

# Annual Results Report

**2024**

**Jordan**

## Acknowledgements

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### **Note:**

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

As of December 2024, Jordan hosted around 675,000 refugees, of which 90 per cent were from Syria. Other significant refugee populations included Iraqis, Yemenis, Somalis, and Sudanese. The absence of national asylum legislation and tightly controlled access to territory and asylum led UNHCR to focus on core protection issues. The operation prioritized registration, identity management, and documentation, alongside the strategic use of refugee status determination in close collaboration with the Government. These activities proved critical to maintain the protection space and ensure compliance with international protection standards.

The conditions for refugees and asylum-seekers in Jordan were also impacted by the challenging economic situation in the country, which included rising costs of living and high unemployment rates. Poverty rates among refugees stood at 67 per cent, and 9 out of 10 resorted to taking on debt to meet their basic needs. Access to formal labour became more challenging for Syrian refugees after July 2024, when a policy change required them to pay the full work permit fees for foreigners, a cost that had been waived since 2016. Additionally, the threefold increase in social security contributions in 2023 constituted another challenge to accessing work.

In a significant development, Bashar al-Assad's government in Syria fell in December 2024. This brought renewed hope among Syrian refugees for the possibility of returning to their country. As a result, Syrians have already started to return to Syria and many are expected to return over the coming months. These changes coupled with increasing uncertainties from key donors will force UNHCR to revisit priorities and the budget structure. The drastic reduction in operational footprint will have profound negative impact on vulnerable refugees.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

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

Population Type	Indicator	
	Baseline	Actual (2024)
1.1 Proportion of people seeking international protection who are able to access asylum procedures		
Refugees and Asylum-seekers	1.31%	0.51%
1.2 Proportion of people who are able to move freely within the country of habitual residence		
Refugees and Asylum-seekers	98.97%	99.00%

The Government of Jordan has largely entrusted UNHCR with the management of asylum, due to the absence of national asylum legislation and an administrative framework. UNHCR facilitated access to international protection through registration for all asylum-seekers and, where possible, refugee status determination. Overall, refugees and asylum-seekers benefited from a relatively favourable protection environment in Jordan. The Government reaffirmed and significantly strengthened its commitment to the principle of non-refoulement, extended flexibility in facilitating durable solutions for refugees with protection needs in third countries and continued spending efforts to grant freedom of movement to refugees, especially those in camps.

In 2019, the Government of Jordan requested that UNHCR cease the registration of new asylum-seekers in the country; this restriction was extended to Syrian asylum-seekers in 2022. Restrictions on new registration severely impact UNHCR’s ability ‘manage’ the asylum space and facilitate access to international protection. Despite this, UNHCR continued to advocate for solutions that would ensure access to international protection with the Government. In 2024, a limited number of asylum-seekers were allowed to register exceptionally, in agreement with the Ministry of Interior, to facilitate their resettlement submissions and ensure family unity.

### 2. Impact Area: Realizing Rights in Safe Environments

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

Population Type	Indicator	
	Baseline	Actual (2024)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities		
Refugees and Asylum-seekers	82.29%	13.45%
2.3 Proportion of people with access to health services		
Refugees and Asylum-seekers	91.08%	91.32%

UNHCR provided about \$61.4 million in cash assistance to around 68,500 refugee households in 2024. This benefitted almost 308,000 refugees living in host communities and refugee camps. While helping refugees cater to critical needs, cash assistance increasingly provided through mobile wallets is also paving the way towards greater financial inclusion. Yet even households benefitting from both UNHCR and WFP

cash assistance still struggle to meet their most basic needs.

To make up for this decrease, UNHCR worked with the Government and partners to maintain refugees' access to basic social services and basics needs. UNHCR, development partners and international finance institutions worked to strengthen national services delivery and self-reliance opportunities for refugees as per the Jordan Compact. UNHCR and the World Bank implemented programme components financed by the Global Concessional Facility Fund to support Jordan as a host country and increase refugee inclusion across sectors. UNHCR focused on analytics, highlighting the positive contribution of refugees to the local economy.

To support adequate living conditions, almost 20,000 refugees received shelter assistance in camps. In contrast to urban and rural refugees, an estimated 82 per cent of the camp population now reside in safe and secure settlements with access to basic facilities. The policy environment in Jordan facilitated refugees' access to essential healthcare, though delivery of health services in the camps relied on parallel humanitarian health interventions supported by UNHCR and other partners.

Despite the above, the Socio-Economic Survey conducted by UNHCR and the World Bank in 2024 showed a worrying rise in poverty rates among refugees in Jordan, from 57 per cent in 2021 to 67 per cent in 2023, with the revised methodology developed with the World Bank. Debt levels among refugees stood at 1,100 JOD, which, on average, is five times higher than their monthly income. This is the direct result of decreasing funding for the refugee response in Jordan.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

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

Population Type	Indicator	
	Baseline	Actual (2024)
<b>3.1 Proportion of people who have the right to decent work</b>		
Refugees and Asylum-seekers	86.77%	94.60%
<b>3.2a Proportion of children and young people enrolled in primary education</b>		
Refugees and Asylum-seekers	71.00%	59.79%
<b>3.2b Proportion of children and young people enrolled in secondary education</b>		
Refugees and Asylum-seekers	32.93%	34.20%
<b>3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark</b>		
Refugees and Asylum-seekers	50.00%	86.64%

While the Jordan Compact ensured that Syrian refugees have access to formal labor market (in restricted sectors), July 2024 saw a policy change governing access, with most Syrian refugees or their employers now required to pay the full work permit fees for foreigners, which had previously been waived since 2016 thanks to subsidies made available through a World Bank project. Access to formal work was also hindered by a threefold increase in social security contributions in 2023. The unemployment rate among working-age refugees stood at 12 per cent, and 4.5 per cent reported positive changes in their income in the past year, indicating a setback in self-reliance capacity.

As concerns education, 2024 saw a significant data quality improvement. In fact, the Government's Education Management Information System (OpenEMIS) now captures protection status for refugees. This showed that, though refugee children continued to access public primary and secondary schools, with the support of the Accelerated Access Initiative/Joint Financial Agreement, the enrolment rate at the primary level stood at 59.8 per cent. The secondary school enrolment rate remained relatively low at 34 per cent,

compared to Jordanian children, due to a high level of dropouts and few opportunities for employment.

Efforts to boost secondary school enrolment focused on the needs of vulnerable groups, such as women, children, persons with disabilities, and survivors of domestic violence and abuse, to ultimately promote equality and inclusivity. UNHCR ensured that refugees had a say in decisions impacting them, and that the specific needs of women, children, persons with disabilities, the elderly, people at risk of domestic violence and others were considered in the interventions. Increased focus on refugees with specific vulnerabilities translated in refugees' increased sense of safety, as per the results of surveys and discussions with communities conducted by UNHCR. Overall, 87 per cent of refugees felt safe while walking alone in their neighbourhood after dark, a 37 per cent increase compared to 2023 data.

