

Regional Response Plan for Iraqi Refugees



Refugee child playing at Altanf Camp, Syria

2010



**SAMPLE OF ORGANIZATIONS PARTICIPATING IN THE
2010 REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES**

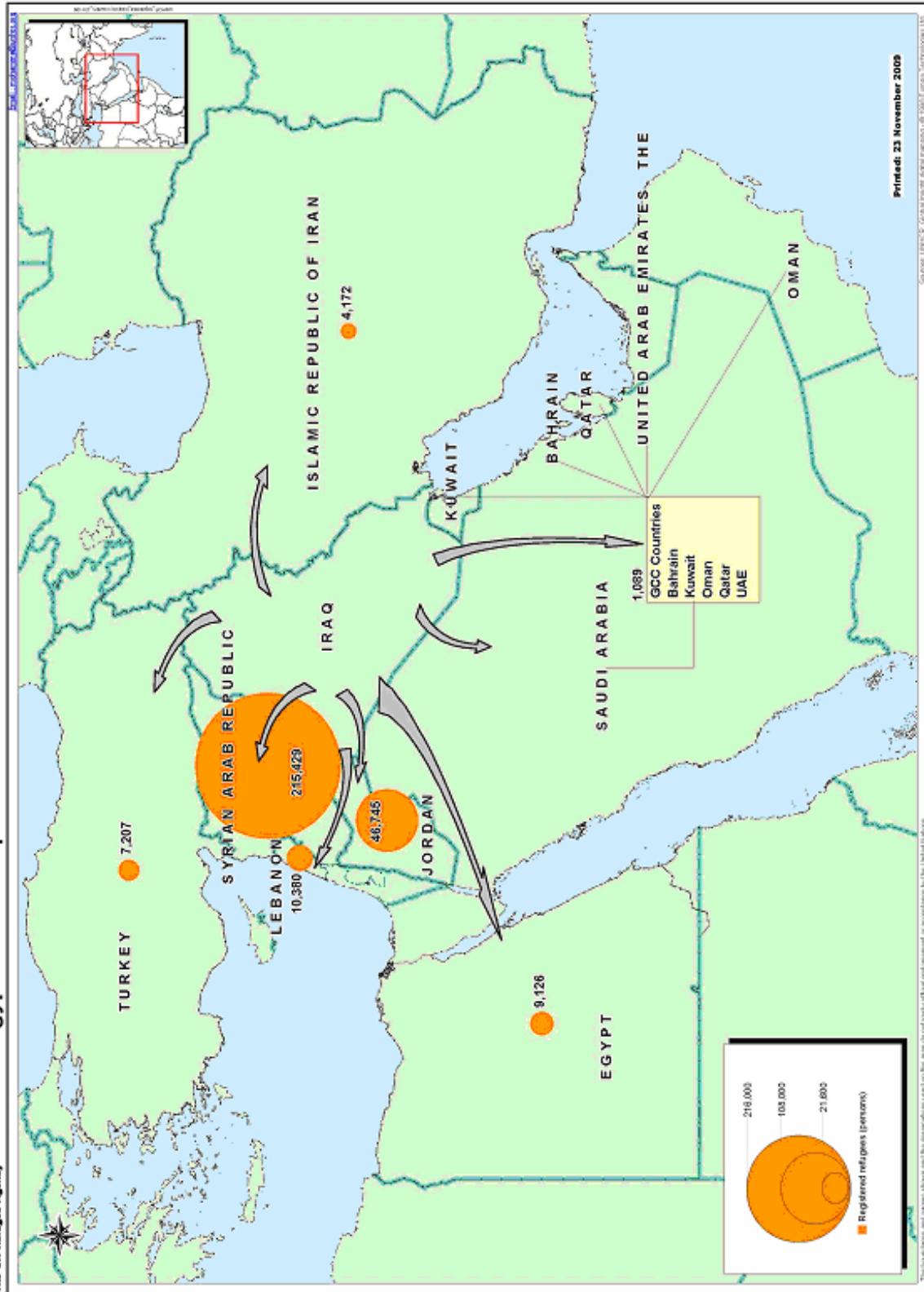
ACF-Spain	GTZ-HSMP	JRC	Secours Islamique France
ACSIS	HELP	Jordan River Foundation	Solidarit�s
AJEM	IBC	Madrasati	Start World
Amel	ICMC	Mercy Corps	Terre des Hommes
ANERA	IECD	MECC	UNDP
Arab Bridge Centre	IFRC	NICCOD	UNESCO
Arc en Ciel	IFH	Noor Al-Hussein Foundation	UNFPA
AVSI	ILO	NRC	UNHCR
CARE	IMC	Palestinian Red Crescent	UNICEF
CARITAS	Insan	Questscope	UNIFEM
Danish Red Cross	IOCC	Relief International	UNRWA
DRC	IOM	Restart Centre	WFP
EMDH	IRC	Ricerca e Cooperazione	WHO
French Red Cross	IRD	Save the Children	WV
Frontiers Ruwad	JHAS	SARC	

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Please note that this document is available on <http://www.humanitarianappeal.net>.

Iraqi refugees - registered with UNHCR in Syria, Jordan, Lebanon, Iran, Turkey, Egypt & Gulf Cooperation Council countries as of 23 November 2009



1. EXECUTIVE SUMMARY

The 2010 Regional Response Plan for Iraqi Refugees (RRP) continues a process initiated by the inter-agency consolidated appeal for Iraq and the Region in 2009. Drawing upon lessons learned during the 2009 CAP process, the RRP seeks to provide the most appropriate and effective protection and assistance for Iraqi refugees. It establishes a framework for collaboration on behalf of Iraqi refugees scattered across 12 countries – primarily Syria, Jordan and Lebanon, but also Egypt, Turkey, Iran and the Gulf Cooperation Council (GCC) states.¹ Reflecting its urban and mid-level development context, the RRP unites humanitarian and development actors alike, and encompasses UN agencies, government counterparts, national and international NGOs and donors. Among UN agencies and NGOs alone, more than 50 organizations have participated.

2009 has seen a continued stabilization of the situation of Iraqi refugees and a maturing of the inter-agency response on their behalf. Governments in the region continue their generous tradition of hospitality, despite strains on national resources and infrastructure. The number of registered refugees and asylum seekers has been roughly constant, with a slight decrease to 294,148 as of October 2009.² Comparing the situation to that of two years ago, many gains are evident: Iraqis continue to have access to asylum and protection in their neighbouring countries; their risk of detention or deportation for illegal entry has been reduced; and the temporary residency of the majority is condoned in practice if not in law. In most though not all countries, Iraqi refugees have access to public services including education and health care. With donor support, targeted assistance – in the form of food, financial assistance, non-food items, school fees and payment for some medical care and psychological treatment – has provided an essential safety net for the most vulnerable individuals.

Yet as the displacement of many of the refugees moves into its fourth year, the reality of durable solutions remains elusive for the majority. Though substantial numbers have been resettled – nearly 18,000 in 2008 and an equal number in the first nine months of 2009 – resettlement will, by its nature, be a solution only for a minority of refugees. At the same time, conditions are not yet ripe for a voluntary and sustainable return to Iraq in large numbers. While security inside Iraq has been on a gradual path of improvement, it remains precarious and volatile. Because of this, as well as a deficit in public services and employment opportunities, fewer Iraqi refugees than expected have chosen voluntary repatriation in 2009: approximately 2,400 Iraqi refugees have returned with the assistance of UNHCR, including more than 1,000 who returned from the Islamic Republic of Iran. Many Iraqis who return to Iraq prefer not to seek assistance from UNHCR for their return (and deregister in their respective countries of asylum), in case they later need to again revive their asylum status. According to the UNHCR Representation and government sources inside Iraq, a total of 32,500 Iraqi refugees had returned in 2009, as of October.³ Once in Iraq, these returnees face a host of challenges, including access to shelter, services and employment, human rights violations, and chronic deficiencies in the rule of law.

As the majority remain in legal limbo in their countries of asylum, more and more have depleted their private resources and are dependent upon UN and NGO partners to meet their basic needs. What is more, protection risks due to this destitution are evident: school drop-outs, child labour and even early marriages as coping mechanisms, along with exploitation in the informal labour market and increases in domestic and sexual or gender-based violence.

Against this backdrop, the RRP keeps an eye on both immediate and future needs: it seeks to ensure a positive protection environment in the countries of asylum and support the lives and dignity of the most vulnerable through targeted assistance, while continuing efforts to facilitate durable solutions. Each working group has additionally set its own objectives and prioritized activities based on their assessment of needs. Individual participants have indicated what activities and expertise they can offer within this framework, along with an estimation of financial requirements. Thus, while its objective is to strengthen the delivery of protection and assistance to the Iraqi refugees, the Regional Response Plan for Iraqi Refugees (RRP) will nonetheless assist donors to understand how the individual activities of all partners fit as part of the overall response.

¹ Humanitarian needs inside Iraq, addressed in Pillar I of the 2009 Consolidated Appeal for Iraq and the Region, are now addressed in the 2010 Iraq Humanitarian Action Plan (IHAP).

² In comparison, as of September 2008, approximately 310,000 Iraqis in the region were registered with UNHCR. 2009 *Iraq and the Region Consolidated Appeal*, p. 44.

³ Data drawn from a variety of sources including: Ministry of Displacement and Migration, Directorate for Displacement and Migration, city councils and UNHCR Protection and Assistance Centres. UNHCR Iraq, *Monthly Statistical Update on Return*, October 2009, p. 1.

Table I: Summary of Requirements – By Working Group
As of 8 January 2010
<http://www.reliefweb.int/fts>

Compiled by OCHA on the basis of information provided by the respective appealing organisation.

Working Group	Requirements \$
Jordan - Community-Based Protection Working Group	56,078,909
Jordan - Education Working Group	23,152,745
Jordan - Health Working Group	32,234,535
Lebanon - Education Working Group	3,626,523
Lebanon - Health Working Group	2,451,118
Lebanon - Protection Working Group	9,213,011
Lebanon - Relief and Community Empowerment Working Group	6,598,948
Syria - Education Working Group	32,716,913
Syria - Food Working Group	40,975,244
Syria - Health Working Group	35,817,821
Syria - Palestinians Refugees from Iraq Working Group	1,728,942
Syria - Protection Working Group	119,599,367
Regional	450,000
Total	364,194,076

Table II: Summary of Requirements – By Country
As of 8 January 2010
<http://www.reliefweb.int/fts>

Compiled by OCHA on the basis of information provided by the respective appealing organisation.

Country	Requirements \$
Jordan	112,337,211
Lebanon	21,018,578
Syria	230,838,287
Regional	450,000
Total	364,194,076

Table III: Summary of Requirements – By Appealing Organisation
As of 8 January 2010
<http://www.reliefweb.int/fts>

Compiled by OCHA on the basis of information provided by the respective appealing organisation.

Organisation	Requirements \$
ABC	44,840
ACF-E	554,400
AHS	286,000
Arc en Ciel	133,260
CARE International	3,821,387
CARITAS	4,420,000
CLMC	599,342
DRC	1,830,000
HELP	2,000,000
Insan Association	856,000
ICMC	921,500
IFH	250,000
ILO	2,000,000
IMC	8,230,332
IOCC	1,000,000
IOM	2,430,000
IRC	679,000
IRD	6,325,000
JHAS	250,000
JRF	953,634
Mercy Corps	2,415,000
NAHF	1,310,000
NICCOD	495,000
NRC	515,902
Questscope	1,000,000
Relief International	800,000
<i>Ricerca e Cooperazione (RC)</i>	200,000
SC	7,400,000
<i>Secours Islamique</i>	380,000
UNDP	2,000,000
UNESCO	52,300
UNFPA	2,210,680
UNHCR	243,095,207
UNICEF	28,307,000
UNIFEM	503,000
UNRWA	250,000
WFP	27,320,292
WHO	8,805,000
TOTAL	364,194,076*

**UNHCR's requirements are based on its Comprehensive Needs Assessment (CNA) and contemplates both direct and indirect implementation. Therefore, some portion of activities presented here by implementing partners will be funded by UNHCR. This amount will be fluid, based on the amount of funding UNHCR receives in coming months. For this reason, this total figure for requirements should be understood as approximate because it may include a duplication of some funding requirements. See p. 5.*

2. REGIONAL OVERVIEW

2.1 Introduction

For Iraqi refugees, like the humanitarian community, it is difficult to gauge the current status of security inside Iraq. There is improvement if considered against the backdrop of sectarian violence in 2006-2007: though serious incidents continue, in 2008-2009 they tapered to an average of 27 incidents a day throughout the country.⁴ Unfortunately violence continues to occur, particularly in the central Governorates of Iraq, and often specifically targeting civilians. Capturing this complexity, the Emergency Relief Coordinator recently described the humanitarian situation inside Iraq as precarious: "Many Iraqis continue to experience acute vulnerability despite the country's progressing but fragile transition from a context of large-scale conflict-induced displacement towards early recovery and development." Displacement of Iraqi citizens has reflected this tentative reality, such that the number of Iraqis newly seeking asylum in neighbouring countries has largely stabilized and is roughly offset by resettlement departures. New registrations in the three countries with the largest populations of Iraqi refugees combined – Syria, Jordan and Lebanon – averaged 3,845 per month in 2009 to date, compared with 7,739 and 12,642 monthly in 2008 and 2007. After verification exercises in the two largest countries of asylum, the number of Iraqi refugees actively registered with UNHCR in the region now stands at 294,148,⁵ down marginally from the 310,427 reported one year ago.

This portends an evolution and maturation of the Iraqi refugee situation – not, unfortunately, an imminent end to their plight. While no longer prompting massive outflows, conditions are not such that voluntary return is a sustainable option for the majority of Iraqi refugees today.

For humanitarian partners, this means working in the challenging space between asylum and return. The relative stabilization of movements – with low numbers of arrival and even lower levels of return – has not equated with a lessening of needs. Indeed, as their displacement endures, resources have been depleted, deepening vulnerabilities. Resettlement or imminent return are realistic options for only a fraction of the population; therefore the majority of refugees face the daily challenges of preserving temporary residency, accessing health and education, paying the rent and feeding their families.

In this environment of increasing needs and decreasing international attention and funding, national and international humanitarian actors recognize the need to carefully coordinate their work and resources to ensure the most effective and comprehensive response serving the Iraqi refugees. This 2010 Regional Response Plan for Iraqi Refugees is one expression of that commitment: as successor to Pillar II of the 2009 Consolidated Appeal for Iraq and the Region, it reflects a common analysis of priority needs, objectives, and responsive activities in each of the countries most significantly affected by the Iraqi exodus.



A 94-year old Iraqi refugee woman discovered by outreach volunteers living alone in Damascus. UNHCR 2009/B.Auger

Continuing the assessment of the Mid-Year Review, the working group response plans further report updated data on achievements against their targets and indicators in 2009.

Preparation of the document has been facilitated by UNHCR at the regional and national levels,⁶ but the framework itself is a joint product among the many humanitarian and development actors in the region working on behalf of the Iraqi refugees – national and international NGOs and UN agencies, with input from government partners and interested donors. Indeed, some working groups are

⁴ IHAP, p.5

⁵ For several years, host governments across the region have continued to report a total Iraqi population of 1.5-1.7 million. Programme planning and implementation is, however, linked to the number of registered refugees and, particularly, those receiving assistance.

⁶ UNHCR's responsibility to do so is grounded in its Mission statement: "UNHCR is mandated by the United Nations to lead and coordinate international action for the worldwide protection of refugees and resolution of refugee problems."

chaired, or co-chaired, by sister UN agencies and NGOs. The Regional Response Plan emerged from a series of discussions, workshops, working group sessions and drafts at the national and regional levels.

Three aspects of the document warrant particular discussion. First, the Regional Response Plan is not an appeal *per se*, but rather a strategic framework to guide all relevant actors in a coordinated response on behalf of Iraqi refugees in 2010. The RRP follows the structure of a Common Humanitarian Action Plan (CHAP), with slight modifications, and participants have followed a similar process for developing the document, with an added aspect of regional coordination. Participants have stressed the importance of coordinating each organization's activities within the working groups and the response plans, to ensure that gaps are met and to prevent overlaps. Likewise, as funding is a prerequisite to bring this plan to life, inclusion of indicative financial requirements provides a general picture of needs, as well as the potential impact of funding shortfalls.⁷ Accordingly, the RRP should aid participants and donors alike in evaluating proposed activities and requests for funding, as it provides a benchmark of agreed objectives, priority needs and responsive activities planned by each working group.⁸

Both activities and financial requirements are indicative, and several important caveats apply. They are based upon knowledge at the time of drafting in November 2009. Necessarily, they will evolve in response to the unfolding situation and needs.⁹ Additionally and not surprisingly given its mandate, UNHCR's indicated requirements constitute the largest amount. Two elements of these requirements require explanation. UNHCR's budget is grounded on a Comprehensive Needs Assessment (CNA), a policy formally adopted in 2009 as both "a moral imperative and a planning and budgeting necessity." The CNA maps all needs of people for whom UNHCR is responsible and which reasonably could be addressed either directly or indirectly, through implementing partners.¹⁰ Accordingly, this indication of requirements is based on real needs and implementation capacity. As this figure contemplates both direct and indirect implementation, some portion (though certainly not all) of the activities presented by other organizations in the response undoubtedly will be funded through UNHCR. This portion will be fluid, depending upon the amount of funding UNHCR receives in the coming months. For this reason, a simple tabulation of all amounts presented should be understood as approximate, because it might include a duplication of funding requirements.



Iraqi and Jordanian children enjoy activities together at a community centre in Amman. Mercy Corps 2009/P. Maloy

Second, the RRP is a living framework to guide the participants' interventions in 2010, part of an on-going process of analysis, planning and response. What remains important is continued coordination amongst all participants within the working groups. In this regard, partners in the two largest operations, Syria and Jordan, used the opportunity of this planning process to review and rationalize their working group structures, and Jordan is now piloting a policy advisory body with representatives of other UN agencies, national and international NGOs, and donors.

Third, the RRP reflects important linkages, which should be further explored and strengthened in 2010. At the national level, many of the objectives and needs identified

⁷ In this regard, proposed activities and financial requirements are summarized in a table following each working group response plan, rather than in the CAP Online Project System.

⁸ Humanitarian funding is tracked globally by the on-line Financial Tracking Service (FTS). An accurate picture depends upon donors and humanitarian organizations reporting all funding for any humanitarian activities to the FTS (fts@reliefweb.int); participants and donors alike are encouraged to do so.

⁹ Notably, the RRP, like a CAP, does not record present funding status. Funds already committed or received for activities reflected herein should be documented in FTS.

¹⁰ UNHCR Executive Committee, EC/60/SC/CRP.14, *Global Needs Assessment*, 29 May 2009. By reflecting actual needs rather than anticipated funding, the CNA also indicates the consequences to refugees and other people of concern should the corresponding funding not be received. To maintain consistency within the CNA structure, which does not differentiate among refugees by country of origin, UNHCR's budget amounts, reflected herein, also include planning for a comparatively small number of refugees and asylum seekers (approximately 10,000 total) from other countries of origin, including Afghanistan, Somalia and Sudan.

in the response plans correspond to needs of the host populations or priorities of the host governments. Hence, a key feature of the process has been close cooperation with the UN Resident Coordinators. Working groups are considering how refugees' concerns can be better recognized and addressed within national plans and priorities, including both national development plans and the United Nations Development Assistance Frameworks (UNDAFs). Additionally, the Plan and its implementation are inextricably linked to developments inside Iraq. Considered together and implemented in cognizance of each other, the Iraq Humanitarian Action Plan and the Regional Response Plan for Iraqi Refugees should facilitate enhanced cross-border planning and information sharing, as the plans share a common aim: facilitating a climate that allows the safe, dignified and voluntary return of refugees and IDPs alike.

2.2 Regional Strategic Objectives

The 2009 CAP adopted four regional strategic objectives encompassing refugees' needs, ranging from access to asylum, to protection, basic assistance and durable solutions. Rooted in international standards for human rights and humanitarian assistance, these priorities serve to ensure a consistent approach across a diversity of operating environments.

During the development of the RRP, partners at the national level revisited, and in some cases slightly revised, these objectives. The national response plans include discussion of how each objective is manifest today in each unique national context – and what challenges lie ahead in 2010. This section considers how a number of emergent regional trends relate to the ultimate fulfilment of these objectives.

I. *Ensure that Iraqis are able to seek asylum and continue to receive protection*

People fleeing Iraq for refugee-related reasons should be able to seek asylum and receive effective protection. Protection related activities include registration, issuance of documentation, legal advice and counselling, intervention on individual cases, and preventive and responsive activities addressing issues such as sexual and gender-based violence, child protection and exploitation.

Supporting legal frameworks. Iraqis continue to have access to asylum in large part due to the continuing tradition of hospitality among governments in the region. This is not anticipated to change in 2010. At the same time, Iraqi refugees' status is not recognized as such, and the main refugee hosting states do not have a legal framework to protect refugees' rights. Though many favourable actions have been taken in practice, the tenuousness of the refugees' status is reflected in anxiety over their residency and uncertainty about the future, and manifest in both an increase in domestic violence and risk of exploitation in the informal workplace. Refugees spend a significant amount of energy to address concerns linked to status and residency: for example, in Syria alone in the first three quarters of 2009, nearly 8,000 refugees required counselling or assistance on residency or visa related issues.



Iraqi and Jordanian school children visit a museum. Mercy Corps 2009/P. Maloy

Burden-sharing with host governments and communities. Host governments' generosity has not been limited to allowing access to their territory; in most contexts, refugees have the same or similar access to national services such as education and healthcare. The strains this has placed upon national capacities have been substantial, and many partners in the RRP have attempted to mitigate these pressures through support to national systems, infrastructure and capacity-building within the context of national development priorities. In some cases this support has also been able to benefit host communities, such as through refurbishment or extension of schools or the supply of life-saving medical equipment. Continued support will be an essential component of the response plan in 2010.

II. *Ensure that Iraqi refugees' basic needs are met with special attention to the most vulnerable*

Targeted assistance provided directly to the refugees shall focus on the particular needs of vulnerable groups and individuals among them, whose coping mechanisms are weakened in the current economic environment.

Deepening vulnerabilities. 2009 has seen more and more refugees reach the point of exhausting their resources. Many are facing their fourth year or more in displacement and are finding it increasingly difficult to meet their basic needs for food, shelter,



Iraqi refugee and her brother at the balcony of their apartment in Beirut. UNHCR 2009/ L. Chedrawi

heating, education and healthcare.¹¹ This is especially true for vulnerable individuals, whether unaccompanied children, female-headed households, people with disabilities or the elderly. The results include increased rates of drop-out and child labour, prostitution, early marriages, “pleasure” marriages and domestic violence. Responding to this trend of deepening vulnerabilities, participants in Lebanon have reformulated this objective to better address age- and gender-specific needs and vulnerabilities. A gendered analysis of data has also refined participants’ understanding of the impact of assistance in Syria, where a joint assessment revealed that households consisting of a single person or of only males experienced greater occurrence of borderline or poor food-consumption. With this analysis, needs criteria may be revisited.

Role of community-based protection. The value of communities in strengthening the protection of all community members and building individual resilience has become increasingly apparent, particularly in an urban context. Moreover, community mechanisms will play a growing role in the sustainability of the protection response as humanitarian funding becomes more limited. The response plans reflect this reality through activities supporting and working through community centres, working with community volunteers, and empowering local support groups and refugee committees. Community centres can counter the isolation many refugees feel; they can also help build links with the host community and counter discrimination. Community volunteers in Syria have played a vital role in seeking out and bringing assistance to the most vulnerable individuals who might not, on their own, reach humanitarian actors for support or assistance. Participatory assessments and local committees help ensure that programming in community centres is responsive to local needs.

Coordination and cooperation with development actors. A recent analysis of UNHCR’s Iraqi refugee operations in Syria, Jordan and Lebanon recognized that “partnership and coordination with other agencies and actors are vital in the urban context.”¹² As middle-income countries, they present a far different context than the traditional perception of a rural refugee camp in a developing nation. Moreover, the international community’s engagement here is predominately developmental, not humanitarian. In this context, collaboration between humanitarian and development actors – both national and international – is essential to ensure an efficient, effective and sustainable response. Participants are making concerted effort to work through, support and build upon existing national infrastructures and priorities, rather than develop parallel structures. This is particularly true in the health and education sectors, and is expressly prioritized in the working group response plans through linkages, for example, to national education strategies, to a national campaign against violence, and to national health treatment and referral protocols. Likewise, more emphasis will be placed on integration with the UN Development Assistance Framework (UNDAF) in each country, particularly the Mid-Term Review soon to be conducted in Jordan. One of the main lessons learned during Syria’s 2009 UNDAF Mid-Term Review was that the enhanced linkages between humanitarian and development activities added value to coordination among UN agencies as well as with national partners.



Palestinians from Iraq have lived in camp settings at Al Tanf and Al Hol. UNHCR 2009/ G. Brust

III. Support targeted resettlement for vulnerable Iraqis

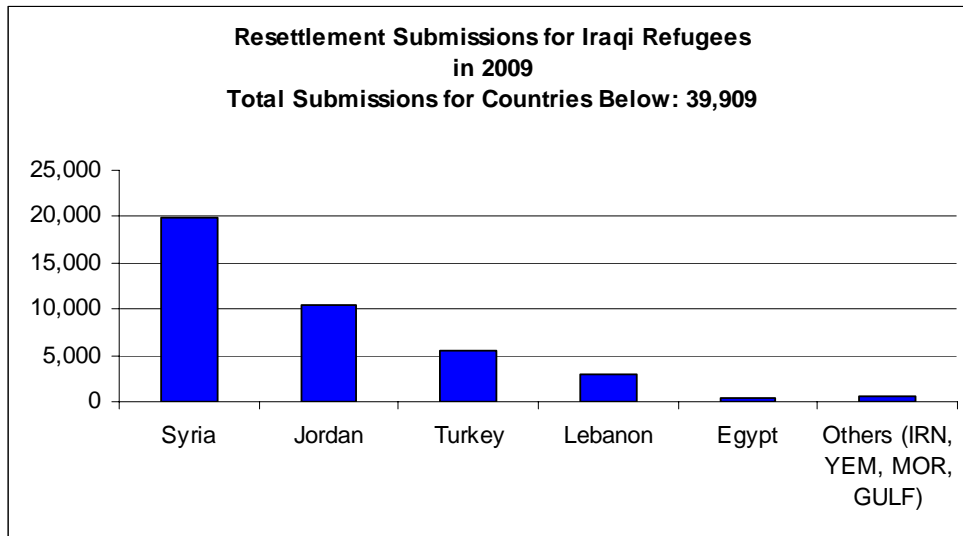
For a significant number of vulnerable Iraqis, return to Iraq is not a viable option and for them, durable solution activities should focus on resettlement to third countries.

It is estimated that tens of thousands of Iraqis in the region are eligible for and in need of resettlement, including Palestinian refugees from Iraq. For these individuals, neither return nor local integration is possible; their lives remain in limbo pending their selection and departure for resettlement. The opportunity offered by several new resettlement countries has been a

¹¹ Indicative of this trend is the reality in Syria, 39% of the registered refugee population has special needs, and 60% receive food assistance, while in Jordan 45% qualify for cash assistance.

¹² UNHCR, *Surviving in the City – A review of UNHCR’s operation for the Iraqi refugees in urban areas of Jordan, Lebanon and Syria*, July 2009, p. 44.

positive development in 2009, but this has not yet satisfied needs. As the length of their exile is prolonged, advocacy for an adequate number of spaces and prompt departures remains a key component of this plan. Resettlement continues to play an important secondary function, as a demonstration of international solidarity and burden-sharing, which itself may encourage and sustain continued access to asylum.



IV. Undertake contingency measures for potential voluntary returns

Though voluntary return remains the preferred durable solution, it should not be promoted or encouraged until conditions are conducive to an informed, safe, and dignified return and also allow for sufficient monitoring. At the same time, those refugees making an informed and voluntary decision to return should be provided individual assistance on a case-by-case basis.

UNHCR still considers that the basic conditions necessary to encourage and sustain large scale return to Iraq have not yet been established. To date, return has not been voluntarily elected by many Iraqis. Among more than 260,000 registered refugees in Syria and Jordan, fewer than 1,000 sought assistance to return through UNHCR’s voluntary repatriation programme between January and September; various governmental and non-governmental sources inside Iraq estimate that up to 35,000 refugees in total returned to Iraq as of October. Given the on-going lack of social services and employment opportunities, uncertainty surrounding the planned election and continued draw-down of international troops, the vast majority of Iraqi refugees in Syria and Jordan express no imminent plans to return. Yet an emerging trend that a small number are making short visits – whether to check on family or property or to collect pensions – signifies continuing ties to Iraq, perhaps with an eye toward eventual return.

Sustaining and preparing refugees pending return. Given current conditions and limited prospects of immediate return, respecting the right to voluntary return has taken on an additional emphasis in the 2010 Refugee Response Plan. Agencies will continue to maintain their preparedness to assist all voluntary returns. Yet in addition, the RRP contains a number of activities geared toward promoting self-reliance and self-sufficiency through vocational and life-skills training. Particularly for youth and adolescents outside the formal education system, vocational training can strengthen employment options upon their eventual return, while more immediately giving them an occupation and enhancing their self-esteem. Absent the formal right to work, livelihoods and income-generating activity can increase self-sufficiency by means of the informal market for the short term, even as it prepares refugees for eventual resettlement or return.

Enhanced coordination with Iraq. A common theme in all of the national workshops was the desire for increased coordination with actors and programmes inside Iraq, especially on issues related to return. Participants would like to improve the quality and accessibility of information available to refugees (for example, geographically-specific information not only about the security situation in places of origin, but also employment opportunities and access to basic services such as education and healthcare). Coordination could also enhance programming on both sides of the border, through better information and understanding of what conditions refugees consider necessary to support and sustain their return, as well as what relevant and helpful skills-training refugees might receive while still in asylum.

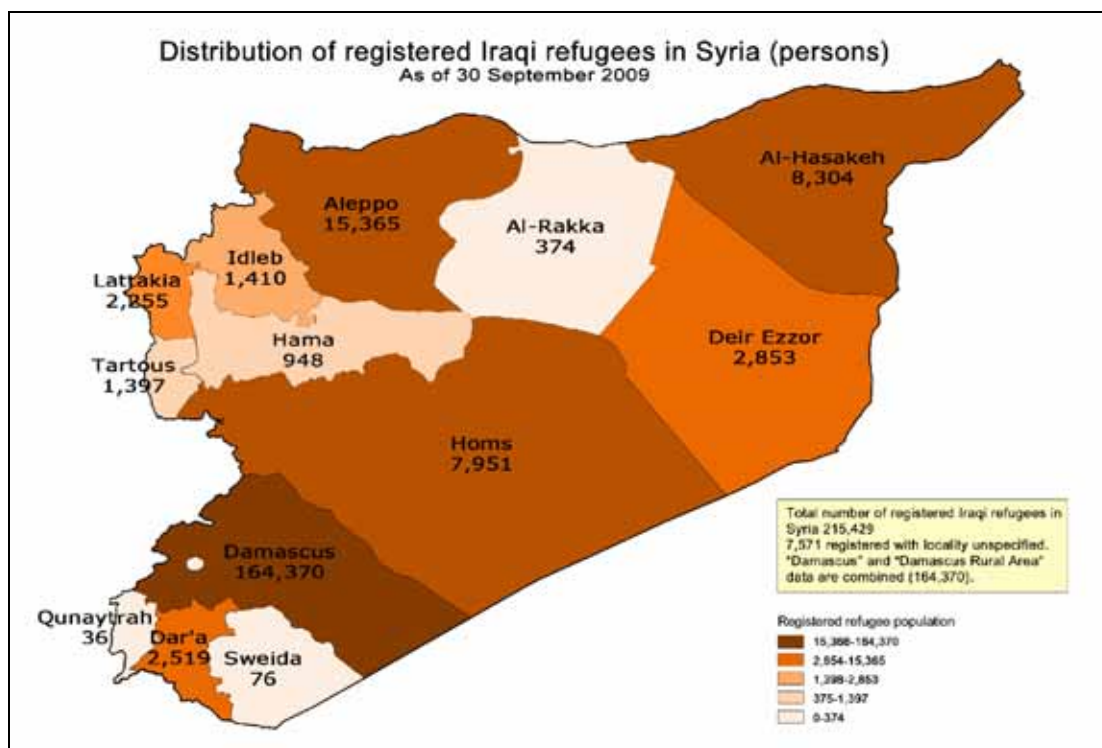
REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Based on these four strategic objectives, the national response plans for Iraqi refugee-hosting countries which follow represent the continuing commitment of more than 50 organizations to:

- 1) Meet the protection and assistance needs of vulnerable Iraqis, with sensitivity to the needs of host communities and with continued support for public services of hosting countries; and
- 2) Improve prospects for durable solutions for all Iraqis through resettlement opportunities for the most vulnerable and preparedness and assistance measures to enable voluntary, informed and dignified return.

