and hardship shaping their future.

## Jordan Regional Response Plan 2015 (JRP)

The Jordan Response Plan 2015 is a one-year rolling program to consolidate all major national and international efforts to address the humanitarian and developmental impacts of the Syria crisis within a nationally led and owned process in partnership with the UN and the international community. The JRP was developed in a participatory manner through consultations with government representatives, donors, UN agencies and NGOs in order to ensure an effective response to the crisis, while also ensuring the alignment of assistance to the government’s main development priorities.

*“no near solution to the Syrian crisis”*

Jordan has appealed to the world community for support in funding the Jordan Response Plan 2015 during the conference, highlighting that JRP financing needs amount to \$3 billion. Jordan Prime Minister said in the conference that there seems to be no near solution to the Syrian crisis, rebuilding Syria and the return of the refugees will take too long. He added that Jordan has exhausted its resources completely, even its infrastructure and service, which has negatively affected its achievements, making the Kingdom unable to offer its citizens what it used to offer in services as refugees constitute 20 per cent of the Kingdom’s population.

Jordan should secure \$2.9 billion to implement Jordan Response Plan 2015 (JRP). The plan is slated to cover a program of targeted interventions to support refugees, host communities and the government. Since the beginning of 2015, only \$165 million has been received, the Minister of Planning and International Cooperation (MOPIC) mentioned at the Middle East and North Africa (MENA) Regional Consultation for the World

Humanitarian Summit, held on the Dead Sea Shores. As many as 78 nations and 40 international organizations attended the third donors conference aimed at raising billions of dollars for war-torn Syria, host country Kuwait. Nations announced pledges for UN humanitarian operations in Syria where 12 million people both inside and outside the country need urgent aid. At the first and second conferences, also hosted by Kuwait, pledges of \$1.5 billion and \$2.4 billion were made, but the United Nations has complained that not all pledges were honored.

## World Food Program (WFP)

International support at present only covers 19 per cent of the cost of hosting Syrian refugees, with the Kingdom left to cover the remaining 81 per cent.

The United Nations World Food Program (WFP) needs \$31.8 million beyond March 2015 to provide “full value assistance” for Syrian refugees in Jordan, according to WFP Spokesperson. In this regard, WFP has launched an appeal to secure \$33.4 million to fulfill the food needs from March until May 2015.

The UN World Food Program (WFP) has announced that its food assistance for Syrian refugees living in Jordanian communities will be prioritized further to make sure support goes to those most in need.

*“people will no longer receive WFP food vouchers”*

“We need to focus on the most vulnerable people to make sure their needs are met, even if unfortunately it means reducing the level of assistance for others.” WFP emergency coordinator for the Syrian refugees operation in Jordan said.

The aim is to ensure the focus is on the most vulnerable, but it will also mean that from April, 34,000 people will no longer receive WFP food vouchers, he added. An additional 239,000 refugees will have the value of their vouchers reduced. The decisions on the prioritization of food assistance are based on comprehensive interagency assessments and monitoring by UN agencies and NGO partners that measure the general living conditions of refugees and their ability to cope, according to the coordinator.

Based on the funding situation, the WFP assistance in urban areas is expected to witness a significant drop as the program has started to exclude refugees who can manage to support themselves in a way or another. However, extremely vulnerable refugees' assistance will be kept as is.

Factors taken into account include the number of children in the family, the gender of the head of the family, household expenditure, debts, whether family members have disabilities and general living conditions. WFP and its partners will monitor the situation "to ensure that families most in need are assisted".

UNICEF has received only \$32 million of the \$179 million it requires to meet the needs of children in Jordan, an agency official said. The UN agency also needs \$814

**Eight thousand children crossed the borders with their families in the region and around 700 children crossed the border to Jordan without their families**, UNICEF humanitarian affairs specialist said. With the start of the second month of the year, the UN agency has not received enough funds, which will lead to maintaining the plan implemented in January 2015 and providing reduced allocations for food vouchers to refugees living among host communities, according to the same source, saying that there is still a shortfall in funds. Thus, the agency will continue giving refugees outside the camps JD13 per person per month instead of JD20, as provided to them last month, while Syrians in the official camps will continue to receive the same monthly allocations of JD20 per person.



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million for its services in the region, \$250 million of which are for Syria.

*“8000 children crossed the borders with their families in the region and around 700 children crossed the border to Jordan without their families”*

The conflict has had a negative impact on Syrian refugees; it also affected Jordan's economy and infrastructure. "It is the worst humanitarian conflict after the [last] world war.

## Security Information Borders Situation

Scenes of bombings and air strikes on the Syrian side of the border with Jordan became a source of attraction for Jaber Al Sarhan residents- near the Jordanian border point with Syria- Jaber. The number of air strikes has been on the rise in Nasib, the Syrian borderline town and home of the Syrian side of the border crossing. Rebels took over the area

and were battling regime forces there. Clouds of smoke following air strikes were clearly seen from the Jordanian village, 15km from the northeastern town of Mafraq.

A number of Jordanian truck drivers complained that their goods and trucks were stolen from the Jordanian-Syrian border by people claiming they were members of the so-called Free Syrian Army. Jordan closed its border with Syria for security reasons after the Syrian army routed the Syrian authorities from that area and took control of its management. Interior Minister Hussein Majali said that passenger and cargo traffic across the border was halted as a result of escalating violence in the Syrian town of Nasib, near the border crossing. The decision to close the Jaber border station was primarily taken with the aim of saving the lives of passengers, according to the interior minister. He noted that many traders in Amman, Mafraq and Irbid will be affected by the looting.