## 4. Impact Area: Securing Solutions

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

Population Type	Indicator	
	Baseline	Actual (2024)
<b>4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin</b>		
Refugees and Asylum-seekers	4,383	17,187
<b>4.2a Number of people who departed on resettlement</b>		
Refugees and Asylum-seekers	10,761	7,207
<b>4.2b Number of people who departed through complementary pathways</b>		
Refugees and Asylum-seekers	466	1,022

To facilitate solidarity and responsibility-sharing with the Government of Jordan, in 2024, UNHCR pursued resettlement from Jordan for thousands of refugees. Seven thousand and two hundred refugees departed on resettlement from Jordan, which is 33 per cent lower compared to 2023. The lower departure rate can be attributed to domestic capacity issues in the United States, including a lack of affordable housing and limited resettlement agency State-side capacity to receive refugees. The departures from Jordan constitute six per cent of UNHCR's global departures for resettlement countries. Sixty per cent of those resettled travelled to the United States, with IOM health checks and orientation sessions and departure arrangements. Despite an increase in submissions to the United States compared to 2023, the number of departures decreased in 2024, with over 4,300 individuals departing to the United States, compared to 8,400 in 2023.

Access to complementary pathways also increased in 2024. Over 1,000 refugees left Jordan legally for third countries under different schemes such as labour mobility programs, third-country scholarships, and family reunification from Jordan, more than double the figure from 2023. This growth was driven by improved access to information within refugee communities for such opportunities and the launch of new opportunities in different receiving countries. UNHCR also helped drive innovative models for scaling labour mobility pathways, including train-to-hire programs and recognition of skills certifications in third countries.

In 2024, over 17,000 refugees voluntarily returned to Syria, with more than one-third of these returns taking place in December following the fall of the former government.

UNHCR and its partners intensified efforts to prevent and resolve statelessness by strengthening advocacy and enhancing collaboration with key UN agencies. Legal assistance was provided to explore naturalization options for asylum-seekers at risk of statelessness.

## 1.3 Challenges to Achieving Impacts

The implications of reduced humanitarian funding for the refugee response became starkly evident in 2024. In 2022, 71% of the overall 3RP appeal was funded, while in 2024 only 45% of the funds were received. The steep and swift reduction in funding, coupled with a lack of sustainable solutions, triggered a rapid deterioration of conditions in the refugee response and resulted in increased protection risks, including refugees resorting to negative coping mechanisms. Major actors, including UNHCR, WFP and UNICEF, were forced to reduce essential services and support to refugees. The reinstatement of the full work permit fees limited the ability of refugees to access formal employment opportunities and increased their exposure to exploitation. Moreover, the ongoing suspension of registration continued to represent legal and protection challenges for new asylum seekers seeking international protection. The Government expressed concern that the funding reduction could be seen as a shift away from the commitments in the Jordan Compact, which influenced the space for dialogue on sustainable responses.

UNHCR made concerted efforts to address these challenges while promoting life-saving, cost-efficient measures and strengthening strategic partnerships to promote sustainable interventions. For example, UNHCR shifted from ATM cards to mobile wallets for cash assistance, reducing monthly costs by more than half. UNHCR also introduced new energy efficiency measures across its premises to reduce costs and limit the environmental footprint. In the interest of long-term sustainability and local ownership of the refugee response, UNHCR collaborated with national partners to increase their capacity at all levels.

Because of the temporary 'freeze' on UNHCR ability to spend funds allocated by the United States and reductions announced by other donors, prospects for overcoming the above barriers are becoming slimmer. Yet UNHCR's resolve is geared towards garnering additional support and reprioritising interventions so that negative impacts on refugees and asylum seekers can be minimised.

## 1.4 Collaboration and Partnerships

Alongside the Government of Jordan (GoJ), UNHCR played a crucial role in shaping the Jordan Response Plan (JRP) and leading the Jordan Strategic Humanitarian Committee ('JoSH') and the Inter-Sector Working Group (ISWG) for a coordinated response for both refugees and, through the refugee response, vulnerable Jordanians. Strategic and technical engagement with government bodies, UN agencies, NGOs, and donors supported the alignment of humanitarian and resilience efforts with the sustainable development goals, contributing to Jordan's Economic Modernization Vision.

UNHCR engaged with pledging countries at the Global Refugee Forum to implement the commitments made towards the Global Compact on Refugees. In view of the challenges associated with the protracted nature of the Syria situation, such as 'donor fatigue', UNHCR maintained close relationships with donors through field visits, briefings, and public events, while also strengthening relations with non-traditional donors. UNHCR further expanded its engagement with the private sector and development actors.

Collaborative efforts enhanced the strategic use of social media, where the UNHCR MENA Regional Bureau, the UN Resident Coordinator's Office, and partners amplified UNHCR's messages and web content. UNHCR also maintained its cooperation with local and international media partners, acting as an official and trusted source of information. UNHCR also strengthened its engagement with refugee communities both in person, through surveys, focus group discussions and home visits, and through its digital channels for timely and efficient communication.



## Section 2: Results

### 2.1. Outcomes and Achievements

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

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

##### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>1.1 Proportion of refugees and asylum seekers registered on an individual basis</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
<b>1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority</b>			
Refugees and Asylum-seekers	91.49%	97.00%	94.89%
<b>1.3 Proportion of people with legally recognized identity documents or credentials</b>			
Refugees and Asylum-seekers	100.00%	100.00%	72.31%

##### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>01.1.1 Number of people registered on an individual basis</b>	
Refugees and Asylum-seekers	15,854
<b>01.2.1 Number of people supported to obtain civil status, identity or legal status documentation</b>	
Refugees and Asylum-seekers	469,159

### Progress Against the Desired Outcome

By ensuring that refugees and asylum-seekers had valid registration documents and asylum-seeker certificates, UNHCR facilitated refugee access to assistance and services and improved data management and enhanced coordination with the Government, which in turn increased the overall effectiveness and sustainability of the refugee response in Jordan.

Concretely, UNHCR carried out in-person and remote registration for 372,300 individuals in communities. To improve efficiency, UNHCR introduced self-renewal kiosks, where refugees can update their data and records on their own. The registration records of 46,600 refugees were inactivated in 2024 as they had lost contact with UNHCR and had not responded to document renewal appointments.

Through enhanced collaboration with the Ministry of Interior (MOI), refugee documentation and continuous registration were streamlined and data management improved. In addition, a Technical Committee formed between the Syrian Refugee Affairs Directorate (SRAD) and UNHCR helped resolve the long-standing registration issues of refugees who have left Zaatari camp without formal approval. Notably, the registration

records of around 5,000 individuals were updated according to their current residence.

Discussions with the Ministry of Digital Economy and Entrepreneurship (MODEE) and MOI took place throughout the year to facilitate digital identification and the incremental streamlining of Government and UNHCR registration and verification process and the inclusion of refugees into the SANAD platform, in line with the World Bank People Centric Digital Government Program”. Once enrolled, refugees will be able to access a wide range of official documents online.

The engagement with the Civil Status Department (CSD) at the MoI proved to be critical in terms of ensuring that refugees and asylum-seekers are recognized and can access protection. By ensuring adequate documentation, protection space is maintained and arbitrary arrest, detention and refoulement are largely avoided. In 2024, CSD and UNHCR collaborated on the issuance of some 15,800 birth certificates for Syrian and non-Syrian children, in camps and in urban areas. This ensured the right of children to legal identity and addressed the risk of statelessness. Sharia Courts in refugee camps, in coordination with UNHCR, processed 10,800 refugee cases, including litigations, family reconciliations, and documents attesting refugees’ vital events. This showed an increase by 5.9 per cent in their productivity compared to 2023. Along with the other UN agencies, UNHCR engaged in technical discussions with the Department of Statistics on the census questionnaires to enhance access to legal identity and prevention of statelessness, as per SDG 16.