3. 2010 IRAQI REFUGEE RESPONSE PLANS

3.1 Syrian Arab Republic



<i>Syria Humanitarian and Development Indicators</i>	<i>Most Recent Data</i>
Population	21,660,000 <i>Syrian State Planning Commission, 2009</i>
Population under 15 years of age	37.9% <i>World Health Organisation, 2008</i>
Under-five mortality rate	14 per 1,000 live births <i>UNICEF, 2006</i>
Life expectancy at birth	74 years <i>World Bank, 2009</i>
Gross national income per capita, PPP	\$4,350 <i>World Bank, 2008</i>
Number of registered Iraqi and Palestinian refugees	215,429 registered Iraqis <i>UNHCR, September 2009</i> 456,983 registered Palestinians <i>UNRWA, June 2008</i>
Average annual consumer price inflation	3.7% <i>Economist Intelligence Unit (Estimate August 2009)</i>
Unemployment rate (as a % of total labour force)	8.4% <i>Economist Intelligence Unit, 2007</i>
Primary school enrolment	86.9% <i>World Bank, 2007</i>

SYRIA: 2010 RESPONSE PLAN FOR IRAQI REFUGEES

3.1.A EXECUTIVE SUMMARY

The hope that 2009 would consolidate positive security gains and political developments in Iraq – thereby making return a welcome and sustainable option for many refugees – has not materialised. With the number of assisted and unassisted returns lower than originally anticipated, even those refugees who have been in Syria the longest and whose financial situation is the most precarious remain unwilling to return permanently. At the same time, cross-border movement suggests that some

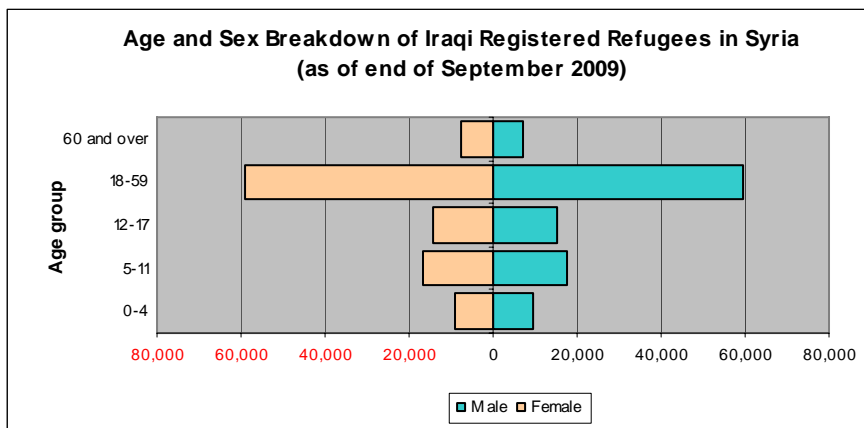
Iraqis are keeping an eye toward the future, returning for shorter periods to check on the situation and to attend to family or personal matters.

Uncertainty in Iraq and increasing hardship in Syria make it all the more essential for agencies to maintain their coordinated efforts to support Iraqis. This Response Plan, developed by all actors working on behalf of Iraqi refugees in Syria, describes the refugees' continuing and evolving needs and sets forth the agencies' proposed response for their sustained protection and well-being in 2010.

3.1.B CONTEXT AND HUMANITARIAN NEEDS ANALYSIS

Context

Security incidents in Iraq since the partial US military withdrawal coupled with the planned 2010 elections have renewed uncertainties over the short-term future and, consequently, over the fate of the substantial Iraqi refugee population still residing in Syria (215,429 Iraqis registered with UNHCR as of September 2009). As Iraq enters this critical stage of its political and social development, it is vital that the international community maintain its support not only to Iraq, but also to its refugees, to ensure the well-being of vulnerable Iraqis across the region.



In Syria itself, the Government's generosity towards Iraqis has proved commendably enduring, with refugees enjoying relatively easy admission to its territory and access to the same healthcare and education services as Syrian nationals. Syria continues to shoulder the main burden of

refugees' presence, with assistance from the international community's contribution, even while facing severe challenges in the form of an economic downturn and a two-year drought in the North Eastern governorates. Syria does not have a formal legal framework for refugees, although discussions on the need for refugee legislation made further progress in 2009 and included a workshop on International Refugee Law for representatives of all Ministries and national bodies involved with refugees.

This outwardly stable situation aside, Iraqi refugees keenly feel the uncertainty of their legal status on a daily basis. While there has been no official change in the policy governing legal residency and visas for Iraqis since October 2007, administrative rules, largely applied on a discretionary basis, can be more or less strictly implemented in practice. This allows for the possibility of arrests and deportations, as well as tighter control of access to the territory. The summer months of 2009 in particular brought their share of uncertainty: families with children registered in Syrian schools saw their visas expire without clarity as to whether they would be able to extend their visas for the forthcoming school year, or whether they might suddenly have to return to Iraq.

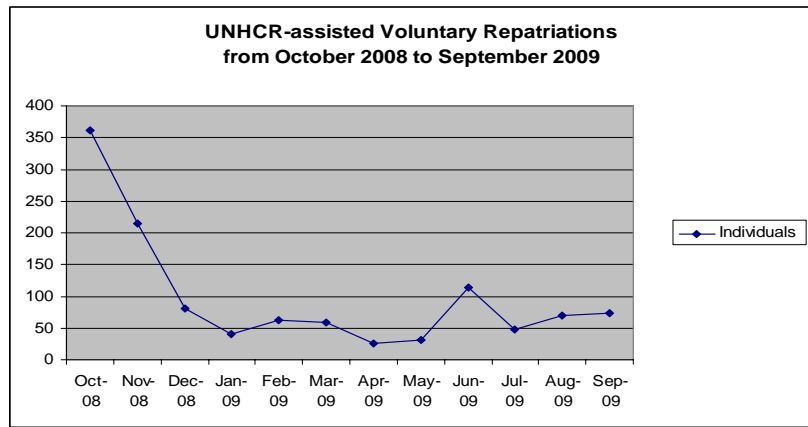
At the same time, some Iraqis have been going back and forth to Iraq.¹³ Undoubtedly such movements facilitate the families' eventual return should conditions improve. This high degree of mobility does not put into question many refugees' abiding needs both in terms of protection and material assistance, however, especially in view of the steady deterioration of their financial means. Notably these movements do not concern all refugees, and the majority have clearly indicated that they are determined to stay out and are unlikely to return in the near future.¹⁴ For the rest, such mobility is positive in that it shows Iraqis have some degree of freedom of movement; it furthermore constitutes "an important component of the Iraqis' survival strategy both materially and psychologically,"¹⁵ which may prove invaluable if or when they do decide to return permanently. Even

¹³ Joint Assessment Mission by WFP, UNHCR, SARC and State Planning Commission, June 2009; monthly UNHCR survey on registration applicant movements in Douma Registration Centre (Damascus).

¹⁴ A vast majority of registered Iraqis (85%) still express strong unwillingness to make plans to return to Iraq. UNHCR Returns Intentions Survey, July 2009.

¹⁵ UNHCR, *Surviving in the city – A review of UNHCR's operation for Iraqi refugees in urban areas of Jordan, Lebanon and Syria*, July 2009, p. 54.

for those willing, such return does not appear imminent, since the reasons for their movements are varied (performance of family obligations; receipt of documentation or pensions; checking on land and property), and movements often involve one member of the family only. Establishing the number of Iraqi refugees who have returned permanently is difficult, not least because of this mobility. The majority of returns in 2009



appear to have been spontaneous, taking place without UNHCR assistance. Between January and September 2009, repatriation support was provided to 123 families, far less than previously forecast.

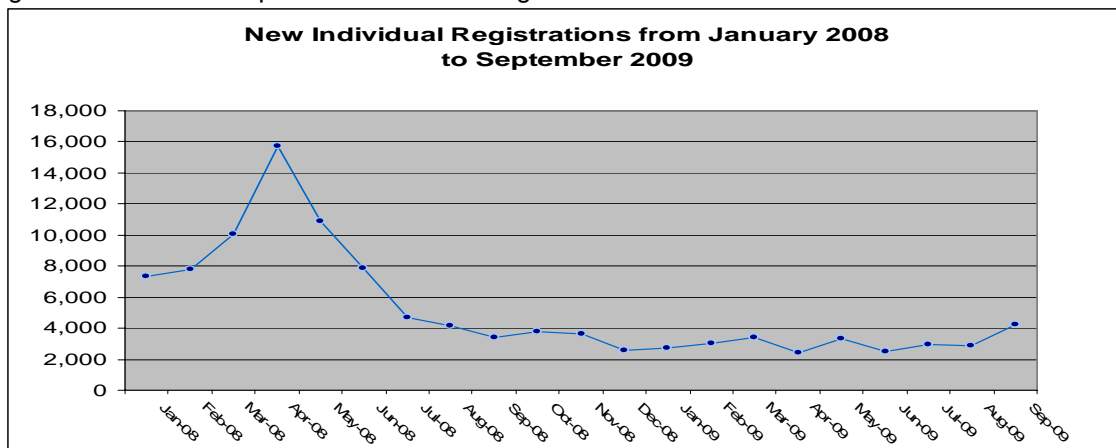
Regardless of the uncertainty surrounding the absolute number of Iraqis residing in Syria, it is probable that a significant number of refugees will remain in Syria for the foreseeable future. This is confirmed by the high numbers who, throughout 2009, regularly received food rations (around 120,000 individuals) and/or received financial assistance (around 12,000 families). In view of this, all agencies and organisations involved in the refugee response bear a responsibility to ensure that vulnerable refugees are not driven by sheer desperation to return to Iraq against their better judgment or volition, or to resort to negative and harmful coping mechanisms, including survival sex and children dropping out of school to work in the informal labour market.

Significant efforts to resettle Palestinian refugees from Iraq now stranded in the camps of Al Tanf and Al Hol have borne fruit this year, and it seems possible that the vast majority of camp residents will soon depart for third countries. That fact, along with the Syrian Government’s commitment not to send more refugees to Al Tanf, will allow for the camp’s permanent closure, with its remaining residents moving temporarily to Al Hol Camp until a longer-term solution is found.

2010 Scenario and Humanitarian Needs Analysis

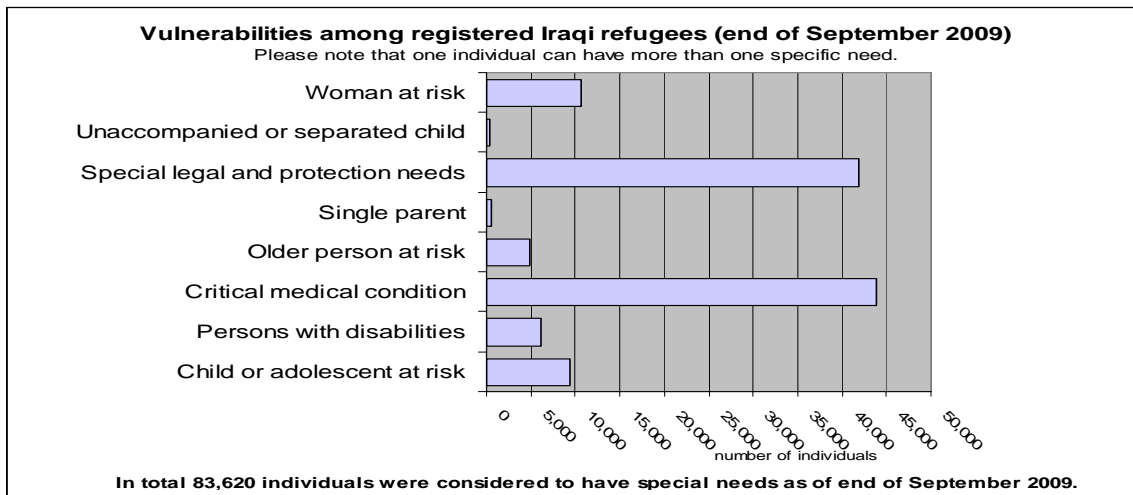
Like the Consolidated Appeal for Iraq and the Region in 2009, planning for the 2010 common response for Iraqi refugees is premised on developments in Iraq, which are extremely difficult to predict in the current context. The lack of services in certain areas, along with the prospect of further US troop withdrawals and a general election in early 2010, render it unlikely that improvements in the security situation, the application of the rule of law and access to general services would be sufficient to prompt large-scale returns from Syria. The run-up to and aftermath of the election, in particular, may be periods of heightened instability.

For Iraqis remaining in Syria, extending the enjoyment of their rights – particularly their temporary residency permits – must be a priority. Refugees now face a tightening of regulations governing residence permits and visas, and there are increasing reports of arrests and deportations, often due to failure to register a change of address within Syria. This is linked to their reduced financial means, as refugees move to less expensive areas and illegal accommodation.



Overall, new registrations with UNHCR have been stable in 2009, hovering around 3,000 per month. Provided the situation in Iraq does not deteriorate, new registrations are likely to decline as fewer Iraqis come to Syria and the number of previously unregistered refugees continues to diminish. UNHCR will continue to report the number of registered refugees, who are believed to have their habitual residence in Syria, through the continuation of regular contacts with UNHCR services and offices.¹⁶ Returns, whether spontaneous or assisted, will undoubtedly occur, but in limited numbers as in 2009, failing any major improvements in the situation inside Iraq.

As was emphasized in UNHCR’s recent review of urban operations in Jordan, Lebanon and Syria, protection of Iraqi refugees includes addressing the “economic, social and psychological dimensions” of their situation. The core group of refugees remaining in Syria will consist of families and individuals rendered extremely vulnerable, not only by traumatic experiences in Iraq, but also by the extended duration of their displacement. Unable to obtain either legal employment or adequately paid informal jobs, and becoming increasingly reliant on outside support, these refugees will continue to require substantial material assistance until such time as they are resettled or are able to return to Iraq. Resettlement of the most vulnerable refugees remains a priority but will provide a solution for only a fraction. For the remainder, financial difficulties and ensuing social, health and psychological problems will continue to worsen, exposing them to a range of immediate risks and the prospect of being ill-prepared for the future, especially in the case of younger refugees. Moreover, some refugees with special vulnerabilities may be unable to access assistance or to the actors involved in the humanitarian response. For these refugees, enhanced community outreach and community development will be important.



As in 2009, Palestinians from Iraq living in the camps will remain as one of the top priorities of the response. Far fewer in number than Iraqis, their precarious circumstances, complete dependence on external assistance and the unlikely prospect of return to Iraq leave relocation as the primary solution available to them. Additionally, though much smaller in number, refugees from other countries have similar needs as Iraqis and should be treated on an equal footing.¹⁷ In 2010, an additional priority will be to extend to them, as much as possible, the same assistance as is provided to Iraqi refugees. Activities under this Working Group are designed and implemented in conjunction with UNRWA.

3.1.C STRATEGIC OBJECTIVES FOR 2010

The common strategic objectives adopted for the 2009 CAP were reviewed and amended in consultation with INGOs, national partners and the UN country team, the aim remaining consistency and complementarity in operational responses, including monitoring and evaluation of protection and assistance activities. The strategic objectives were further refined in light of the priority needs identified within the technical working groups.

¹⁶ As of March 2009, UNHCR de-activated the files of 29,000 refugees who had neither sought nor received any form of assistance from the office in 2008.

¹⁷ As of the end of September 2009, just over 5,000 refugees were registered from other countries of origin, predominately Somalia, Sudan, Iran and Afghanistan.

I. Ensure that Iraqis are able to seek asylum and continue to receive protection

The aim is to ensure that Iraqis can seek refuge and receive protection while they remain in Syria. Primarily this will be achieved through (1) the existing registration process, and (2) continued advocacy with the Government of Syria on accession to the 1951 Refugee Convention and the adoption of national refugee legislation. Protection capacity through legal counselling and representation (particularly for detention cases) will be enhanced to respond to growing needs.

To reflect a broader understanding of protection and to ensure that protection responses are interlinked to provide solutions that are as comprehensive as possible, psycho-social support, child protection and the response to and prevention of sexual and gender-based violence (SGBV) have been included within this strategic priority, along with activities contributing to vulnerable women's well-being, such as life skills.

As one of only two possible durable solutions in the case of Iraqi refugees in Syria and therefore a significant means of protection, resettlement activities have also been added under this priority.

Indicators:

- Number of Iraqis with active UNHCR registration and provided with new UNHCR registration documentation
- Number of protection interventions and counselling related to detention, deportation, residency and visa issues and child protection
- Number of capacity-building projects for border officials, immigration staff and the Ministries of Justice and Social Affairs and Labour (MoSAL)
- Number of Iraqis submitted for resettlement and number of Iraqis departed for resettlement countries

II. Ensure that Iraqi refugees' basic needs continue to be met with special attention to the most vulnerable including at risk of exploitation

For vulnerable refugees and those qualifying on a needs-basis, direct assistance including food and non-food assistance will be provided to prevent the deterioration of their nutritional status. Reflecting the fact that the greatest number of refugees identified payment of rent as their most significant difficulty (graph below), financial assistance remains essential for families identified as particularly vulnerable.



To preserve Iraqis' access to the same basic services as Syrians, continued support and assistance to the ministries in charge of health and education will remain important. Primary, secondary and limited tertiary healthcare should continue to be provided, along with mental health support in specific cases. Efforts with the Iraq and Syrian Governments to design an appropriate response for Iraqis predominately requiring health services in Syria, yet willing to return to Iraq afterward, will continue so that these individuals are not processed within the refugee programme solely for purposes of receiving the needed care.

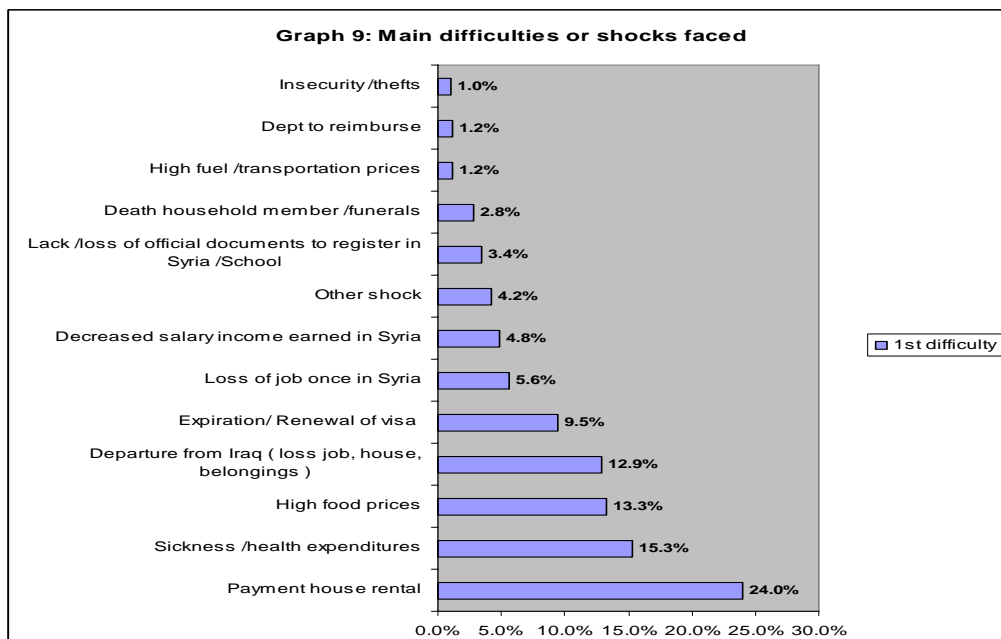
The education response will focus on ensuring children enrol and remain in the formal school system, as well as providing remedial classes for those who are struggling or whose education was interrupted for a significant period of time. Some vocational training will be available through programmes in collaboration with the Syrian Ministry of Education (MoE) as well as support for a limited number of students to attend university in Syria free of charge. Palestinians from Iraq, confined to Al Hol Camp, will continue to be entirely dependent on humanitarian assistance for all basic needs and services.

Indicators:

- Number of refugees receiving direct material assistance
- Percentage of entitled beneficiaries during a regular distribution cycle receiving a full food basket

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- Number of vulnerable individuals and families receiving community-based services (through community centres, child friendly spaces, adolescent empowerment and mother support groups and multidisciplinary units)
- Number of advocacy and response projects with a focus on violence prevention, gender, child protection and human rights
- Number of SGBV trainings conducted and number of local partners engaged in prevention and response
- Number of children supported through remedial and other forms of non-formal education and vocational education in MoE schools
- Number of Iraqi children enrolled in pre-school, primary and secondary schools
- Number of Iraqi refugees receiving primary healthcare (PHC) services
- Number of secondary and tertiary healthcare services provided (e.g. cancer, surgery, dialysis, obstetric care, disabilities)
- Number of camp refugees submitted and departed for third countries
- Number of refugees in Al Hol Camp provided with shelter, water, food and non-food items, healthcare, education, psycho-social assistance, recreational and socio-cultural activities and skills and vocational training.



III. Ensure contingency planning to assist voluntary returns in the short to medium-long term

In view of possible increased returns in 2010 and the challenges that returnees, especially adolescents and young adults, will face in finding employment, preparing refugees through vocational training and skills development should be emphasized. Such efforts will encourage refugees' self-reliance upon return while more immediately boosting their well-being and sense of purpose while they remain in Syria. With the main procedures to assist voluntary return already in place, an added focus will be to increase monitoring of returns. Information collected will serve a dual purpose of enabling protection interventions in areas or return while informing programming decisions in Syria.

Indicators:

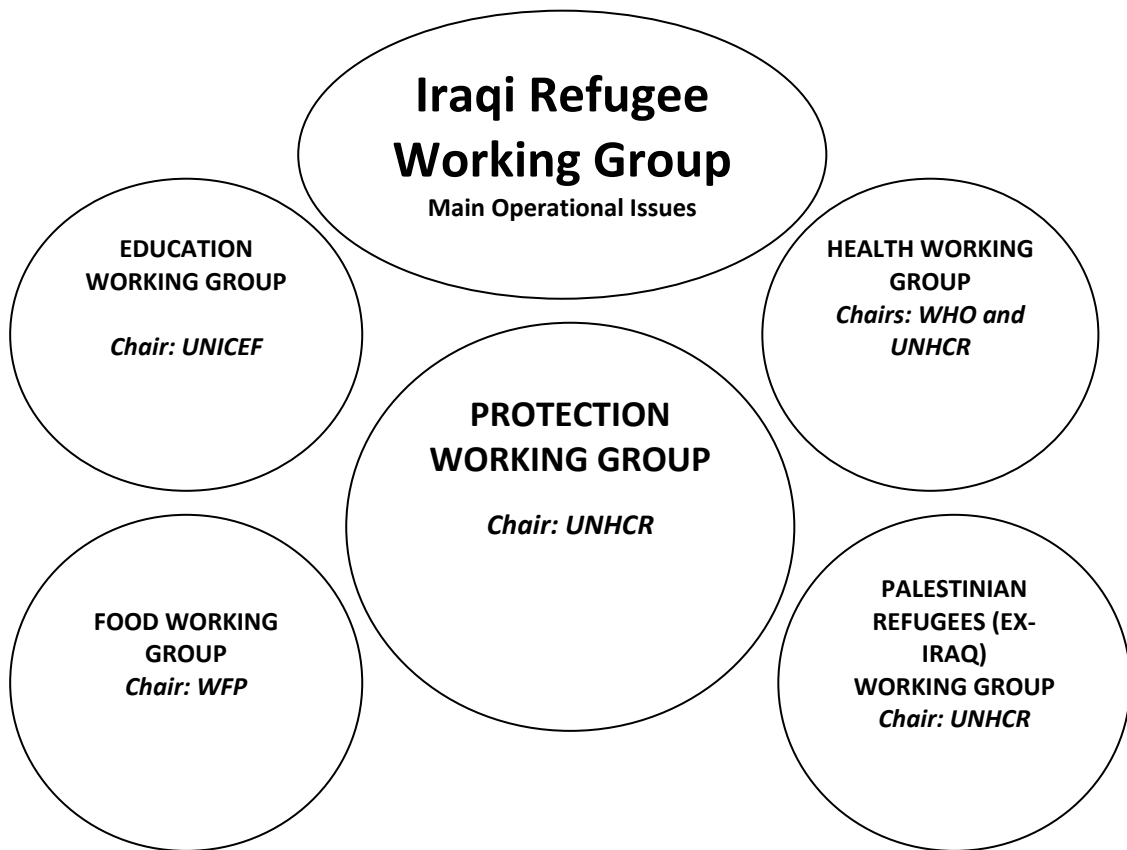
- Preparedness to support voluntarily returns to Iraq and individual return assistance through counselling and financial assistance (voluntary repatriation grant)
- Number of vulnerable refugees and Syrians from host communities receiving vocational training (focusing particularly on refugee youth and adolescents and school drop-outs and including skills in demand in the Iraqi labour market)

3.1.D COORDINATION

The 2010 Refugee Response Plan builds upon the work begun with the 2009 Consolidated Appeal for Iraq and the Region. The 2009 CAP enabled unprecedented coordination among actors participating in the response in Syria, including UN agencies, the Syrian government, NGOs, the Syrian Arab Red

Crescent (SARC) and INGOs, all in close cooperation with the UN Resident Coordinator. Thanks to the information collected by this diversity of actors, this coordination has helped to refine the analysis of the situation of refugees dispersed in urban areas. It was also possible to extend the humanitarian response outside the capital Damascus, where fewer refugees reside, but where they face similar if not more challenging circumstances. During preparation of the Response Plan, the technical working groups created in 2008 and which supported the CAP process in 2009 have been adapted to better respond to refugee and coordination needs notably through increased rationalization and accountability with five working groups. These working groups are Protection (coordinating the response to sexual and gender-based violence, psycho-social support and mental health (closely coordinating with the Health Working Group), protection, legal and material assistance and vocational training); Education; Health and Nutrition; Food; and the thematic working group for Palestinian Refugees from Iraq.

Syria Working Group Structure



The Syrian Arab Red Crescent (SARC), in its pivotal role as the coordinating agency appointed by the Syrian Government for the response to the Iraqi refugee situation, will continue to be responsible for coordination and new registration of international NGOs wishing to be part of the response. Presently, 16 international organizations have a memorandum of understanding with SARC enabling them to work with the Iraqi refugees.

3.1.E WORKING GROUP RESPONSE PLANS

3.1.E.I Protection

1. Participating Agencies

UNHCR (Chair), Action Against Hunger-Spain (ACF), Danish Red Cross, Danish Refugee Council (DRC), *Enfants du Monde Droits de l'Homme* (EMDH), *Gesellschaft für Technische Zusammenarbeit - Health Sector Modernization Programme* (GTZ/HSMP), HELP Germany, *Institut Europeen de Cooperation et de Development* (IECD), International Labour Organization (ILO), International Medical Corps (IMC), International Organisation for Migration (IOM), International Rescue Committee (IRC), International Federation of Red Cross and Red Crescent Societies (IFRC) [in capacity as member of

Working Group (WG)], *Première Urgence* (PU), Syrian Arab Red Crescent (SARC), *Terre des Hommes* Italy, UNDP, UNIFEM, UNFPA, UNICEF, UNRWA, WHO

2. Achievements and Challenges in 2009

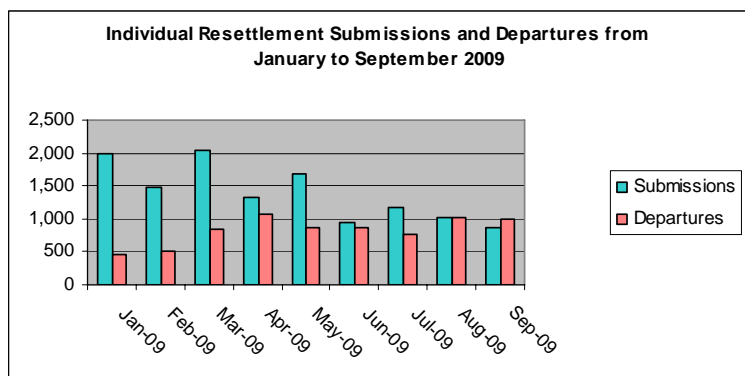
On the most fundamental issue – access to asylum for Iraqi refugees – protection space has been maintained thanks to the continued generosity of the Syrian Government in allowing the entry and stay of Iraqi refugees on its territory. Capacity-building efforts to support authorities responsible for refugees have been stepped-up, leading to a renewed dialogue on the need for a national asylum law to enhance refugees’ enjoyment of their rights through administrative practices and law.

From January to September 2009, UNHCR registered over 26,778 new Iraqi refugees, bringing the total of active registrations to 215,479. In-depth interviews continued to serve as a first screening for special needs and identification of vulnerabilities. The issuance of refugee certificates in some cases facilitated refugees’ access to and renewal of residence permits.

The year 2009 also brought strengthened counselling capacities for protection, legal and social issues, notably through community centres; improvement in the protective environment for children through eight child-friendly spaces and twelve mother support groups; and enhanced coordination of psycho-social support for children at risk or in detention. Capacity development and awareness-raising for partners involved in prevention and response to SGBV continued, and responsive activities included safe houses for survivors of violence psycho-social support and training activities to help them rebuild their lives. Advocacy and interventions on behalf of women and girls in detention aimed to prevent their *refoulement* and/or exploitation upon release. Psycho-social support remained high on the list of priorities, including on-going work on an inter-agency psycho-social and mental health manual and workshops and trainings by international experts. Vocational and life skills training – particularly for youths and adolescents unable to reintegrate the formal education system – emerged as a new priority, key to the future of these young refugees. New centres and innovative training aimed to enhance their employment options upon their eventual return to Iraq while giving them an occupation and sense of direction during their stay in Syria.

A commitment to community development is building the sustainability of engagement on psycho-social, GBV and children and adolescent issues through new local partnerships and the further empowerment of refugees. The pool of refugee outreach workers and the creation of six support groups (for health, psycho-social issues, the elderly and people with disabilities, unaccompanied and separated minors and education) have significantly enhanced identification of the most vulnerable refugees and facilitated community-level responses. Moreover, there are now 12 community centres where Iraqis, other refugees and members of the host population can jointly access services, information and counselling and participate in recreational activities and skills training. These community centres play a valuable role in building community cohesion to counter refugees’ isolation.

In terms of durable solutions, resettlement has continued to play a vital role for refugees whose vulnerability bars their return to Iraq in the short to mid-term. Efforts by resettlement countries, notably some new resettlement countries, have allowed for 11,673 new individual submissions (from January to September 2009), while departures from previous years’ submissions have continued, amounting to 15,084 Iraqis resettled from Syria between 2007 and September 2009.



Notwithstanding these positive developments, significant challenges remain. Most notably, the erosion of refugees’ financial and psychological resources, coupled with the vast majority’s unwillingness to return to Iraq under the present circumstances, require the continuation and enhancement of assistance to the most vulnerable. The majority of refugees are able to remain in Syria with short-term residence permits (up to three months duration); the on-going uncertainty about their status and future has become increasingly difficult for most to bear. In the first nine months of 2009, 2,700 registered refugees approached UNHCR and its partners for assistance in retaining

residence rights and an additional 5,000 were further counselled on the issue. Detentions and deportations have occurred, albeit on a smaller scale, instilling further anxiety among the refugees.

The vast majority of Iraqis find work only in the informal sector, where they run the risk of abuse and exploitation. The income they receive is often barely adequate to pay the high costs of rent, utilities and other essentials. Financial assistance schemes exist but are, by the very fact of their expense, limited in scale, benefiting only 12,000 families as of September 2009. Throughout the year more than 35,000 families regularly received food rations at distribution points across Syria. The results of the 2009 Joint Assessment Mission by WFP, UNHCR and SARC indicate that the cost of food, rent and health care are draining family resources to the breaking point, leading to increased numbers of children dropping out of school to support their family or girls and women being forced into exploitation.¹⁸ The lack of resources and prospects for the future has taken its toll. While the enduring trauma of war and sectarian violence remains apparent, the most pressing and growing psycho-social needs are now related to the refugees' present circumstances and their inability to plan for the future.

Most refugees in Syria continue to express their unwillingness to return to Iraq, but do not have any immediate or realistic alternative solution.¹⁹ From January through September 2009 only 523 people opted for assisted voluntary repatriation. While some refugees have willingly chosen to return to Iraq - some driven from Syria by their desperate circumstances -- the majority have chosen the uncertainty and challenges they face in asylum.

3. Priority Needs

The majority of Iraqis do not have an immediate prospect of a solution to their plight. As indicated, most consider that current conditions in Iraq prevent them from repatriating and therefore state that they have no present intention of returning. Only a very few refugees can expect to be accepted for resettlement, and those who remain will not be allowed to integrate locally or secure more permanent residency rights, both of which have been ruled out by the authorities. Sustained support is therefore necessary to secure the legal stay of refugees in Syria and protect them from arrest and deportation. Protection through social, economic and psycho-social assistance must be enhanced in view of many refugees' increasing vulnerabilities.

The deterioration of refugees' living conditions represents a threat to Iraqi children and adolescents: lower school enrolment, drop-outs, child labour, separation and prostitution are all significant protection risks. Although difficult to measure, the Syrian Government has recognized child labour as a growing and widespread phenomenon among Iraqi refugees,²⁰ and earlier estimates suggest that 10% of Iraqi children were engaged in some form of labour – a number which has likely grown in 2009.²¹ Children are used as cheap labour, working long hours for daily wages ranging from US\$1-\$2.²² Some children have experienced violence, war and the kidnapping or death of a family member or friend and now display psychological disorders requiring urgent care. Distressing experiences in the past, for children and parents alike, are aggravated by uncertainty regarding their present and future.