The closure of the border may change the nature of refugees' movement to Jordan. Since the official border point is closed, number of refugees who are obliged to leave Syria will use the illegal crossing points, an extra burden Jordan is expected to bear.

New refugees' service cards have been issued by the Jordan public security. All refugees in Jordan outside the camps are requested to approach the security centers to receive iris-scanned magnetic ID cards in an aim to identify their residence location and get an accurate census on their numbers in Jordan. This plan started in Amman and is expected to cover all over Jordan during three phases. The cards issuance aims to facilitate the movement of refugees from one place to another, receive medical, educational, legal services during their stay in Jordan.

## Healthcare

Four years after the start of the civil war in Syria, deliberate and indiscriminate attacks have decimated the ranks of health professionals and devastated the medical infrastructure, exacerbating an acute humanitarian crisis, Physicians for Human Rights (PHR) said in a report.

Medicines Sans Frontiers (MSF) said a massive increase in medical assistance was urgently required. MSF said from the estimated 2,500 doctors who worked in Aleppo, Syria's second biggest city, before the conflict, fewer than 100 now remain. The rest have fled, become internally displaced or have been kidnapped or killed. It said this has left a "catastrophic gap in expertise and experience in medical care".

Another issue of concern is the diagnosis of communicable diseases among non-Jordanians that were already eliminated among Jordanians, such as polio. The rise in the number of non-Jordanians, especially refugees, also has an economic impact on the country as they dominate jobs in certain sectors such as agriculture and construction. In addition, it adds more pressure on the country's limited resources such as water and energy. Meanwhile, the conflicting figures on the Kingdom's current population, number of refugees and migrants issued by different institutions has affected planning.

*“number of Syrians who are suffering from TB rose to 170”*

The Ministry of Health ( MoH) has noted that the number of Syrians who are suffering from TB rose to 170,

including 40 in the Zaatari Camp and 5 cases are uneasily treated, a fourfold of their Jordanian counterparts. They receive medical treatment in the Ministry's specialized clinic, in addition to American Hospital in coordination with IOM .



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85% of Syrian refugees live in urban areas in Jordan, and UNHCR does not currently provide any camp services for Iraqi refugees. Until November, 2014 refugees registered with UNHCR were able to access services in government hospitals at the same rate as insured Jordanians, but now the benefit has ended, leaving refugees, who are not permitted to work under Jordanian law, to pay for medical services at the uninsured rate. Additionally, Jordanian families' ability to access quality medical care has shifted since the beginning of the Syrian crisis, with families falling into poverty because of increases in costs of living and job loss due to Syrians willing to work illegally flooding the market. Additionally the public health systems poor Jordanians have relied on in the past are now severely overcrowded with refugee families who also need services.

**A 2014 policy brief identified the primary unmet health needs of refugee populations in Jordan as maternal healthcare for pregnant women, child vaccinations and improved continuity of care for chronic disease patients.**

## Education

The Zaatari Camp is witnessing schools congested classes as the students capacity in the 12 camp schools is 15,000. This problem is attributed to lack of schools in the camp vis a vis the fast-paced increasing number of Syrian refugees. Some 20,000 students are studying in the camp's schools divided into three complexes that include 6 schools for boys and girls, taught by 462 educators. Some 4,000 Syrian students are studying at the Mafraq public schools, according to the Head of North Badia education directorate who stressed the need to build new schools in

the camp and revamp others in the governorate. UNICEF has put the number of Syrian students in the Ministry of Education schools to 129,000, more than 23,000 in the Zaatari, Azraq and Emirates camps.

## Resettlement

In response to the tremendous protection needs of Syrian refugees, the UN High Commissioner for Refugees, Antonio Guterres, has steadfastly called for increased international solidarity and responsibility—sharing, and as part of this response, has asked for more resettlement and humanitarian admissions opportunities to be made available by the international community to Syrian refugees.

57,878 pledges have been received since 2013, and 12,354 visas have been granted under other forms of humanitarian admission programs.

In addition, 10,527 resettlement referrals have been submitted to the United States.

When examined in the context of the sheer magnitude of the Syrian refugee crisis, now reaching an estimated 3.9 million, the overall global resettlement response falls significantly short of the need, especially when traditional and non-traditional resettlement countries can do so much more.

The United States is positioned to resettle more than half the Syrian referrals planned by UNHCR through 2016. This effort should be applauded, but more can and should be done. The United States should resettle at least 50% of that number, 65,000, by 2016. Currently, UNHCR's

capacity to make referrals of Syrian refugees in Jordan is at around 7,000 per year, and that is for submissions to all resettlement countries, not just the United States, thus additional support must be provided to UNHCR so that it can increase its resettlement operations capacity in the region if its resettlement goals are to be met.

## Camps VS Urban Populations

The monthly increase in the number of Syrian refugees registered with UNHCR since the beginning of 2014 until the end of the year has reached **2500**, with Amman on top of the governorates that is hosting Syrian refugees (**174,073**), followed by Mafraq (**159,857**) and Irbid (**143,362**) until end of January 2015.