## 2. Outcome Area: Status Determination

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

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

## Progress Against the Desired Outcome

The strategic use of Refugee Status Determination (RSD) procedures addressed urgent protection concerns and facilitated access to assistance and solutions as per the 2024 RSD Strategy. Over the course of the year, 1,165 individuals were identified as in need of RSD processing (154 pending from 2023, in addition to 1011 identified during 2024). The modality identified for such cases was regular RSD procedure. During the reporting period, 921 RSD decisions were finalized at first instance and appeal, with a recognition rate of 96 per cent, mainly for Iraqi, Yemeni and Sudanese nationals. In addition, 184 cases were processed under different procedures, such as review of cessation considerations. All those rejected at first instance received individual counselling at the time of notification of decision and were informed of the appeal process. As per a global UNHCR assessment of the compliance of UNHCR operations with procedural standards, the Jordan operation scored high at 95 per cent on average for implementation of the minimum procedural standards. The identified gap was in relation to the ability of refugees to exercise their right to access legal representation. Accordingly, and for the first time in Jordan, UNHCR engaged with the legal aid partner to offer legal representation in RSD procedures.

UNHCR ensured that information on RSD procedures was updated and available to refugees through UNHCR’s Helpsite and the Helpline (IVR messages and counseling lines) and all incoming refugee queries (from petitions, helpdesks, etc.) were responded to in a timely manner. RSD also took part in the daily comprehensive protection counselling to ensure that the immediate needs of refugees approaching the

office were addressed. Standard Operating Procedures (SOPs) were updated and shared with staff. Audit queries on ProGres data were run regularly to ensure any anomalies were promptly addressed. A dashboard was developed to provide a live overview of proGres data relating to RSD processing and decisions, output and productivity. Spot checks were conducted for RSD decisions under review to ensure a harmonized and consistent approach in decision-making.

A survey assessing the satisfaction of refugees who underwent RSD procedures and received a final decision was conducted. The overall rate was 97 per cent among the 70 per cent who participated. UNHCR continued with the digitization activities of refugee files to support the transfer to an electronic file management system. In 2024, a total of 11,400 files were digitized.

### 3. Outcome Area: Protection Policy and Law

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

#### Core Outcome Indicators

Population Type	Baseline	Target(2024)	Actual(2024)
<b>3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol</b>			
None	Not yet aligned	Progressing towards alignment	Not yet aligned
<b>3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness</b>			
None	Not yet aligned	Progressing towards alignment	Not yet aligned

#### Core Output Indicators

Indicator	Actual (2024)
<b>Population Type</b>	
<b>03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness</b>	
Refugees and Asylum-seekers	Yes

### Progress Against the Desired Outcome

In 2024, only four refugees were deported in 2024, the lowest number since 2011, reflecting progress in refugees' enjoyment of the principle of non-refoulement and the Government's commitment to upholding this principle. Non-Syrian refugees and asylum-seekers who wanted to apply for work permits were required to renounce their international protection application with UNHCR, as per long-standing government policy. Failure to do so led to deportation orders and, in some cases, administrative detention. Upon UNHCR's request, however, the execution of deportation orders for 30 non-Syrian refugees was postponed while durable solutions were pursued in third countries.

Additionally, the authorities released over 900 refugees from detention, cancelled deportation orders, transferred two refugees to camps in lieu of deportation, and facilitated exit procedures for detained refugees resettled to third countries. Furthermore, the Ministry of Interior (MOI) authorized UNHCR to exceptionally register two categories: asylum-seekers in dire humanitarian situations with potential resettlement prospects, and asylum-seekers who had entered the country irregularly, but had been cleared for regularization by the competent authority, the Special Committee under the MOI.

Overall, refugees were able to exercise freedom of movement within the country. In Azraq Camp, 1,700

refugees were screened out of the fenced area and allowed to move freely within the open areas of the camp, in urban areas, or given approval to exit Jordan at their request. Demonstrating enhanced efficiency and stronger collaboration with UNHCR, the Special Committee regularized the status of 218 Syrian cases.).

Continued dialogue between government entities, UNHCR and partners helped enhance law and policy in line with international standards. Through the partnership with the Human Rights Unit at the Prime Ministry Office and engagement with other UN agencies and humanitarian partners, UNHCR presented recommendations for refugee protection on, namely, the right to education, legal identity and child protection. As a result, recommendations were accepted by the Government in their report for the fourth cycle of the Universal Periodic Review, and technical discussions were initiated on implementation.

Capacity development was critical to maintain protection space in Jordan through promotion of peaceful and inclusive societies in line with SDG16. UNHCR reached 2,100 participants, mainly from government entities, took part in different trainings, workshops, roundtables facilitated by UNHCR. Monitoring of subsequent behavioral changes showed that 56 per cent of participants applied a refugee-oriented approach and 60 per cent of their organizations sought to align their practices to protection standards. The Government of Jordan was represented at an event convened by the League of Arab States where the "Arab Declaration on Belonging and Legal Identity" was launched, and an action plan for its implementation was discussed.

## 4. Outcome Area: Gender-based Violence

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

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>4.1 Proportion of people who know where to access available GBV services</b>			
Refugees and Asylum-seekers	100.00%	100.00%	63.90%
<b>4.2 Proportion of people who do not accept violence against women</b>			
Refugees and Asylum-seekers	100.00%	100.00%	47.10%
<b>4.3 Proportion of survivors who are satisfied with GBV case management services</b>			
Refugees and Asylum-seekers	78.38%	100.00%	93.73%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>04.1.1 Number of people who benefitted from specialized GBV programmes</b>	
Refugees and Asylum-seekers	2,380

## Progress Against the Desired Outcome

UNHCR worked closely with national authorities and local actors to support their capacity in preventing and responding to gender-based violence (GBV), including the Ministry of Social Development (MoSD), Family

Protection and Juvenile Department (FPJD) and National Council for Family Affairs (NCFA). It also promoted its localization strategy by phasing out from international partners and relying on the expertise of national stakeholders. This led to shifting the Anti-begging Project from an NGO to MoSD.

UNHCR developed multi-year programming fostering cultural change across the refugee population to reduce child marriage instances. UNHCR delivered awareness-raising sessions on the rights of women and children to 2,700 people and trained key partners. Therefore, UNHCR and partners' interventions to tackle the occurrence of child marriages resulted in a 33 per cent reduction of recorded instances (414 cases) compared to 2023.

UNHCR and its partners counselled and supported over 4,000 refugees who experienced GBV. Noting that GBV is underreported, UNHCR continues to work to enhance prevention and response mechanisms. The Satisfaction Survey on GBV service showed 95 per cent satisfaction with services received. This score is higher than the expected baseline, which can be attributed to the successful capacity building of partners. 64 per cent of refugees know how to access GBV response services. The score is lower than in 2023, which can be explained by combination of a different survey methodology (broader target group in 2024) and a notable reduction of awareness raising initiatives rolled out by actors other than UNHCR.

UNHCR trained 2,580 government and NGO staff on safe referrals of violence and abuse cases, case management and prevention of sexual exploitation and abuse with a focus on the survivor-centred approach. Consequently, the overall quality of referrals greatly improved, and partners' compliance with international standards related to confidentiality, data protection, and creating safe spaces when managing GBV cases increased.