Women and girls as young as 12 have been reported as resorting to prostitution when no other means of subsistence is available.²³ Some are forced by their families, while others by organized networks. They risk falling victim to rape, forced marriage or trafficking.²⁴ Girls whose parents are sick or disabled or who are from single-headed households are considered to be particularly vulnerable. Prostitution is illegal in Syria, and Iraqi minors are detained in the juvenile and rehabilitation centre once they are caught, with risk of deportation to Iraq. Reportedly, 35% of the girls coming to the Social Education Institution are Iraqi girls accused of prostitution.²⁵

¹⁸ UNHCR Return Intentions Survey, May 2009.

¹⁹ *Id.*

²⁰ Ministry of Foreign Affairs, paper presented by the Government of the Syrian Arab Republic to the UNHCR-organised International Conference on: *Addressing the Humanitarian Needs of the Refugees and Internally Displaced People inside Iraq and in the Neighbouring Countries*, April 2007, p. 10.

²¹ IPSOS, *Survey of Iraqi Refugees*, UNHCR Syria, 2007, p. 87.

²² Al-Khalidi, Ashraf; Hoffman, Sophia; and Tanner, Victor, *Iraqi Refugees in the Syrian Arab Republic: A Field-Based Snapshot*, Brookings Institution, 2007, p. 37-38; Gimon, Marianne, *Iraqi Adolescent Girls: Voices to Be Heard*, UNICEF Syria, 2007, pp. 13, 27. All dollar signs in this document denote United States dollars.

²³ Information gathered by UNHCR.

²⁴ Amnesty International, *Millions in Flight – the Iraqi Refugee Crisis*, 2007, p. 13; UNHCR, UNICEF and WHO, *Assessment of the Situation of Iraqi Refugees in Syria*, 2006, p. 34.

²⁵ UNICEF, *Iraqi Adolescent Girls: Voices to Be Heard*, 2008, Damascus Papers 3.

The lack of stability and protective structures leave children and adolescents extremely exposed. Family members themselves often suffer from experiences of war and displacement, and cannot always meet the psycho-social needs of their children²⁶. Domestic violence also occurs at significant levels among Iraqi refugees due to lack of income and deterioration in their psychological well-being.

In view of the significant number of vulnerable refugees anticipated to remain in Syria in 2010, resettlement countries must maintain places for the most vulnerable Iraqi refugees who cannot return to Iraq, while speeding the departures of those already accepted.

4. Response Strategy

Objectives

- Enhance enjoyment of refugees' rights, including those of women and children, through the development of administrative practices and law
- Assist Iraqis in achieving or preparing for durable solutions, in particular preparation for voluntary repatriation through livelihoods support and skills development
- Sustain a protective environment that enhances the well-being of the refugees most in need, including children (including mitigating child labour) and their families; promote psycho-social response capacity
- Prevent and respond to GBV, focusing on women and girls and including those in detention

Planning Assumptions and Operational Context

Given the Syrian Government's continued generosity towards Iraqis, its openness and general respect for the principle of *non refoulement* will continue in 2010. In the absence of a legal framework regarding refugees, renewal of residence permits will be the main area of concern for many refugees, and a large majority will be subject to renewal procedures every few months.

With neither a significant deterioration nor significant improvement inside Iraq, the majority of refugees will not choose to repatriate through UNHCR's voluntary repatriation programme. Many refugees will remain in Syria beyond 2010, despite increasing difficulties making ends meet. The socio-economic situation of refugees will continue to worsen, with increasing vulnerabilities, particularly for children, single women and mothers without adult male support. The overall well-being of refugees entering into their third or fourth year of exile will require continued assistance with both direct material assistance and community-based psycho-social support to prevent the worst effects of refugees' growing impoverishment. All partners, including national organisations, must be prepared to respond effectively.

Activities

- Continue registration and documentation of Iraqi refugees
- Protection counselling, interventions on detention, legal representation and documentation
- Maintain the refugee registration database with population events (*i.e.* departures, births, deaths, changes in family composition) and number of registered refugees
- Conduct capacity-building activities with the Government of Syria, including border officials and immigration staff, promoting national legislation on asylum
- Carry out awareness-raising and public information activities regarding refugees
- Maintain the resettlement programme for the most vulnerable refugees
- Maintain the voluntary repatriation facilitation programme for refugees making a voluntary and informed decision to return and applying for such assistance
- Organise vocational courses for vulnerable refugees and Syrians from host communities, focusing on women at risk, young men and adolescents
- Strengthen community-based psycho-social support and services; target especially Iraqi children, adolescents and mothers
- Intensify the identification of vulnerable refugees; extend counselling, individual assessments, referrals and follow-up through outreach activities and volunteer networks
- Expand training of volunteers and others for rollout of the Psycho-social and Mental Health Manual
- Support community awareness on psycho-social issues
- Raise awareness on GBV among NGOs, local organizations, media, religious leaders and community leaders; increase partnerships with local organizations for GBV response and

²⁶ UNICEF, *Parenting Problems & Counselling Needs of Iraqi Mothers*, 2008, Damascus Papers 4 (report from focus group discussions).

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- prevention; and ensure ongoing training of agency staff and volunteers engaged in GBV response
- Prevent GBV through outreach, vocational programmes, child protection programmes, material and financial assistance and resettlement
- Provide GBV victims (including minors) with high quality medical and psycho-social services, legal counselling and assistance, safe houses, rehabilitation, empowerment activities and resettlement
- Prevent detention and advocate the release of girls and women in detention
- Promote male involvement in combating GBV through awareness-raising and community sensitization sessions targeting men
- Empower refugee women and girls through training on life skills, negotiation skills, presentation and conflict resolution
- Provide counselling for families on family disputes and domestic violence
- Maintain basic material and financial assistance for the most vulnerable refugees

5. Monitoring Framework

Indicators	Baseline from 2009	Target for 2010
Objective 1: Enhance enjoyment of refugees' rights, including those of women and children, through administrative practices and law		
Number of Iraqis with active UNHCR registration; number newly registered	215,429 active registrations; 27,198 newly registered (as of end September 2009)	168,000 active registrations; 21,000 newly UNHCR registered
Number of border points open and operational	three border points	three border points
Number of protection interventions related to detention, deportation, residency /visa issues, and child protection	7,700 cases counselled, including 4,360 advised and/or provided with residence and visa related assistance three legal counselling cells established within community centres in Damascus / Rural Damascus Secured release of 43 deportation cases in detention; release and resettlement for 11 cases (as of mid-2009); 117 refugees in detention assisted <i>For child protection, refer to targets under Objective 3</i>	9,900 cases supported through legal counselling and follow-up Three legal counselling cells within the community centres in Damascus / Rural Damascus. Release pursued for all reported cases (estimated at 400 individuals); assistance for all detention cases where agencies have access <i>For child protection, refer to targets under Objective 3</i>
Number of capacity-building projects for border officials, immigration staff, Ministry of Justice (MoJ) and MoSAL	Four major capacity-building projects being implemented (training of border officials, workshop on international refugee law, rehabilitation of detention centre, equipment for immigration authorities)	Four major capacity-building projects to be continued in 2010
Number of advocacy initiatives / public information campaigns on refugees' rights / issues	Five major advocacy initiatives and public information campaigns	Five major advocacy initiatives and public information campaigns
Objective 2: Assist Iraqis in achieving and/or preparing for durable solutions, in particular preparation for voluntary repatriation through livelihoods support, including skills development support		
Number of Iraqis submitted for resettlement; number of Iraqis departed	11,673 Iraqis submitted for resettlement; and 7,370 Iraqis departed as of end-September	Estimated 12,000 departures and maximum 15,000 resettlement submissions with focus on most vulnerable
Preparedness to support voluntarily returns to Iraq through individual	Voluntary repatriation facilitation programme in place: 523 individuals counselled and provided	Continuation of voluntary repatriation programme with planned capacity to assist 10,000 people

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Indicators	Baseline from 2009	Target for 2010
counselling and repatriation grant	with financial assistance prior to repatriation	
Number of vulnerable refugees and Syrians from host communities receiving vocational training	1,490 vulnerable refugees and Syrians from hosting communities given vocational training	10,510 vulnerable refugees and Syrians from hosting communities
Number of stakeholders trained on adolescent participation	50 youth workers, 2,500 youth and 30 officials trained; three adolescent centres/spaces operational and improved	50 youth workers, 3,000 youth trained; five adolescent centres operational and improved; three adolescent-led initiatives
Objective 3: Sustain a protective environment that enhances the well-being of the refugees most in need, including children and their families, as well as promote psycho-social response capacity		
Number of psycho-social and mental health services	12 operating community/counselling centres	16 operating community/counselling centres in Damascus / rural Damascus, Aleppo, Homs, Dara'a, etc. ²⁷
Number of vulnerable individuals and families receiving community-based services (through community centres, child friendly spaces, adolescent empowerment and mother support groups and multidisciplinary units)	30,700 beneficiaries/users/ visitors to community centres eight child-friendly spaces; six adolescent empowerment groups; 12 mother support groups 24,000 children, 1000 mothers and 400 adolescents psycho-socially supported 4 multidisciplinary units for children /family members in SARC clinics 1200 psychological/psychiatric cases treated 18,816 social and psychological counselling sessions; priority cases provided specialized PSS and mental health (MH) services (as of end September)	35,000 beneficiaries/users/ visitors ²⁸ eight child-friendly spaces ²⁹ ; eight adolescent empowerment groups; 16 mother support groups 24,000 children, 1600 mothers and 800 adolescents psycho-socially supported 4 multidisciplinary units for children /family members in SARC clinics maintained 1800 psychological/psychiatric cases treated 30,000 social and psychological counselling sessions; priority cases provided specialized PSS and MH services
Number of participatory assessment and situation analysis conducted	One inclusive participatory assessment conducted; three reports on data collected by child-friendly spaces and multi-disciplinary units	Two inclusive participatory assessment and situation analysis; two reports on data collected by child-friendly spaces and multi-disciplinary units
Number of capacity-building interventions targeting volunteers and other relevant actors	Six capacity-building interventions involving 20 experts on PSS and MH, 15 IMC/SARC PHC trainers, 64 Iraqi parents/caregivers and other 300 participants; 100 SARC volunteers and staff receiving training and on-job supervision on PSS and child protection in emergencies; work ongoing for PSS MH manual	Three initiatives (expansion of PSS MH Georgetown cooperation; training and on job supervision on PSS and child protection in emergencies for 500 school counsellors and 100 SARC volunteers/staff; 25 master trainers in inter-agency core of trainers for psycho-social support and mental health); finalization and launch of PSS MH manual
Number of Iraqi refugees engaged in outreach activities and support groups	121 volunteers recruited for outreach activities and support	150 volunteers and outreach workers; expansion of support groups

²⁷ This includes 6 centres managed by DRC and/or UNHCR with support from UNHCR; 2 centres by DRC; 3 centres by IMC; 5 centres by SARC with support from the Danish Red Cross.

²⁸ This includes an estimated number of beneficiaries of the centres managed by SARC with support from the Danish Red Cross in 2010; this is a two-year programme which commenced in October 2009 to benefit a total of 30,000 individuals.

²⁹ This includes 5 units managed by SARC, one by EMDH, one by UNRWA and one by Terre Des Hommes, Syria, all with support from UNICEF.

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Indicators	Baseline from 2009	Target for 2010
Number of refugees receiving direct material assistance	groups 12,000 families on average; 115,000 to 130,000 refugees received regular assistance with non-food items (hygiene kits); 5,000 children and 36,000 women received sanitary supplies	17,000 Iraqi refugee families receiving financial assistance; 130,000 to 150,000 refugees receive hygiene kits; 5,800 children and 40,000 women receive sanitary supplies All refugee families receive heating fuel during winter
Indicators	Baseline from 2009	Target for 2010
Objective 4, Enhance and promote a protective environment by preventing and responding to GBV focusing in particular on women and girls (including those in detention)		
Number of advocacy and response sites/projects with focus on violence prevention, gender, child protection, human rights.	Five response facilities in place, some with local partners	Nine prevention/response projects/facilities.
Number of SGBV trainings and local partners engaged in prevention and response	220 UN and NGO staff trained; 74 Iraqi volunteer women oriented on GBV	280 UN and NGO staff trained; advanced GBV training for at least 100 volunteer women; one TOT for 10 master trainers among Iraqi refugee women on negotiation skills and conflict resolution
Number of trainings targeting men on awareness raising on gender and GBV	--	One TOT for 10 master trainers among Iraqi refugee men on awareness raising on gender and GBV
Number of survivors/refugees at risk provided with assistance including temporary shelter, rehabilitation and empowerment programmes	2500 Iraqi adolescents at risk engaged in empowerment programmes 700 SGBV survivors individually identified, assessed and referred to services; 90 women continuously provided with space and services in safe houses; counselling delivered for 4500 women at risk	850 Iraqi adolescents at risk engaged in empowerment programmes; 20 community- based capacity-building / training sessions 1,000 survivors identified and assisted; 90 women continuously provided with space and services in safe houses. At least 7000 women and girls at risk identified / assisted (including maternal and gynaecological care) and protected from exploitation
Number of women and girls in detention assisted and released	Access and regular visits to women's detention centres (Douma and girls' juvenile centre)	Access and regular visits to women's detention centres (Douma and girls' juvenile centre)
Number of women and girls provided with vocational and life skills (in addition to those reflected under the objective 2)	Vocational and life skills training for 150 women and girls	Vocational and life skills training provided for at least 4,000 women and girls

6. Financial Requirements

Agency and Financial Requirements (\$)	Activities
DRC 790,000	Two community centres and associated activities; women's centre and associated activities
IMC 1,900,771	Two community centres and associated activities; One child and family day care centre for special needs children
IOM 800,000	Assisted voluntary return to Iraqi victims of trafficking; recreational activities in Damascus and Aleppo shelters
UNDP and ILO 2,000,000 each	Joint project: vocational training and income support schemes

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Agency and Financial Requirements (\$)	Activities
UNIFEM 503,000	Women's protection and development
UNFPA 560,680	Promoting Iraqi women's empowerment and participation in line with Security Council Resolution 1325
UNHCR 106,044,916	Protection and registration; community mobilisation and support; SGBV prevention and response; vocational training; psycho-social support; material assistance
UNICEF 5,000,000	Child and adolescents protection

3.1.E.II Education

1. Participating Agencies

UNICEF (chair), ACF-Spain, DRC, EC (in capacity as member of WG), EMDH, IECD, HELP Germany, International Blue Crescent (IBC), IRC, Ministry of Education (MoE), Première Urgence, UNHCR, SARC, Secours Islamique France

2. Achievements and Challenges in 2009

Education Working Group members have worked in a concerted and coordinated manner to effectively respond to the key needs and challenges which continue to affect Iraqi refugee children's access to quality education in Syria. While significant challenges remain concerning the educational development of Iraqi refugee children in Syria, the agencies have made considerable progress in maintaining the access of refugee children to public education. The Ministry of Education (MoE) maintains its open policy to provide Iraqi refugees free access to compulsory education (Grades 1-9) and has shown flexibility by accepting late school registration of Iraqi students, authorizing cross-border examinations and recognizing Iraqi school certificates.

The role and capacity of the MoE has been strengthened by UNICEF and NGOs bringing a variety of technical skills and experience: agencies have helped to establish standards for issues ranging from construction, rehabilitation, supplies and training to quality assurance mechanisms for the Child-Friendly Schools (CFS) initiative. This initiative is a significant achievement in the development of an educational model that ensures all children have access to quality education in Syria. The MoE coordination body has provided a platform for a coordinated and systematic approach to school rehabilitation. Humanitarian actors have supported the national education system



SARC and UNHCR distribute school kits to Iraqi refugee children prior to the 2009-2010 school year. UNHCR 2009/B.Diab

by rehabilitating and extending school facilities. Strategic geographical expansion of the education response has now reached Aleppo, Deir Ezzor and Hassakeh. Agencies initiated a number of remedial education programmes for refugee children experiencing problems with the Syrian curriculum and those who dropped out of school in either Iraq or Syria.

Challenges remain in mitigating the risks and problems of refugee children affecting their access to education. Official enrolment numbers for refugee students in the 2008/2009 school year decreased by 30% as compared to the previous year. Many Iraqi children remain out of school and deprived of their educational rights. Challenges include a lack of school records (such as previous results from Iraqi schools and visas); financial difficulties forcing Iraqi children to work to contribute to family income; difficulties with the Syrian curriculum; legal age restrictions; fear relating to residency status; child labour; practical obstacles for children with disabilities; and trauma of children and parents. Movements of Iraqi families within Syria and outside Syria have also disrupted children's education.

3. Priority Needs

The following have been identified as priority needs:

- Access and enrolment of refugee children, with an emphasis on children out of schools
- Completion and retention of refugee children in formal and informal education
- Availability of remedial and other forms of informal and non-formal education for Iraqi children
- Access and opportunities for Iraqi students to enter higher education

In addition, the Working Group has agreed that the following groups require targeted support in agencies' programmes:

- Children out of school (with specific focus in those involved in child labour and illegal activities and those who have not been integrated in education since their arrival)
- Children above 12 years of age (boys and girls)
- Illiterate children
- Children with physical, visual and hearing disabilities who are excluded from formal and non-formal education opportunities due to a lack of awareness and mechanisms ensuring equal access
- Refugee girls, as parents tend to prioritize education of boys

4. Response Strategy

Objectives

- Support the Syrian education system to cope with the added caseload of Iraqi children and adolescents
- Ensure access, retention and completion of education for Iraqi children
- Foster learning opportunities through non-formal and vocational education for children out of school and other vulnerable categories
- Maintain opportunities for Iraqi children to access higher education

Planning Assumptions and Operational Context

- The Syrian Government maintains its generous and open policy vis-à-vis access and enrolment of Iraqi children in Syrian schools
- Iraqi families do not face problems with their legal status and residency
- Complementary assistance programmes (food, non-food, school kits and uniforms, financial assistance, subsidized medical care) continue at adequate levels, so that basic needs are met, thereby enabling families to keep or re-enrol children in schools
- Donors continue to adequately support the humanitarian response

Activities

Objective 1

- Rehabilitation and extension of school space per MoE priorities and in locations with high refugee presence; extend activities outside Damascus proper
- Work on improving standards and guidelines for school safety and in improvements in schools' supplies/equipment/furniture
- Support MoE in training and capacity-building with a focus on education personnel
- Assistance with enrolment procedures for Iraqi children
- Provision of materials, supplies and teaching aids to schools
- Advocate on open access to public schools for refugee children for the 2010/2011 school year

Objective 2

- Information awareness campaigns among parents, children and students
- Advocacy, monitoring and follow-up on individual basis
- Parent-Teacher Association training in schools
- Distribution of school uniforms and school supplies

Objective 3³⁰

- Provision of remedial and literacy classes and extra-curricular activities in public schools and other education facilities

³⁰ Activities under this objective are closely coordinated with the Protection Working Group's response strategy for durable solutions (vocational training).

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- Support for alternative education, including accelerated learning
- Support for public vocational schools and piloting short curricula in selected public vocational school
- Support MoE's TV education channel
- Reinforce identification and referrals among implementing agencies
- Special measures to assist children with physical disabilities
- Counselling by school psychologists for refugee and vulnerable Syrian students

Objective 4

- Provision of tuition fees for students for higher education
- Advocate decrease in tuition fees
- Capacity-building in public universities

5. Monitoring Framework

Monitoring and evaluation will be pursued through the following means:

- Enrolment statistics from the MoE for 2009/2010 school year
- Beneficiary and qualitative data from project sites
- Evaluation of support to Syrian education in areas with high influx of Iraqi refugee children by UNICEF
- Assessments of the education status of Iraqi children registered by UNHCR

In addition, participatory assessments, focus groups discussions, contacts and feedback from refugee parents will continue to be an integral part of the response strategy.

Indicators	Baseline from 2009	Target for 2010
Objective 1		
Number of Iraqi children enrolled (pre-school through secondary)	33,500 Iraqi children enrolled in 2008/2009 school year	Minimum of 45,000 Iraqi children
Number of refurbished schools, additional classes/classrooms; number of students benefiting from an improved education space	382 schools refurbished; 55 additional classrooms built; one newly constructed school; contribution to construction of 4 new school compounds; benefiting a minimum of 45,000 students including Iraqi refugees	290 schools refurbished and additional classrooms built; benefiting a minimum of 39,400 students including Iraqi refugees
Number of education staff trained	110 MoE staff trained	237 MoE staff trained
Number of teachers trained on CFS approaches	1,000 teachers trained on CFS approaches	1,020 teachers trained on CFS application
Objective 2		
Number of children provided with school uniforms and supplies	45,000 refugee and host community children	35,000 refugee and host community children
Number of children reached through information sharing and awareness campaigns	Campaigns benefiting at least 20,000 children	Campaigns benefiting at least 24,000 children
Objective 3		
Number of children supported through: - remedial and other forms of non-formal education; - vocational education at MoE schools	9,560 children supported through remedial education and extra-curricular activities Vocational project recently started - no immediate beneficiaries	18,270 Iraqi and Syrian students supported through remedial education and recreational activities 4,200 children, including 500 Iraqi refugees
Number of children with physical disabilities in education programmes	Baseline not established	Children with physical disabilities integrated in education programmes (quantitative data not yet established)

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Indicators	Baseline from 2009	Target for 2010
Objective 4		
Number of students supported with higher education opportunities	300 students	300 students

6. Financial Requirements:

Agency and Financial Requirements (\$)	Activities
ACF-Spain with MoE 554,400	Water, sanitation and hygiene (10 schools water and sanitation rehabilitation) Hygiene education sessions/Hygiene kits distribution Teachers training
DRC with MoE 540,000	School rehabilitation and extensions (extra class rooms); supplies for schools; teacher training; awareness campaigns in public schools; remedial education including literacy
Help Germany with MoE 2,000,000	Integrated educational and social support in coordination with MOE
IRC with MoE 679,000	Remedial and non-formal education (September 2009-2010)
Secours Islamique France with MoE 380,000	Remedial and non-formal education
UNHCR with MoE, DRC, PU and others 16,598,513	School uniforms and supplies; remedial education; vocational training; monitoring and identification of children out of school and/or those in need of individual education interventions/support; advocacy; rehabilitation and provision of equipment and supplies; capacity-building with MoE
UNICEF with MoE, DRC, ACF, PU, HELP 11,965,000	Supplies and equipment to target schools; school refurbishing, including refurbishment of water and sanitation facilities; Further support to schools assisted in 2008 and 2009; CFS, remedial classes and vocational education with MoE

3.1.E.III Health and Nutrition

1. Participating Agencies

UNHCR and WHO (co-chairs), ACF-Spain, EC (in capacity as member of WG), French Red Cross, IFRC (in capacity as member of WG), IMC, Ministry of Health (MoH), Ricerca e Cooperazione, SARC, UNFPA, UNICEF

2. Achievements and Challenges in 2009

The arrival of large numbers of refugees in 2006 and 2007 put considerable strain on Syria's public health system. Today, among registered Iraqi refugees, more than 40,000 have a serious medical condition.³¹ Thus there is a need not only to ensure that Iraqi refugees have access to quality health care, but also to support the national health infrastructure to cope with the substantial additional demand placed upon it. In 2009, agencies working in the health sector made significant progress on both fronts.

Closer cooperation with the Ministry of Health – including its participation in the Health Working Group – led to a formal request by the Minister that public hospitals of the 14 health directorates in all Syrian governorates treat all Iraqi patients referred by SARC and its partners. This has significantly improved geographical accessibility to healthcare for the refugees. While projects in reproductive health, maternal healthcare, emergency health services, environmental health, mental health and immunization continued to provide much-needed support to the Ministry of Health, 2009 also saw an improvement and expansion of SARC's primary and secondary healthcare services in clinics across Syria. A harmonised referral system for secondary and tertiary healthcare was implemented, benefiting refugees living in Damascus and other governorates. The flat rate introduced for all medical interventions in SARC clinics also improved financial accessibility to healthcare. Simultaneously, a standardised information system was initiated in SARC clinics. Eventually to be used in public hospitals as well, this system enhances overall monitoring of the refugee population's health status in Syria. Nutritional surveillance began in Damascus, rural Damascus and Quneitra and was expanded to the North East, significantly bolstering the health response in the most deprived part of the country. The health information system was strengthened to prepare for a nationwide health and family survey initiated in April 2009, with results anticipated in early 2010.

³¹ See graph, *supra*, *Iraqi Special Needs in Syria*.

3. Priority Needs

Despite these achievements, refugees' needs remain significant. With a substantial numbers of Iraqi refugees likely to remain in 2010, as well as new arrivals, it is imperative to maintain these services. Absent a significant improvement in health services inside Iraq in 2010, it is indeed likely that the many refugees with health conditions will be reluctant to return to their place of origin; furthermore, more Iraqis could come seeking the medical services they cannot otherwise obtain.

The prolonged stay of many refugees in increasingly destitute conditions is likely to be reflected in their health status and influence demands upon agencies. Observation of the refugees' nutritional status will need to be strengthened in order to prevent or respond to any deterioration toward under-nutrition, which would have an impact on families' health status. Particular attention must be given to refugees living in drought-affected areas in the North East, where the risk of malnutrition is high for refugees and the host population alike.



Iraqi child being measured as part of ACF's Malnutrition Prevention project in north eastern Syria. Action Contre la Faim Spain 2009

As of September 2009, 20% of registered refugees suffered from critical medical conditions and 2.8% were considered to have a disability. Primary health care needs aside, chronic diseases such as hypertension, diabetes, renal failure, as well as cancer and conditions requiring surgical procedures, all call for costly and often long-term medical care. For refugees struggling to meet everyday expenses, such expensive treatment is unattainable.

Refugees' prolonged stay in Syria is also affecting their mental health, sometimes in conjunction with other physical conditions, and treatment remains inadequate. Environmental health issues, such as water

and waste disposal, continue to be of concern, given the high concentration of refugees in areas with poor sanitary conditions.

In all health matters affecting refugees, monitoring and supervision based on the information systems initiated in 2009 must be strengthened to ensure the health response meets their most pressing needs.

4. Response Strategy

Objectives

In view of the continuing needs of refugees in 2010 and the sustained pressure on the Syrian health infrastructure, the 2009 objectives have been maintained:

- Improve access to and quality of primary, secondary and tertiary health services
- Improve access to and quality of the mental health response at all healthcare levels
- Expand environmental health activities including healthcare waste management, solid waste management, and the monitoring of potable water in refugee-hosting communities
- Strengthen the gathering of health information on nutritional status and disease, including early warning surveillance systems, to ensure the data collected is available, analysed and utilised
- Increase awareness of available services at all levels of healthcare, particularly through community-based activities

Planning Assumptions and Operational Context

Given the incomplete recovery of the Iraqi health infrastructure, refugees with medical concerns are likely to stay in Syria in order to maintain their access to medical care. Thus the number of refugees with serious medical conditions (currently 20% of registered refugees) is unlikely to decrease in the coming year. Because chronic diseases and cancer are the most common among these conditions, the needs, demands on national infrastructures, and absolute cost will all remain significant.

As in 2009, the Syrian Arab Red Crescent (SARC) clinics will provide the bulk of primary healthcare services to Iraqi refugees (apart from immunization, prenatal care and family planning services, which are provided by the MoH). SARC also provides some secondary healthcare services, while the Ministry of Health and the Ministry of Higher Education will maintain access for refugees by accepting

referrals for secondary and tertiary health care. The adoption of a single SARC health information system (SCIS) in all SARC clinics will provide more reliable information on the needs and trends in healthcare among registered refugees, which should continuously inform the response of agencies. The deterioration of many refugees' living standards will continue to adversely affect their health status. Particular areas of concern are mental health and nutrition, especially children and mothers.

Activities

- Maintain and deliver quality primary, secondary and tertiary healthcare services for Iraqi refugees where they live;
- Strengthen effective referral mechanisms to secondary and tertiary health services
- Maintain coordinated and integrated health responses for Iraqi refugees from the government, SARC, UN agencies and international and local NGOs
- Continue capacity development activities for healthcare workers
- Provide immunization and coverage measurement support
- Enhance nutrition surveillance system
- Support environmental health activities on waste management and improved access to potable water in vulnerable host communities
- Consolidate current information on diseases, surveillance and early warning systems
- Promote community mobilisation/empowerment/awareness-raising among Iraqi refugee families and host communities through training and information materials
- Provide neonatal health care
- Provide emergency obstetric care

5. Monitoring Framework

Indicators	Baseline from 2009	Target for 2010
Number of Iraqi refugees receiving primary healthcare (PHC) services	82,000 patients including 66,100 refugees received PHC through more than 200,000 consultations (at mid-2009)	145,000 patients including Iraqi refugees receive primary health care services
Number of healthcare facilities (including specialist care/ reproductive health) to Iraqi refugees	120 public health centres; 20 government hospitals; 25 SARC and NGO polyclinics	170 public health centres; 20 government hospitals; 23 SARC and NGO polyclinics
Number of secondary/tertiary healthcare services provided (e.g. cancer, surgery, dialysis, obstetric care, disabilities)	10,679 Iraqi refugees received secondary and tertiary health care at the designated Government hospitals and some private hospitals on an exceptional basis	10,500 receive secondary and tertiary health care at the Government hospitals and some private hospitals, with 240 IMC referrals and 1440 SARC/IFRC referrals
Percentage of underweight/stunting/wasting among under-five children	4.4% of underweight 9.5% of stunting 4.7% of wasting	4% of underweight 5% of stunting 3% of wasting
Percentage of Iron deficiency anaemia (IDA) (6-59 months)	29.22% of IDA (6-59 months)	10% of IDA (6-59 months)
Percentage coverage with Vitamin A	31.1% coverage with Vitamin A	95% coverage with Vitamin A
Percentage of exclusive breastfeeding (six months)	35.7% of exclusive breastfeeding (six months)	60% of exclusive breastfeeding (six months)
Number of Iraqis refugees receiving mental health care	60 psychiatric hospital referrals 600 psycho-social referrals 142 Iraqis provided with primary mental health services 137 Iraqis received mental health consultation and medications through private psychiatrist	200 for tertiary mental health care 300 for primary mental health care 200 for specialized mental health consultations 500 for psycho-social referrals
Multi-agency health information/ surveillance system maintained	SCIS implemented in most SARC polyclinics & partners' clinics Quarterly MOH surveillance periodic reports 1078 Iraqi children screened for	16 SARC polyclinics using SCIS Monthly MOH surveillance periodic reports Nutrition survey representative of

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Indicators	Baseline from 2009	Target for 2010
	malnutrition in five SARC clinics in the North East	all Syrian residents
Number of trainings for health staff	TOT for 25 general practitioners and sanitary engineers on health care waste management; 42 SARC staff received training in nutrition screening	ToT conducted for 30 general practitioners and sanitary engineers on health care waste management.
Number of Iraqis reached through health awareness campaigns	1527 received awareness in nutrition, breastfeeding practices, child growth	Community awareness campaigns to cover 50% of registered refugees and unregistered refugees

6. Financial Requirements

Agency and Financial Requirements (\$)	Activities
IMC 761,907	Primary and secondary health care; mental health care
Ricerca e Cooperazione 200,000	Ophthalmology services in SARC clinics rural Damascus and North-East governorates
UNFPA 750,000	Ensured availability of quality reproductive health and gender-based violence related information & services for Iraqis residing in Syria
UNHCR 28,525,914	Primary and secondary health care through SARC clinics; secondary and tertiary health care in public hospitals; mental health treatment
UNICEF 2,200,000	Nutrition; immunization; support to the public PHC system; outreach activities; adolescent health activities
WHO 3,380,000	Improving access to and quality of primary, secondary and tertiary health care services including mental health and environment health services (provision of equipment, ambulances, drugs, technical support and trainings); strengthening health information, surveillance and response systems (trainings, health facility surveys and evaluation); improving coordination mechanisms among health care providers and partners

3.1.E.IV Food

1. Participating Agencies

WFP (chair), IFRC (in capacity as member of WG), SARC, UNHCR

2. Achievements and Challenges in 2009

Through the joint efforts of WFP, UNHCR and SARC, between 115,000 to 130,000³² refugees received basic and complementary food rations on a regular basis in 2009. Agencies demonstrated notable improvements in regular bimonthly distributions at 14 sites across the country, the provision of complete rations of basic and complementary food items and transport support for refugees residing in Damascus and its suburbs. Notification mechanisms improved through regular SMS notifications, posting schedules on the food website and fixing beneficiary lists on notice boards at distribution points prior to all planned distribution cycles. Agencies also revised eligibility criteria and included refugees who arrived in Syria between 2000 and 2003, with 90% of refugees registered with UNHCR now benefiting from food assistance.

Over 85% of beneficiaries regularly collected their food rations, in part due to improved registration and beneficiary data management, uninterrupted distribution schedules and improved notification. To diversify the food basket, WFP started a pilot project testing an electronic voucher system which provides a larger selection of food items in selected government food shops.

The recent Joint Assessment Mission (JAM)³³ reflected the positive effect of the continuous food assistance: nearly three-quarters of the surveyed population had acceptable food consumption; one-fifth had borderline food consumption, while only 6% had poor food consumption³⁴.

³² This includes Iraqi refugees in urban settings in Syria as well as Palestinian refugees from Iraq living in Al Hol and Al Tanf camps.