*“Syrians are on top of the list with **616,676** refugees”*

In terms of refugee nationalities registered with UNHCR until the end of November 2014, Jordan hosts **662,963 refugees** coming from 46 nationalities; Syrians are on top of the list with 616,676, 41,139 Iraqis and Sudanese 3146. The number of Syrians in the Zaatari Camp stands at 85,000, while Azraq Camp house 11,000 refugees, constituting 15 per cent of registered Syrian refugees and 7 per cent of the total number of Syrians in Jordan. Jordan prime minister said **Jordan hosts 1.4 million Syrians, 500,000 Iraqis, and 500,000 Palestinians who have no national number, in addition to 35,000 Yemeni.**



The sudden increase in the number of non-Jordanians in the Kingdom has affected population growth and fertility rates, and led to an increase in crime. The Higher Population Council (HPC), noted that having 2.5 million non-Jordanians in the country, the majority of whom are refugees, has affected the demographic transformation and this led to the rise of new types of crimes such as political crimes, due to the political differences among non-Jordanians.

## Child Labor

Despite the absence of recent official figures that identify the number of working children in the Kingdom, a survey on child labour conducted in 2008 put their number at 30,000. Out of 160,000 illegal Syrian workers, only 5,700 Syrians have valid work permits, according to the Ministry of Labor.

Officials at the ministry said that the number has at least doubled since the survey was carried out seven years ago, especially with the arrival of the Syrian refugees.

*“At least 35 beggars were apprehended during January and February 2015”*

Meanwhile, the Spokesman of the Ministry of Social Development said that 70% of vagrancy cases in Mafraq are Syrian refugees. At least 35 beggars were apprehended during January and February 2015.

*“53 per cent of Syrian refugees in Jordan are below 18 years old”*

As the ministry said that half the number of child laborers seized by authorities every day are Syrians, UNHCR figures indicate that 53 per cent of Syrian refugees in Jordan are below 18 years old. Parents who are caught are obliged to sign undertake not to do that again, otherwise, they are sent to detention centers in Madaba.

## Convoys

The Saudi National Campaign has dispatched the 27th convoy of relief aid for Syrians from Mafraq.

The convoy is scheduled to target Syrians in Dera and Horan. The 8 truck convoy is carrying food and relief items to be distributed to the internally displaced Syrians in Jasem, Azru, Al Shajarh and Nawa areas, with an estimated **24 ton goods worth \$ 336,920** donated from the Saudi people.



# International Assistance to Syrian Refugees

Mercy Corps Jordan began implementing the second phase of a project that seeks to integrate Jordanian and Syrian students with disabilities into public schools. The UNICEF-funded project is implemented in cooperation with the Education Ministry to equip schools to receive students with disabilities, especially those applying the two-shift system in areas where Syrians reside, such as Mafraq, Irbid, Ramtha and Amman, according to the project coordinator.

The project also seeks to raise awareness on disability issues and train families of children with disabilities on physical and occupational therapy, she added. The one-year project seeks to provide psychosocial support to 9,000 Syrian children at the Zaatari Refugee Camp.

USAID will finance the construction and expansion of 20 overcrowded schools in the northern and central governorates.

The USAID-funded project will cover 10 schools in

Irbid, two in Mafraq and six in Amman and Ain Al Basha, while the construction and expansion project will begin in January next year, according to the statement.

In a move to spread positive vibes and happy melodies among children at the Zaatari Refugee Camp, a charity piano recital by Japanese pianist Shinnosuke Inugai has raised funds to buy a musical keyboard for the Bahrain-funded school there.

Taiwan signed a \$100,000 grant agreement with the International Medical Corps (IMC) Jordan Country Office in support of Syrian and Iraqi refugees in Ramtha and Zarqa.

The support will go to the “Support to Youth, Community Protection and Reproductive Health Programming” project, according to a statement released by Taiwan’s commercial office in Jordan.

The project “will provide key services where there have been gaps identified in the areas of youth empowerment, protection and reproductive health. These contributions will complement ongoing programs currently supported by the US government through the Bureau of Population, Refugees and Migration.





South Korea has offered a \$1.55m grant to UNICEF to respond to the humanitarian needs of Syrian refugees in Jordan. The grant is dedicated to Syrian children education, which is a major concern to the Korean government.

This assistance comes in the hopes that more than 150,000 Syrian children will eventually have the chance to be enrolled in the formal education system and establish libraries and substitute education in urban areas and camps.

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Japan has donated \$15,39m to support WFP program in Syria and the surrounding countries. The assistance is expected to provide food assistance to more than 6 million Syrians. Part of this assistance is to benefit poorest Jordanians who are badly affected by having more than 623,000 Syrians in Jordan.

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The European Commission said it is stepping up its assistance to help Jordan deal with the Syrian refugee crisis, with an additional 20 million euros in humanitarian funding.

The aid is part of a new overall package of 136 million euros in humanitarian funding for the Syria crisis, both inside Syria and in neighbouring countries, according to an EU statement.

The new humanitarian funding will support programs providing food vouchers and cash grants to some of the most vulnerable refugees as well as protection programs.

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The German Academic Exchange Service (DAAD) has announced new scholarship opportunities for Syrians residing in Jordan and members of host communities.

The new program targets Jordanian and Syrian graduates wishing to pursue their master's degrees at public universities in the Kingdom.

The program targets highly qualified Jordanian and Syrian academics with the necessary qualifications for MA studies (thesis track) at the German-Jordanian University, Yarmouk University, Jordan University of Science and Technology and the University of Jordan.