## 5. Outcome Area: Child Protection

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

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure</b>			
Refugees and Asylum-seekers	100.00%	100.00%	34.66%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>05.1.1 Number of children and caregivers who received child protection services</b>	
Refugees and Asylum-seekers	19,691

## Progress Against the Desired Outcome

In 2024, UNHCR increased the level of coordination with operational partners through the Child Protection Sub-Working Group (CPSWG) platform. It also continued as the co-chair of the Child and Gender Based Violence Information Management System (CPIMS and GBVIMS) Working Groups and Task Forces, promoting a localized approach to activities and aiming at using resources more efficiently by expanding access to national NGOs. In 2024, national NGOs managed 72 per cent of all CPIMS cases.

UNHCR, through its partners, provided services to 4,700 children with heightened protection risks, representing the total number of children seeking support from the child protection response network, which includes both government and NGOs. Additionally, nearly 140 children, who were identified as needing such arrangements, participated in community-based child protection activities. UNHCR continued to support the Best Interest Procedure by guiding the process with partners also through training of NGOs. Throughout the year 420 Best Interest Assessments and 27 Best Interest Determination were conducted together with the Ministry of Social Development and, Family Protection and Juvenile Department. UNHCR also supported the care of 500 unaccompanied children, who were placed in foster families, shelters or alternative care arrangements. Over 70 non-Jordanian children (who were subjected to while begging), were admitted to the MoSD centres. This transition aimed at ensuring long-term protection mechanisms for refugee children driven and owned by the State. On child labour (a prominent issue in 2024) UNHCR actively engaged with stakeholders also as a member of the National child labour Task Force (with Ministry Of Social Development, JOHUD, and International Medical Corps (IMC) supported the review of the national protection matrix and the mainstreaming of the referral pathways for service providers including Ministry of Labour and ministry of social development as well as the onboarding of the human trafficking department in the task force.

UNHCR supported 2,220 adolescents and youth through the Youth and Child Protection Preventions Activities projects. This includes 550 youth who were trained in child protection and who delivered child protection prevention sessions to 2,200 adolescents. The sessions raised awareness on child protection concepts such as personal boundaries (including physical boundaries), saying no, and the importance of collaboration and teamwork among children. In collaboration with National Council for Family Affairs, UNHCR supported the use of alternatives to detention and non-custodial measures by holding five trainings that targeted 150 service providers from the Judicial Council, Ministry of Social Development, Public Security Directorate, and NGOs.

## 6. Outcome Area: Safety and Access to Justice

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

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>06.1.1 Number of people who received legal assistance</b>	
Refugees and Asylum-seekers	63,243

## Progress Against the Desired Outcome

In 2024, Jordan promoted access to safety and justice through continued cooperation with UNHCR and relevant partners, aligning with Sustainable Development Goal 16.

The Government of Jordan demonstrated its commitment to safeguarding the rights of refugees and asylum-seekers, including their right to personal liberty and legal status, in alignment with international standards. This is reflected in the lower number of refugees and asylum-seekers (all from nationalities other than Syrian) in administrative detention for violations of the Residence and Foreign Affairs Law, with 28 detained in 2024. In comparison, 35 refugees and asylum-seekers were detained in 2023, and 77 in 2022 for the same reason. Respect for the principle of non-refoulement principle and freedom of movement was notably enhanced. This is reflected in the lower number of refugees and asylum-seekers for whom deportation orders were officially deemed non-executed, and the number of refugees screened out of the fenced area in Azraq camp.

UNHCR and partners enhanced refugee awareness of the risks connected with drug consumption and

abuse through nine information sessions organized through the country, in urban areas and in camps, reaching 200 refugees and asylum seekers (of which 74.6 per cent were females and 25.4 per cent were males) from various nationalities, who demonstrated an enhanced understanding of the applicable legal framework and risks associated with drug abuse. The above-mentioned effort, pursued with an age, gender and diversity mainstreaming approach, aligned with the national anti-drug strategy launched by the Public Security Directorate in 2024 in the presence of UNHCR and other partners.

An increased number of refugees and asylum seekers (63,200 in 2024, compared to 59,600 in 2023) benefitted from the legal assistance provided by UNHCR and its legal aid partner. Since the fall of the Assad government, UNHCR provided services to support refugees intending to return, specifically on financial liabilities.

At the same time, UNHCR hosted and facilitated consultations with legal aid providers (to assess needs, priorities and opportunities vis-a-vis refugees' access to justice). Capacity development initiatives reinforced technical knowledge and skills of the justice sector in relation to refugee protection. Examples of this endeavour are the new engagement of UNHCR with the Jordanian Institute of Justice in a partnership (aimed to be formalized in a Memorandum of Understanding in 2025) for the training of judges regarding refugee protection, and the trainings through which UNHCR trained the Counter-Trafficking Unit and the "trafficking-in-persons" focal points in refugee camps.

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

**Refugees' community engagement and participation and women empowerment strengthened**

**Syrian refugees take free and well-informed decisions about returning to Syria**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>7.1 Extent participation of displaced and stateless people across programme phases is supported.</b>			
Refugees and Asylum-seekers	Extensive	Extensive	Extensive
<b>7.2 Proportion of people who have access to safe feedback and response mechanisms</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
<b>7.3 Proportion of women participating in leadership/management structures</b>			
Refugees and Asylum-seekers	42.38%	50.00%	57.14%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>07.1.1 Number of people consulted through Participatory Assessments</b>	
Refugees and Asylum-seekers	2,350
<b>07.2.1 Number of people who used UNHCR- supported feedback &amp; response mechanisms to voice their needs/ concerns/feedback</b>	
Refugees and Asylum-seekers	49,956
<b>07.3.1 Number of people who received protection services</b>	
Refugees and Asylum-seekers	550,851



## Progress Against the Desired Outcome

Guided by UNHCR's Age Gender Diversity policy, Accountability to the Affected Population framework, and the operation's refugee empowerment strategic direction, UNHCR continued promoting community engagement through community centres in camps and Community Support Committees (CSCs) in urban areas across Jordan. Within the community structures, UNHCR and its partners increased the proportion of women participating in leadership roles. The CSCs supported 27,800 people from different nationalities as well as Jordanians through empowerment interventions, including cultural, social, recreational, awareness and capacity-building activities. The Women Empowerment Networks continued promoting leadership, empowering refugee and Jordanian women to fully participate in community and civic life, and raising awareness on women's rights, gender equality and women empowerment among men, women, boys, and girls to ensure equal rights, responsibilities, and opportunities.

UNHCR continued to promote effective programs aiming at age and disability inclusion through specialized support provided to 6,800 older refugees and refugees with disabilities, identification of persons with disabilities, fostering participation and inclusion in community activities through CSCs and coordination of the country-wide disability response as co-chair of the Disability and Age Sub Working Group (DASWG), with more than 20 organizations involved, to unify efforts of advocacy and promote effective disability and age inclusion in the humanitarian-development response. UNHCR provided services in the four southern governorates through the engagement of local staff of the Ministry of Interior, as well as the Southern Region Coordination Platform, where 12 national and international actors meet on a monthly basis to coordinate their work in remote areas. UNHCR entry point there is the CSCs

UNHCR structured dialogue with refugees through various Communication with Communities channels, intensifying its efforts in a phase of change in terms of assistance, national regulations and returns. UNHCR engaged communities in discussions on the protection impact of the UNHCR/WFP re-targeting, the discontinuation of health assistance, and challenges in accessing services. Eighty-three focus group discussions sessions and information meetings were held with 3,500 refugees. UNHCR reached 28,400 refugees through mobile helpdesk missions across Jordan, petitions and counselling. UNHCR ensured access to safe feedback and response mechanisms through a variety of channels reaching refugees in urban centres and remote areas.