³³ Joint Assessment Mission by WFP, UNHCR, SARC and State Planning Commission, June 2009.

³⁴ Refugee families were divided in to three food consumption groups according to food consumptions scores as poor, border line and acceptable.

Extending food assistance to a large urban refugee population with diverse food habits scattered across the country remains a challenging task. Participating agencies remain committed to continuously review logistical arrangements, to revisit eligibility criteria in the context of increasing social and economical vulnerabilities, and to modify the composition of the food basket as needed to meet the dietary habits of refugees, maintain daily nutrition requirements and minimize secondary sale or exchange of food.

3. Priority Needs

The recent JAM revealed a clear deterioration in the economic situation of refugee families due to the depletion of savings, sale of assets and reduction in remittances. The result is increased vulnerability, especially in recent months. Illegal wage labour is on the rise, and refugees increasingly rely on UNHCR cash allowance and food assistance.

The refugees' food security is undermined by their lack of access to legal employment. The majority lives in urban locations in rented accommodations and need to secure regular rental payments. Having secured accommodation also affects their legal stay, as residence permits are issued based upon a confirmed place of residence. The consequences of the lack of livelihoods opportunities vary based on age and gender. Women and girls are affected differently than men: they are at much higher risk of being forced into prostitution or early or 'pleasure' marriages to secure an income for their family. There is also an increased risk of child trafficking and abuse. Single females and women-headed households are particularly vulnerable to these risks.

The assessment also revealed that one person households, households with a person with disabilities or households composed of males often fall into the borderline or poor food consumption categories. This group has been in Syria for a longer time; to meet their debts; more than 60% of these households reduce the number of meals per day, decrease expenditures on health care, borrow food or rely on money lenders. Given these findings, main stakeholders agree that 130,000 - 150,000 refugees in Syria will continue to be in need of food assistance in 2010.

4. Response Strategy

Objectives

Within the overall objective to save lives and protect livelihoods in emergencies, the objectives of the food working group response are as follows:

- Improve food security of refugees and their ability to cope with shocks
- Meet refugees' basic nutritional needs and contribute to a well-balanced diet
- Reduce dependence on child labour to supplement family income

Planning Assumptions and Operational Context

The following key assumptions are considered:

- Global food prices will continue to rise, affecting the price of basic food commodities in local markets
- Legal restrictions on work opportunities for refugees in Syria will continue, thus making Iraqi refugees increasingly dependent on humanitarian assistance
- Refugees' income support sources will continue diminishing
- Visa restrictions and tightening of residence permits will affect mobility and access to support from outside Syria
- Agencies will further review criteria for inclusion into food assistance programme based on the results and recommendations of the JAM.³⁵

Activities

- Provision of food assistance (basic and complementary) to eligible refugees registered with UNHCR
- Introduction of a food basket which is better tailored to the needs of refugees living in an urban context
- Continuous review of the beneficiary population database, with attention to vulnerable categories

³⁵ In addition to the food assistance programme for refugees, WFP in cooperation with the Government of Syria has started food assistance for the victims of drought in the North East region of Syria. These two programmes complement each other, having different target populations. See Syria Drought Response Plan, June 2009.

- Analysis of the pilot project of the electronic voucher system and, if efficient and feasible, full or partial transfer to other types of delivery (coupons, vouchers, and cash), while ensuring direct connection with and correct tracking of beneficiaries

It is anticipated that from May 2010 WFP will assume the sourcing and supply of all food commodities -- both basic and complementary. Distribution will continue to be based on UNHCR's managed beneficiary database, with SARC managing the logistics of the operation. Access to this assistance will continue to be available in all governorates in Syria where refugees reside. In addition to Iraqi refugees living in urban locations, agencies will provide food assistance for Palestinian refugees from Iraq remaining in the camp(s)³⁶.

Agencies will review the results of the electronic voucher system pilot for delivering food aid and depending on its outcome, efficiency and feasibility, may potentially introduce alternative mean of food assistance which would still ensure a direct connection with beneficiaries.

5. Monitoring Framework

UNHCR and WFP will continue on-site distribution and post-distribution monitoring, including household visits by agencies' staff. Participatory assessments and focus group discussions will continue to inform the composition of the food basket and options for aid delivery.

Objective	Indicators	Baseline from 2009	Target for 2010
Improve food security of refugees and their ability to cope with shocks	Acceptable food consumption score	74%	100%
Meet refugees' basic nutritional needs and contribute to a well-balanced diet	Percentage of entitled beneficiaries receiving full food basket during regular distribution cycle	130,000 beneficiaries receive a full food ration	100%
Reduce dependence on child labour to supplement family income	Refugee families able to send/keep their children to/in school	9,850 families (33,500 students)	13,200 refugee families (at least 45,000 refugee students)

6. Financial Requirements

Agency and Financial Requirements (\$)	Activities
UNHCR 13,654,952 ³⁷	Provision of complementary food items Logistics and distribution Management of beneficiary database
WFP 27,320,292 ³⁸	Basic food items and complementary food items

3.1.E.V Palestinian Refugees from Iraq (Camp Populations)

1. Participating Agencies

UNHCR (chair), IOM, Office of the Governor of Hassakeh, the Palestinian Red Crescent Society (PRCS), Terre des Hommes Italy, UNICEF, UNRWA, SARC, WFP

2. Achievements and Challenges in 2009

In view of the extremely difficult living conditions of the Palestinians from Iraq stranded in the camps of Al Tanf and Al Hol, considerable efforts were dedicated to alleviating their daily hardships and seeking longer-term solutions for them outside the camps. As of end of September 2009, 632 individuals remained in Al Tanf Camp (on the Syrian-Iraqi border) and 326 were in Al Hol Camp in the North-eastern Governorate of Hassakeh.

With both camp populations entirely reliant on outside assistance, basic needs continued to be met with the provision of potable water, basic food commodities (rice, vegetable oil), complementary food items (bread, sugar, tea, beans, pasta, canned fish and meat, cheese, tomato paste, fresh fruits and vegetables) and basic non-food items (blankets, mattresses, plastic sheets, kitchen sets and tents).

³⁶ For more details, please refer the Response Plan of the Working Group for Palestinian Refugees from Iraq (camp populations).

³⁷ Stated financial requirements of UNHCR are subject to WFP assuming food assistance delivery.

³⁸ WFP emergency operation for 2010 is under design; the budget may vary slightly.

Extreme weather conditions year-round required regular repair work and maintenance of shelters as well as fuel for winter and cooling equipment in summer. Basic healthcare was organised at the camp level, and secondary and tertiary health care was provided mainly through the Palestinian Red Crescent Hospital in Damascus. Both camps received regular dental health care services and a mini-lab was opened in Al Tanf Camp.

Over 200 students attended school in Al Tanf Camp or Al Hol municipality and were provided with school materials and uniforms.

Increased coordination among the agencies enabled the delivery of additional and much-needed services to these refugees, whose freedom of movement and options for the future remain extremely limited. For example, refugees in both camps received weekly visits from two psychologists and a social worker, and daily life at Al Tanf was enriched with recreational and psycho-social support activities for children and adolescents, with the participation of refugee volunteers.

A major achievement by year-end is anticipated to be the permanent closure of Al Tanf camp. This has been enabled by third countries' willingness to accept an increased number of the camp refugees, as well the Syrian authorities' agreement not to remove to Al Tanf those Palestinians from Iraq who have been residing in Syria illegally. From January to September 2009, 789 individuals from Al Tanf Camp were submitted for departure and 304 have departed; 374 were submitted from Al Hol, with 86 having departed so far. With the agreement of the Syrian authorities, refugees remaining in Al Tanf will be moved to Al Hol. Preparations are underway to welcome the new arrivals to Al Hol Camp and upgrade the services available until they, too, are able to leave the camp for good.

3. Priority Needs

The planned closure of Al Tanf Camp will shift the focus of assistance and resources to Al Hol Camp. Al Hol Camp is in one of the poorest areas of Syria – an area which has been affected by drought for over two years. The refugees' access to medical care and education has been *de facto* limited by restrictions that they remain in the camp. Given these conditions, agencies anticipate that priority needs in 2010 will remain the same, requiring the provision of basic assistance in all sectors, with attention to water supply, health, education and community services. The ultimate aim is to ensure that refugees are not forced to stay in Al Hol indefinitely, but rather are given the opportunity to resume their lives outside a camp unfit for prolonged human inhabitation. Resettlement and the possibility of temporarily residence in Syria will be pursued as the best possible and immediately available solutions for these refugees.

4. Response strategy

Objectives

- To ensure protection of and continued humanitarian assistance programmes for Palestinian refugees from Iraq residing in Al Hol Camp
- To pursue appropriate solutions for Palestinian refugees from Iraq

Planning Assumptions and Operational Context

The closure of Al Tanf Camp is expected to leave 300 to 400 refugees needing transfer to Al Hol Camp (including refugees previously submitted for resettlement but awaiting departure). Adding to this figure the current residents and new arrivals that are likely to be sent to the camp by the Syrian authorities, the planned indicative population for Al Hol Camp in 2010 has been set at 1000 refugees. The transfer of refugees to this camp remains a temporary solution, and resettlement to third countries will continue as the primary durable solution for Palestinians from Iraq.

To accommodate the increase in residents, Al Hol Camp will require improvements in shelter, water and health, education and community services. Previously agencies' activities and presence in Al Hol was practically limited by the camps' remoteness from Damascus; overcoming this obstacle will require careful operational planning to ensure activities and interventions occur in a timely and regular manner. Some of the agencies previously operating in Al Tanf will need to secure the necessary authorizations to extend their work in the Governorate of Hassakeh. Responsibilities are considered under two scenarios:

Scenario 1

If there are no new actors in Al Hol, responsibilities would be reflected as follows:

Food: WFP provides basic food rations with complimentary food items from UNHCR

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Health: Governorate of Hassakeh, supported by PRCS (medical referrals in Damascus)
 Psycho-social and dental services support: UNRWA
 Education: Governorate of Hassakeh with additional/increased support from UNRWA
 (strictly in camp; in particular schooling, remedial classes, vocational training,
 language courses)
 Community Services: Governorate of Hassakeh support from UNRWA (in camp)

Scenario 2

New actors in Al Hol, with additional support to the following sectors:

Health: PRCS and SARC
 Education: UNRWA and UNICEF, while village schools will continue to be supported by
 the Governorate of Hassakeh
 Psycho-social Support: UNICEF through TdH (Italy)
 Community Services: Support from UNRWA and SARC

Activities

- Ensure registration, protection counselling, interventions on detention and legal representation for all camp refugees
- Provide shelter and regular distribution of water, food and non-food items
- Provide primary health care, with referrals to secondary and tertiary health care
- Ensure all refugee children receive primary and secondary schooling
- Organise community-based psycho-social support through weekly visits from psychologists with counselling, assessments, referrals and follow-up visits
- Support recreational, socio-cultural activities and vocational training in particular for children and adolescents
- Provide survivors of GBV (including minors) with medical and psycho-social services, legal counselling and assistance
- Raise awareness on GBV through dialogue and information exchange with community leaders
- Liaise with camp management for all decisions, particularly those affecting security and safety arrangements in the camp
- Continue the resettlement programme for camp refugees

5. Monitoring Framework

Indicators	Baseline from 2009	Target for 2010
Number of refugees in Al Hol Camp provided with shelter, water, food and non-food items, healthcare, education, psycho-social assistance, recreational and socio-cultural activities and skills and vocational training ³⁹	All camp residents given shelter, water and food and non-food items Access to primary healthcare and referrals to secondary and tertiary healthcare; weekly visits of psychologists All children attend primary school, 51 attend secondary school in Al Hol Daily recreational activities for children and adolescents; computer, knitting, sewing, <i>capoeira</i> and English classes	All refugees living in Al Hol Camp provided with shelter, water, food and non-food items, healthcare, psycho-social assistance, socio-cultural activities Access to education, and recreational activities and skills and vocational training for children and youths
Number of protection interventions on detention, deportation, other legal issues	30 cases received individual assistance	All refugees at risk of deportation and/or in detention receive protection and legal representation
Number of gender-based violence (GBV) survivors identified, referred and followed-up	Some cases identified and handled – imprecise data	All survivors of gender-based violence (GBV) identified, referred and followed-up Number of awareness-raising projects related to violence prevention, gender

³⁹ The Working Group has developed a matrix specifying activities and beneficiaries to serve as a monitoring tool in the implementation of the response.

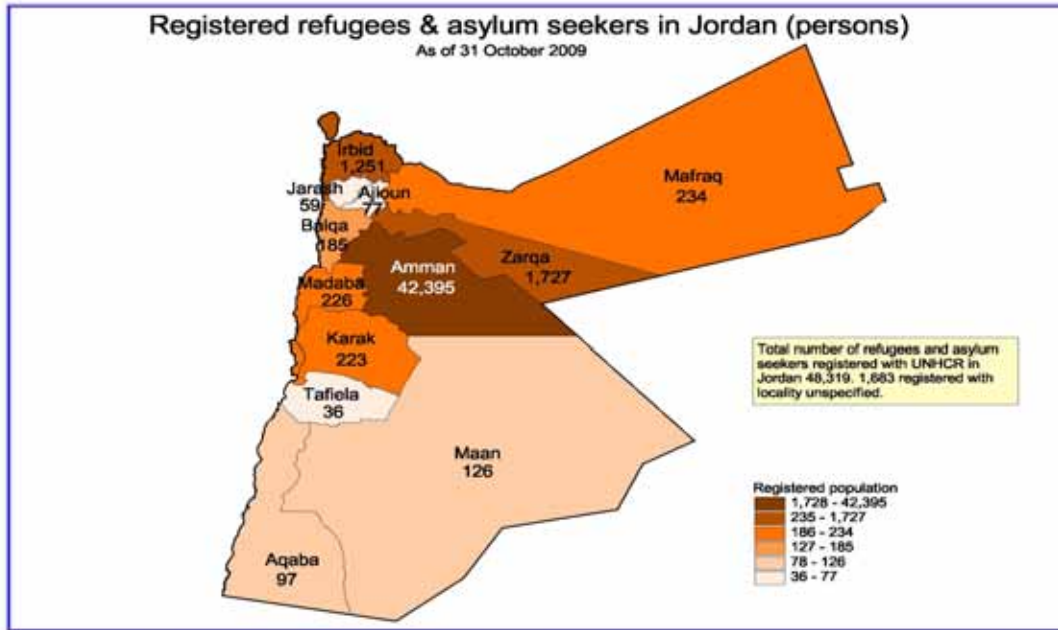
REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Indicators	Baseline from 2009	Target for 2010
		and child protection
Number of camp refugees submitted and departed for the third countries	1420 refugees submitted for resettlement since 2008; 390 departed (as of end-September)	All camp refugees submitted and departed on resettlement

6. Financial Requirements

Agency and Financial Requirements (\$)	Activities
UNHCR 1,378,942	Protection and registration Resettlement Shelter, food and non-food items Water Camp management Primary, secondary and tertiary health care Education Vocational and Skills Training
UNICEF 100,000	Psycho-social support Education Recreational and socio-cultural activities
UNRWA 250,000	Dental care Psycho-social support Vocational and skills training Recreational and socio-cultural activities

3.2 Jordan



<i>Jordan Humanitarian and Development Indicators</i>	<i>Most Recent Data</i>
Population	5,957,461 <i>Jordan Department of Statistics (DoS), October 2009</i>
Population under 15 years of age	37.3% <i>Jordan Department of Statistics (DoS), Special Report on Indicators in Jordan, 2008</i>
Under-five mortality rate	20 per 1,000 <i>Jordan Department of Statistics (DoS), Demographic and Health Survey, 2007</i>
Life expectancy at birth	71.5 males 74.4 females <i>Jordan in Figures 2007</i>
Gross national income per capita, PPP	\$5,530 <i>World Bank, 2009</i>
Number of registered Iraqi and Palestinian refugees	46,745 registered Iraqis <i>UNHCR, October 2009</i> 1,951,603 registered Palestinians <i>UNRWA, October 2009</i>
Average annual consumer price inflation	14.9% <i>Economist Intelligence Unit Estimate, October 2009</i>
Unemployment rate (as a % of total labour force)	12.7% average 10.1% male, 24.4 female <i>Analytical Report on the Annual Employment/ Unemployment Survey, 2008</i>
Primary school enrolment	90% <i>World Bank, 2009</i>

JORDAN: 2010 RESPONSE PLAN FOR IRAQI REFUGEES

3.2.A EXECUTIVE SUMMARY

The Hashemite Kingdom of Jordan (Jordan) has hosted refugees since its inception. Given its geographical location, it has earned a reputation as a neutral safe haven for neighbouring nations. While the country continues to demonstrate tolerance and hospitality to hosted populations, it continues to do so amidst substantial strain on national systems and infrastructure.

Jordan is not a signatory to the 1951 Convention Relating to the Status of Refugees (1951 Convention), and the Jordanian government responds to displaced Iraqis as 'guests' on its territory.



Young Iraqi girl participates in World Refugee Day celebrations.
Mercy Corps 2009/D.Maayta

While this status places them in a legal grey area, in practice, Iraqis continue to be welcomed and to live in respect and safety. Jordan refrains from systematic deportation and detention, and His Majesty King Abdullah II has prominently and laudably referred to the obligation of extending support to Iraqis in the Kingdom.

The overarching priorities with respect to humanitarian assistance to Iraqis in Jordan are three-fold: (1) to preserve the protection space⁴⁰ in Jordan by continuing to ensure Iraqis' access to national facilities such as health and education; (2) to provide safety nets in the form of cash, medical, legal and other assistance to ensure that refugees do not

fall through the cracks, while at the same time, (3) seeking durable solutions for the most vulnerable.

This document exemplifies that despite considerable gains in 2009, the combined lack of legal status and access to livelihoods, coupled with a spiralling and precarious economic situation, an increasing number of Iraqis finding themselves in dire circumstances. Consequently, in the interest of addressing the needs of Iraqis in Jordan in 2010, this joint, inter-agency Jordan Response Plan has been developed.

3.2.B CONTEXT AND HUMANITARIAN NEEDS ANALYSIS

2009 in Review

A 1998 Memorandum of Understanding (MoU) between the Government of Jordan and UNHCR incorporates the basic principles of refugee protection, including the principles of non-*refoulement* and non-discrimination and the refugee definition as contained in the 1951 Convention and its 1967 Protocol. The memorandum of understanding (MoU) stipulates that asylum-seekers may stay in Jordan pending refugee status determination and an immediate durable solution. It gives recognized refugees the right to enjoy asylum for six months, during which time UNHCR is expected to identify an appropriate durable solution.

The humanitarian community has enjoyed a cooperative and productive relationship with the Government of Jordan. With the official easing of requirements governing the entry and residency of Iraqis in Jordan, Iraqi refugees are experiencing an overall improvement in the asylum and protection situation. A visa regime, implemented in early 2008, continues to be exercised by the Jordanian government. While a 2009 Royal Decree facilitates the entry of Iraqi diplomats and investors into the Kingdom, the majority of Iraqis are required to apply for a visa in order to be granted access into the country. 2009 saw no changes in the legal status of refugees or their access to employment. However, the country continues to show great hospitality and tolerance to Iraqis -- this amidst rising inflation, unemployment and widening trade gaps.

Jordan has seen a considerable improvement in the overall protection space over the past two years. There is increasing sensitivity to refugee/human rights issues and a strong working relationship between government and humanitarian partners based on informal policies and practice outside of the formal legal framework. Through regular and continued dialogue at all levels, an expansive training agenda and advocacy from key stakeholders, it is anticipated that this protection space will be safeguarded and maintained in 2010.

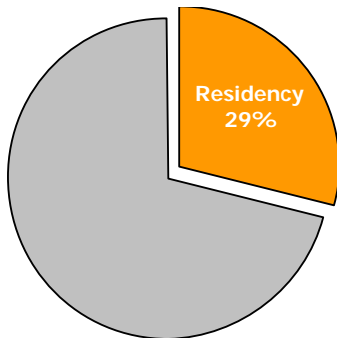
⁴⁰ The term "protection space" does not have an agreed definition but is generally recognized as denoting the extent to which a conducive environment exists for the respect and enjoyment of internationally recognized rights of refugees. See, e.g., *UNHCR Policy on Refugee Protection and Solutions in Urban Areas*, September 2009, p.4.

There continues to be uncertainty about the total number of Iraqis. Cross-border movements are difficult to monitor, and estimates vary widely as to how many Iraqis have crossed into, exited or remained in Jordan. For planning purposes, UNHCR and many operational partners rely on the number of actively registered Iraqis, which currently hovers around 46,745.⁴¹

Age Breakdown of Iraqis Registered with UNHCR, October 2009 ⁴²						
Age Group	Male (individuals)	(%)	Female (individuals)	(%)	Total (individuals)	(%)
0-4	1,902	4.07%	1,706	3.65%	3,608	7.72%
5-11	2,778	5.94%	2,745	5.87%	5,523	11.82%
12-17	2,455	5.25%	2,299	4.92%	4,754	10.17%
18-59	16,274	34.81%	12,765	27.31%	29,039	62.12%
60+	1,777	3.80%	2,044	4.37%	3,821	8.17%
Total:	25,186	54%	21,559	46%	46,745	100.00%

The majority of the registered caseload (29,039 individuals) is between 18-59 years of age. Only 3,608 are under five years of age and 3,821 are 60 and older. There are 11,719 school-age children. Additionally, the vast majority of the registered Iraqi caseload is Arab, followed by Chaldean, Assyrian and Kurd. According to an internal UNHCR survey, approximately 35% of registered adult Iraqis have higher education.⁴⁴

Legal Residency Status of Registered Iraqis (June, 2009)



Iraqi Refugees in Jordan by Ethnicity ⁴³	
Ethnicity	Individuals
Arab	41,175
Chaldean	2,099
Assyrian	1,368
Kurd	1,043
Armenian	285
Turkmen	225
Other	550

A UNHCR study among people approaching UNHCR to register or renew their asylum documents found that 29% had legal residency in Jordan. With residency, these individuals face fewer risks in working in the informal market, whereas those without residency are at a much higher risk of exploitation and abuse. A

study conducted by UNHCR in June 2009 revealed that among new arrivals, long-stayers and renewal cases, only 19% had employment in Jordan, although the jobs may be temporary or informal.



Iraqi youth receive remedial tutoring. Mercy Corps

2009 was a time of consolidation and rationalization of the social safety net of humanitarian assistance, with an increasing focus on delivery of quality assistance targeted to the most vulnerable beneficiaries. UN and NGO actors continued to provide targeted assistance to the most vulnerable refugees through direct financial assistance distributed via ATM cards, a procedure that is appreciated as a more dignified means of providing refugees and asylum-seekers with support for their shelter, food and other basic needs. This safety net helped to cover basic needs of more than 21,500 Iraqis in Jordan in 2009, compared to 17,000 in 2008. A 'Financial Assistance Impact Survey' conducted in July 2009 revealed that nearly 98% of Iraqis preferred ATM financial assistance to any other method. From an operational perspective, the provision of ATM cash assistance has dramatically lower overhead costs than traditional physical delivery of material assistance such as food rations and non-food items.

Iraqis continue to have access to primary health care through government-run institutions, however most continue to opt for health care at private and NGO-run clinics given a general lack of knowledge that they can access government health facilities. Education

⁴¹ In September 2009, registrations were deactivated for approximately 5,700 individuals who had had no contact with either UNHCR or its partners for at least two years.

⁴² UNHCR ProGres Database, October 21, 2009.

⁴³ *Id.*

⁴⁴ UNHCR Field Unit, Impact evaluation of UNHCR financial assistance, July 2009.

also continues to be a right afforded to Iraqis in Jordan, but with conflicting data on actual registration and attendance at public schools. The Jordanian Ministry of Education publicly reports that 26,800 Iraqi children were enrolled in public and private schools during the 2008-2009 academic year, although disaggregated figures are not available. Enrolment fees of 20-40 JD per year remain prohibitive for the most vulnerable families; consequently, the support of humanitarian actors to cover enrolment fees was essential to fulfil the right to education of Iraqi school children in 2008-2009.

In the area of sexual and gender-based violence (SGBV), direct support was provided to survivors in the form of financial assistance, psychological counselling and legal support. Other important activities addressed prevention and awareness: distributing leaflets and brochures, providing training and workshops on SGBV, coordinating with partners in developing and implementing awareness campaigns for the refugee community and participating in national events relating to SGBV and violence against women.

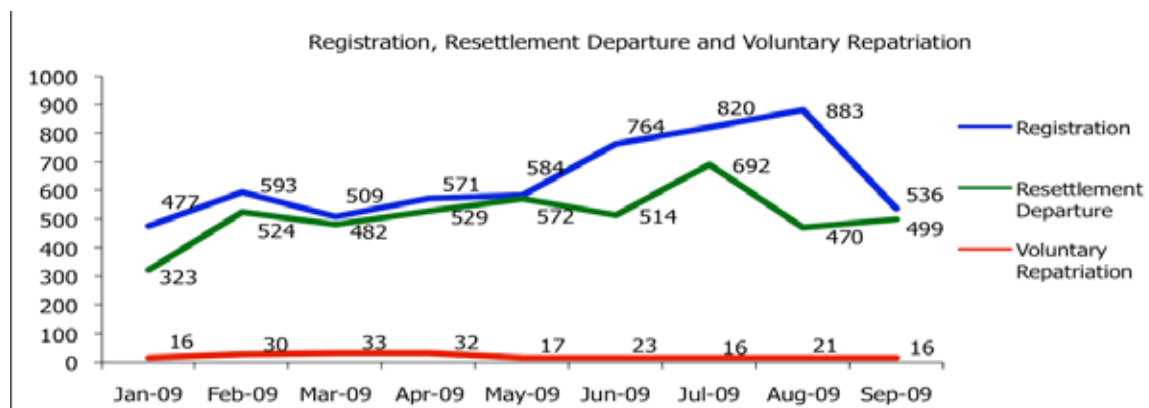
Humanitarian Achievements and Lessons Learned

From an operational perspective, 2009 was one of streamlining and fine-tuning. Safety-net arrangements such as direct financial assistance, health care and educational services continued to be prioritized and provided to needy Iraqis in Jordan. While there have been no major strategic or policy shifts in Jordan since the 2009 CAP mid-year review, greater operational focus has been paid to livelihoods initiatives, community-based coping mechanisms and improving the identification of the needs of particular concentrations of the Iraqi population. In parallel, Training continues to be an important protection tool that aims at broadening the protection space in Jordan through engaging the Jordanian authorities in ongoing discussions on the existing legal framework, the protection situation in the country and Jordan’s commitments in light of the international legal instruments ratified. Training has also helped build capacity through the exchange of good practices and ultimately improved public opinion and tolerance of Iraqis in Jordan.

In terms of registration in 2009, the population movement between Iraq and Jordan has become relatively stable with some 500-900 individuals per month approaching UNHCR for registration, with no major new displacement being reported. There was, however, an increase of new arrivals who may be substantially motivated by a need to access medical assistance. Of those who were approved for tertiary health care through UNHCR, 20% arrived in 2009.⁴⁵

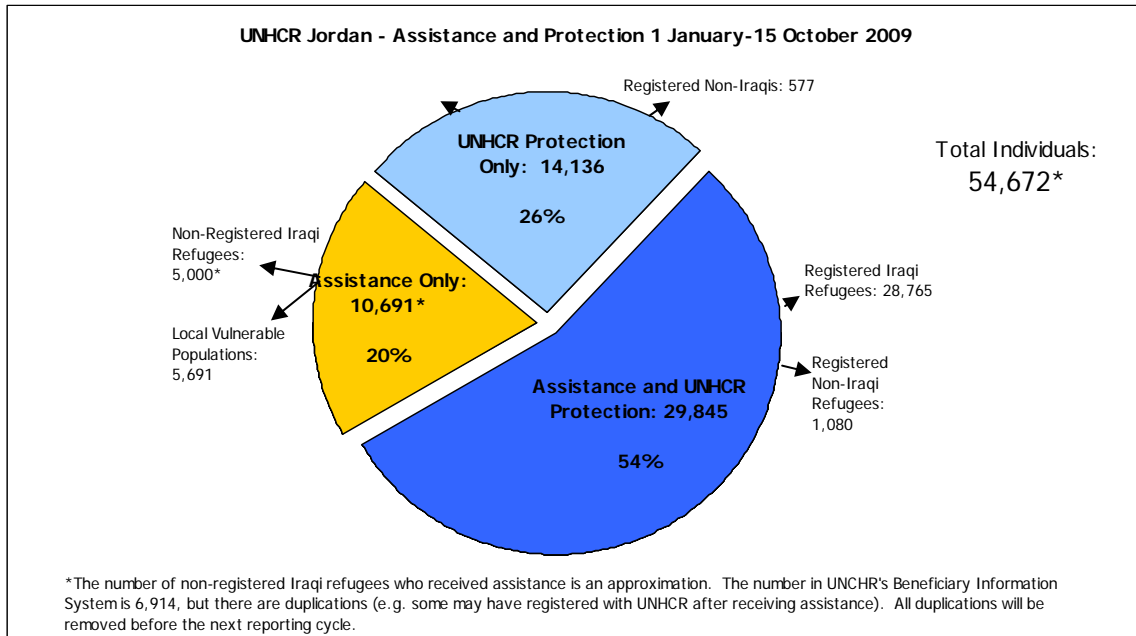
Partners have also remained sensitive to the length of displacement and the need to facilitate durable solutions. With conditions inside Iraq not yet conducive for large-scale returns, and local integration not considered a feasible option, for the time being resettlement remains the primary durable solution for the most vulnerable Iraqis in Jordan. Moreover, resettlement has been viewed as an important and positive reflection of international solidarity and burden-sharing with the people and Government of Jordanian. In the first nine months of the year, a total of 4,605 individuals departed for resettlement.

The number approaching UNHCR for assisted voluntary return to Iraq has remained small but steady; thus, in the first nine months of 2009, 204 individuals opted to return to Iraq with support provided through UNHCR’s Individual Case Management program. While spontaneous and unassisted return is a reality, the figures cannot be estimated. Surveys on intentions have shown that most Iraqis in Jordan still have little to no intention to return in the near future.



⁴⁵ UNHCR internal report on tertiary health services in Jordan [2009].

Humanitarian Needs Analysis



In 2010, humanitarian activities in Jordan will focus on ensuring that the most pressing needs of the most vulnerable among the Iraqi population are addressed through protection interventions, safety-net arrangements and continued operational and institutional partnerships. In order to safeguard and maintain the favourable protection climate, continued support in the forms of international burden-sharing, assistance programmes, and training of local authorities and national institutions will be crucial.

As of 15 October 2009, according to the Beneficiary Information System (BIS), 54,672 individuals⁴⁶ benefited from humanitarian assistance or protection services such as resettlement, registration, voluntary repatriation or legal interventions, and it is expected that the need and demand for such assistance will remain comparable in 2010.

Iraqis with Specific Vulnerabilities⁴⁷	
Vulnerability	Individuals
Serious medical condition	6,637
Woman at risk ⁴⁸	1,136
Torture	950
Disability	862
Specific legal and physical protection needs	668
Older people at risk ⁴⁹	637
Family unity	318
Unaccompanied or separated child	78
Single parent	34
Child at risk ⁵⁰	28
Total	11,348

Given increasing vulnerabilities due to prolonged displacement, and in the absence of the right to work, direct financial assistance will continue to be the most important safety-net arrangement and an important protection tool to prevent exploitation and abuse. At present, 45% of the UNHCR registered caseload qualifies for cash assistance based on standard operating procedures that examine the level of vulnerability of each individual case. A recent UNHCR survey of cash assistance beneficiaries found that 41% of those reached were performing some kind of informal work.⁵¹ Although this suggests that some Iraqis have limited economic coping mechanisms, a considerable population is dependant upon financial support to address their most basic needs. In

⁴⁶ This data reflects all assistance and protection services accessed by Iraqis in Jordan and recorded in the Beneficiary Information System, 1 January through 15 October 2009.

⁴⁷ The number of registered Iraqis reflecting specific vulnerabilities is 9,011. One individual may reflect multiple vulnerabilities.

⁴⁸ 'Women at Risk' include those refugee women or girls who have protection problems particular to their gender, whether they are single heads of families, unaccompanied girls, or are accompanied by a male (or female) partner or other adult male (or female) family member.

⁴⁹ 'Elderly at risk' can be characterized as people 60 years old or above, with specific need(s) in addition to his/her age.

⁵⁰ 'Children at risk' represent any person below the age of 18 who is at risk due to his/her age, dependency and/or immaturity.

⁵¹ UNHCR, *Impact evaluation of UNHCR financial assistance*, July 2009, p. 23. The survey covered 1,881 individuals.

particular, of the more than 860 people with disabilities (PWDs) registered with UNHCR, 66% rely on direct financial assistance as a means of sustenance.

In order to strengthen coping mechanisms, 2010 will be a time of greater emphasis on community participation and self-management.



Iraqi women attend livelihoods and empowerment training. Mercy Corps 2009/O. Hmoud

Continuing a trend begun in 2009, particular attention will be paid to enhancing livelihoods projects and providing support to Iraqis through skills development, vocational training, home businesses and soft-skills training. In addition to promoting self-sufficiency, it will also serve to prepare Iraqi refugees for successful resettlement or sustainable voluntary return, when possible.