Scholarships are offered to qualified applicants in all fields of study with the exception of medicine, veterinary medicine, dentistry and law, DAAD officials told



The Jordan Times, but did not specify the number of beneficiaries.

Meanwhile, The Cabinet approved a 10 million euro grant agreement for the Aqeb pipeline project to provide Syrian refugee host communities with water.

The agreement with Germany aims at developing the water sector in Jordan to help it deal with challenges posed by the great number of Syrian refugees, especially in the northern governorates.

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United Kingdom has announced a 100 sterling assistance to Jordan as an additional support for hosting Syrian refugees. This assistance came on the margins of Prince Charles visit to Jordan. This assistance is expected to support Syrian refugees in Jordan with food, water and shelter during their stay in Jordan.

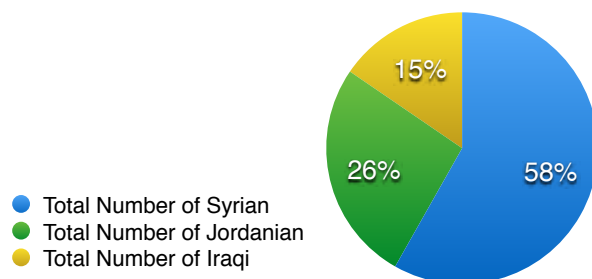


# Mapping of Caritas Jordan interventions

## Humanitarian Response:

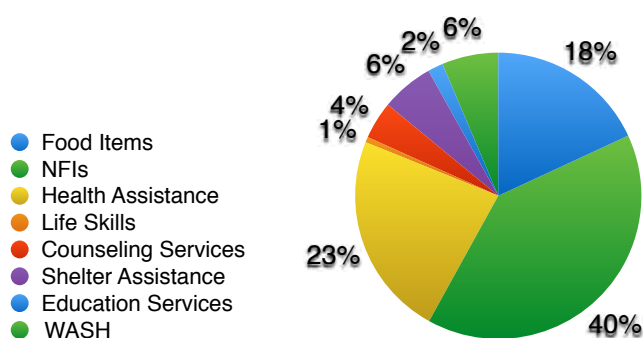
The summary sheet clarifies the Emergency response projects for Syrian and Iraqi refugees and the number of beneficiaries from January–March 2015

<b>Total projects in USD</b>	<b>\$6,413,545 USD</b>
<b>Total Number of Beneficiaries</b>	<b>71,530</b>
Total Number of Syrian	<b>41,630</b>
Total Number of Jordanian	<b>18,840</b>
Total Number of Iraqi	<b>11,060</b>



The table below shows the Number of beneficiaries distributed in each sector:

<b>Project Services:</b>	<b>82,330</b>
Food Items	14,900
NFIs	32,875
Health Assistance	19,000
Life Skills	500
Counseling Services	3510
Shelter Assistance	4865
Education Services	1430
WASH	5250



# CJ/ Inter-Agency Financial Tracking 2015

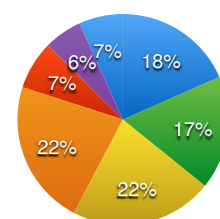
## Syrian Refugees Response Plan [3RP]- First Quarter from Jan-March 2015.

Sector	Total Required (USD)	% Requested by sector	1 <sup>st</sup> Quarter (Jan-March)	% Received by sector	Fund Received (USD)
BASIC NEEDS	5,845,690	32.9%	1,024,285	18%	1,024,285
EDUCATION	3,334,635	18.8%	917,443	28%	917,443
FOOD/LIV	1,355,932	7.6%	245,522.00	18%	245,522
HEALTH	3,846,200	21.7%	327,196.00	9%	327,196
PROTECTION	138,331	0.8%	70,114.00	51%	70,114
SHELTER	2,699,680	15.2%	648,584	24%	648,584
WASH	532,635	3.0%	224,035	42%	224,035
	\$17,753,103		\$3,457,179	19.5%	

## Humanitarian needs and gaps:

**Caritas Jordan accumulative registration data system till March 2015 reached to 460,196 individuals making 93,238 families, as clarified in the table below:**

Date	Caritas Center							TOTAL
03/31/2015	Mafraq	Zarqa	Irbid	Amman	Madaba	Karak	Balqa	
Number of Families	17143	16236	20404	20761	6957	5426	6311	93,238
Number of Individuals	87680	85883	99894	102623	29465	24930	29721	460,196
Average Family Size	5.11	5.29	4.90	4.94	4.24	4.59	4.71	5
Average Daily Registration/ Family	30	65	55	40	15	10	10	32



● Mafraq ● Zarqa ● Irbid ● Amman ● Balqa ● Karak ● Balqa

**Caritas considers it is important to focus on Health, Education and Humanitarian Assistance among other vital sectors.**

## CAPACITY

(350) staff are working in different locations/fields and remote areas.

(9) CJ centers to serve the People in Need (Refugees, Migrants and Jordanians)

(8) GP clinics and (6) Dental clinics to serve (70,000) patients as Primary Health care service, per year.

Chronic Disease Management is available

Mother & Child Health- Nutrition care in place

(7) In-door/CFS are in place [ One in each center/ Governorate] with capacity to receive (6000) children (5-12 yaers).