In total, 2,700 vulnerable refugees were assessed and granted urgent cash assistance to mitigate acute protection concerns. In 2024, UNHCR finalized the process of localization launching a call for expression of interest. This led to the selection of a new national partner instead of the two international ones operating in camps.

## 8. Outcome Area: Well-Being and Basic Needs

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

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>8.1 Proportion of people that receive cash transfers and/or non-food items</b>			
Refugees and Asylum-seekers	60.64%	35.00%	44.90%
<b>8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology</b>			
Refugees and Asylum-seekers	93.18%	100.00%	100.00%



## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>08.1.1 Number of people who received cash assistance</b>	
Refugees and Asylum-seekers	307,807
<b>08.2.1 Number of people who received non-food items</b>	
Refugees and Asylum-seekers	2,429

## Progress Against the Desired Outcome

UNHCR uses cash as a protection tool to help the poorest and most vulnerable Syrian and non-Syrian households meet their most basic, seasonal, and emergency needs, mitigating their need to resort to negative coping strategies to make ends meet. UNHCR provided about \$61.4 million in cash assistance to about 68,500 refugee households in 2024, benefitting almost 308,000 refugees living in host communities and refugee camps. Of those receiving cash assistance in 2024, 93 per cent were of Syrian origin, while 7 per cent were of non-Syrian origin, and 66 per cent received their UNHCR cash assistance via mobile wallets, thereby enhancing their access to digital financial services for more independent refugee financial decision-making.

According to the 2024 Annual Programme Assessment of the Basic Needs cash assistance programme, refugees consider this financial assistance as a lifeline, with 93 per cent of all cash recipients preferring cash over other forms of assistance, and that UNHCR cash assistance reduced their family stress levels and improved their living conditions. For those residing in host communities, the main uses of the cash assistance were for rent and food, while in camps the main expenditures were gas (for cooking and heating), and hygiene items like diapers and sanitary napkins. Nevertheless, even those households benefitting from both UNHCR and WFP cash assistance still struggle to meet their most basic needs.

UNHCR collaborated closely with WFP and the World Bank on enhancing the effectiveness and accountability of UNHCR and WFP's cash assistance targeting models, which use a World Bank poverty ranking tool. UNHCR also completed a nationally representative refugee financial inclusion and financial health survey, which will inform the development of UNHCR and Central Bank of Jordan strategies for increasing refugee financial inclusion in the near term, while providing stakeholders with a baseline benchmark against which to measure progress against key refugee financial inclusion indicators over time. In addition, UNHCR leveraged private donations of core relief items to provide more than 2,400 children and persons with special needs residing in camps and host communities with diapers and clothing.

## 9. Outcome Area: Sustainable Housing and Settlements

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

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>9.1 Proportion of people living in habitable and affordable housing</b>			
Refugees and Asylum-seekers	19.39%	16.00%	16.00%
<b>9.2 Proportion of people that have energy to ensure lighting</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>09.1.1 Number of people who received shelter and housing assistance</b>	
Refugees and Asylum-seekers	19,580

## Progress Against the Desired Outcome

In 2024, UNHCR supported maintenance of camp infrastructure and communal facilities, continued shelter repair and rehabilitation and rolled out a self-repair programme in one of the camps. UNHCR also sustained the operation and maintenance of low and medium voltage network and solar plants and launched the pilot of smart energy dispensers to have equitable energy distribution across households.

UNHCR implemented 160 maintenance interventions in both camps including road maintenance, sewage system improvements, flood drainage repairs, and other maintenances of public spaces. The self-repair programme resolved the ongoing problems of shelters with increased needs of repair, and long waiting lists. By using the existing skills of refugees and by giving households the choice on the implementation modality, the self-repair programme increased the speed of interventions by 36 per cent, increased the number of beneficiaries by 50 per cent, and most importantly created job opportunities in the free market while fostering participation within the community. In total, 1,000 households benefited from this programme.

Over 1,000 families received new shelters in both camps. The specifications were such as to enhance environmental performance, e.g., reduced energy consumption, indoor thermal comfort, and fire-retardant panels to reduce fire risks, in alignment with SDG11 (sustainable cities and communities).

As for the energy sector (SDG7- affordable and clean energy), UNHCR was able to find ways to increase the energy supplies in the camps while ensuring equitable distribution of energy at household level. The wheeling agreement signed between electricity supplier and UNHCR in late 2023 allowed to increase the energy supply in the camp by 26,000 MWh. The two existing solar-power plants and the wheeling agreement generate a total of 54,000 KWh, providing electricity to 100 per cent of the camp populations, saving \$12 million per annum and reducing the CO2 emission by 34,000 metric tonnes per year.

Finally, the smart energy dispensers project was launched to manage the electrical grid and energy consumption in the camps. The system will allow to (1) regulate energy consumption, (2) reduce electrical waste, (3) maintain electrical grid stability, (4) distribute energy fairly among refugees, and (5) increase electricity supply hours to 24hrs for those who manage energy properly.

## 10. Outcome Area: Healthy Lives

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

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>10.1 Proportion of children aged 9 months to five years who have received measles vaccination</b>			
Refugees and Asylum-seekers	96.36%	95.00%	98.39%
<b>10.2. Proportion of births attended by skilled health personnel</b>			

Refugees and Asylum-seekers	99.69%	100.00%	99.93%
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## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>10.1.1 Number of individual consultations in UNHCR supported health care services</b>	
Refugees and Asylum-seekers	290,605
<b>10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services</b>	
Refugees and Asylum-seekers	24,418

## Progress Against the Desired Outcome

UNHCR delivered supplementary health services in camps and urban areas. Over 315,000 medical consultations were provided to refugees in need of different health services both in the camps and in urban settings. Almost 18,000 referrals were supported to the secondary-level healthcare facilities from the camps, and 900 cases in need of secondary health and obstetric services were supported through the Cash for Health intervention in the urban areas. Complementarities were maintained with health services delivered through the public health system and operational partners to guarantee optimal access of refugees to health services according to their needs.

To promote refugees' access to public health services, UNHCR phased out of the Cash for Health interventions in April 2024, directing the caseload to the public health facilities to access the needed health services. Disengagement from supporting the primary health care (PHC) services in urban areas continued with reducing the UNHCR-funded PHC clinics to one clinic in Amman after the closure of the PHC clinic in Irbid. With inclusion and integration of refugees in the public health system at the core of its strategic engagements, UNHCR engaged with the Ministry of Health (MoH) to overcome the challenges faced by refugees in accessing the services at the public health system. A significant increase in successful referrals to MoH hospitals from the refugee camps was observed in 2024 with 91.6 per cent referrals made to MoH hospitals compared to 55 per cent in 2023. The policy manual on procedures for refugees to access public health services was also revised in collaboration with MoH. UNHCR will conduct workshops for the frontline health workers at public health facilities on the revised policy manual in 2025 in collaboration with MoH.