The substantial need for primary and secondary health services, including reproductive health services, will continue in 2010. A considerable number of patients, some 45,000, are expected to benefit from primary/secondary health care through

NGO clinics in 2010, and the use of government health facilities is expected to increase. Notably, of the more than 11,000 individuals considered to be vulnerable, 59% have an important medical condition and are in need of specialized medical care. Between January and June 2009, NGO clinics provided almost 30,000 consultations to Iraqis in Jordan. On average, the frequency of visits to NGO clinics was 4 consultations per patient over a span of six months, placing a significant strain on health care providers. Tertiary health care remains a gap in Jordan due to its high per patient cost.

Humanitarian actors will continue to promote the enrolment and retention of Iraqi children in public primary and secondary school, and payment of school fees for children of the most vulnerable families will remain a priority. In order to ensure children exercise their right to education, non-formal and alternative education will continue to be provided, but to a smaller number of adolescents.

For 2010 partners agree that strengthened awareness, detection, reporting and response capacities on SGBV matters should be a priority. Targeted assistance to SGBV survivors will be provided through continued cooperation with governmental and non-governmental partners and a streamlined response mechanism. A challenge for 2010 will be ensuring prevention of SGBV while maintaining an efficient response.

With respect to voluntary repatriation, the conditions inside Iraq are not yet conducive to sustainable return on a large scale. As indicated, the large majority of Iraqis do not consider returning to Iraq in the foreseeable future. While UNHCR is ready to support the return of 5,000 individuals in 2010, equally important will be both information dissemination and follow-up and returnee monitoring, to ensure that Iraqis can voluntarily decide to return in a safe and dignified manner and with prospects for sustainability. There will be a need for a harmonized mass information strategy coordinated between Jordan and Iraq, particularly in the lead up to the Iraqi elections scheduled for early 2010. Such a strategy should ensure that reliable and objective messages are delivered to Iraqi refugees about what they can expect upon voluntary return.

In the absence of local integration, and pending conditions conducive for return, targeted resettlement for the most vulnerable will remain the primary durable solution. In 2010, it is anticipated that UNHCR will submit some 2,500 families (6,500 individuals) for resettlement from Jordan.

Certainly excess demands on already overstretched services like water, electricity, sanitation, food and environmental issues will continue in Jordan. It is crucial to note that improvements in these areas often require large multi-year capital investments and expertise which are not available from the humanitarian community and therefore are not captured herein. Great strides continue to be made in strengthening national capacity, and various national development frameworks also provide a natural opportunity for addressing Iraqis' needs within the larger context. The Jordan Common Country

Assessment (CCA) focuses on promoting economic growth, poverty-oriented social protection programmes and greater equity in Jordan. Furthermore, the United Nations Development Assistance Framework (UNDAF) has been focused on human development, with the goal of addressing all Millennium Development Goals (MDG) through the following UNDAF outcomes by the year 2012.⁵² These development goals and initiatives will help address issues of overstrained national infrastructure and resources.

3.2.C SCENARIOS

The most probable scenario for 2010 is a continuation of the overall situation -- from both protection and operational perspectives. Vulnerable Iraqis -- particularly those with special needs such as women at risk, older people, people with disabilities and single female-headed households -- will continue to require tailored humanitarian assistance and protection. Vulnerabilities will remain relatively high, particularly amongst those who lack legal status in Jordan, and those whose prospects for resettlement are minimal yet due to fears for personal security will not opt to return to Iraq in the near future. Without access to livelihoods on the formal job market, a considerable number of Iraqi refugees will continue to search for temporary and informal work opportunities, rendering them susceptible to exploitation that may remain unreported.

As no large-scale voluntary and sustainable returns are expected, key priorities will remain care and maintenance, as well as resettlement and maintaining protection space. Support for those making a voluntary and informed choice to return will continue to be provided on an individual case basis.

It is anticipated that the Government of Jordan will continue to have a generous and supportive approach, preserving the protection space that has been achieved. Jordan's hospitality and tolerance will not be taken for granted. Despite lacking the resources and infrastructure to accommodate large number of Iraqis, Jordan will continue to shoulder a significant burden. Bilateral funding and international burden-sharing will remain essential to ensure adequate protection and assistance, responsive to needs, in 2010.

3.2.D STRATEGIC OBJECTIVES IN 2010

Common strategic objectives, established regionally for the Iraq operation countries in 2009, have been maintained in order to ensure consistency in the operational response and to support monitoring and evaluation across the region. The following section explains how these objectives have evolved and how they will be applied in 2010.

I. Ensure that Iraqis are able to seek asylum and continue to receive protection

Jordanian authorities continue to show considerable hospitality and tolerance towards Iraqis in the Kingdom. Access has been maintained, and a steady stream of 500-900 Iraqis continues to approach UNHCR for registration each month, a considerable number of whom are new-arrivals. To preserve this access to asylum and to ensure continued access to government institutions, advocacy and training remain important, as do direct institutional and bi-lateral support in the areas of health, education and social development. Provision of documentation, legal interventions and response to SGBV remain key elements of the protection response.

Indicators

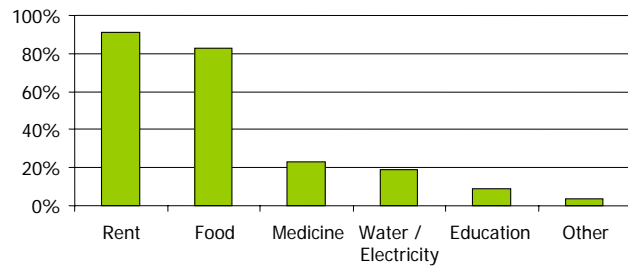
- Number of Iraqis actively registered with UNHCR's ProGres system (estimated 44,000 in 2010)
- Documentation provided to asylum-seekers who approach UNHCR for registration (100%)
- Number of legal interventions provided (200 people)
- Number of refugee status determinations conducted (1,500 cases)
- Number of individuals receiving training on gender-based violence, legal procedures and rights issues (2,250 individuals including government officials, NGOs, legal professionals)

II. Ensure that Iraqi refugees' basic needs are met with special attention to the most vulnerable

⁵² Jordan 2008-2012 United Nations Development Assistance Framework, p1. Key outcomes of the UNDAF include: "(i) Quality of and equitable access to social services and income generating..., (ii) good governance mechanisms and practices..., and (iii) Sustainable management of natural resources and the environment." These outcomes are implemented through linkages to "national development priorities and emphasis on national ownership and leadership, equity through focus on the reduction of disparities, people's empowerment and access to services, policy dialogue and partnerships and capacity development."

Ensuring that basic needs of the most vulnerable remains a fundamental priority. Similar to 2009, this will be achieved through the provision of direct assistance and safety-net arrangements such as financial assistance, primary health care and education. Specialized services for groups with specific needs, such as older people, people with disabilities, single parents, lactating mothers, children with special education needs must also be provided.

Percentage of Respondents Who State Cash Assistance Helps Cover These Basic Needs
(Respondents could cite more than one need)



Indicators

- Number of Iraqis (registered and unregistered) benefiting from humanitarian assistance and protection services (60,000)
- Number of Iraqis benefiting from financial assistance (8,000)⁵³
- Percentage of refugees with access to primary health care (100%)
- Number of patients benefiting from primary/secondary health care (45,000)
- Percentage of school age children with access to primary education (100%)
- Number of children benefiting from non-formal education (1,000)
- Number of Iraqi children receiving pre-school/day care (250)
- Number of Iraqi women receiving reproductive health services in government and NGO facilities (3,000)

III. Support targeted resettlement for vulnerable Iraqis

In the absence of high prospects for large-scale voluntary and sustainable return to Iraq, UNHCR will continue to actively seek resettlement for recognized refugees. In 2010, UN agencies and NGOs can play an important role in advocating for increased resettlement opportunities, particularly for Iraqis with special needs, medical cases and those with emergency protection concerns. While most important as a durable solution for the individuals involved, resettlement continues to be welcomed within Jordan as a symbol of international burden-sharing and consequently helps to preserve the protection space for those remaining.

Indicators

- Number of Iraqis submitted for resettlement (maximum 2500 families, 6500 individuals)
- Number of Iraqis resettled on emergency basis (200 individuals)

IV. Undertake contingency measures for potential voluntary returns

UNHCR continues to consider that basic conditions inside Iraq are unlikely to support a sustainable, large-scale return, and refugees' intentions generally reflect this. An informal inquiry conducted by UNHCR in 2009 found that 92% of Iraqis in Jordan do not plan to return to Iraq in the near future, and only 2% have definite plans to return. While the fear of direct threat and general insecurity in Iraq decreased somewhat in 2009, employment and assistance in Iraq is severely limited, according to returnees surveyed in March and April 2009. A full 72% of those assisted to return through UNHCR stated that their income is insufficient to meet their needs.

Under these conditions, UNHCR will maintain its policy against promoting large-scale returns to Iraq until conditions allowing for safe and dignified return are firmly established. Nevertheless, UNHCR will continue provide assistance to those who have made a voluntary and informed decision to return, on a case-by-case basis. In the first nine months of 2009, 204 individuals benefited from this program. While this also reflects a limited interest in return at present, shifts in security, politics or policy could change this; accordingly, preparedness and contingency planning to support voluntary return remains crucial. Participants recognize a need for greater information dissemination to refugees about conditions in their areas of origin, including available assistance and livelihood opportunities. This will require strengthened cooperation between the Jordan and Iraq working groups to ensure coordinated planning and programming. From a strategic perspective, increased harmonization between Iraq and the host country to ensure comparable levels of protection and assistance inside should support a natural and voluntary return when opportune.

⁵³ Based on the Comprehensive Needs Assessment, this figure would address all needs of vulnerable Iraqis in Jordan. UNHCR is planning to provide direct financial assistance to 4,300 individuals but will accommodate for 8,000 if the overall budget allows.

Indicators

- Percentage of Iraqis requesting assistance who are interviewed to ensure the voluntary and informed nature of their decision (100%)
- Percentage of Iraqis approaching UNHCR who receive assistance to voluntarily return to Iraq through its 'individual-case management' programme (100%)

3.2.E WORKING GROUP RESPONSE PLANS**3.2.E.I Community-Based Protection**

The Community-Based Protection Working Group seeks to promote the protection of Iraqis in Jordan through legal advocacy and support, targeted assistance programmes and community empowerment. The Working Group will bring together the Government of Jordan, non-governmental organizations and UN agencies working with Iraqi asylum seekers and refugees in Jordan to assess the protection environment and to plan, coordinate and evaluate protection interventions.

1. Participating Agencies

UNHCR (Chair), Arab Bridge Centre, Care International, International Medical Corps (IMC), International Relief and Development (IRD), Jordan River Foundation (JRF), Mercy Corps (MC), Nippon International Cooperation for Community Development (NICCOD), Noor al-Hussein Foundation (NHF), Relief International (RI), Save the Children, UNICEF

2. Achievements and Challenges in 2009

A major achievement in 2009 was the overall strengthening of the protection space in Jordan. More than 750 government officials and NGO staff members received training on refugee protection. International and national agencies joined together to develop, sign and implement common Standard Operating Procedures (SOP) on preventing and responding to sexual and gender-based violence (SGBV). Legal services, including a mobile legal clinic, were maintained, but still do not meet the full needs of the population. A national project helping Iraqi



Group counselling session on change adaptation and Group sessions on stress management for Iraqi youth. UNHCR 2009/S. Malkawi

women married to Jordanian men continued to make improvements in the interpretation of Jordanian nationality law. UNHCR gained access to unregistered Iraqis in detention, and there was a notable reduction in detentions for labour or immigration violations, thereby reducing the risk of exploitation. For those nonetheless detained, there has been a positive trend of consistent release and non-deportation. UNHCR continued to conduct registration and established help desks in provincial cities to facilitate access to protection services. Resettlement continued to be a major focus in 2009.

Various assistance programmes supported Iraqis to exercise their social, economic and cultural rights. On a monthly basis, nearly 5,000 vulnerable families received direct financial assistance through ATM cards to support their access to shelter and food. An internal evaluation showed that not only are beneficiaries overwhelmingly satisfied with the system, but it also has reduced overall delivery costs to 2%. Several NGOs continued to distribute non-food items to some 3,400 needy individuals. Training initiatives were implemented for health care clinic staff, local community-based organizations (CBOs), school personnel and government institutions, to enable them to identify and address the mental health and psycho-social needs of Iraqis. By mid-year, 18,500 individuals received psycho-social assistance. Additionally, the referral system among service providers has also been strengthened, which helps ensure a more comprehensive package of care. In order to promote social cohesion, agencies included vulnerable people from the host population in their assistance programmes.

Extensive outreach activities were conducted to identify vulnerable families and to raise awareness about the availability of services; nearly 4,800 home visits were conducted in the first half of 2009 as a part of outreach activities, while a further 6,700 home visits were conducted to assess eligibility for financial assistance. As a result, Iraqis' awareness of services is now perceived to be higher. Specialized community services for the elderly and people with disabilities have been developed, but due to high demand, there are waiting lists for all services due to under-funding.

Livelihoods activities were also developed and a coordination mechanism established. More than 3,000 people benefited from vocational training in 2008-2009. However, important gaps in livelihoods remain, such as the lack of business development services, training on financial literacy and entrepreneurship, access to credit for business start-ups and poor information about work opportunities in Iraq. Capacity-building of identified national partners and their staff was conducted, particularly those related to providing youth with access to youth-friendly safe spaces. Finally, community development activities were launched on a small scale, including community action committees with 40 members, but mobilizing a dispersed and diverse refugee population remains a challenge.

3. Priority Needs

A large population of Iraqis in Jordan is considered economically vulnerable as they do not have the right to work. Only 29% of registered Iraqis have residency permits, which may help ease acquisition of work permits.⁵⁴ Other Iraqis resort to working informally to meet their basic needs. A number of studies estimate that a considerable number of Iraqis – anywhere between 40-60% of Iraqi adults – are working informally⁵⁵, risking detention as well as exploitation by their employers. Nearly one-fifth of the UNHCR-registered population has special needs; due to age, disability, illness or family responsibilities, they may lack the capacity to work altogether.⁵⁶ As a result, financial assistance continues to be a major need: without it, Iraqis would face even worse protection conditions and their basic needs of food and shelter would go unmet. In parallel with direct assistance, protection actors should advocate for a targeted easing of the right to work and promote livelihoods opportunities to prepare for durable solutions.

As many international and national partners are now providing services to Iraqis, there is a need to improve the referral system among them to ensure that the most vulnerable refugees, including new arrivals, can benefit from appropriate, high-quality services. In addition, an efficient system of mass communication with the population, such as through the internet would continue to build Iraqis' awareness of their rights and available services. Often geographic location and a lack of transport pose barriers to refugees' access to services, particularly for the elderly and people with disabilities. Outreach and community services for people with specific needs can be expanded.

Crucial legal services do not reach the full population requiring this assistance, particularly for family law and employment issues. Various protection problems, including domestic violence and child abuse, remain serious. There is a need to continue to build national capacities for the inclusion of Iraqis in all protection and assistance activities, as this will promote sustainability of programmes, access to rights and services on an equal basis with the host population, and social integration of Iraqis.

Psychological distress remains a significant problem within the population. This issue requires sustained attention. Though Iraqis in Jordan are highly educated and have marketable skills, they have limited community structures uniting them to share information, offer mutual support and organize self-help activities. A few pilot activities, such as community action committees, have shown promise, but need to be developed further.

For many Iraqis, resettlement remains the preferred durable solution. When asked in March 2009, 92% of Iraqis surveyed said that they did not intend to return to Iraq.⁵⁷ Those who do choose to return need greater information about protection conditions, opportunities, services and assistance available in Iraq. Furthermore, many Iraqis have been in Jordan for years, and such prolonged displacement can lead the community, particularly youth, to disassociate from their cultural background. Opportunities for expressing cultural identity and forging new links with Iraq are therefore also important.

⁵⁴ UNHCR Jordan, *Iraqis in Jordan: Assessment of Livelihoods and Strategy for Livelihoods Promotion*, 2 July 2009, p. 9.

⁵⁵ For estimates, see International Medical Corps, Johns Hopkins School of Public Health, Jordan Health Aid Society and UNHCR, *The Health Status and Needs of Care Seekers at Jordan Health Aid Society Mobile Medical Units in Amman, Zarqa, and Irbid: Report of Survey Findings*, 2009, p. 13 (citing 60% of households earning some income from work); UNHCR Jordan, *Iraqis in Jordan: Assessment of Livelihoods and Strategy for Livelihoods Promotion*, 2 July 2009, p. 9 (citing other sources ranging from 30-54%); and IRD's October 2009 impact evaluation of vocational training (finding that 48% of people completing vocational training have some form of full or part-time employment two months after completing their course).

⁵⁶ UNHCR Jordan, *Assistance and Protection 2009 Mid-Year Report*, 30 July 2009, p. 6.

⁵⁷ UNHCR Jordan, *Summary: Intentions to Return to Iraq Inquiries of 2008 & 2009*, 21 May 2009, p. 1 (note caveats to this finding in the assessment).

4. Response Strategy

Objectives

- Provide protection against violence and exploitation
- Address the specific needs of vulnerable groups
- Promote community development and improve community mobilization
- Improve Iraqis' access to and utilization of the Jordanian justice system
- Reduce Iraqis' economic vulnerability in the country of asylum
- Draft and launch a comprehensive durable solutions strategy
- Strengthen awareness of refugee rights among government, NGOs, refugees and host population
- Improve access to high-quality social and psychological services, giving attention to identification of vulnerable people and referral to appropriate service-providers

Planning Assumptions and Operational Context

The Working Group assumes that the host government will continue to allow Iraqis to remain, given the volatile situation in Iraq, and that it will continue to provide hospitality and protection to Iraqis. The majority of Iraqis currently in Jordan are likely to remain, as only a small percentage have indicated an interest in return, and resettlement quotas are limited. While access to legal employment is highly desired and would resolve a number of pressing needs, the Working Group does not expect any major changes in the legal framework in 2009. Agencies will work together in a holistic manner to provide services to the Iraqi population, supported by an enhanced, web-based data management system enabling referrals, targeted assistance and proper utilization of resources.

Activities

- a) *Provide protection against violence and exploitation*
 - Strengthen and expand protection partnerships with departments of the host government, international and national NGOs
 - Raise awareness about SGBV and children's rights and knowledge of available services
 - Maintain and expand quality services for survivors of SGBV and sexual exploitation or abuse
 - Ensure a coordinated response to child protection issues
 - Build capacity of national protection systems to offer protection and services according to international best practices and standards
- b) *Address the specific needs of vulnerable groups*
 - Increase access of people with disabilities and the elderly to specialized services, including home-based care, rehabilitation, mobility devices, counselling, education and training and community-based services
 - Identify and provide services to other groups of people facing particular risks, such as unaccompanied and separated children, victims of torture, single parents, women at risk and single men, school students
- c) *Promote community development and improve community mobilization*
 - Continue to support community centres where Iraqis and the host community can jointly participate in social, recreational and educational activities
 - Expand community development projects -- such as community action committees-- enabling refugees to plan and implement activities for the benefit of their communities
 - Provide opportunities for Iraqis to express and maintain their cultural identity, such as televised and internet-based educational programmes from Iraq
- d) *Improve Iraqis' access to and utilization of the Jordanian justice system*
 - Continue interventions and legal services to ensure release from detention and to prevent deportations
 - Expand high-quality legal aid services to address a variety of legal issues affecting Iraqis, including employment, family issues, and residency
 - Advocate with the Government to expand protection space, in particular by increasing awareness on the similarities between refugee law and Sharia law
 - Improve the juvenile justice system to allow diversion of Iraqi juveniles from custodial measures into community service measures
 - Continue to improve the nationality project -- which aims at helping Iraqi wives of Jordanian nationals obtain Jordanian nationality -- by increasing legal interventions through legal aid services
- e) *Reduce Iraqis' economic vulnerability in the country of asylum*

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- Continue financial assistance to people living below the poverty line
 - Support group savings methods and home-based business activities through training; pilot a micro-finance project to build women's self-reliance
 - Advocate for targeted interventions to ease Iraqis' access to legal employment on the same basis as other foreigners; provide Iraqis with legal advice on how to apply for work permits
- f) *Draft and launch a comprehensive durable solutions strategy*
- Continue to identify and submit cases of vulnerable Iraqis for resettlement, and provide people in the resettlement stream information about their rights and available services in resettlement countries
 - Identify Iraqis who are likely to remain in Jordan, including people in mixed marriages, children of mixed descent and orphans reaching the age of majority; advocate for appropriate legal solutions for these groups
 - In close cooperation with agencies working in Iraq, provide Iraqis with accurate information about return, including the protection situation in their area of origin, employment opportunities, and available assistance
 - Organize training opportunities in the area of livelihoods, including transferable skills (English, computer), relevant vocational training, financial and market literacy and entrepreneurship skills
- g) *Strengthen awareness of refugee rights within government, NGOs, refugees and host population*
- Provide training to host government/local community, local and international actors, on protection-related issues
 - Increase information to refugees about their rights and available services using various mass media, including internet sites and radio
 - Provide information to influential segments of the host community on refugees' situation and rights
 - Target wider audiences in awareness-raising, including institutions such as universities, law enforcement bodies and potential employers
- h) *Improve access to high-quality social and psychological services giving attention to identification of vulnerable people and referral to appropriate service-providers*
- Strengthen case-management systems through regular coordination meetings and establishing a standardized web-based referral system
 - Continue outreach activities with improved targeting of vulnerable individuals
 - Facilitate transportation for vulnerable refugees to ensure their access to services
 - Provide psycho-social support in line with Inter-Agency Standing Committee (IASC) guidelines
 - Increase national capacity to respond to the psycho-social needs of Iraqis

5. Monitoring Framework

Indicator	Baseline from 2009	Target for 2010
Reduction in <i>refoulement</i> and detention cases	As of September 2009, 25% reduction in detentions and 75% reduction in deportations from 2008	0% <i>refoulement</i> 100% access to detention facilities
Number of Iraqi refugees accessing durable solutions (resettlement and voluntary repatriation)	In 2009: est. 8000 submitted for resettlement. As of 1 October 2009, 204 people had voluntarily repatriated	6,500 people submitted for resettlement; capacity maintained to supports the return of 5000 individuals
Number of vulnerable Iraqi families receiving financial assistance	4,900 families monthly	8,000 families receive financial assistance per UNHCR Comprehensive Needs Assessment (CNA)
Number of SGBV cases identified and referred; number of refugee trainings for prevention of violence	At mid-year, 115 SGBV cases had been identified	Increase SGBV prevention activities and double the number of SGBV cases identified and referred
Number of disabled and elderly receiving specialized services	As of mid-2009, 423 people with disabilities received specialized services; as of September 2009, 193 elderly people received specialized services	400 people with disabilities and 300 elderly receive specialized services
Number of people participating in community development projects	40 people participate in community action committees; 800 in grassroots community activities; 71 parents completed training on	100 people participate in community action committees 2,000 participate in grassroots

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Indicator	Baseline from 2009	Target for 2010
	protection, safety and conflict resolution; 150 youth implemented community action projects; 27 community action projects	community activities 1,000 people receive awareness session on conflict resolution techniques
Number of Iraqis receiving psycho-social assistance	As of mid-2009, 18,500	17,000
Number of government members and Iraqis received training	As of mid-2009, 750 government officials and NGOs staff trained	2,250

6. Financial Requirements

Agency and Indicative Budget (\$)	Activities
Arab Bridge Centre 44,840	Trainings to raise legal awareness among Iraqi refugees
CARE 1,341,387	Assessment, social work and material assistance
CARE 420,000	Community initiatives through CBOs
CARE 800,000	Case management and non-food items (NFIs)
CARE 1,260,000	Community development and livelihood activities
IMC 2,500,000	Home-based: <ul style="list-style-type: none"> • Psycho-social activities for at least 600 Iraqis • Psycho-social support activities for at least 100 youth Community-based: <ul style="list-style-type: none"> • Byat Al Kol Community Centre (Zarqa): recreational, educational, and therapeutic activities for at least 150 Iraqis weekly • Case management services for at least 200 Iraqi children per month through March 2010 • Child health card for at least 900 Iraqi school age children and youth • Child mental health training for at least 120 school-based personnel in schools with high census of Iraqi children • Youth urban soccer programme in two geographical locations for adult Iraqi men, female and male youth and children • Mental health training for MoH and NGO GPs, 75 participants • Psychiatric clinics in three community based PHC clinics (JHAS) in North Amman, Irbid, Zarqa • 20 hours of mental health theoretical training for outreach workers providing direct services for Iraqis • 375 community stakeholders reached with mental health awareness messages Iraq Returns Program: 6,000 Iraqi refugees access information regarding repatriation through 4 information centres; seven case managers trained to provide such information
IRD 3,700,000	Vocational training with Iraqi certification; home production; information campaign on employment opportunities in Iraq
IRD 1,500,000	Home outreach to 40,000 Iraqi refugees and referral to services and cash assistance assessment; Community Action Committee (CAC) development; information campaign on durable solutions for Iraqis
JRF 153,634	Comprehensive psycho-social service addressing safety, psycho-social and justice needs of vulnerable Iraqi and Jordanian children in eastern Amman; 540 sessions with Iraqi and Jordanian children; victims or witnesses of violence
JRF 270,000	Helpline – national toll-free helpline for consultation on child development; support and guidance for children callers; referral service linking families to existing services in the country
JRF, with IRC 250,000	Holistic case management services to 500 Iraqi and vulnerable Jordanian GBV survivors in Jabal Al Nasser, eastern Amman
JRF 100,000	Marketing and soft skills training to 150 Iraqi and Jordanian women who participated in a livelihood training programme in 2009
JRF 180,000	Parenting training: training 200 Iraqi and Jordanian fathers on parenting skills Parenting programmes for women – through its community educators who have reached 2000 Iraqi and Jordanian women in 2009 on Early Childhood Development (in cooperation with IMC), JRF shall build on this network to continue its work with vulnerable Iraqi and Jordanian women on other family-related topics (Adolescence, sexual abuse, behaviour modification, alternatives to corporal punishment, and marital relationships). Through this component JRF aims to reach 1000 women

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Agency and Indicative Budget (\$)	Activities
Mercy Corps 500,000	Certifiable vocational training for <ul style="list-style-type: none"> • 90 NFE graduates at the Vocational Training Corporation • 350 Iraqi youth (19-25) at specialized information technology (IT) training centres
Mercy Corps 850,000	Specialized accessible services to 700 people with specific needs (people with disabilities and elders) including equipment, rehabilitative services, special education, peer empowerment and peer support
Mercy Corps 350,000	Comprehensive community services/development programme for 2,000 Iraqi refugees with psycho-social support, recreational activities and health education at eight locations
Mercy Corps 215,000	Livelihood trainings for 350 Iraqi women and men as part of a comprehensive community development program
NICCOD 165,000	Psycho-social workshop and counselling (funded until April 2010)
NICCOD 330,000	Psycho-social workshop and counselling (unfunded from May and onwards)
Noor Al Hussein Foundation (NHF) 1,310,000	<p>Psycho-social, awareness, rehabilitation and protection:</p> <ul style="list-style-type: none"> • 2500 basic and 1000 advanced psycho-social support services(individual, family and group counselling) • 20 community awareness activities(refugees rights, family laws, Sharia law, SGBV, child abuse, psycho-social problems and coping skills) • 2500 rehabilitation services to children with disabilities, family counselling and education • 500 specialized services to high risk groups (unaccompanied minors, torture victims) including screening, referral, and psycho-social support • 1000 comprehensive services to survivors of GBV, child abuse including screening, referral, legal, social, psychological and medical services <p>Entrepreneurship, vocational, technical and soft skills:</p> <ul style="list-style-type: none"> • 44 training workshops (770 beneficiaries) including: creating home-based business, financial management/family cash flow management skills, interpersonal soft skills (communication, teamwork, leadership skills, Curriculum Vitae (CVs) writing skills and interview skills) <p>Addressing GBV and integrating Iraqis among host communities:</p> <ul style="list-style-type: none"> • Research information on status of Iraqi refugees in Jordan for interactive plays • Three interactive plays with 40 performances (3000 beneficiaries) highlighting the negative impact of domestic violence against women on children; skills to resolve conflicts effectively and non-violently • five training sessions (100 Iraqi women) on the play therapy and early education kit • Income generating projects through home and community-based integrating activities • Opportunities for Iraqis to express cultural identity through Iraqi lullabies and culture specific puppets used in play therapy <p>Clinical music therapy:</p> <ul style="list-style-type: none"> • Group and individual music therapy sessions for 320 individuals • Bi-monthly music therapy newsletter (12,000 copies) • Networking to screen for music therapy needs and clients • Four music therapy "concerts" ; 4 music therapy awareness circles through presenting/drum circles at various health organizations and schools
Relief International 200,000	<ul style="list-style-type: none"> • Outreach with improved targeting of vulnerable individuals • Training opportunities in transferable skills (English, Information and Communication Technologies (ICT), International Computer Driving Licence (ICDL) and entrepreneurship skills • Support community centres for joint Iraqi and host community social, recreational and educational activities
Save the Children 800,000	Vocational training in partnership with the Vocational Training Corporation (VTC); provision of toolkits; training on saving techniques and financial and market literacy
UNHCR 37,079,048 ⁵⁸	Protection activities, refugee status determination, registration, durable solutions, SGBV, self-reliance projects, direct financial assistance and legal interventions ⁵⁹

⁵⁸ This figure reflects tentative implementing arrangements as per UNHCR's Comprehensive Needs Assessment (*see supra* p. 8). Within this budget, a number of NGO activities and budgets are indirectly reflected. Additionally, under stated activities corresponding to the above budget, the following agencies and ministries are reflected: Ministry of Interior, Ministry of Planning and International Cooperation, National Center for Human Rights and JCLA.

Agency and Indicative Budget (\$)	Activities
UNICEF 1,760,000	Psycho-social assistance to 7,260 people through partners TdH, FRC, JR, NHF and Zenid

3.2.E.II Education

The Education Sector Working Group seeks to ensure that vulnerable Iraqi children and youth attend, participate in and benefit from appropriate, safe and quality education. To improve joint programming, planning and advocacy with both Jordanian and Iraqi education partners -- especially governmental -- the ESWG will encourage their participation in planning and coordination as appropriate.



1. Participating Agencies

Save the Children and UNICEF (Co-Chairs), Arab Institute for Security Studies (ACSIS), American Near East Refugee Aid (ANERA), Association of Volunteers in International Service (AVSI), Care, Caritas, ICMC, IMC, IRC, Nippon International Cooperation for Community Development (NICCOD), Madrasati, Mercy Corps, Relief International, Start World, Terre des Hommes (TdH), Questscope, UNHCR, UNESCO, World Vision

2. Achievements and Challenges in 2009

Education Sector Working Group (ESWG) partners were present in 233 schools nationwide in 2009. The working group strengthened its relationship with Ministry of Education (MoE) and facilitated capacity-building of ministry staff at various levels. Three of the major MoE capacity-building interventions included: (a) 1,700 counsellors nationwide received training in psycho-social interventions; (b) orientation of all school principals; (c) the training of 900 teachers in protection and quality education. Capacity of national NGO and community-based organizations (CBOs) has also been built during this period.

All Iraqi children benefited from the payment of public school fees for primary and secondary education. Approximately 5,000 Iraqi children and youth benefited from remedial, non-formal and informal education⁶⁰, and more than 1,800 Iraqi youth benefited from vocational training. Moreover, school kits were distributed to 30,000 vulnerable Iraqi and Jordanian children. Poor academic performance of Iraqi children as compared to Jordanian pupils continues to be an issue, which may be linked to difficulty in following a local curriculum which varies substantially from that in Iraq. Also, anecdotal evidence suggests that some parents have purposely kept their children out of school due to a prospect that they will be resettled soon.

Key challenges in 2009 continued to centre on lengthy approval processes for proposals, work-plans, research and assessments. Another challenge was the difficulty in obtaining validated data on the education status of Iraqi children in Jordan. A narrow response to funding appeals also limited the activities of the ESWG. Additional effort will be taken in 2010 to improve data-sharing among ESWG members and improve coordination.

3. Priority Needs

In 2010 continued financial hardship among some Iraqi families will pose an increasing risk to the retention of the children currently enrolled in schools and non-formal education. Thus the top priority for 2010 is to secure funding for school fees and text books for vulnerable Iraqi children for the 2010/11 school year. A second priority will be to facilitate closer cooperation among partners working

⁶⁰ For the purpose of the Education Response Strategy, and according to the International Standard of Classification (ISCE), "formal education" refers to education provided in the system of schools, colleges, universities and other formal educational institutions that normally constitute a continuous 'ladder' of fulltime education for children and young people, generally beginning at age five to seven and continuing in some cases beyond 20 years of age. "Non-formal education programmes" consist of structured learning programmes, which are outside the formal stream, but are formally certified. "Informal education programmes" refer to any other set of structured learning experiences, which might or might not be formally certified through an award or other form of recognition.

with children who are not succeeding in formal education (FES) and to increase awareness of non-formal education (NFE) as an option. Since non-formal education provides an important pathway back into the formal educational process for children who have missed crucial years of school, continued efforts must ensure that non-formal education leads to secondary education certificates recognized in Iraq or further a field.