Around (350) employees and 1500 Volunteers

(53) Health, Protection and Basic Needs service providers Agreements.

(7) field teams of 4 members to do home visits on daily bases.

(50) Syrian, Iraqi and Jordanians volunteers are hired to assist CJ center in emergency work.

An agreement with 40 Catholic Schools in order to utilize it for Educational program.

(2000) volunteers in parish, schools and local communities to support CJ in its Emergency, Relief, Recovery and Development work.

Network of 30 social centers for elders, orphans, PWDs, ...

Network of 50 local charities distributed in all over Jordan

Cooperative relationship with Catholic, Orthodox and Anglican churches and parishes.

Being Part of UN-WG's in Health, Education, Basic Needs, Food, Shelter, WASH and Protection, in addition to other Sub-WGs in Winterization, Mental Health and Child protection.

Being part of Jordan National Emergency Response Team

UNIFIED On-Line Database System

Registration System of 70% of the total Syrian refugees in Jordan

## POTENTIAL

Expand the PHC services to serve around (100,000) patients, through CJ PHC clinics and Outreach health campaigns.

Participate with MoH in providing Communicable Disease management-CDM

(3) out-door CFS are to be installed for Iraqi children.

Potential for more referral Agreements with different NGOs, Organization and Institutions

Potential for more Agreements with different service providers in Health, Education, Basic Needs, Protection and Shelter/WASH

Participate in other UN-Sub-WG's; ITS, Cash, SGBV

Expand the educational program to reach around 10,000 Syrian and Jordanian students in Catch-up, Remedial and pre-schooling.

Adopt the Un-conditional Cash Assistance through disposable debit bank/Visa cards

Participate in National campaigns towards Needy Jordanians with other NNGOs and Gov. Body.

Improve the compliance System and strategy

Update/ Improve the Safety and Security Plan

Update the CJ Online web-Database System

Using more ICT4D Technique and Methodologies.

Implement Potential projects for Livelihood and life skills occupational training.

More Capacity Building Plan for the CJ staff and Volunteers in different training topics: M&E, Accountability, Safety & Security, Protection.



## NEEDS

Sectors	Proposed TG	Acheived TG	Gaps TG
Health	74,000	19,000	55,000
Educatio	42,860	1930	41,430
Food	46,500	14,900	31,600
Basic Needs	232,500	32,875	199,625
Protection	19,726	3510	16,210
Shelter	32,000	4865	27,135
Wash	31,500	5250	26,250
<b>Total</b>	<b>479,086</b>	<b>82,330</b>	<b>397,250</b>

## GAPS

The main funding gap is to secure more funds for the two main Emergency projects for EA37 (mainly Syrians) and the Community Centre project “Supporting Iraqi Refugees and Vulnerable Jordanians”.

Regarding the funding gaps, our financial projection 2015 through the 3RP is \$17,612,913 and we are only gain around \$8,830,796.5 USD till the first year quarter until March 2015, which means 50% of our projection for 2015, taking into consideration that the EA37 and Community Centre project for Iraqis are not fully covered, we are still trying to secure funds for both projects and we are only have 30% of the EA37 and 50% of the Community Centre for Iraqi project

The other gap is to increase the collective efforts to maintain local and International Support in order to assist the new Iraqi Refugees in Jordan. Whereas their number reached to **almost 50,000 Refugees including around 8000 Christians.**

## Challenge:

The underlying reasons behind providing these urgent needs are lack and insecure livelihood chances that can provide neediest families with cash that can help those purchase vital and expensive items. Moreover, refugees' savings have started to be depleted as a result of protracted stay in Jordan and expensive cost of living.

It is also important to mention that the vast majority of refugees in Jordan are women and children and this makes it difficult to respond to their mounting needs as the borders are still open and hundreds are pouring to Jordan on a daily basis seeking humanitarian assistance as well as safety and security.

## Future Pererspective

New Health center in North area (Ajloun Governorate)

New Counseling center in Amman area

Establish an Iraqi Working Group within UNHCR WG System.

Strengthen the Response for Iraqi crises through establishing a Catholic Agencies Coordination platform.

Local Durable Solution Plan: “Responding to Iraqi Refugees Needs In Jordan, 2015” for Iraqi Christian refugees in Jordan in cooperation with Catholic Agencies.

# Response towards Displaced Iraqis in Jordan

## Introduction:

There are no accurate figures on the exact number of Iraqi refugees in Jordan since the 2007 study, which estimated that a total number of around 500,000 Iraqi refugees were in Jordan that time, Adding those who cross the border on a daily basis, fleeing violence acts and diverting

their destination to Jordan instead of Syria that had once received more than 1 million Iraqi refugees. Their presence has placed enormous strains on Jordan's economy, infrastructure, public services and facilities, as well as contributing to unprecedented rent and Commodities prices' hikes.

A number of 10,644 Iraqi refugees registered with UNHCR in Jordan in 2014, with 1,383 registering in August alone – the highest monthly tally of new registrations since 2007., including some 8,000 Christian minorities who arrived to the country since August 2014 and being registered with Caritas Jordan registration system.