Limitations in the absorption capacities of public facilities, inflation of health care costs and increased out-of-pocket expenditure on healthcare remained key challenges for refugees to access essential health services during the reporting year. Shrinkages in humanitarian funding continued, and the resulting withdrawal of operational partners from the response left the refugees with fewer service delivery venues, adding further to the access challenges. UNHCR will further engage the MoH, the Jordan Health Fund for Refugees (JHFR) donors, relevant UN agencies and non-governmental organizations to address supply and demand-side barriers faced by refugees and maintain their optimal access to essential healthcare in 2025.

## 11. Outcome Area: Education

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

## Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>11.1 Proportion of young people enrolled in tertiary and higher education</b>			
Refugees and Asylum-seekers	9.49%	9.00%	8.67%
<b>11.2 Proportion of children and young people enrolled in the national education system</b>			
Refugees and Asylum-seekers	64.00%	64.00%	56.49%

## Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>11.1.1 Number of people who benefitted from education programming</b>	
Refugees and Asylum-seekers	28

## Progress Against the Desired Outcome

Children's enrolment in school remained stable with a total of 136,189 (a 10 per cent drop in the indicator driven by the recent use of the Government's Education Management Information System OpenEMIS data). UNHCR's advocacy, in partnership with UNICEF and other key development actors who are members of the Education Development Partners Group, ensured the continuation of access to public schools for refugees solely with a UNHCR-delivered asylum certificate and free of charge. By aligning with Jordan's national policies on inclusive education and the international commitment to the right to education, this initiative directly addressed the challenge of the observed high level of school dropouts. The partnership with the World Bank on analytics through INSPIRE (Inclusion Support Programme for Refugee Education), will enable further design of interventions to address school dropouts. Significant data improvements are ongoing, in partnership with UNESCO, with the identification of refugees in the OpenEMIS now providing a comprehensive, disaggregated data source. This enables precise reporting on refugee enrolment and retention to inform the Government's evidence-based policymaking and planning, while enhancing accountability in tracking educational progress.

A noticeable 1.3 per cent improvement in access to tertiary education has been achieved, largely as an outcome of UNHCR's advocacy and initiatives, as well as capacity building with the Ministry of Higher Education and Scientific Research (MoHESR). The establishment of the first Higher Education Alliance in the region has paved the way for increased access to higher education for refugees. Bringing together 17 local stakeholders from academia, philanthropic organizations, TVET institutions, and the private sector, the initiative has led to expanded scholarship opportunities and reduced tuition fees at selected universities, ensuring alignment with the rates for Jordanian students. The success of the Alliance, which has created significant momentum, will support the achievement of UNHCR's ambitious 15by30 goal, with a nationwide awareness campaign set to roll out in 2025.

UNHCR also supported MoHESR with (i) the development and launch of the Electronic Connection System for Higher Education Institutions (ECSHEI), aimed at streamlining the reporting of statistical data by public universities (and private universities in 2025), integrating the protection status of refugee students; (ii) the design of Jordan's first national Capacity Building Programme for Inclusive Higher Education to be launched in 2025. Successful technical engagement with the World Bank contributed to the effective inclusion of refugee pupils in the Government's engagement to support the transition to school through early childhood education and from school to work with the opening of the TVET curricula in high school through the Modernizing Education, Skills, and Administrative Reforms Project to be rolled out in 2025.

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

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

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider</b>			
Refugees and Asylum-seekers	16.72%	23.00%	43.06%
<b>13.2. Proportion of people who self-report positive changes in their income compared to previous year</b>			
Refugees and Asylum-seekers	60.76%	60.00%	4.52%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions</b>	
Refugees and Asylum-seekers	1,930

## Progress Against the Desired Outcome

Jordan's economic situation was marked by sluggish growth and high unemployment, resulting in few opportunities for Jordanians and refugees alike. Access to the formal labour market was limited for Syrian refugees. July 2024 saw a policy change governing access to formal labour, with Syrian refugees or their employers now required to pay the full work permit fees for foreigners, which had been waived since 2016. Access to formal work was also hindered by a threefold increase in social security contributions in 2023. In this context, UNHCR supported 1,930 refugees, half women, with livelihood opportunities, including vocational training, support for home-based businesses and micro and small enterprises (seed funding, registration, mentorship), access to accelerator platforms, and job matching services. Vulnerable Jordanians also received direct support from UNHCR. Activities were closely coordinated with UN agencies, development actors, and stakeholders to maximise impact and align with the Jordan Response Plan. In light of the policy changes, UNHCR refocused its efforts to: (i) support home-based businesses and provide accelerations for product sales; (ii) increase freelancing opportunities (including co-organizing the first Youth in Tech Fair with the WB-financed Youth, Technology, and Jobs project under the Ministry of Digital Economy and Entrepreneurship); and (iii) enhance skills (e.g., English) to access job opportunities outside of Jordan. UNHCR also engaged in broadening the simplified Rules of Origin trade agreement with the European Union, with main partners and the private sector, leading to new companies enrolling and job creation potential for Syrian refugees and Jordanians in manufacturing. UNHCR worked with the Central Bank of Jordan (CBJ), WB, WFP, private sector and others to promote refugee access and use of digital financial services (reaching 43 per cent of refugees having accounts), and actively contributed to the 2023-2028 National Financial Inclusion Strategy.

UNHCR emphasized generating analytics to highlight refugees' contribution to the economy and identify win-win solutions for Jordan and refugees, making extensive use of the Vulnerability Assessment Framework and unique Skills Mapping Data, in partnership with the WB and WFP. A taskforce led by UNHCR and co-chaired by the WB focused on providing quantitative evidence of the negative effects of higher costs for work permits. Engagement with the International Finance Corporation led to joint exercises:

(i) investigating the economic potential of Mafraq/Zaatari camp; and (ii) rolling out the Refugee Financial Inclusion and Financial Health survey to inform CBJ's strategy and stakeholders' priorities. Data was also collected to analyse success factors for home-based businesses.

## 14. Outcome Area: Voluntary Return and Sustainable Reintegration

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

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
14.1.1 Number of people who received counselling and/or information on voluntary repatriation	
Refugees and Asylum-seekers	3,994

### Progress Against the Desired Outcome

Significant developments in the return context occurred in late 2024, particularly following the fall of Assad's regime in Syria in December. This led to a notable increase in return flows, as well as heightened interest among refugees in returning to Syria. Throughout the year, UNHCR continued to support refugees who independently chose to return while also monitoring developments that could contribute to future opportunities for voluntary repatriation in safety and dignity. In 2024, over 17,000 refugees returned to Syria, with more than one-third of them doing so in December alone.

In 2024, UNHCR and its partners conducted two intention surveys to better understand refugees' perceptions of return, interviewing 4,590 refugees. Across both surveys, only about 1 per cent of respondents consistently indicated a desire to return to Syria within 12 months, citing security concerns and livelihood challenges as key barriers, though the surveys were conducted before the fall of the Assad regime and, consequently, do not take into account intentions following the recent developments.