Additionally, there is a need for improved targeting of vulnerable Iraqis for academic and social support. This would include new arrivals to Jordan, who face a specific set of educational challenges and vulnerabilities, as well as families facing financial difficulties or complex cases facing multiple vulnerabilities (e.g., financial, health, disability). Capacity-building interventions will address on-going training needs for educational professionals who work with children with special needs.

Protection against discrimination will take a more prominent role in 2010, where the sector working group will promote an environment for all students whereby the Iraqi cultural background and identity is respected. There is a troubling trend of violence and bullying within schools. Often represented in small numbers in an individual school, Iraqis are a weak minority and easily become targets. The ESWG will continue to address issues of violence and discrimination through appropriate guidance to schools and the establishment of well-publicized, effective complaints mechanisms.

There will be continued effort in cooperation with the MoE and parents to reduce violence in schools - in line with the national priorities- and to raise parental awareness with regard to the positive impact of their involvement in their children's education. The working group will also apply lessons learned in NFE in terms of improved learning approaches for holistic and inclusive approaches to educational improvement.

Additional efforts should be undertaken to enable Iraqi refugees to pursue higher education, particularly securing bilateral funds to address this gap. Such support plays an important role in durable solutions: upon return, Iraqis with higher education will play an important role in reconstruction and good governance.

Furthermore, people planning to repatriate should receive counselling about the procedures for notarization of school certificates to ensure a smooth transfer to the Iraqi school system. Likewise, upon return to Iraq, proper coordination between Jordan and Iraqi ESWG will help ensure that Iraqi schools should adopt culturally-appropriate welcome messages, induction systems and rituals to re-incorporate returnee children into the life of Iraqi schools.

A selected number of evaluations, including on Save the Children's work with Child-to-Child approaches, were undertaken to assess the impact of on-going work. These evaluations have indicated that continued international support is needed. However, it is foreseen that there will be a need for comprehensive assessments of the educational status (FES and NFE) and needs of Iraqi children in 2010.

4. Response Strategy

Planning Assumptions and Operational Context

Education is a fundamental right for all. In addition, educational institutions provide a protective environment for children and help ensure and preserve the psycho-social well-being of Iraqi children and youth by restoring normalcy to their lives. Key assumptions for 2010 include the following:

- That the Government of Jordan (GoJ) will continue to allow open access for Iraqi students to Public Schooling; regardless of the level of international funding received
- That the GoJ will provide detailed statistics on the progress of Iraqi students in public schools; and
- That the number of Iraqi children in Jordan will remain stable.

According to the MoE, 26,890 Iraqi children and youth were enrolled for the 2008/9 school year; figures for the 2009/10 school year were unavailable as of the time of publication. Irrespective of the precise figures for 2009/10, absorbing even a marginal number of Iraqis students into already overcrowded schools would result in further degradation of protection and quality for all students. Since Iraqis in Jordan live in urban settings, support to host government capacities remains an imperative if the needs of all vulnerable Iraqi children are to be met.

Objectives

The ESWG's overall objective is to ensure that Iraqi vulnerable children and youth participate, attend and benefit from appropriate, safe and quality education. In particular, ESWG members will work to:

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- Ensure Iraqi children and youth have access and support (academic, social⁶¹ and material) to return to and remain in relevant, certifiable education, in both formal and non-formal environments
- Sustain enrolment of vulnerable children and youth within MoE training programmes, vocational training course programmes, and other vocational options for those under 18 years of age
- Ensure emergency funded assistance is provided within the framework of the Jordanian national educational strategy

Secondary objectives -- to guide the means and manner by which the above services are provided -- are as follows:

- *Favourable protection environment*: promote a favourable protection environment for all children of concern present in Jordan; maintain and improve protection space through stronger relationships with Government and civil society
- *Non-discrimination in access to educational services and certification*: ensure children of concern are treated fairly, efficiently and without discrimination when seeking educational services and that they receive certification that is acceptable in their country of origin
- *Security from violence and exploitation*: intensify efforts to ensure a safe and secure environment for children of concern, including protection from violence and exploitation

Activities

The following activities, responding to each of the primary objectives, are based on the ESWG experience and lessons learned in 2008 and 2009.

- a) Ensure Iraqi children and youth have access and support (academic, social and material) to return and remain in relevant, certifiable education in both formal and non-formal environments
 - Advocacy with GoJ on children's rights to education
 - Advocacy with GoJ and donors to ensure payment of school fees in 2010/2011
 - Targeted support to the most vulnerable Iraqi families, covering school supplies, uniforms, stationary and transportation cost (identification by UNHCR)
 - Technical support to educational institutions to ensure that the quality of education is maintained and special needs of vulnerable Iraqi students are met, including training for education professionals and special services (e.g. tutoring) for children most at-risk
 - Academic and social support programmes for Iraqi children adjusting to the Jordanian educational system, such as remedial and NFE classes for new arrivals, with the aim of reintegration into formal education
 - Mitigation of school overcrowding in areas with substantial populations of Iraqi students
 - Scholarships for Iraqi children to attend post-secondary education and awareness-raising on the importance of access to post-secondary educational opportunities
 - Promoting parental involvement parents in children's education and protection
 - Partnerships with schools and communities to promote tolerant and respectful learning environments
 - Support to help desk to ensure enrolment of Iraqi children and promote protection and retention in public schools through provision of information and support services
 - Provision of Early Childhood Development (ECD) and Early Childhood (EC) education services
- b) Sustain enrolment of vulnerable Iraqi children and youth in MoE training programmes, vocational training programmes, as well as other vocational options for those under 18 years of age
 - A wide range of informal education programmes in a variety of locations to allow the maximum number of children and youth to participate
 - Non-formal education programmes for out-of-school adolescents in a variety of locations to allow the maximum number of children and youth to participate;
 - Facilitate and utilize the capacity and expertise of the Iraqi community with respect to informal education service (Iraqi volunteers and adult experts)
- c) Ensure emergency funded assistance is provided within the framework of the Jordanian national educational strategy
 - Inclusion of Iraqi children's concerns in the Ma'AN campaign against violence

5. Monitoring Framework

Indicator	Baseline from 2009	Target for 2010
Number of Iraqi children accessing formal education	26,890 (MoE data)	100% of UNHCR registered school-aged

⁶¹ "Social support" refers to extra-curricular activities and a supportive learning environment.

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		Iraqis
Number of Iraqi children supported through academic support classes (i.e., remedial ⁶² or informal classes)	4,500 remedial 1,000 informal	4,500 remedial 1,000 informal 600-1,000 non-formal
Number of Iraqi youth supported with access to specialized education and vocational training	1,800	1,500 (vocational and specialized education only)
Number of schools enrolling Iraqi children which are participating in child-led activities promoting child participation and inclusion	30	50
Number of vulnerable Iraqi children receiving support from help desk and referred to other services	1000	1000
Number of Community Protection Committees	--	five committees established per semester
Number of "double-shifted" ⁶³ schools hosting Iraqi children that are supported with materials and resources	20	20
Number of rented school facilities hosting Iraqi refugees supported by UNICEF	72	72

6. Financial Requirements

Agency and Indicative Budget (\$)	Activities
ICMC 186,500	Remedial, tutoring and non-formal education activities and intensive life skills training activities to contribute to the development of transferable professional skills and capacities
Mercy Corps and Questscope 1,000,000	Non-formal education and vocational training
Questscope 500,000	Non-formal education and vocational training for children under 18
Relief International 600,000	<ul style="list-style-type: none"> • Education training and course delivery (courses in Arabic literacy, English, ICDL, mathematics, sciences, arts and sports) • Teacher and CBO professional development (curriculum includes Arabic language, student-centred methodology and life centred skills) • Family reading project (two weekly meetings in each centre) • Leadership empowerment (concepts such as diversity, democracy, participation-enhancing skills such as problem solving, team-building, leadership, project planning and management) • Community partner professional development series (technical trainings including project management cycle, budget development, non-profit business development, marketing and evaluation)
Save the Children 2,800,000	Early childhood development including renovation of 20 MoE kindergartens; teacher and parent training and outreach activities; 10 parent-child centres; parental involvement activities
Save the Children 200,000	Iraqi Help Desk
Save the Children 1,200,000	Child-to-Child interventions and activities in MoE schools; parental involvement activities
Save the Children 1,300,000	Non-formal youth education and training
UNHCR 9,366,245 ⁶⁴	Private school fees for vulnerable children with health and psychological needs; school kits for vulnerable Iraqi families; non-formal education; promoting parental involvement and national development
UNICEF 6,000,000	Support to Ministry of Education (MoE) for double-shifting and renting of schools in areas of Iraqi concentration; support to MoE on psycho-social activities; support to partners in remedial and vocational educational

⁶² Remedial education enables children to catch up with their Jordanian peers inside the formal education system. These are children already in formal education and thus are counted above as children to be supported to enter and remain in formal education.

⁶³ "Double-shifting" refers to a situation in which half the children attend school in the morning and half in the afternoon. While reducing physical overcrowding in classrooms, the total number of hours of education that children participate in is reduced. It is therefore a temporary measure, pending the construction of new schools and classrooms. In addition to double-shifting, the government may rent suitable buildings from the private sector to use pending construction.

⁶⁴ This figure reflects tentative implementing arrangements as per UNHCR's Comprehensive Needs Assessment. Within this budget, a number of NGO activities and budgets are indirectly reflected.

3.2.E.III Health

The Health Sector Working Group (HSWG) seeks to improve the health status of Iraqis in Jordan and prevent excessive morbidities and mortalities through programmes in health promotion, prevention and provision of quality health services.

1. Participating Agencies

WHO and UNHCR (Co-Chairs), United Nations Population Fund (UNFPA) (Chair, Reproductive Health Sub-Group), Al-Hussein Society (AHS), Caritas Jordan, French Red Cross (FRC), Institute for Family Health (IFH), International Catholic Migration Commission (ICMC), International Federation of Red Cross and Red Crescent Societies (IFRC), International Medical Corps (IMC), International Organization for Migration (IOM), International Relief and Development (IRD), Jordan Health Aid Society (JHAS), Jordanian Red Crescent (JRC), Ministry of Health (MoH), Ministry of Planning and International Cooperation (MoPIC), UNICEF

2. Achievement and Challenges in 2009

In 2009, members of the HSWG continued to support the provision of quality health services to Iraqis at the primary, secondary and tertiary levels, together with outreach services. Services were provided through Ministry of Health (MoH), NGOs and private facilities. Service providers report the following outputs through September:

- More than 131,000 primary and secondary health care consultations
- More than 56,000 home visits
- Nearly 1,700 reproductive health consultations
- 225 Iraqis received tertiary care for life threatening diseases
- More than 5,000 Iraqis received health educational sessions
- 2,200 Iraqis received mental health care services
- Medicines for chronic diseases and mental illnesses were provided to the MoH and NGO clinics working with Iraqis

A major UNICEF/WHO/John Hopkins University (JHU) health survey carried out in 2008 contributed to the better targeting of programmes and projects. Additionally, a WHO/UNFPA/UNHCR/MoH joint-assessment reviewed the readiness of selected MoH public health clinics (PHCs) to provide reproductive health services to the Iraqis. Service utilization by Iraqis in these facilities was found to be below expectations. Both surveys revealed that not all beneficiaries are being reached by available health services.

Coordination among partners and stakeholders continued through meetings, information-sharing and joint-planning. A sub-group on Reproductive Health (RH) was established to coordinate programmes responding to the RH needs of Iraqis.

3. Priority Needs

While the overall number of Iraqis is expected to decrease slightly in 2010, mainly due to resettlement, the number of vulnerable Iraqis may increase due to prolonged displacement, unemployment, decreased remittances from abroad and the increasing cost of living. Accordingly, working group members will focus on the following needs in 2010:

a) Provision of quality health services

- The 2008 survey identified needs and gaps among Iraqis including: high prevalence of chronic diseases and mental illnesses; the need to support health services provision; and the need for quality reproductive health services. The main access barrier was the high cost of health services. In 2009 some agencies were forced to decrease their support to service provision due to lack of or decrease in funds. Primary and secondary services are still needed and should be provided mainly through governmental PHC centres and NGO clinics. There is an urgent need to rationalize the provision of health services in anticipation of the decrease in the level of donor support. Intense efforts should be made to increase access and utilization of the governmental services at all levels.
- There is a need to identify, counsel and treat Iraqi women surviving sexual and gender-based violence (SGBV) and to refer them to other appropriate services.
- There is a need to provide sustainable emergency obstetric and delivery care for Iraqi women and neonatal care for their newborns.
- Access to emergency medical services is a gap; services should be provided at affordable cost.
- Mental health services need to be integrated at the primary health care level in order to enable health staff to identify people with mental problems, to provide first aid and to refer to

the secondary level of mental health care when needed. The secondary level needs to be strengthened through establishing the bio-psycho-social approach (a comprehensive medical and psycho-social approach) and providing comprehensive and community-based mental health care.

- Outreach services providers need to improve their access to vulnerable Iraqis, especially in peripheral areas, and to contribute actively to the referrals to higher level service. The continuation and expansion of these services remains a key priority.
- Decreased funding will mainly affect tertiary health services due to high per patient costs.
- The range of the health services provided and the target beneficiaries differ between providers, sometimes resulting in duplication of services and wastage of scarce resources. Standardizing health service provision in terms of scope and beneficiaries and promoting and strengthening functional referral systems are two main priorities.

b) Information dissemination and increasing health awareness

- The WHO/UNICEF/JHU survey found a lack of information on sources, scope and cost of available health care services.
- There is a need for health education, particularly in areas such as healthy lifestyle, reproductive health, mental health, communicable diseases (e.g. H1N1), and HIV/AIDS and other sexually-transmitted infections (STIs). An information and education programme should target men and women as well as adolescents.

c) Health Information Systems (HIS)

- Different service providers are utilizing different health information systems. Their harmonization is a key priority to prevent duplication and improve information-sharing, referrals, reporting and strategic planning.

d) Coordination

- Coordinating within and among sector groups remains a priority. Of particular importance is establishing a monitoring and evaluation (M&E) system that will allow result-based management and collection of evidence-based information.

4. Response Strategy

With an increasing demand among Iraqis for health services, there is a pressing need to rationalize service provision, to standardize and improve the quality of these services, to improve reporting and to strengthen the monitoring and evaluation processes.

Planning Assumptions and Operational Context

- Numbers of Iraqis in need of health services will increase
- Funding provided to the Iraqi programme may not meet the needs
- Jordanian Government continues to treat Iraqis as non-insured Jordanian

Objectives

- Improve access and utilization of quality services (including mental health, reproductive health and emergency services) at the primary and secondary levels, focusing on vulnerable groups
- Improve information dissemination on available health services and increase awareness on healthy lifestyles, reproductive health, mental health, communicable diseases and sexually transmitted infections
- Improve data collection and analysis and work for the harmonization of health information systems
- Strengthen coordination mechanisms and efficient use of available funds

Activities

a) Improve access and utilization of quality services (including mental health, reproductive health and emergency services) at the primary and secondary levels, focusing on vulnerable groups

- Provide technical and financial support to MoH and NGO clinics (including training and provision of supplies, contraceptives and equipment) to ensure quality health services delivery to vulnerable Iraqis
- Support targeted and specific tertiary health care for the most vulnerable
- Reinforce support for reproductive health care, including emergency obstetric and neonatal care
- Establish appropriate mechanisms to promote access and referral to governmental services
- Support MoH and NGOs clinics in the process of adopting unified treatment protocols, guidelines and referral procedures based on national standards

- b) **Improve information dissemination on available health services and increase awareness on healthy lifestyle, reproductive health, mental health, communicable diseases and sexually transmitted infections**
- Develop and disseminate information booklets/materials on the availability and scope of services at governmental and NGOs facilities
 - Develop, promote and utilize information, education and communication (IEC) materials, lectures, pamphlets, mass media, focus group discussions and outreach activities for health education, including reproductive health, mental health and healthy lifestyle issues
- c) **Improve data collection and analysis and work for the harmonization of health information systems**
- Support regular and standardized reporting based on disaggregated health information by nationality, age and sex
 - Support review of government information system to capture the number of Iraqis and other nationalities using its services
- d) **Strengthen coordination mechanisms and efficient use of available funds**
- Establish and utilize M&E systems for better follow-up of health service delivery and strategic planning
 - Regular co-ordination meetings
 - Joint-planning and resource mobilization

5. Monitoring Framework

Indicator	Baseline from 2009	Target for 2010
Number of Iraqis receiving primary and secondary health services in supported non-governmental facilities	40,000	45,000-50,000
Number of primary and secondary health services/consultations provided in supported non-governmental facilities (in addition to other services such as labs and other diagnostics)	131,000	130,000
Number of Iraqis receiving supported and targeted tertiary services	225	150
Number of Iraqis receiving reproductive health services	1,700	3,000
Number of cases of violence against women detected and managed according to national guidelines	--	100
Number of Iraqis receiving mental health services	2,200	2,500
Number of Iraqis reported by MoH as having used MoH sentinel sites	--	3,000
Number of women attending awareness sessions on reproductive health issues	--	10,000
Number of Iraqis receiving general health awareness sessions, including young people on health lifestyle issues	5,000	7,000
Number of Iraqis reached by outreach health services	56,000	60,000
Number of treatment protocols and guidelines adopted by health care providers	--	3
Number of health providers/facilities using the adopted treatment protocols/guidelines	--	5
Number of Iraqi families receiving health booklet on available health services	--	10,000 households
Functional referral system established to promote harmonization and avoid duplication	--	Standardized health referral system for agencies working with Iraqis
Number of health providers using a common HIS for standardized reporting	--	5
Monitoring and evaluation system functioning	--	Real-time patient tracking system or common information system

6. Financial Requirements

Agency and Indicative Budget (\$)	Activities
AHS 286,000	Support for comprehensive rehabilitation services (disability)
CARITAS 4,000,000	Primary, secondary and tertiary health care and reproductive health care

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ICMC 735,000	Support of primary and secondary and tertiary care; health awareness sessions
IFH 250,000	Community awareness activities; reproductive health services; specialized home visits to high-risk groups; rehabilitation services to disabled children; capacity-building to CBOs
IMC 2,000,000	Improving quality and access to comprehensive primary health care (including chronic diseases, reproductive health care) for vulnerable Iraqis and Jordanians through JHAS clinics (including mobile clinics); health education and community outreach; capacity-building for JHAS
IRD 750,000	Health outreach and referral to implementing partners and governmental clinics; information booklet dissemination and awareness on health services; reproductive health awareness; establishing patient tracking system among partner clinics and pilot MoH PHCs
JHAS 250,000	Promoting access and utilization of quality services including reproductive health at all levels and stressing tertiary care; provision of quality outreach health services for vulnerable Iraqis
UNFPA 900,000	Reproductive health services through MoH clinics; sustainable support to delivery care and emergency obstetric care; building MoH capacity to detect, counsel and refer women victims of violence; awareness rising for men and women on reproductive health issues, healthy lifestyle and gender-based violence
UNHCR 17,013,535 ⁶⁵	Comprehensive health support to vulnerable Iraqis, including national development and HIV/AIDS awareness
UNICEF 650,000	Nutrition surveillance system to monitor monthly growth of Iraqi children
WHO 5,400,000	Support for primary, secondary and tertiary care; support to MoH; support for disease surveillance; improving public health coordination

3.2.F COORDINATION

Given the lessons learned from the 2009 CAP, the overall coordination mechanism in Jordan was reconfigured during the development of this response plan. This entailed assessing the relevance of existing sector working groups amidst an evolved and matured refugee program. Through the rationalization of sector working groups, three cross-cutting, holistic sector working groups emerged: Health, Education and Community-Based Protection.

The working groups will be reinforced with a strategic policy forum, the Humanitarian Action Committee for Iraqis, which will be responsible for the overall coordination and planning of protection and assistance for Iraqis in Jordan. This coordination mechanism is a pilot initiative for 2009/2010 to be implemented in line with the Jordan Response Plan for 2010. The forum would be results-focused, not simply informational, and would be used to discuss strategy and plan for responses pertaining to Iraqis in Jordan. The body would also help ensure inter-group/inter-agency coordination of issues relating to Iraqis in Jordan, whether legal, operational or policy. Additionally, the committee would assist in coordinating the activities of the three sector working groups. The sector working groups would be represented at each meeting by an individual to be nominated by each group.

Ultimately, the Humanitarian Action Committee for Iraqis in Jordan will allow for stronger inter-group coordination, a reduced amount of duplication and a more comprehensive and consolidated approach to planning and information sharing among all humanitarian and development actors working on behalf of Iraqi refugees and asylum seekers. The committee would be chaired by UNHCR and include the Resident Coordinator, members from the UN Country Team, NGOs, donors and the International Red Cross and Red Crescent Movement (in an observer capacity).

At the national level, humanitarian actors continue to establish and strengthen partnerships with the Jordanian Government and national civil society. This has been achieved by promoting Jordan's positive image as a regional leader on refugee matters and by supporting government and national agencies in establishing regional emergency response and stand-by arrangements/mechanisms.

In the interest of ensuring that data is accurate and coordinated, UNHCR Jordan is developing a robust online information system entitled Refugee Assistance Information System (RAIS). RAIS will replace the Beneficiary Information System (BIS) and complement the proGres database, allowing more streamlined monitoring and reporting on assistance trends. Importantly, it will be equally

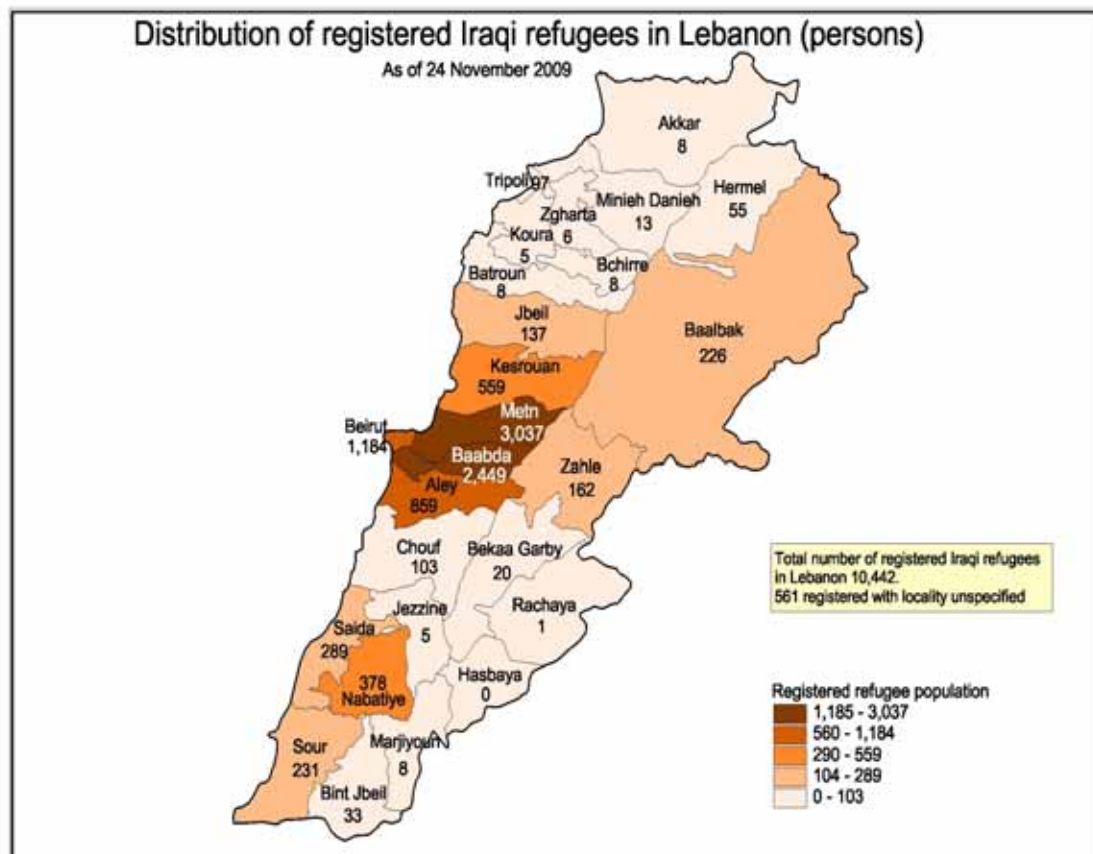
⁶⁵ This figure reflects tentative implementing arrangements as per UNHCR's Comprehensive Needs Assessment. Within this budget, a number of NGO activities and budgets are indirectly reflected.

accessible to and used by UNHCR's partners, to ensure comprehensive data and coordinated responses to individual cases. RAIS will also have a referral mechanism, a shared health information system, and a communication network for UNHCR and its partners to provide information about assistance, address changes, vulnerabilities of beneficiaries, and more.

An integral part of coordination is integration of refugee assistance into already existing national development programmes. While recent national assessments, development programmes such as the Common Country Assessment (CCA), United Nations Development Assistance Framework (UNDAF) or Educational Reform for the Knowledge Economy (ERfKE) do not explicitly refer to the refugee issue, there is a real opportunity for their programmes to be applied to refugees, with a focus on refugee hosting areas. This aspect of the operations shall become the priority in the 2010 UNDAF Review, through advocacy and close collaboration with other developmental actors and donors.

With respect to international burden-sharing, bilateral donors are encouraged to continue to support Iraqi refugees through their bilateral initiatives with the Government of Jordan and NGOs with adequate earmarking and conditioning under their developmental programmes.

3.3 Lebanon



Lebanon Humanitarian and Development Indicators	Most Recent Data
Population	4,139,281 <i>World Bank, 2008</i>
Population under 15 years of age	28.6% <i>UN World Population Prospects, 2005</i>
Under-five mortality rate	29 per 1,000 live births <i>UNICEF, 2007</i>
Life expectancy at birth	72 years <i>World Bank, 2007</i>
Gross national income per capita, PPP	10,880 <i>World Bank, 2008</i>
Number of registered Iraqi and Palestinian refugees	10,442 registered Iraqis <i>UNHCR, November 2009</i> 422,188 registered Palestinians <i>UNRWA, June 2009</i>
Average annual consumer price inflation	10% <i>Economist Intelligence Unit (Estimate 2008)</i>
Gross primary school enrolment	96% (male); 93% (female) <i>World Bank, 2007</i>

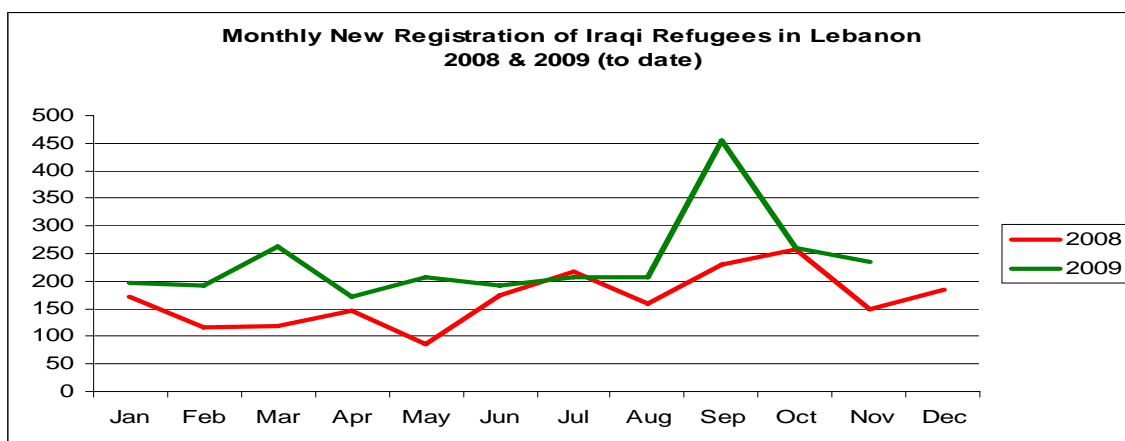
LEBANON: 2010 RESPONSE PLAN FOR IRAQI REFUGEES

3.3.A CONTEXT AND HUMANITARIAN NEEDS ANALYSIS

Context

Lebanon, situated on the eastern edge of the Mediterranean Sea, has a population of approximately four million inhabitants with diverse confessional backgrounds. In addition, the country hosts 400,000 Palestinian refugees and hundreds of thousands of foreign migrant workers. Lebanon is a middle-income country, with gross domestic product per capita of PPP \$11,571 (World Bank 2008) and is ranked 93rd out of 182 countries surveyed in UNDP's 2009 Human Development Report.

As of the 24 November 2009, there were 10,442 Iraqi refugees registered with UNHCR in Lebanon. Females represent 30% of the registered Iraqi refugees and the average family size stands at 1.8 people, suggesting a continuing trend of a significant presence of single men of working age among the Iraqi refugees in Lebanon.



The number of resettlement departures surged throughout 2009, totalling approximately 2,200 people at the beginning of October with a projection of 2,500 people by year-end. At the same time, new arrivals continue from Iraq, and UNHCR has registered on average more than 200 people per month throughout 2009. These trends – significant resettlement departures and a small but steady flow of new arrivals – are likely to continue next year. As has been the case in 2009, it is anticipated that very few refugees may seek voluntary repatriation as a viable option for a durable solution in 2010, although some refugees may seek the assistance of the Iraqi Embassy in Beirut for individual repatriation. According to the Embassy, 1,021 people in 2008 and 276 people in the first five months of 2009 returned through their assistance. Against this backdrop, the number of Iraqi refugees registered with UNHCR is likely to remain constant in 2010 at just above 10,000 people.

The 2009 operational environment in Lebanon has been favourable compared with previous years, with the improved political and security situations reinforced by the parliamentary elections in June, even though the formation of the government has taken considerable time. Even with the usual ebb and flow of the political and security developments in the country, the overall operational environment is expected to remain more or less unchanged in 2010.

Humanitarian Needs Analysis

The 2009 CAP foresaw participatory assessments and outreach by the participating agencies on an ongoing basis as part of the effort to integrate refugee voices in humanitarian assessment, planning, implementation and evaluation. Pending durable solutions, the primary concerns expressed by Iraqi refugees continue to be security (fear of arrests and detention), rising costs of living (basic commodities and rent), high cost of medical care (especially secondary/tertiary interventions and chronic care) and education (cost and incompatible curriculum). Furthermore, and with increasing frequency, refugees express concerns about discrimination at school, exploitation in their employment, and domestic violence against children and women.

These concerns are interlinked with the fundamental issue of the legal status of refugees in Lebanon. In the absence of a legal framework, refugees will continue to fear arrest and detention despite the relative flexibility exercised by the authorities in practice. Refugees often work illegally to sustain



This Iraqi refugee family found shelter in a school in Eastern Beirut. UNHCR 2009/ A. Yungrova

themselves – placing them in a disadvantageous position vis-à-vis their employers and creating room for exploitation. Working illegally, refugees also do not have health insurance and often are unable to pay for high medical costs. Their lower income and socio-economic status also make it difficult for refugee parents to send their children to school; once in school children must confront a curriculum incompatible with the Iraqi system and frequently encounter discrimination by both teachers and peers. Anxiety stemming from a lack of legal status, combined with difficult protection and socioeconomic conditions, has contributed to an increasing number of reported incidents of domestic violence.

In 2009, voluntary repatriation has not been a realistic option for most of the Iraqi refugees in Lebanon. Among the reasons identified by refugees are insufficient progress in the overall security in many parts of Iraq, a lack of basic services, a lack of employment opportunities and the need for property restitution. As there is no prospect for local integration of refugees in Lebanon, resettlement will remain an essential solution for a significant number of the most vulnerable Iraqi refugees in 2010.

3.3.B SCENARIOS

Planning for 2010 will be dictated largely by the evolving situations in Lebanon and Iraq. Inside Iraq, the planned parliamentary elections early in the year will play a major role in determining the operational environment, coupled with the developments surrounding the disputed territories including Kirkuk. Considering possible developments in the security, political and socio-economic situations in Iraq in 2010, there are three potential scenarios: total degeneration, rapid and fundamental improvement or continuation of the current situation. Realistically, neither of the extreme scenarios is likely to emerge. Rather, for planning purposes it should be assumed that the current situation will continue to be valid in 2010 with the potential for temporary deterioration of security around the time of the elections. This also means that there may be a continuing but modest flow of refugees arriving in Lebanon, at the same level as 2009, seeking temporary refuge pending either resettlement or voluntary repatriation. The number of Iraqi refugees registered with UNHCR throughout 2010 is expected to remain stable at just above 10,000 individuals.

It is unlikely that the operational environment within Lebanon – political stability, security and socio-economic dynamics – would change significantly in 2010.

3.3.C STRATEGIC OBJECTIVES IN 2010

Common strategic objectives, established regionally in 2009, have been maintained in order to ensure consistency in the operational response to Iraqi refugees and to support monitoring and evaluation across the region. The following section explains how these objectives have evolved in Lebanon during 2009 and how they will be applied in 2010.