**According to UNHCR latest figures till May 2nd 2015, the total registered Iraqis in Jordan is 47,554 individuals (48.3% Female/ 51.7% Male); disaggregated by 16,326 Children (34.3%), 27,007 Adults (56.8%) and 4,221 Elders (8.9%), whereas 89.8% are residing in Amman, as clarified in the table below:**

Area	Amman	Zarqa	Irbid	Madaba	Mafraq	Balqa	Ajloun	Jerrash	Karak	Maan	Tafleh	Aqaba	Others
#	42,685	2,174	615	328	305	845	69	70	124	66	15	66	192
%	89.8	4.6	1.3	0.7	0.6	1.8	0.1	0.1	0.3	0.1	0.0	0.1	0.4

**Finding themselves in dire need amid no work chances, poor resettlement opportunities and dwindling savings, some Iraqi refugees in Jordan have started to promote their own resilience and consider means of survival such as relying on charity organizations and individuals, or integrate in the Jordanian society by getting married to Jordanians to be granted residency permits.**

In response to the current unrest and war consequence in the neighboring countries, Caritas Jordan is embarking on a rapid intervention plan and contingencies to address different turmoil that are expected in the region, in addition to raising the capacities and knowledge levels of staff and beneficiaries, as well as enhancing training skills of the target groups, Caritas Jordan employees, youth volunteers, stakeholders and Caritas beneficiaries, and in close and well cemented partnership with the Government of Jordan.

Caritas Jordan issued a statement in February 2015 on the situation of the displaced Iraqis in Jordan. The report included some information and facts about the Iraqi minorities groups in Jordan, and highlighted the

difficulties they encounter while staying in temporary shelters.

Almost two thirds of new arrivals (60 per cent) hail from Islamic State (IS) controlled areas in Ninevah, Salah Al Din and Anbar governorates. Refugees report their homes being burned, threat of forced conversion to Islam, fears of forced marriage, kidnapping and public threats. The rest of the newly arriving refugees in Jordan have fled sectarian violence in Baghdad and Basra.

*“New arrivals continue to stream into Jordan...”*

New arrivals continue to stream into Jordan, with a daily average of 250 people a day seeking asylum through the northeastern borders of Ruwashid. The number of refugees seeking asylum in Jordan because of IS on the increase, with 46 per cent of new arrivals citing this as the reason for their flight.

In Jordan, UNHCR has witnessed a sharp increase in Iraqi refugees in recent weeks with 60 per cent of them

citing fears of IS as the reason for their flight. In August and September, on average, 120 Iraqis per day have registered with UNHCR in Jordan, up from 65 per day in June and July and just 30 per day in the first five months of 2014.

It's unclear how many Christians are among the two million internally displaced in Iraq because the UN said it does not track individual figures for religious minorities.

UNHCR does not provide any camp services for Iraqi refugees despite there are many Iraqis who came to Jordan following the 2003 war and are stranded in Jordan, lost their resources and rely mostly on humanitarian assistance which has diminished significantly since the beginning of the Syrian crisis. Families are falling into poverty because of increases in costs of living and job loss due to Syrians willing to work illegally flooding the market.

Most of the Iraqis in Jordan have applied to resettlement programs. It has been reported by UNHCR that resettlement programs could take more than two years, if a case is accepted; however the number of successful cases is very small in comparison to the total number of refugees.

Most refugees are still afraid to return to Iraq due to the instable situation. Caritas Jordan will look at the different scenarios that can be developed during 2015-2016 in order to accompany Iraqis in an informed way, so they can freely decide about their future in case they want to return to Iraq, stay in Jordan, or waiting for resettlement in third countries

## Developments:

In August 2014, Jordan's King Abdullah opened doors to Iraqi refugees, and the international Catholic charity, Caritas, has mainly provided housing and other support.

Some Iraqi cities and towns' infrastructure have been almost destroyed and the dwindling supplies of food, water and electricity and lack of medical services have intensified the suffering of the population having them scattered throughout the country, mainly in poor suburbs seeking shelter with their relatives or renting accommodation, squatting in schools and unused spaces, and sheltering in public buildings, makeshift caravans provided by Caritas Jordan in cooperation with Jordan Hashemite Charity Organization-JHCO. Displaced persons lack income and livelihoods and most children have missed many months of education. The Government of Jordan has granted Iraqi refugees in urban settings access to basic public services such as health and education, but the capacity of the government to assist

is being exhausted. Insufficient financial resources to pay for school supplies and transportation, depletion of savings and remittances are big challenges Iraqis are facing in Jordan. Displaced Iraqis are also suffering in terms psychosocial distress, especially the situation of children who are traumatized by the violence and are showing typical signs of distress (aggressive behavior, eating disorders, PTSD, disrupted sleeping, bed wetting, etc.).

*“Women are particularly affected by displacement”*

Women are also particularly affected by the displacement. The risk of sexual violence, looting and fear of persecution are the main reasons that many Iraqis fled their country. The displaced Iraqi population does not have access to psychosocial support. Parents and schoolteachers are ill equipped to assist and treat traumatized children. Unaccompanied children are at high risk of abuse and of being exploited (recruitment of children into gangs and sex work).



According to Caritas Jordan **registration Data till April 15th 2015; the increasing number of the displaced Iraqis in Jordan, who are under Caritas Jordan guardianship, rose to around 2322 families making 7,589 individuals (843 hosted in CJ planned sites and 6,746 residing in rented houses).**

This number includes 20% who are coming from Mosul, 75% from Nineva plain and 5% from Baghdad. Those are scattered in the churches (15 CJ-Planned sites) of Marj-Hammam, Naur, Marka, Ashrafia, Maronite center, Our Lady of Peace Centre (Amman Region) and in Zarqa, Madaba, Fuheis and Salt (Central region), while some were transferred to houses in Amman.