Throughout the year, UNHCR maintained its outreach and information-sharing efforts with communities, dispelling misinformation and rumours about return procedures. Over 2,800 refugees participated in information sessions across the country. In December 2024, in response to the growing demand for accurate information on return, UNHCR intensified its outreach activities. UNHCR also maintained a presence at the Jaber border crossing with Syria, working closely with authorities and law enforcement to monitor spontaneous returns and provide individual case support as needed. Support was extended to both returnees and border authorities, including assistance for unaccompanied or separated children attempting to cross the border.

In addition to returns to Syria, UNHCR continued to support non-Syrian refugees expressing an intent to return by facilitating departure formalities. Throughout 2024, UNHCR counselled and supported 68 non-Syrian refugees hoping to return to their home countries. Finally, UNHCR facilitated coordination efforts through the Jordan Durable Solutions Working Group, ensuring that accurate information and updates on return procedures were shared. This platform also prioritized refugees' perceptions and intentions in discussions on durable solutions programming.



## 15. Outcome Area: Resettlement and Complementary Pathways

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

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>15.1 Number of refugees submitted by UNHCR for resettlement</b>			
Refugees and Asylum-seekers	8,536	12,000	9,324

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>15.1.1 Country issues machine-readable travel documents</b>	
Refugees and Asylum-seekers	No

## Progress Against the Desired Outcome

In 2024, UNHCR Jordan exceeded its annual resettlement quotas, achieving the highest rate of resettlement submissions since 2016. Some 9,300 refugees were submitted for resettlement in 2024, representing a 9 per cent increase compared to the previous year. 7,200 refugees left Jordan on resettlement to third countries in 2024. During the year, Jordan operation absorbed several last-minute resettlement quotas from countries who were prevented from operating elsewhere in the region. The operation's ability to flexibly re-prioritize and meet additional targets contributed to an increase in the availability of solutions for refugees.

During the year, 6 per cent of resettlement submissions were under emergency and urgent priority due to heightened protection risks. 30 per cent of cases submitted for resettlement were survivors of violence and torture, women and/or children at risk. Due to restrictive immigration policies, challenges in securing legal employment, accessing services, and the lack of documentation and legal remedies, non-Syrian refugees were prioritized for resettlement and represented 9 per cent of cases submitted for resettlement and 8 per cent of cases that departed on resettlement during the year.

Throughout 2024, UNHCR remained committed to expanding refugees' access to complementary pathways by enhancing outreach, assistance, and counselling. These efforts reached over 5,300 refugees- an 80 per cent increase compared to 2023. UNHCR expanded its network of refugee guidance counsellors, equipping them to share accurate information within their communities about complementary pathways. This initiative led to greater awareness, stronger community engagement, and increased interest in available opportunities.

UNHCR also improved access to third country labour opportunities through innovative partnerships and pilot initiatives. These included new train-to-hire models for labour mobility pathways in the European Union and efforts to facilitate the recognition of Jordanian skills certifications in receiving countries such as Canada. Acknowledging that limited English proficiency remains a significant barrier to skills-based pathways, UNHCR provided over 120 refugees with intensive English and IELTS preparatory courses and supported applicants in taking Duolingo English tests for labour and education pathway applications.

Additionally, UNHCR expanded the Jordan Pathways Coordinators, a technical partners coordination forum, to further develop complementary pathways. This included a stronger focus on cross-sectoral service mapping and enhancing candidate support and language learning opportunities.

Other Core Output Indicators

Population Type	Actual (2024)
16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people	
Refugees and Asylum-seekers	Partially

2.2. Age, Gender and Diversity

Along with the Gender Equality Strategy and the Accountability to the Affected Population framework components, part of UNHCR’s 2018 Age Gender and Diversity (AGD) policy 10 core actions, UNHCR led the protection response by ensuring representation and engagement of refugee population groups at all levels. Transparent communication with the refugee community was based on solid Communication with Communities channels entailing both digital and in person interactions. Based on the One Refugee Approach, the operation ensured inclusiveness of female and male refugees from different nationalities, age groups and specific needs. UNHCR’s serious considerations towards community feedback, and its response thereto, have contributed to maintaining the trustful relationship with refugee communities. The latter have been cultivated over the past years, with refugee feedback continuously informing cross-sectoral programming. In 2024, UNHCR facilitated monthly multi-functional teams, mobile helpdesk missions, thematic community consultations and meetings, Focus Group Discussions, Community Service Centres and Women Empowerment Network activities, petitions, individual counselling as well as community pulse through WhatsApp groups regularly interacting with over 89,000 refugees. UNHCR also applied an AGD approach in the support of community structures where the members represent different nationalities, gender, age groups, ensuring a more comprehensive access, understanding and engagement with different communities.

Different capacities, needs and exposure to protection risks of persons of all AGD groups were incorporated into UNHCR assessments, planning, and implementation. By applying an age, gender and diversity approach to its work, UNHCR ensured equality in decision making and in the provision of services. The creation of meaningful partnerships was conducive, inter alia, to equal and meaningful participation in decision-making and to comprehensive prevention and response services against gender-based violence.



## Section 3: Resources

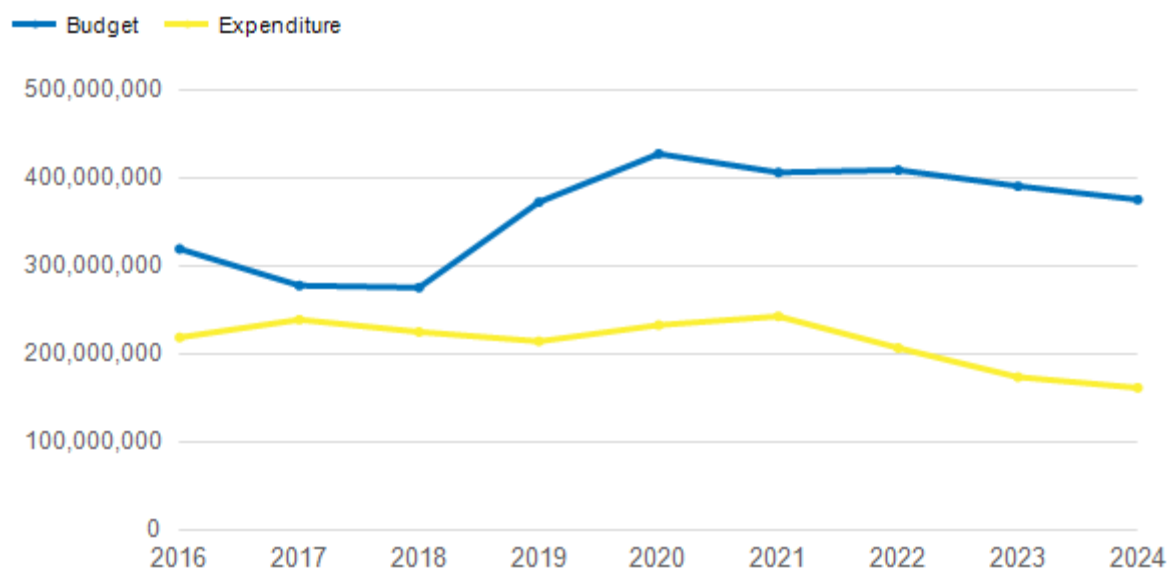
### 3.1 Financial Data

(Financial figures in USD)