I. Ensure that Iraqis are able to seek asylum and continue to receive protection

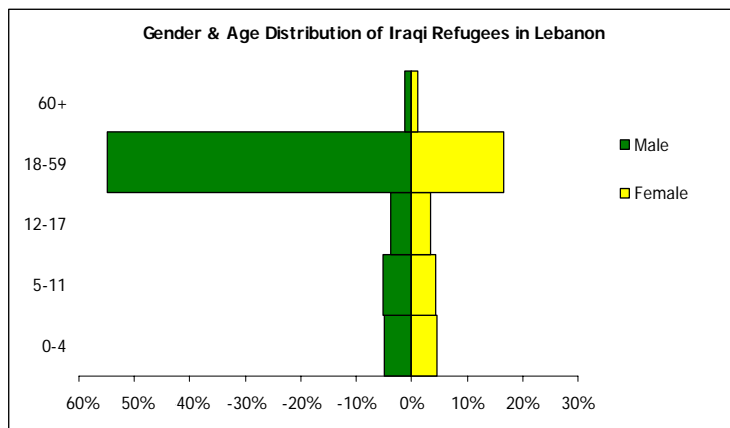
The relatively unchanged operational environment in 2010 confirms the continuing need to maintain humanitarian and protection space in Lebanon through close collaboration among all parties, including the Government of Lebanon (GoL), UN agencies, NGOs and civil society. Dialogue with the GoL to continue its flexible approach and the provision of legal aid and assistance for regularization of refugees' status will constitute an important part of the work needed to reduce the fear and risk of arrest and detention. The Response Plan places special focus on the strengthening the legal framework, including amendments to the 1962 immigration law, in partnership with the GoL, Parliament, UN sister agencies and Lebanon's civil society, in order to de-criminalize the illegal presence of refugees and normalize their status in accordance with international standards. Awareness-raising and advocacy will support a continued climate of relative tolerance, targeting government officials, lawmakers, security forces, judges, teachers, journalists and other professionals.

Key Indicators

- Number of Iraqi refugees arrested and detained for the sole reason of lack of legal status
- Duration of detention beyond the sentence
- Percentage of detained refugees receiving basic assistance
- Progress in discussions among key stakeholders on draft amendments to the 1962 law

II. Ensure that Iraqi refugee women, men, girls and boys have the ability or means to satisfy their basic needs and to engage in community development activities, with particular attention to those with specific needs

Pending a durable solution, refugees must receive protection on a temporary basis. Protection here does not stop at preventing detention of refugees for their lack of legal status, ensuring *non-refoulement* or advocating non-discrimination. It also requires ensuring refugees' social and economic rights without distinction and discrimination. Concretely, this means promoting and ensuring Iraqi refugees' access to formal education and health care (primary, secondary, tertiary, reproductive, chronic and mental), as well as providing targeted material or in-kind assistance to the most vulnerable.



For 2010, participants have re-formulated this objective to better reflect the gender and age-specific needs and vulnerabilities. It also recognizes that in the current context, community structures can be great sources of protection for community members. Access to protection and assistance are most effectively addressed through refugees' own participation and initiatives. Refugees will be empowered to develop their own community structures to better identify concerns, propose solutions

and utilize limited resources. This will require continuing outreach, capacity-building and advocacy among the Iraqi refugee population.

Key Indicators

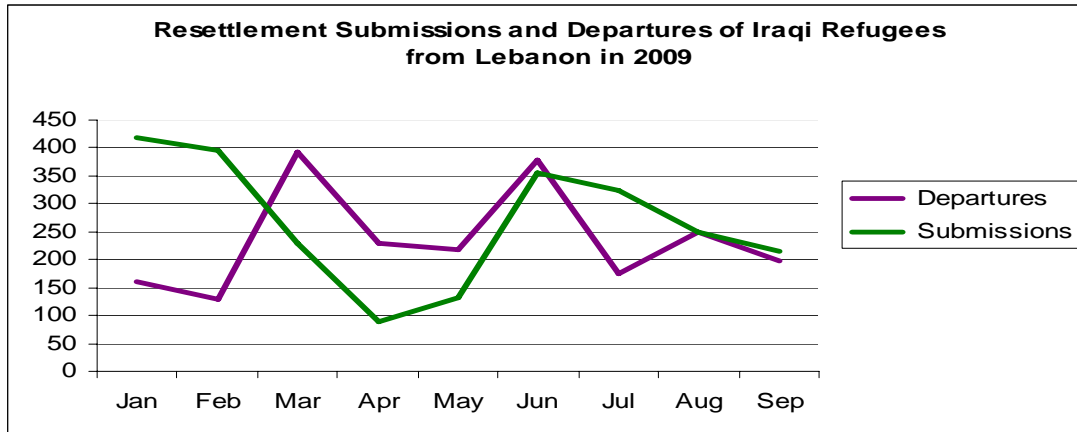
- Number of Iraqi refugees with specific needs identified and referred to existing services
- Percentage of refugees identified as in need receiving food coupons and non-food items
- Number of Iraqi boys and girls of school age enrolled in formal education
- Number of Iraqi women, men and adolescents enrolled in formal and non-formal vocational training
- Established refugee community structures or committees with equal representation between women and men
- Number of Iraqi refugees accessing health services, including mental and reproductive health

III. Support targeted resettlement for vulnerable Iraqis

The first two strategic objectives are designed to ensure that the basic rights of refugees are protected during their temporary stay in Lebanon. Without corresponding efforts to find realistic durable solutions, the Response Strategy would lose its value as a solution-oriented blueprint. With the situations in Iraq and Lebanon expected to be more or less unchanged in 2010, resettlement will continue to be the only realistic durable solution for many of the most vulnerable Iraqi refugees. As such, the Response Plan calls for continuing advocacy vis-à-vis resettlement countries for substantial quotas for Iraqi refugees in Lebanon, consistent with actual need. In parallel, the Plan foresees the identification of most vulnerable refugees for resettlement submissions through outreach, collaboration between UNHCR and NGOs and self-identification. The continuing pace of significant resettlement departures will also ease the burden on the host government and society, thereby contributing to preserve the existing humanitarian and protection space in Lebanon. In addition, UNHCR Representation in Lebanon will continue to serve as regional support hub for resettlement of Iraqi refugees in the MENA region.

Key Indicators

- Number of resettlement quotas for Iraqi refugees
- Number of referrals of vulnerable Iraqis for resettlement purposes
- Number of resettlement departures



IV. Undertake contingency measures for potential voluntary returns based on free and informed choice

The other potential durable solution available to Iraqi refugees in Lebanon is voluntary repatriation. In 2010, however, improvements inside Iraq are unlikely to be rapid and fundamental enough to prompt large-scale voluntary repatriation. Similarly, conditions may remain insufficient to actively promote voluntary repatriation to Iraq.

Under such circumstances, the Response Plan provides a framework for the participating agencies to nonetheless be prepared to support any eventuality of voluntary repatriation. To meet this strategic objective, the Plan anticipates regular outreach and participatory assessments to gauge the refugees' general feelings and intentions concerning repatriation. Moreover, if individual refugees should come forward to express their interest in return, the Plan provides for counselling on the situation on the country of origin to ensure a voluntary, free and informed choice. Those who chose to return voluntarily will have access to limited repatriation assistance based on UNHCR's Individual Case Management (ICM) approach.

Key Indicators

- Percentage of outreach visits and participatory assessments where Iraqi refugees raised the issue of repatriation
- Percentage of Iraqi refugees provided with counselling on the country of origin situation among those who have initially expressed their wish to return
- Percentage of Iraqi refugees who have expressed their wish to return and have gone through counselling eventually assisted with voluntary repatriation assistance according to UNHCR ICM approach

3.3.D WORKING GROUP RESPONSE PLANS

3.3.D.I Protection Working Group

1. Participating Agencies

UNHCR (Chair), *Arc en Ciel*, *Association Justice et Miséricorde* (AJEM), Caritas Migration Centre, Danish Refugee Council (DRC), Frontiers Ruwad Association (FR), Insan Association, International Relief & Development (IRD), Middle East Council of Churches (MECC), Norwegian Refugee Council (NRC), UNICEF

2. Achievements and Challenges in 2009

2009 saw a general atmosphere of relative tolerance towards Iraqi refugees by the Lebanese government and society, an attitude which was supported by the extraordinary effort to resettle 2,200 Iraqi refugees by the end of September. The number of refugees detained for the reason of illegal entry or presence remained constant at around 40 people at a given time, a number significantly lower than in previous years. Proposed draft amendments to the 1962 immigration law, designed to ensure

non-penalization of illegal presence by refugees, were shared with the Ministry of Interior. While refugees continue to fear arrest and detention, this marked the first step towards improving the legal framework towards non-penalization of illegal entry/presence pending securing durable solutions for the refugees outside of Lebanon.

3. Priority Needs

Within the framework of the implementation of 2009 CAP, the Protection Working Group (PWG) members have undertaken regular participatory assessments and outreach to assess the refugees' needs and to adjust their activities accordingly. Based on this information, the PWG members have identified five areas of priority needs for the 2010 Refugee Response Plan for Iraqi refugees. First, the reduction of arrest and detention continues to be a priority need for the PWG. The number of Iraqi refugees detained for the sole reason of lack of legal status has been stable throughout 2009 at around 40 people, representing a significant improvement in comparison with the trends in 2007 and 2008. However, the fact that Iraqi refugees without legal status can be arrested at any time for the breach of immigration law instils fear and anxiety among the Iraqi refugees, affecting their daily lives. Second, for those nonetheless detained, there will be a continuing need to fill the gap in basic services in detention. Specifically, the PWG will coordinate provision of material assistance and medical and psychological care inside detention, to complement the services provided by the government.

As a third priority, the PWG identified the reduction of workplace exploitation as an emerging need as many Iraqi refugees struggle to be self-reliant. Examples of workplace exploitation are low wages, long working hours, child labour, threats to sever work contracts or threats to report an employee's illegal status to authorities. In order to understand the magnitude of the concern, a survey on employment practice of refugees will be conducted, based on which a series of promotional activities are planned. Fourth, with increasing reports of SGBV, especially domestic violence, the PWG identifies the need to enhance legal protection for the survivors of SGBV – primarily women and children – in close coordination with the other Working Groups. The fifth priority need, in the area of durable solutions, is to identify and assist the most vulnerable Iraqi refugees to obtain resettlement. (The Relief and Community Empowerment – RACE – Working Group provides complementary support by gauging refugees' decision-making on voluntary repatriation through participatory assessments, outreach and information exchange.)

While these five issues constitute the priority needs identified by refugees, the PWG also see the need to increase its effort for advocacy to address them. Advocacy will, therefore, run through the PWG response activities as a common theme to support sector objectives.

4. Response Strategy

Objectives

- 1) Promote the basic rights of refugees, including but not limited to non-penalization of illegal entry or presence
- 2) Ensure that Iraqi refugees in detention have access to basic services and assistance
- 3) Provide resettlement opportunities for 2,000 most vulnerable Iraqi refugees
- 4) Promote the reduction of workplace exploitation
- 5) Increase the opportunities for Iraqi refugee women and children to have access to legal protection and remedies, in particular in response to SGBV

Planning Assumptions and Operational Context

It is assumed that the operational environment will remain largely unchanged in 2010. Within the existing legal framework, Iraqi refugees without legal status in Lebanon – some 70% of the UNHCR registered population – will continue to live under the constant fear of arrest and detention. In order to further consolidate the existing flexible approach taken by the GoL and Lebanese society, the plan foresees further discussion with the GoL, parliamentarians and civil society on legislative improvement. This will, however, require close consultation with multiple stakeholders and may extend beyond 2010. In the interim, through legal aid and advocacy with key stakeholders, the strategy aims to reduce the occurrence and length of detention, and to ensure the provision of humanitarian assistance for those who are detained.

The objective related to workplace exploitation is designed to open up an opportunity for Iraqi refugees to legalize their stay in Lebanon and further promote self-reliance. This will contribute not only to the reduction of the number of arrests but also to the productive participation of Iraqi refugees in Lebanon's economy. The search for durable solutions will continue with the focus on resettlement, whilst close coordination will be maintained with the RACE Working Group for outreach and

participatory assessments to gauge any changes in the refugees' intentions with regard to voluntary repatriation. With regard to SGBV, while the RACE Working Group will continue to take the lead and coordinate related activities, PWG members will play a specific role in legal advice or intervention on behalf of SGBV survivors as per the existing SGBV SOPs. There will also be close coordination with the Education Working Group on child protection.

Activities

- 1) Promote the basic rights of refugees, including but not limited to non-penalization of illegal entry or presence
 - Provide legal aid and counselling to Iraqi refugees, including legal representation and targeted financial assistance for fees related to regularization
 - Build capacity among the GoL, judges, law-makers, lawyers and NGOs to ensure the protection of the rights of Iraqi refugees primarily through trainings
 - Advocate with the GoL, UN agencies, NGOs, civil society and refugees to reduce the occurrences of arrest and detention of Iraqi refugees and improve the existing administrative and legal framework, including the 1962 law

- 2) Ensure that Iraqi refugees in detention have access to basic services and assistance
 - Provide NFIs, medical, psychological and psychiatric care
 - Provide targeted educational/vocational activities

- 3) Promote the reduction of workplace exploitation
 - Conduct a survey of working conditions of Iraqi refugees to identify key risks
 - Provide legal aid and counselling concerning employment issues
 - Raise awareness on labour rights and protection together with the GoL, UN agencies and civil society

- 4) Provide resettlement opportunities for 2,000 most vulnerable Iraqi refugees
 - Identify the most vulnerable Iraqi refugees for resettlement submission
 - Advocate with resettlement countries for the continuing level of generous resettlement quotas and flexible criteria
 - Ensure timely submission of resettlement requests and processing, including departures

- 5) Increase the opportunities for Iraqi refugee women and children to have access to legal protection and remedy, in particular in cases of SGBV
 - Provide legal aid and counselling

5. Monitoring Framework

The PWG serves as a main forum to monitor and evaluate progress on common objectives on a regular basis, relying on information and activity reports provided by the participating agencies as well as other stakeholders. The following targets and indicators will guide the Working Group to track the progress. It will also liaise closely with the other Working Groups, especially with the RACE Working Group, for the updated information on refugee needs obtained through participatory assessments and outreach. There will be a short report to summarize the progress at the mid-year as well as to re-assess whether adjustments are required. At the end of the year, an end-year report is produced to analyze the achievements and challenges of the year to feed into planning for 2011.

Indicator	Baseline from 2009	Target for 2010
Number of Iraqi refugees in detention for the sole reason of lack of legal status	42 people (end September 2009)	30 people (25% reduction)
Average length of detention beyond the initial sentence (including those with charges other than illegal entry/presence)	200 days	100 days (50% reduction)
Extent to which the amendments to 1962 law are debated by stakeholders	Initial draft shared with the Ministry of Interior	<ul style="list-style-type: none"> • The draft law further discussed with the GoL • The draft law discussed with parliamentarians • The draft law discussed with the civil society
Percentage of Iraqi refugees in need receiving assistance	All detained refugees in need received basic assistance	All detained refugees in need received basic assistance

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Indicator	Baseline from 2009	Target for 2010
Number of detained Iraqi refugees receiving education or vocational training	--	80 Iraqi refugee detainees
Survey on employment exploitation conducted	--	Survey conducted
Number of resettlement departures by Iraqi refugees	2,200 people (September 2009)	2,000 people
Percentage of SGBV cases in need provided with legal counselling or assistance	100%	100%

6. Financial Requirements

Agency and Indicative Budget (\$)	Activities
Arc en Ciel \$33,500	<ul style="list-style-type: none"> Assist refugees in regularization
Caritas Lebanon Migrants Centre \$250,000	<ul style="list-style-type: none"> Provide legal aid services
IOM \$600,000	<ul style="list-style-type: none"> Support refugees who have made informed choice to repatriate voluntarily
IRD \$325,000	<ul style="list-style-type: none"> Support legalization of the status and apprenticeships for vulnerable Iraqi men Raise awareness on labour rights, legalization options and procedures through outreach and social activities
Insan \$17,000	<ul style="list-style-type: none"> Provide legal aid and advice
NRC \$85,400	<ul style="list-style-type: none"> Provision of education and skills training for eighty Iraqi refugee detainees in Roumieh prison in coordination with AJEM
UNHCR, with Caritas and AJEM \$7,902,111	<ul style="list-style-type: none"> Provide legal counselling/aid/representation Support refugees with financial assistance for regularization of legal status Identify refugees in detention and follow-up interventions Provide non-food items to detainees in need Provide psycho-social assistance to detainees in need Build-capacity and raise awareness on refugee protection among government personnel, judges, lawyers and other professionals Conduct refugee registration Support durable solutions, especially resettlement Advocate and technical support for legislative changes Raise awareness on refugees' issues in the public and media Coordinate protection activities Provide regional resettlement support

3.3.D.II Health

1. Participating Agencies

IMC and UNHCR (Co-Chairs), WHO (technical support agency), Amel Association, Arc en Ciel, Association Justice et Miséricorde (AJEM), Caritas Lebanon Migrants Centre, Danish Refugee Council (DRC), Insan, International Organization for Migration (IOM), Middle East Council of Churches (MECC), Restart Centre

2. Achievements and Challenges in 2009

In 2009, the enhanced coordination mechanism facilitated by the Health Working Group led to the following significant achievements: the creation of a referral mechanism for complicated medical cases; a reduction in the duplication of services; the establishment of two sub-working groups on mental health and reproductive health; and the attainment of uniform health coverage standards among the different agencies. Moreover, refugees continued to access primary and secondary health care services through the programmes of UNHCR, Caritas, MECC, IMC, DRC and Arc en Ciel, in addition to charity-based associations. At the same time, the capacity of health and social workers on public health communications was enhanced through a WHO-led module and course. However, the absence of a common health information system among agencies continues to prevent the comprehensive monitoring of refugee health trends and norms and remains a priority for 2010.

3. Priority Needs

Refugees have access to primary health care centres in Lebanon, similar to nationals. Despite the fact that agencies cover gaps in the system, participatory assessments with Iraqi men and women, as well as with the disabled and older people, show that barriers to primary care access still exist. These include an inability to cover health costs, delays in receiving treatment, and limited access to health services or centres for reasons such as limited mobility, insecurity and remoteness.



Baby Noor received medical care for a heart defect. UNHCR 2009/ A. Yungrova

Moreover, an IOM socio-economic assessment conducted between December 2008 and February 2009 among 1000 Iraqi refugees living in rural areas showed that while 65% of those surveyed received social and medical assistance, 45% did not visit a doctor either for financial reasons or due to the absence of a doctor in their areas.⁶⁶ Additionally, 40% of the children were found not to be vaccinated.⁶⁷

The biggest challenge for refugees rests in secondary and tertiary health care services that are often very expensive, even with agency support. Although agencies provide

refugees with up to 85% of the cost of secondary health care and post-treatment care according to the assessed needs, refugees struggle to cover the remaining 15%. At the same time, agencies can only cover a small proportion of the very expensive tertiary care costs (over 10,000 \$), leaving refugees unable to shoulder the largest burden from their limited resources.

Other areas of needs include reproductive and mental health, as well as health conditions in detention. In March 2009, a UNHCR technical mission recommended introducing reproductive health services for youth, adolescents and women into programmes. Moreover, refugees are at high risk for mental health problems due to their past experiences, detention, lack of compliance to treatment, as well as difficult socio-economic and legal conditions in Lebanon. A February 2008 IOM report concluded that 34% of Iraqis in Lebanon were exposed to highly traumatic events. In short, there remains a significant need for mental health and psycho-social care among Iraqi refugees, given the level of violence experienced in Iraq and the difficult living conditions in Lebanon.⁶⁸

4. Response Strategy

Objectives

- 1) Monitor health-related trends and norms
- 2) Advocate for and ensure access to affordable, safe and effective preventive, curative and rehabilitative health services by referral and follow-up through existing national/public health systems and partner-run facilities
- 3) Ensure that refugee men, women, boys and girls have information on and access to health education and promotion, including access to related services
- 4) Promote mental health and ensure access to relevant services

Planning Assumptions and Operational Context

The sector objectives contribute to the realization of the second strategic objective, namely to “ensure that Iraqi refugee women, men, girls and boys have to the ability or means to satisfy their basic needs and engage in community development activities, with particular attention to those with specific needs (most vulnerable).”

With the right to health being high among the refugees’ basic needs, the response plan aims to ensure that refugees, including those living in rural areas, can access affordable primary, secondary and some tertiary healthcare services through increasing access to affordable care. The response plans also aims to ensure that basic primary services such as consultations, vaccinations, reproductive health, chronic medication and inpatient tests reach all refugees. With the rise in the cost of living,

⁶⁶ *Assessing Basic Socio-Economic Indicators among Iraqi Refugees in Rural Areas in Lebanon: RAP for Planning the Development of Vulnerable Communities*, IOM, October 2009.

⁶⁷ *Id.*

⁶⁸ IOM, *Assessment of Psycho-social Needs of Iraqi Displaced in Lebanon and Jordan*, February 2008.

refugees are becoming increasingly unable to cover basic health needs, therefore requiring enhanced coverage by partners. Mental health services are also addressed through the provision of treatment and a community mental health approach.

In addition to curative response, the response plans focuses on preventive health care by increasing refugee awareness on communicable and non-communicable diseases. At the same time, it aims to address the existing gap in identification of health needs, trends and norms of the refugee population, including mortality and morbidity rates, through the development of a simplified health information system (HIS).

Activities

In coordination with each other, members will conduct and share regular rapid health assessments within the Working Group. The Working Group will have regular coordination meetings to ensure compilation and collation of information and to coordinate health-related activities on the ground. The Working group will also work on development of its TORs. Hospitals visits will be regularly conducted to monitor difficult and complicated in-patient cases and to follow-up on the quality of services provided and the treatment of refugees.

- a) Monitor health-related trends and norms
 - Establish a multifunctional, inter-agency committee to develop a simplified HIS
 - Conduct rapid health assessments to regularly evaluate the refugee health situation (sample survey for population)

- b) Advocate for and ensure access to affordable, safe and effective preventive, curative and rehabilitative health services by referral and follow-up through existing national/public health systems and partner run facilities
 - Provide refugees with support to access primary and secondary health care services through financial assistance and referral
 - Ensure the provision of health services to people with disabilities, such as prosthesis and physiotherapy sessions
 - Advocate with the Ministry of Health and/or the National Social Security Fund (NSSF) for health care coverage for refugees with work permits who pay the NSSF fees but are not presently covered
 - Expand network of health care providers; conduct mobile, home and outreach visits especially in rural areas; and establish common referral systems – including for emergencies - through the development of a comprehensive SOP
 - Conduct a feasibility study for insurance or mutual benefit schemes

- c) Ensure that refugee men, women, boys and girls have information and access to health education and promotion, including access to related services
 - Conduct health education and promotion for the refugee community and their providers on communicable and non-communicable diseases and behavioural issues (drug abuse, aggression, etc.), including for people in detention
 - Immunise at least 80% of under-five children (according to the National Vaccination Programme)
 - Develop a prevention and response mechanism for addictions, particularly for detained refugees, focusing on community awareness activities

- d) Promote mental health and ensure access to relevant services
 - Provide rehabilitation services for victims of torture, poly-traumatised and people with special needs, including for detained refugees
 - Strengthen skills for psychological and mental health support among social workers, especially for early detection of children with behavioural problems
 - Establish community-based mental health services and possibility for inpatient treatment
 - Enhance skills of health workers to detect and provide support for refugees with mental health and psycho-social needs, including referral services and limited tertiary care (inpatient treatment)

5. Monitoring Framework

Indicator	Baseline from 2009	Target for 2010
Percentage of refugees identified as in need receiving outpatient health support, namely chronic medication and tests (x-rays, blood tests, echo, etc.)	100% refugees who were identified as being in need outpatient health care received support	100% of refugees receive support to access outpatient health care, as well as proper referral when needed. Full coverage/support is given to vulnerable people or groups who meet the criteria.
Percentage of refugees identified as in need receiving support for secondary and tertiary care services	100% refugees who were identified as being in need of inpatient health care received support	100% of the people in need receive at least partial contribution and/or proper referral to secondary and tertiary care, taking into account prognosis and budget. Full coverage for vulnerable people or groups who meet the criteria.
Number of health promotion and awareness sessions, as well as the number of refugees attending these sessions, conducted in all regions of Lebanon	525 refugee men and women attended 55 community health awareness sessions	224 health promotion and awareness sessions for 3000 – 4000 male and female refugees of different ages, covering issues such as reproductive health, HIV, STIs, drug abuse, addictions etc.)
Percentage of Iraqi boys and girls receiving needed vaccination	100%	100% of refugee boys and girls vaccinated according to the national agenda
Percentage of Iraqi refugee men, women and children with psychological problem benefiting from mental health services	100% of refugees who were identified as being in need of mental health services received such care	100% of Iraqi refugee men, women and children are provided with mental health care services as needed
Number of social workers and health professionals trained in identification of mental health needs (problems)	None	4 trainings divided as follows: 2 trainings for 40 social and health workers on early identification of mental health issues among children; 2 training workshops (theoretical and clinical supervised sessions) for 50 PHC workers on identification, diagnosis and management and referral of minor to moderate mental health cases
Number of health facilities identified and mobile medical unit visits in areas of refugee concentration – especially in rural areas	eight primary health care centres identified and supported to provide related services to refugees five mobile medical units visits to areas of refugee concentration throughout Lebanon, not including visits of psychologists to homes	Health network in rural areas expanded to five primary health care centres five mobile medical units dispatched per month to rural areas (or 40 visits per month per mobile)
Simplified HIS established and rapid health assessments conducted	None	Simplified HIS adopted and data shared three rapid health assessments are conducted
Number of refugees with physical disabilities receiving related services such as prosthesis and physiotherapy sessions	258 refugees with physical disabilities received related services	220 refugees receive services 20 prostheses or physical aids provided

6. Financial Requirements

Agency and Indicative Budget (\$)	Activities
Arc en Ciel 25,410	<ul style="list-style-type: none"> • Provide primary, secondary and tertiary health care
Caritas Lebanon Migrants Centre 349,342	<ul style="list-style-type: none"> • Provide outpatient health services (secondary and tertiary care) • Provide inpatient services (chronic medication and inpatient tests) • Conduct community health promotion • Conduct home visits to the elderly • Provide urgent medical care in detention
Insan Association 65,000	<ul style="list-style-type: none"> • Conduct health awareness sessions • Provide psychological counselling and referral to psychiatric services within existing health network
IMC 943,654 ⁶⁹	<ul style="list-style-type: none"> • Provide outpatient health services (secondary and tertiary care) • Provide inpatient services (chronic medication and inpatient tests) • Conduct community health promotion and awareness sessions • Ensure vaccination for boys and girls • Provide mental health services for those in need and 2 trainings for PHC workers • Dispatch five mobile clinics, especially to rural or remote areas • Conduct at least three rapid health assessments • Provide 20 disability items
IOM 330,000	<ul style="list-style-type: none"> • Address psycho-social needs of Iraqi children and youth and their host communities, including provision of psychological and psychiatric services
UNHCR, with Caritas, Restart and MECC 712,712	<ul style="list-style-type: none"> • Provide outpatient health services (secondary and tertiary care) • Provide inpatient services (chronic medication and inpatient tests) • Conduct community health promotion and awareness sessions • Ensure vaccination for boys and girls • Ensure the provision of mental health services for those in need and 2 trainings for 40 health and social workers • Support the provision of disability related services (physiotherapy sessions, items, etc.)
WHO 25,000 ⁷⁰	<ul style="list-style-type: none"> • Develop an HIS • Organize community-based activities on health education and promotion

3.3.D.III Education

1. Participating Agencies

UNHCR (Chair), Save the Children-Sweden (Co-Chair), CARITAS Lebanon Migrant Centre, DRC, Insan Association, Institut Europeen de Coordination et de Development, International Orthodox Christian Charities (IOCC), UNESCO, UNICEF

2. Achievements and Challenges in 2009

In 2009, the Ministry of Education issued a circular instructing all the schools in Lebanon to allow refugee children to be registered and enrolled, bringing the enrolment rate for refugee students between the ages of 4 and 17 in formal education to 81%. Refugee children were also supported with education grants to cover a portion of their tuition fees and school materials. The increase in the enrolment has been reinforced with the identification of children at risk of dropping out and subsequent social follow-up. After school support classes were provided in all geographical areas in coordination with relevant partners and communities concerned.

At the same time, the identification of children and adolescents not enrolled continues to present a difficulty despite extensive outreach. Child labour remains a challenge, especially in the face of a lack of technical expertise and capacity among public schools in integrating children at work back into the educational system. Finally, with only one-third of refugee children enrolled in public schools, efforts to reach refugee children in semi-private and private schools remain slow, and there is a need to re-distribute the ministerial circular to promote public access and enrolment before the beginning of every scholastic year.

⁶⁹ From 1 September 2009 through 31 August 2010.

⁷⁰ Remainder of 2009 CAP funding extended to 2010.

3. Priority Needs

Through on-going focus group discussions, assessments and outreach, the Education Working Group (EWG) has identified priority needs in three specific areas: access and retention, education for children with special needs and capacity-building. In the area of access, the ministerial circular needs to be further disseminated to increase the acceptance of refugees by Lebanese schools. Assistance with tuition fees, transportation costs and school materials continue to be required to reduce the cost of school enrolment and to ensure retention. Advocacy for enrolment and material assistance should also be complemented by early identification of children at risk of dropping out through outreach and participatory assessments.

For children who have dropped out of school, there is a continuing need for special care – especially in the case of child labour – in the form of vocational training, life skills activities or other types of non-formal education, while to the extent possible they should be assisted to be reintegrated into the formal educational system.

In view of the concerns raised by refugee children and parents about discrimination at school, teachers and administrators also should also benefit from capacity-building activities to further foster an inclusive educational environment.

4. Response Strategy

Objectives

- Provide all Iraqi children, girls and boys, including adolescents, with access to quality formal education for the 2010/2011 scholastic year, with attention to children with specific educational needs
- Prevent Iraqi children and adolescents at risk from dropping out of the formal school system and from being exposed to child labour, SGBV, trafficking, exploitation and discrimination
- Identify children, adolescents and youth (below 21 years) who have dropped out of school and/or who are working, refer and support them through appropriate channels, including non-formal education, accelerated vocational training, support classes, with the aim, if possible, to reintegrate them into formal education
- Strengthen the capacity of Ministry of Social Affairs (MoSA), Ministry of Education (MoE) and a targeted number of schools in areas of Iraqi refugee concentrations to become more inclusive and protective of Iraqi refugee children and adolescents

Planning Assumptions and Operational Context

In 2010, it is likely that the Government of Lebanon will continue with its generous approach towards refugees' access to formal education in the country, and the content of the 2009 circular will remain valid. It is further assumed that schools fees and related costs such as stationery – be it public or private schools – constitute a significant obstacle for refugee children to access to formal education and remain in school.

Teachers and school administrators are identified as key players to influence the fostering of a non-discriminatory, inclusive environment and are considered receptive to further capacity-building activities. It is likely that the national institutions such as MoSA, High Council for Childhood (HCC) and Social Development Centres will continue to be engaged in the areas of not only education but also child protection in general as the EWG's reliable partners. Close coordination will be maintained with the Protection Working Group to ensure the link with legal protection of children at risk. By the same token, the EWG will ensure coordination with the Relief and Community Empowerment Working Group (RACE WG) for community-based activities, SGBV-related issues and non-formal vocational training; and with the Health Working Group (HWG) regarding vaccination and children with specific needs.

Activities

- Provide financial/ material assistance to all Iraqi refugee children/ adolescents enrolled in national schools to ensure on-going high enrolment and retention rate
- Facilitate access to and provide support for remedial education, vocational training, non-formal education for refugee children/youth and host community children/youth, based on individual case management
- Identify children at risk through out multiple approach levels (registration/ field visits/ outreach activities/ community mobilization) and develop a response plan in coordination with other WGs and based on individual case management system

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- Conduct participatory assessments, outreach, field visits, awareness sessions and community-based activities with the children, youth, host community, parents and teachers, focusing on children's rights, education, health /nutrition, conflict resolution, child protection, SGBV and child labour, and supporting children at risk, in close coordination with the RACE WG
- Build capacity for school personnel and host communities to further foster inclusive and tolerant environment for refugee children/youth
- Advocate with the MoSA and MoE for refugee children and adolescents, especially those with specific needs, to be mainstreamed in the national protection mechanism, in close coordination with other WGs
- Conduct a comprehensive education assessment with child protection focus

5. Monitoring Framework

Through ongoing assessments and monitoring, the EWG will track progress on a monthly basis. At least two (mid-year and annual) evaluations are planned in the sector to review the impact of projects. Primary data sources will include the new data-base baseline, the education matrix, programme reports, MoE statistics and ongoing focus groups held with refugee children/youth and community members.