The following table clarified the CJ registration data Analysis, as following:

	Planned Sites		Rented Houses					
"N" of Families	245		2077					
"N" of Individuals	843		6746					
Religion	843 Christians		6264 Christian		299 Muslims		183 Others	
Gender	416 M	427 F	3172 F	3092 M	151 F	148 M	97 F	86 M
Location	Family	Individuals	Family	Indiv.	Family	Indiv.	Family	Indiv.
Amman	140	486	1362	4416	71	285	34	131
Zarqa	33	129	9	31	0	0	2	6
Madaba	54	183	0	0	0	0	0	0
Balqa	18	45	123	421	0	0	0	0
Other	0	0	451	1396	7	14	18	46
Total	245	843	1945	6264	78	299	54	183

Nevertheless, sustainability gaps remain a major challenge in Emergency response work in term

of health, Education, Food, Basic needs and Shelter/WASH in addition to the protection.

Religion	Medical	Milk & Diapers	Protection	Education & Life skills training	Winterization	Home supplies	Food	Personal Hygiene Detergents	Clothes
Christian	4,197	237	86	760	1470	1236	1769	181	1748
Muslim	206	6	1	32	40	46	51	3	54
Others	227	7	2	39	68	72	77	1	76
Total	4,630	250	89	831	1578	1354	1897	185	1878

## Coordination and Meetings:

Caritas Jordan has a crucial function in local project coordination, consolidation of the work and implementation of proposed activities.

Caritas Jordan's staff is permanently present in the field in close proximity with served population to ensure that population targeted by its projects objectives are achieved timely, while abiding by international standards of relief work.

The internal coordination is also critical for project success. Use of its web-online database as well as routine internal coordination meetings ensure that all Caritas Jordan members are involved in the Caritas Emergency Response Plan, share lessons learned, through disseminating a monthly situation report and update feeds at website. CJ is being part of UN-Working Groups; Health, Education, Shelter, Food, Basic Needs, WASH and Protection, in addition to other sub-WGs;

Winterization, Mental Health and Child protection.

In line with the guidelines of the Ministry of Planning and International Cooperation (MoPIC), all emergency projects for Syrian refugees must include assistance to vulnerable host communities **at a minimum ratio of 70/30**, particularly in areas considered by the Ministry of Social Development (MoSD) as pockets of poverty. Targeting population secondarily affected by a crisis is also in line with RRP 6 and Sphere standards.

## Advocacy:

With its wide outreach across Jordan and its network of volunteers and local charities, which includes Syrian and Iraqi refugees, CJ is in daily contact with actual and potential beneficiaries and their evolving needs. CJ listens to these needs and integrates them in its response to the Syrian and an Iraqi displacement crisis in Jordan to the extent funding is available. In addition to its grass-root participatory approach, Caritas systematically involves beneficiaries in evaluating its response through post-distribution or voucher surveys. These surveys are

used as a more formalized means to collect feedback from beneficiaries on a given response and to consult them on their needs and prospects.

*“Caritas Jordan advocates the cause of the refugees throughout local, international and church organizations”*

Caritas Jordan also advocates the cause of the refugees throughout the meetings and seminars with local, international and church organizations. In February 2015, Caritas organized a meeting to talk about the crisis and the needs of the Iraqi refugees who recently fled from Iraq because of religious persecution.

The meeting came up with messages and recommendations to defend the rights of those refugees and provide them with all needed support to help them during their stay in Jordan.

## Media and Communication:

Caritas keeps its media coverage to all events that aim to bring about financial and in-kind assistance to all categories of people who are in need of support and solidarity. Videos, press releases, pamphlets, leaflets and posters have been produced to remind people about the presence of others who lost everything and live on the margins. Caritas Jordan website is regularly updated with blogs and news and sitreps that talk about the situation of the refugees and the humanitarian response of the Caritas.

## Risks and Assumptions

### Risks:

Increase in number of refugees in Jordan.

Increased vulnerability and poor living conditions

Caritas Jordan stops its support because of lack of funding and human resources

The program goal and satisfaction of beneficiaries are not met

Conflicts between local communities and refugees erupt due to the increasing economic burden on the Jordanian communities

### Assumptions:

The security situation will not be the same, however, this should not hinder providing services through the Caritas centers

Crisis inside Syria continues and prevents quick return of refugees to their homes

Capacity of Caritas Jordan is not adequate to respond to increasing needs

Caritas Network of Volunteers provides assistance in all regions and areas of Jordan without obstacles

Local communities increase complaints and stage demonstrations because of lack of attention to their needs and having a fragile economy

### Personnel:

Caritas continues to hire new employees to respond to the work needs and exigencies. Caritas employees are chosen based on previous experiences in the humanitarian work well as commitment to social work.