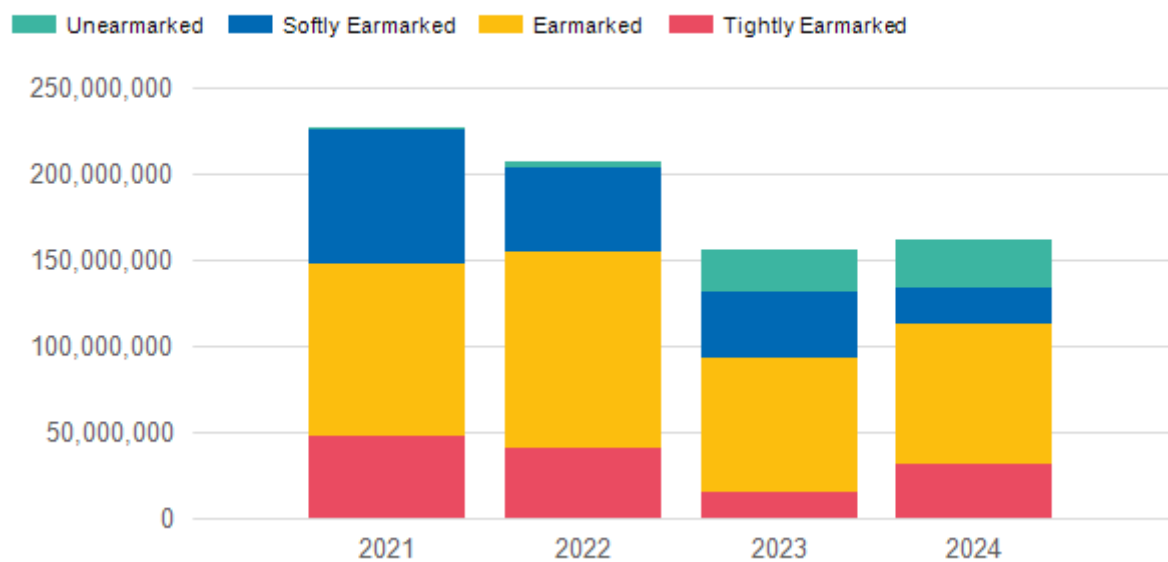
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	45,507,923	33,109,242	72.75%	30,717,747	92.78%
IA2: Assist	266,502,926	109,138,334	40.95%	108,637,143	99.54%
IA3: Empower	55,858,623	16,037,889	28.71%	16,037,890	100.00%
IA4: Solve	6,917,377	5,793,709	83.76%	5,793,709	100.00%
<b>Total</b>	<b>374,786,849</b>	<b>164,079,175</b>	<b>43.78%</b>	<b>161,186,488</b>	<b>98.24%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	15,534,446	12,562,195	80.87%	10,170,700	80.96%
OA2: Status	3,418,246	3,364,604	98.43%	3,364,604	100.00%
OA3: Policy/Law	10,801,903	9,642,837	89.27%	9,642,837	100.00%
OA4: GBV	12,385,196	2,945,263	23.78%	2,945,263	100.00%
OA5: Children	8,796,363	2,858,425	32.50%	2,858,425	100.00%
OA6: Justice	10,659,453	3,650,828	34.25%	3,650,828	100.00%
OA7: Community	18,660,029	8,759,636	46.94%	8,759,636	100.00%
OA8: Well-being	174,516,441	66,630,586	38.18%	66,630,586	100.00%
OA9: Housing	41,876,820	22,146,425	52.88%	22,146,424	100.00%
OA10: Health	41,313,302	17,502,899	42.37%	17,001,707	97.14%
OA11: Education	6,132,090	702,865	11.46%	702,865	100.00%
OA13: Livelihood	18,681,309	3,630,125	19.43%	3,630,125	100.00%
OA14: Return	2,820,637	762,824	27.04%	762,824	100.00%
OA15: Resettle	4,096,740	5,030,885	122.80%	5,030,885	100.00%
EA20: External	5,093,877	3,888,779	76.34%	3,888,779	100.00%
<b>Total</b>	<b>374,786,849</b>	<b>164,079,175</b>	<b>43.78%</b>	<b>161,186,488</b>	<b>98.24%</b>

Budget and Expenditure Trend



Contributions Trend by Type



### 3.2. Resources Overview

UNHCR Jordan faced a significant budgetary shortfall in 2024. The total budgeted needs for the year were \$374.8 million, but only \$166 million (43 per cent) of this amount was secured by the end of December, leaving a funding gap of \$213 million. By way of comparison, in 2023 the operation was also 43 per cent funded while in 2022 51 per cent. The shortfall had substantial implications for the agency's ability to meet the needs of refugees and asylum-seekers in Jordan. Despite prevailing critical needs, UNHCR had to prioritise its interventions focusing on the critical needs of most vulnerable refugees. Prioritisation was based on sustained dialogue with partners, refugees and other stakeholders, and was influenced by UNHCR's socio-economic assessment of the situation of refugees in Jordan.

The funding gap led to several critical reductions in basic needs cash assistance, and other services, which contributed to worsened situation for refugees. Poverty among refugees increased between 2021 and 2023 to 67 per cent and refugees struggled to access basic healthcare services, leading to increased health risks.

Against this complex backdrop, flexible funding provided in 2024 was of critical importance. It allowed UNHCR to ensure predictability in the delivery of its programmes and address evolving needs. Thanks to flexible funding, UNHCR was able to discharge core protection interventions throughout the year and provide essential health care and shelter support which would not have been possible through tightly earmarked support. Contributions from new and traditional donors were also instrumental in delivering sustainable interventions and to advance on the principles enshrined in the Global Compact of Refugees and the New Way of Working. In 2024, UNHCR channelled a significant portion of its funds through partners.

In terms of outlook, UNHCR Jordan will continue to advocate for sustained funding while exploring innovative solutions to navigate growing uncertainties in the international funding landscape. Concerted efforts will be made to fundraise for the voluntary repatriation of Syrians to their home country. Strengthening partnerships and enhancing operational efficiency will be key to meeting the changing needs of refugees and ensuring their protection and long-term well-being.

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

UNHCR Jordan conducted several assessments, studies and detailed stakeholder analysis in 2024, continuing to build its evidence base. In addition to strengthening its monitoring and evaluation capacity, combined with its regular interactions with refugees and key stakeholders, the office increased its ability to evidence its impact and to inform key decisions on its strategic directions. Evidence this year strengthened the conclusion that the refugee response should seek to move away from parallel structures created at the start of the refugee situation, in favour of more streamlined and complementary interventions.

For instance, going forward, sustainable responses will require a reassessment of camp maintenance to reduce running costs borne by humanitarian partners including UNHCR, safeguarding achievements in the areas of education and health and strengthening the self-reliance of refugees where possible. The UNHCR programme will focus on critical protection interventions, life-sustaining cash assistance, further building resilience, and environmentally sound interventions.

Engagement with key UN agencies contributing to the refugee response, operational partners from the NGO community, the Government donors, the World Bank, the IFC, and the IMF, will be pursued with a view to sustaining a coherent and shared strategic direction. Refugee views on how to attain sustainable responses will inform strategic priorities throughout.

Furthermore, UNHCR will redouble cooperation with development actors so that access of refugees to national services supported by national development programmes can continue as long as refugees remain in Jordan. UNHCR will also expand analytical work on skills and capabilities of refugees and asylum-seekers to better understand the many ways in which refugees contribute to the national economy, including the realisation of the Economic Modernization Vision.



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