## Mitigation strategy:

Mitigation	Comment	Remedial Procedures
Volunteers have been trained to respond to emergencies	The network of volunteers is extended to cover all the emergency needs	CJ is well informed on the security developments of the Syrian crisis and closely cooperate with the Gov. to prioritize the most vulnerable cases and lend a hand to the Gov. in providing services to the refugees, share useful info.
Caritas work will be reviewed regularly to address the increased urgent needs	Emergency projects are expanding and extending project locations and beneficiaries	CJ continues to knock all doors in a bid to attract more donors and avoid being left alone unassisted, which might also affect the Gov. generosity in receiving more refugees.
More donors are required to fill this gap through different emergency projects	Caritas Jordan increases its coordination and cooperation with other NGOs, IO's and UN agencies to address the gap	CJ is prepared to complement its activities from the other projects' funding as well as referral to other specialized NGOs, in the hopes that the funds will eventually arrive.
Peace Building & Reconciliation integration through utilizing Do No Harm principle and raising awareness on the project activities	Caritas Jordan will resolve the problem through its experience with refugees and by hiring Syrian workers who have experiences in positive thinking and peaceful coexistence mediation	CJ increases its awareness on tolerance and remind beneficiaries of peaceful integration and common fate.
Caritas Jordan try to decrease the gap of Jordanian needs by assisting the neediest in hosting communities	30% of the assistance goes to Jordanians as per the government of Jordan regulations	More services are rendered to vulnerable local communities as those categories are negatively affected by refugees' presence in Jordan thus draining the country's resources. More understanding of the Syrian crisis and suffering are conveyed to local communities.



## Back with Ambition

Payman Faraj Elias, forty years old widow Iraq refugee women, fled to Jordan on October 26rd 2014 after the attack of the fanatic group of ISIS in Mosul. She has four children: Ayoob, thirteen years old, Sarah, ten years, and the twin Afram and Aram seven years.



*“We were the happiest family in the world until...”*

She lived a calm normal life in his land of origin in Mosul, Iraq. She said: “We were the happiest family in the world until my village was taken over by ISIS and my husband died in an incident”.

Their life started changing after the sudden death of the father; they were shocked by this loss, sadness was bigger than her capacity to understand and cope. All that was coupled by the forced immigration, she and her children were uprooted from their home land and obligated to leave it without anything. In fact, this second crisis caused her a double trauma and she started feeling bad.

As a result, she started feeling helpless, losing interest in daily activities and feeling down, so she went to a psychiatric who diagnosed her as depression, putting her under medication therapy that helped her to feel

better but she still have difficulties in understanding and accepting the forced immigration experience, and still feel overloaded of responsibilities.

Payman benefited from Caritas counseling unit services. She did an intake interview and was assessed by Caritas psychologist; it was clear that she suffered from a double crisis that affected her mental health. The psychologist recommended her to benefit from resources that are available at Caritas Center.

*“I fear being at home after midnight..”*

The field visit team visited her for evaluation. She lives in Hashimi – Amman in a commercial area inside a shopping center in a small room which wasn't physically safe for children, in addition she was a widow who needs a secure shelter for her family. What she saw in the past make her feel insecure and anxious, she said; “I fear being at home after midnight because the commercial building is empty”.

The field visit team underlined her urgent need to be in a secure home to help her to construct a sense of security and be provided with an appropriate environment to her children.

She received basic food commodities with modest supplemental cash assistance, transferring her to another better prepaid rented house in Fuheis.

All that helped her to reduce stress and anxiety, providing her with a secure environment for additional assistance.

Now she is waiting to travel to another country, but in a better condition as she secured the basic needs to maintain a normal life.

Safwan, a thirty-six year old Iraqi refugee entered Jordan on October 23rd 2014 with his only child; was born on November 19th 2009.

*“He maintained a very good level of lifestyle until...”*

He lived a calm normal life in his land of origin in Mosul, Iraq. In fact he had several shops as his own business. He maintained a very good level of socio-economic lifestyle until he was a victim of a terrorist incident, perpetrated by fanatic extremists who fought against his Christian faith. He lost all what he had saved till that day, cash and goods, one of his shops was burnt and totally destroyed.

The incident also affected Safwan's health condition; he was in a coma for three hours and got several clinical surgeries which all caused him disabilities for one whole year. These health problems all lead him to complicated psychological conditions. He was assessed by a psychiatrist who diagnosed her case as general anxiety disorder and was given medication accordingly. The medication therapy resulted in additional side effects which made the recovery of mental health more difficult.

After leaving his hometown coming to Jordan, Safwan visited the of Caritas counseling unit on November 10th 2014. In his interview with the psychologist, he showed a clear loss of security. He needed a follow up so he contacted Ajloun Association to give him this service.

He also benefited from the intervention of the field visit team. They directly visited his own home in Amman-Marka to access the socio-economic environment around him.

The evaluation of physical environment underlined its negative effect on the recovery of Safwan. The house was very small, shared with another family, so they recommended to be provided with a secure and appropriate house. Now, Safwan lives in an independent home that provides him with privacy and security reducing his stress after the multiple crises he had experienced. He also received a food voucher to satisfy his family's needs.

Safwan is still under Caritas care. He received a secure sense of living and most importantly, he achieved thanks to the assistance of Caritas, a healing from medical problem and he is now living in peace.



"Siete come il lievito nella massa..., la ricchezza maggiore per la Regione sono i cristiani, siete voi. Grazie della vostra perseveranza!"  
(Papa Francesco ai Cristiani del Medio Oriente, 23/12/2014)

"إنكم كالخميرة وسط سواد الناس... حيث يشكل المسيحيون، أي أنتم، الكنز الأيمن بالنسبة للمنطقة. شكرا على مثابرتكم!" (البابا فرنسيس للمسيحيين الشرق الأوسط، 23/12/2014)