Indicator	Baseline from 2009	Target for 2010-2011 school year
Number of Iraqi children, adolescents and young adults (below 21 years) enrolled in formal education	1,560	2,223 ⁷¹
Number of children and adolescents receiving financial/in-kind assistance for school fees, transportation, uniforms and stationary	1,560	2,223
Number of Iraqi children/ adolescents and youth enrolled in formal vocational training	274	300
Number of Iraqi children/ adolescents and youth enrolled in non-formal education and accelerated vocational training	Amel: 123 (all ages) NRC: 180 SCS partners: 450	Amel: 50 (youth) NRC: 150 SCS partners: 500
Percentage of children/youth retained throughout the school year	75%	80%
Number of schools/educational environments, supporting Iraqi refugees, who have received capacity-building activities (trainings/workshops/ activities)	SCS:11 schools	SCS: 20 public + 2 private UNESCO: 40 teachers IOCC: 2 public schools
Number of MOE/MOSA staff who have received training	--	UNESCO: 20
Number of children/adolescents with specific needs accessing education	100% of identified cases receiving support	100% of identified cases receiving support
Number of children/ adolescents and youth participating in after school support classes/ summer classes/ and educational community based activities	Amel: 75 SCS partners: 500 IECD: 100	Amel: 75 SCS partners: 500

6. Financial Requirements

Agency and Indicative Budget (\$)	Activities
DRC 75,000	<ul style="list-style-type: none"> • Provision of school kits for Iraqi children enrolled in primary, intermediate and secondary schools
Insan Association 174,000	<ul style="list-style-type: none"> • Facilitate access and support to non-formal education • Identify families at risk/children already working to better target financial assistance • Conduct community-based activities • Raise awareness on the scholastic challenges for Iraqi refugees children/youth, targeting school personnel (public and private), affected and host community, with special attention on inclusion
IOCC 1,000,000	<ul style="list-style-type: none"> • To improve the learning environment in 15 public schools by rehabilitating and modernising school facilities while providing a model for after school activities through the Lebanon Education Assistance for Development (LEAD) project funded by USAID

⁷¹ UNHCR ProGres data as of September 2009: 2223 boys and girls between the ages of 4 - 18 years old.

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Agency and Indicative Budget (\$)	Activities
NRC 172,201	<ul style="list-style-type: none"> • Provision of community learning centre and information dissemination activities for refugee community. • Provide non-formal education to youth between the ages of 14-21 (English & computer literacy, skills training, and life-skills education for out of school refugee youth) (target: 150 beneficiaries) • Provide child-care supervision and activities
SC 1,100,000	<ul style="list-style-type: none"> • Provide school fees and supplies • Provide support classes and extracurricular classes • Conduct awareness-raising sessions and capacity-building activities for Iraqi children, parents and caregivers/teachers • Provide vocational training for Iraqi and host country youth • Provide youth with life skills and leadership skills training • Raise awareness among the youth on topics related to education/protection in emergencies, health and hygiene, reproductive health, and HIV/AIDS and STDs • Create school club in public schools • Enhance the learning environment at targeted schools
UNESCO 52,300	<ul style="list-style-type: none"> • Train 2 national teacher-trainers from each of the six regional teacher training centres on inclusive education with a special focus on Iraqi refugee situation • Train 40 school teachers at centralized training, co-facilitated by previously trained teacher-trainers on inclusive education with a special focus on Iraqi refugees, classroom-based practices and management to deal with challenges, especially discrimination and language difficulties • Train 20 MoE/MoSA and municipal officials with high Iraqi refugee population, focusing on the inclusion and protection of Iraqi refugee children and adolescents in schools
UNHCR, with Caritas and MECC 871,022	<ul style="list-style-type: none"> • Provide education grants to 1000 Iraqi children/youth registered with UNHCR and enrolled in public and private schools for formal education (primary, lower secondary and higher secondary level) and vocational training (in coordination with Save the children Sweden) • Provide cash and in-kind assistance for transportation fees, winterization items and scholastic supplies • Disseminate information on formal and non-formal education opportunities through outreach services and follow-up • Conduct assessment of Iraqi children with specific educational needs and provide them with adequate assistance
UNICEF 182,000	<ul style="list-style-type: none"> • Provide capacity-building for staff of Ministry of Education, Ministry of Social Affairs and Social Development Centres, as well as school personnel, in order to better integrate Iraqi refugees in Lebanon's school system

3.3.D.IV Relief and Community Empowerment (RACE)

1. Participating Agencies

UNHCR (Chair), Danish Refugee Council (Co-Chair), AMEL Association, Arc En Ciel, Caritas Migrants Centre, International Medical Corps, Insan Association, IRD, Middle East Council of Churches, International Organization for Migrants (IOM), Norwegian Refugee Council (NRC), Restart

2. Achievements and Challenges in 2009

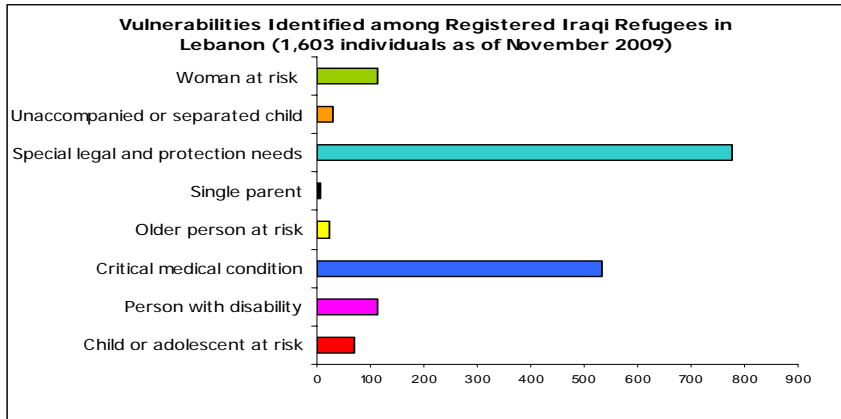
In 2009, targeted material assistance was provided to the most vulnerable refugees through a multi-sectoral coordinated approach while the participatory approach was further mainstreamed into the existing programmes and projects. Refugee committee groups for men, women and youth were also elected. Dwindling resources and a rising cost of living have negatively affected the socio-economic situation of refugees. Refugee women pointed out that the cost of transportation limited their participation in activities organised in the Community Centres. Illegal status also restricted the refugees' access to labour markets and often leads to employment exploitation, rendering refugees' socio-economic status even more precarious.

3. Priority Needs

As the large majority of Iraqi refugees reside in scattered urban and rural areas, outreach continues to be a priority activity in order to identify community concerns and ensure access to services by refugees. It is also essential to enhance the community-based participatory approach in the planning

and implementation of projects and activities, in full consultation and with the participation of refugee men, women, children, adolescents and the elderly. In this regard, the establishment of representative refugee structures has become an emerging need.

In line with the Age, Gender and Diversity Mainstreaming (AGDM) approach, the Relief and Community Empowerment Working Group (RACE WG) members are conducting participatory



assessment meetings with different groups of refugee communities on an ongoing basis. Most refugees identify as a priority concern the high cost of living, especially in relation to rent and daily expenses. As their displacement continues, they also note the mounting financial pressures, affecting in particular women, survivors of SGBV,

children, elderly and others who have specific needs. Men with specific needs often feel that services and financial assistance are directed mostly to families. Difficult socioeconomic conditions further lead to depression, loss of self-esteem and a sense of despair and anger. In light of these evolving circumstances and in order to respond to the voices of refugee population, there will be a standard scale for eligibility to assistance and its types.

Refugees are increasingly requesting vocational training in languages and computer literacy, skills trainings, livelihoods, and awareness sessions to improve their current living situation, as well as to build capacities during their temporary stay in Lebanon pending durable solutions. The need for psycho-social and recreational activities such as drawing, theatre, group discussion, outings and other types of activities to relieve the stress and tension has also been recognized. In addition, it is envisaged that the activities under the sector will strengthen the interaction and network with the local host community.

4. Response Strategy

Objectives

- Identify and respond to the needs of refugees, especially those with specific needs, through targeted material and in-kind assistance
- Empower women, men and adolescents with vocational/livelihood skills and knowledge towards self-reliance, with attention to groups with special needs
- Promote self-reliance of refugee men, women, youth and children on community resources through the development of community structures, such as committees, volunteers, focal points, and enable them to meet their social, emotional, financial and physical needs

Planning Assumptions and Operational Context

In 2010, continued high inflation and the rising cost of living in Lebanon will widen disparities between the rich and poor, and equally affecting the Iraqi refugees, who have diminishing coping mechanisms and have largely depleted their savings. Their illegal status will continue to exacerbate their socioeconomic difficulties.

Against the background, there will be an ongoing need to strengthen both individual and community coping mechanisms. This will entail a combination of activities aiming at building Iraqi refugee capacities, while developing support structures within the local host communities. Activities can be provided on two levels, namely through the existing Community Centres as well as community-based activities in areas where refugees reside. The types of activities provided will be based on the needs and concerns raised during participatory assessment meetings and will include vocational training, capacity-building, psycho-social and educational/recreational activities. In addition, an increase in outreach activities prioritize identification of vulnerable groups hitherto unable to access existing services; consequently, the existing referral systems will be enhanced through the coordination mechanism agreed by the RACE WG participants. RACE sector will continue close collaboration with the Education, Health and Protection Working Groups to ensure a holistic intervention. Of particular

importance is the RACE WG's lead role in coordinating multi-faceted activities in prevention of and response to SGBV, as well as in ensuring the implementation of the inter-agency SGBV SOPs.

Activities

- a) Identify and respond to the needs of refugees, especially those with specific needs based on case by case needs assessment
 - Increase outreach activities targeting vulnerable groups and refer them to existing services
 - Provide refugees, especially those with specific needs, with financial and material (in-kind) assistance, following case-by-case needs assessment
 - Establish a standard scale for eligibility and types of assistance
 - Increase coordination among service providers to ensure consistent assistance and referral based on agreed standards and to avoid duplication
- b) Empower women, men and adolescents with vocational/ livelihood skills and knowledge to build self-reliance, with attention to groups with special needs
 - Plan, implement and evaluate, with the participation of refugees, community-based empowerment activities related to education, vocational training, livelihood, psycho-social and recreational programmes
 - Liaise and coordinate with local and international organizations for referral and cooperation on existing activities (Social Development Centres, Ministries)
 - Improve the existing information system log of people who participate in community development activities
 - Develop and implement mechanisms to increase refugees' awareness on protection and durable solutions, in addition to access to existing services and activities
- c) Support the development of community structures and mobilize refugee groups of men, women, youth and children, to promote self-support and reliance on community resources, and enable them to work for changes that will benefit their communal social, emotional, financial and physical well-being
 - Support the creation of refugee committees /groups with equal participation of women
 - Identify and train outreach workers, volunteers, focal points, and leaders
 - Map existing community resources
 - Support and enhance two-way communication and information sharing with refugees concerning communal needs, available services and resources



Vocational training for Iraqi refugee women in Southern Lebanon. UNHCR 2009/ A. Yungrova

5. Monitoring Framework

The RACE WG will serve as a monitoring body for the implementation of the sector strategy through monthly meetings and data-gathering and sharing. The outreach activities themselves will serve as a monitoring and evaluation tool through participatory assessments and focus group discussions. The Sector Working Group will further conduct a mid-year evaluation. A final evaluation of the sector response will be organized to review the results achieved, discuss about the unmet objectives and come out with recommendations.

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Indicator	Baseline from 2009	Target for 2010
Percentage of beneficiaries receiving assistance who are deemed eligible according to targeted standards of social-economic need (disaggregated by gender and age)	85 % of the planned beneficiaries receiving assistance	100 % of eligible refugees receiving assistance
Number of participants in the community-based activities (disaggregated by gender and age)	600	1,000
Number of capacity-building activities targeting refugees (disaggregated by gender and age)	150	250
Number of participatory assessment meetings in line with AGDM (disaggregated by gender and age)	40	50
Number of outreach activities, home visits, etc.	1,500	1,700
Number of trained refugee volunteer groups such as committees, outreach workers, focal points etc. (disaggregated by gender and age)	20	50
Information-sharing mechanism covering community issues, resources and activities produced by the working group and distributed through community outlets	Monthly reports; Quarterly newsletters on existing services for Iraqi refugees	Monthly reports; Quarterly newsletters; Develop a data log on existing community resources and activities; Develop an accurate community information management system
Number of Iraqis receiving protection and SGBV education services at a Listening and Counselling Centre (disaggregated by gender and age)	200	1,000
Number of Iraqis participating in Early Childhood Development sessions, Mental Health Awareness sessions, and SGBV awareness sessions (disaggregated by gender and age)	200	2,000
Number of Iraqis provided with information on available services in Lebanon, the region and Iraq through setting up of information stations and dissemination of information (disaggregated by gender and age)	--	2,400

6. Financial Requirements

Agency and Indicative Budget (\$)	Activities
Arc En Ciel 74,350	<ul style="list-style-type: none"> • Provide rental assistance for vulnerable families • Provide furniture and household utensils for vulnerable families • Provide food coupons for vulnerable families
Caritas 420,000	<ul style="list-style-type: none"> • Provide humanitarian assistance • Assist refugees in need with one-off rent payment
DRC 425,000	<ul style="list-style-type: none"> • Provide funds for small projects implemented by funding LNGOs/CBOs working with Iraqis • Provide one-off NFI assistance to vulnerable refugees • Conduct outreach visits/activities • Disseminate newsletters for Iraqis and other outreach publications
IMC 124,000	<ul style="list-style-type: none"> • Conduct awareness sessions on education, SGBV, early childhood development and mental health • Disseminate information on services and the situation in Iraq
Insan Association 600,000	<ul style="list-style-type: none"> • Conduct outreach • Identify refugees in need and refer them to appropriate channels • Train refugees with vocational/livelihood skills and knowledge
IRD 50,000	<ul style="list-style-type: none"> • Provide the country of origin information to assist refugees in making an free and informed choice on durable solutions • Provide comprehensive entrepreneurship training, building upon IRDs legalization and apprenticeship programme

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Agency and Indicative Budget (\$)	Activities
IOM 700,000	<ul style="list-style-type: none"> • Provide sustainable assistance to vulnerable Iraqis displaced in Lebanon
NRC 258,301	<ul style="list-style-type: none"> • Disseminate information through community learning centres • Provide non-formal education to youth between the ages of 14-21 (English, computer literacy, skills training and life-skills education for out of school refugee youth) • Provide child-care supervision and activities
UNHCR, with AMEL, Caritas and MECC 3,947,297	<ul style="list-style-type: none"> • Provide relief assistance (financial, food coupons and non-food items) • Implement community development projects for refugees • Conduct outreach and participatory assessment meetings • Coordinate sector activities

3.4 Egypt, Iran, Turkey and the Gulf Countries

3.4.1 INTRODUCTION

The Regional Response Plan also encompasses countries hosting comparatively smaller Iraqi refugee caseloads: Egypt, Iran, Turkey and the Gulf Cooperation Council States. Given the smaller number of vulnerable Iraqis and more limited number of international and national actors engaged in the response, these countries carried out smaller-scale planning processes as part of the Regional Response Plan. UNHCR led the preparation of the situational analysis for Egypt and Turkey and involved UN and partner agencies that intend to continue providing assistance to the Iraqi refugees. In Iran and the Gulf States, UNHCR is the only actor providing protection and assistance in support of the host Governments. This section contains a succinct analysis of the situation in these countries and their respective planned response for 2010.

3.4.2 THE ARAB REPUBLIC OF EGYPT

Overview

Iraqi refugees represent just over one-fifth of more than 40,000 refugees and asylum seekers registered with UNHCR in Cairo. The Arab Republic of Egypt (Egypt) is a signatory to the 1951 *Convention relating to the Status of Refugees*⁷² as well as the 1969 Organization of African Unity (OAU) Convention. In the absence of a national asylum system, however, UNHCR registers refugees and asylum-seekers, issues documentation to those registered and determines refugee status, all in close cooperation with the Government of Egypt. As of 30 September 2009, a total of 9,126 Iraqi nationals were registered with UNHCR, nearly 40% of whom are under the age of 18, and a majority of whom arrived in 2006.

Iraqis registered with UNHCR as of 30 September 2009				
Age Group	Male	Female	Total	Percentage
0-4	49%	51%	554	6%
5-17	53%	47%	2,813	31%
18-59	52%	48%	5,221	57%
60 +	50%	50%	538	6%
Total	52%	48%	9,126	100%

Continuing a trend begun in 2008, 1,358 registered Iraqis closed their files between January and September of 2009, largely with a view to return. Of these, some 584 were assisted to return to Iraq by

UNHCR and others by IOM. A total of 290 Iraqis have been submitted for resettlement from January to September 2009 and, during the same period, 876 Iraqis have departed to third countries, including for resettlement and other humanitarian programmes. For 2010, it is expected that the number of registered Iraqis will remain stable or decrease slightly, and in any event not exceed 10,000 people.

Along with UNHCR, variety of UN agencies and international and national NGO partners provide, directly or indirectly, critical protection and assistance to Iraqi refugees, including Caritas, Catholic Relief Services (CRS), Coptic Evangelical Organization for Social Services (CEOSS), IOM, Psycho-Social Training Institute (PSTI), Refuge Egypt, Terre des Hommes (TdH), UNFPA, UNICEF and WHO. To ensure that gaps are met and to avoid overlaps in services, UNHCR facilitates coordination among all partners through interagency and bilateral meetings.

Priority Needs

Most Iraqi refugees live in an urban context, where the cost of living has continued to increase. A deteriorating socio-economic environment and restrictions placed on access to formal employment and public health and education systems leave many refugees highly dependant upon international assistance. Working with Caritas, Catholic Relief Services and Refuge Egypt, UNHCR is the largest provider of assistance to the refugees through education and health subsidies and financial assistance for those with special needs and the most vulnerable.

Presently up to 20% of the Iraqi refugee population – those who have special needs or are particularly vulnerable – need financial and emergency humanitarian support. In addition, in 2010 refugees and asylum seekers will continue to need to be supported to access affordable, comprehensive, decentralized public and other health care facilities, close to their areas of residence, as well as

⁷² Upon accession to the 1951 Convention, Egypt made reservations to articles 12 (1) (personal status), 20 (rationing), 22 (1) (access to primary education), 23 (access to public relief and assistance) and 24 (labour legislation and social security). Egypt's subsequent accession to the 1989 Convention on the Rights of the Child made primary education compulsory and available free to all children. Nonetheless, the other reservations result in difficult socio-economic circumstances for all refugees, including Iraqis.

access to psycho-social and mental health services. In light of restrictions on Iraqi children's access to public primary and secondary school, many require support in order to enrol in affordable private schools and pursue their education. In the search for durable solutions for this population, subject to the continued gradual improvement in the situation in Iraq in 2010, the trend of Iraqis wishing to return to Iraq voluntarily is likely to continue. However, for some, neither return to Iraq nor continued stay in Egypt is an option, with medical and protection needs requiring an alternative durable solution, in which case resettlement is often pursued as a solution.

Response Activities

In 2010, agencies in Egypt will continue their work in the fields of protection, health, education and support to vulnerable groups and to pursue durable solutions. Planned activities in the field of protection include protection against *refoulement* and provision of documentation to Iraqi refugees and asylum seekers.

In the field of health, activities include enhancing the national capacities – improvement of selected health facilities and staff capacity – to improve access and quality of care for refugees, asylum seekers and other migrants, as well as nationals. In addition, agencies will continue provision of subsidized primary and emergency health-care and support in the fields of reproductive, maternal, child and psycho-social health care. UNICEF, together with TdH, PSTIC and Refuge Egypt, will continue to provide assistance to Iraqi refugees in the fields of child and maternal health and psycho-social care.

In addition to provision of the education grant, activities in education will include training management for teachers on counselling and working with children in emergency situations, as well as support with catch-up classes and provision of learning material.

Support to vulnerable groups and individuals will include continued provision of limited financial and/or in-kind assistance to refugees, asylum seekers and other Iraqis who are identified as having special needs or being impoverished, following counselling and individual assessment of their socio-economic situation.

Potential durable solutions include return and resettlement. For those expressing a wish to return based on a free and informed decision, activities include undertaking necessary procedures and coordination to facilitate their return; provision of reliable and up-to-date information about both the process and the conditions in areas of return; provision of a transportation and repatriation grant and/or comprehensive reintegration assistance, as needed. For those whom resettlement is the most appropriate durable solution, support is provided throughout the process from initial interviews until arrival at the country of resettlement.

3.4.3 THE ISLAMIC REPUBLIC OF IRAN

Overview

Along with more than 900,000 registered Afghan refugees, the Islamic Republic of Iran hosts approximately 44,000 Iraqi refugees who are recognized in two groups, depending upon their date of arrival. The Bureau of Aliens and Foreign Immigrants Affairs (BAFIA) maintain a data base of 41,609 registered Iraqis. This first group, known as the old caseload, is comprised of Iraqi Kurds from three northern Governorates who came to Iran in the 1970's, Feili Kurds (Shi'as) presently in a stateless-like situation expelled from Iraq, and Shi'a Arabs from Central and Southern Iraq who fled Iraq in 1980-1988. The second group consists of new Iraqi arrivals who fled generalised and sectarian violence in Central and Southern Iraq. UNHCR recognised them on a *prima facie* basis and started registration of the group in March 2007. As of the end of September, there were 4,172 such Iraqis registered by UNHCR. Out of this number, 49 (19 females and 30 males) were registered in 2009. The Government of Iran has not acknowledged their status as refugees and therefore has denied their registration on official basis.

Iraqis registered with BAFIA and UNHCR in Iran			
	31 December 2008	30 September 2009	Estimated 31 December 2010
Registered with BAFIA – old caseload	43,916	41,609	38,000
Registered with UNHCR – new arrivals since 2007	4,605	4,172	3,600
Total	48,521	45,781	41,600

The majority of Iraqi refugees reside in urban areas in Tehran, Qom, Ahwaz, Mashad and Shiraz; although a small number (3,600) are hosted in 11 settlements in Khuzestan, Kurdistan, West Azarbayjan and Fars provinces.

The year 2009 has seen a two-fold increase in Iraqi

repatriation as compared with 2008. Between January and September, 2,307 registered Iraqi refugees (450 families) returned to Iraq⁷³ with UNHCR's assistance. In line with its individual case management policy, UNHCR supported the repatriating refugees with 80% of their travel costs based on zonal tariffs and a cash grant amounting to \$100 per adult and \$per child. Given the current context and assuming continued security improvements inside Iraq, it is anticipated that a similar or slightly larger number, perhaps 3,000 Iraqis will return in 2010. Much smaller numbers have obtained resettlement: during the first nine months of 2009, some 29 Iraqis from the post-2007 caseload were submitted for resettlement and 13 people departed. Today, approximately 2,400 Iraqi refugees are in need of resettlement as a durable solution.

UNHCR and WFP are the primary UN agencies working with Iraqi refugees, while BAFIA and the Ministries of Health and Education are important governmental partners in the provision on health and educational services. Several local charities and NGOs provide essential protection and assistance to Iraqi refugees as well, including the Iraqi Refugee Aid Council (IRAC) and the Society to Protect Children Suffering from Cancer (MAHAK).

Priority Needs

Iran is a signatory to the 1951 *Convention relating to the Status of Refugees*⁷⁴ and admitted Iraqi refugees arriving in the 1970's to 1980's as refugees. Those Iraqis arriving since 2007, however, have been registered by UNHCR but have not been accorded a legal status by the government. Presently only the first group is able to obtain one-year resident Amayesh cards, renewable for a fee. Only those refugees suffering from special diseases (Thalasemia, haemophilia and kidney failure) can access medical insurance policies. Both groups are restricted in their right to work as well as their freedom of movement. Without either official registration or an Amayesh card, refugees arriving since 2007 are considered illegal migrants and thus are unable to obtain exit visits necessary for resettlement departure.

Unlike Afghan refugees, Iraqi refugees are not eligible to for Temporary Work Permits (TWP). This fact, coupled with the duration of their displacement, significant inflation, and the global economic downturn, has left many Iraqis unable to meet their fundamental needs. A participatory assessment conducted in early 2009 revealed that the refugees' most pressing needs are related to the high cost of medical care and limited access to medical insurance, the inability to meet associated costs for both primary and secondary education. The lack of vocational skills training for income generating activity, or to acquire skills to be utilised upon return to Iraq, has also been a source of concern for this group of refugees. The severity of their situation is underscored by the fact that many refugees decline medical treatment even when provided with a UNHCR subsidy, simply because they cannot pay the remaining cost. For those living in the camps, inadequate or ageing infrastructure (shelter, water, and electricity) is a problem, and the distance to schools and related cost of transportation have resulted in increased school drop-outs. Continuation of food assistance to those Iraqis in camps remains an on-going priority.

Response

In 2010 UNHCR, WFP and NGOs will continue to provide support to Iraqi refugees in the areas of health, education, food, non-food items and durable solutions. UNHCR will continue to register new Iraqi refugees on a *prima facie* basis until they are registered by the government. WFP has provided food assistance to vulnerable Iraqis in the camp settlements. Camp activities will be carried out by BAFIA, including distribution of sanitary and hygiene kits. Some settlements need support to repair their garbage collection facilities and water supply and septic systems.

⁷³ In contrast, only 1,093 Iraqi refugees returned during the same period in 2008.

⁷⁴ Iran has taken several reservations to the 1951 Convention, including Articles 17 (wage-earning employment), 23 (public relief), 24 (labour legislation and social security) and 26 (freedom of movement).

NGOs will continue to provide medical care to the most vulnerable, although due to funding shortfalls a 2009 project led by MAHAK could only temporarily meet the needs of 40 eligible Iraqi refugee children with cancer and was discontinued in mid-year. Medical assistance to the old caseload refugees will be provided through IRAC and MAHAK in 2010. In the absence of increased and adequate funding, however, it is anticipated that the basic medical needs of many Iraqi refugees, including the new Iraqi caseload, will go unaddressed.

UNHCR does not have access to data on the enrolment rate of school-age children, but assessment of their need include fees, transportation, language barriers and differences in curriculum from that in Iraq. In response, agencies plan to assist 1,200 school-age children of the most vulnerable families with educational supplies, stationery and uniforms. Iraqi students with language barriers attend a special Iraqi school, for which they pay between \$50-80. Among them, some 100 vulnerable students will need assistance for school fees. Vocational skills training would enhance livelihood opportunities and self-sufficiency, both now and upon eventual voluntary return or resettlement.

Given the current trend of repatriation, it is anticipated that 3,000 registered Iraqi refugees will voluntarily return to Iraq in 2010 under the individual case management policy, which seeks to ensure voluntary and informed choice. UNHCR will support repatriating refugees with 80% of the travel costs based on zonal tariffs and a cash grant up to a maximum \$500 per family. Approximately 2,400 Iraqi refugees are in need of resettlement as a durable solution, with 100 individuals estimated to be submitted by UNHCR for resettlement in 2010.

3.4.4 THE REPUBLIC OF TURKEY

Overview

As of 30 September 2009, just over 7,000 Iraqis are residing in the Republic of Turkey. Of this number, 6,653 were recognized pursuant to UNHCR’s mandate and 554 are registered as asylum-seekers. This number has remained nearly constant in 2009, with resettlement departures between 1 January and 30 September 2009 (3,411) just exceeding the number of new registrations (3,238). UNHCR predicts similar trends and resettlement needs for 2010, with the number of new arrivals remaining constant. Because neither an increase in voluntary repatriation nor improvement in local integration possibilities is likely, resettlement will continue to play an essential role in durable solutions.

While Turkey has ratified the 1951 *Convention relating to the Status of Refugees* and its 1967 Protocol, it maintains a geographical limitation and assumes an obligation to provide protection only to those refugees originating from Europe. Non-European asylum-seekers may apply to the Turkish Government for “temporary asylum-seeker status” under the 1994 Asylum Regulation, pending UNHCR’s efforts to secure a solution for them elsewhere. UNHCR conducts refugee status determination (RSD) for non-European asylum-seekers in parallel to the domestic procedure for temporary asylum.

In order to maintain their legal status, asylum-seekers must pay significant fees for residence permits every six months (“ikamet fees”). Asylum-seeker and refugee children with valid residence permits have access to formal primary education in Turkey; however some parents cannot afford to pay either the residence fees or related educational expenses. Similarly, refugees registered with the authorities are eligible for medical treatment in state health care facilities; however, they may need additional assistance if medical costs are not subsidized by the Government or if urgent treatment is required. Access to the labour market is *de facto* limited as most are required by the Government to reside in smaller cities with scarce job opportunities. As a consequence, many Iraqi asylum-seekers and refugees are heavily dependant on external support in order to avoid destitution.

Iraqis live dispersed among 39 cities assigned to them by the Turkish authorities. 40% of this population is Assyrian-Chaldean, 25% is Arab, 13% is Turkmen, and 7% is Kurdish. The majority (64%) is Christian. The gender and age distribution of the registered Iraqi population is as follows:

Registered Iraqi population in Turkey			
Age range	Female	Male	Total
0 - 4 years	294	375	669
5 - 17 years	703	806	1509
18 - 59 years	1880	2872	4752
60+ years	132	145	277
Total	3009	4198	7207

Source: UNHCR Turkey, September 2009

Priority Needs

In line with Implementation Directive No. 57 of the Ministry of the Interior, registered refugees and asylum-seekers have access to the Social Solidarity Foundations in the cities and may receive assistance following a needs assessment by the Foundation. In some cities, civil society organizations and the municipalities also offer assistance to needy refugees and asylum-seekers, including clothing, food, coal and occasionally direct financial assistance. Some local NGOs also provide social support to vulnerable asylum-seekers and refugees. Overall, this support is piecemeal and inadequate. Due to gaps in referral mechanisms, financial constraints of the local administrative structures, insufficient options for self-reliance and inadequate NGO support in the satellite cities, the majority of Iraqi asylum-seekers and refugees continue to live in appalling conditions. Many depend upon UNHCR, INGOs, and faith-based charity organizations and newly established local NGOs to meet their basic health, education and subsistence needs.

Three categories of refugees and asylum-seekers face additional challenges. First, there is inadequate accommodation for asylum-seeking women in need of protection. Second, despite legislation ensuring the rights of asylum-seeking children, gaps in implementation, a shortage of personnel and inadequate logistical capacities of national authorities mean continued protection gaps. In particular, a legal mechanism to assign trustees for separated children in asylum procedures has not yet been established by the national authorities. Finally, refugees of Iranian origin but coming from Iraq share the common difficulties mentioned above as well as difficulties due to their unique situation. Iranian refugees who entered Turkey from Iraq presently are unable to return to Iraq, and their fate remains tied to developments in their first country of asylum. This group is estimated to include some 730 people; however, the real figure might be less as many are trying to depart illegally in view of the lack of clear durable solution for them in Turkey. While UNHCR searches for durable solutions for this group, the Government of Turkey opposes processing these refugees for resettlement, fearing that this could induce thousands more to cross the border from Iraq. Many do not have valid residence permits and thus are denied assistance by government authorities. Accordingly UNHCR remains the main source of material support and essential services for this group of refugees in Turkey.

Response

Extremely vulnerable individuals with special needs are identified by UNHCR during visiting hours or missions, or by implementing partners or the authorities. As UNHCR registers all asylum-seekers shortly after arrival, unaccompanied children, SGBV and torture survivors, the elderly and those with physical or mental disabilities or serious illness are regularly identified and provided with available support. Counselling is provided on the day of registration and, in case of urgency, referral is made to the contracted-clinic in Ankara or partner organizations for appropriate medical, legal and psycho-social support.

Living conditions of the refugees and asylum-seekers are monitored during field missions to the refugee accommodating cities. The missions aim to provide legal and social counselling, ensure inclusion of refugees and asylum-seekers in the local social assistance structure, disseminate knowledge on international protection and rights-based approach, establish contacts among local authorities and civil society to raise awareness of refugees' and asylum-seekers' needs, conduct gaps analyses, and inform the refugees about their rights and available services. During 2009 several charity organizations assisted to refugees and asylum seekers. Although some improvements in the provision of assistance at the local level are noticed, the results often are not sustainable and the assistance is predominately charity rather than rights-based.

Asylum-seekers' access to national health services continues to be limited. Although some health assistance is provided through public medical facilities, not all needs can be met. As a consequence, UNHCR provides urgent medical care to asylum-seekers and refugees who are not supported by the Government or other sources, and who cannot afford their medical treatment costs. UNHCR also supports a clinic in Ankara to provide health care and guidance on prenatal and mother-child health care and family planning.

Primary education is compulsory for children of 6-14 years. Refugee children registered with the government have free access to local schools, and needy children can benefit from education assistance provided by the Social Solidarity Foundation in the provincial capitals.

The two implementing partners of UNHCR, the Human Resources Development Foundation (HRDF) and the Association for Solidarity with Asylum-Seekers and Refugees (ASAM), provide psycho-social counselling and other services to asylum-seekers with an extended reach of 25 cities. Adding UNHCR's presence in Van and Silopi, 90% of asylum-seekers and refugees have access to psycho-

social counselling services in their cities of residence. Both NGOs also support registration, conduct needs assessment interviews and house visits and assist with legal issues and residence applications and fees.

Other NGOs have a Memorandum of Understanding with UNHCR to include asylum-seekers and refugees in their existing services (e.g., food, clothing and accommodation). These partners and other civil society actors participate in joint-planning meetings with other national and international organizations to identify gaps and improve protection and assistance.

UNHCR's formal counterpart in the Government is the General Directorate of Consular Affairs in the Ministry of Foreign Affairs. The Ministry of Interior, General Directorate of Security is responsible for operational asylum matters. UNHCR further collaborates with the Ministry of Labour, Ministry of Health, and Ministry of National Education, Social Solidarity Foundation and SHCEK.

Through the UNDAF process, the UN Country Team (UNCT) has identified cross-cutting themes that have links to refugee and asylum matters, and UNHCR actively participates in thematic group meetings on gender, HIV/AIDS prevention and youth, as well as security management. The International Organization for Migration (IOM), International Catholic Migration Commission (ICMC) and UNHCR collaborate closely on resettlement departures and migration/asylum and counter-trafficking issues.

3.4.5 THE GULF COOPERATION COUNCIL COUNTRIES

Overview

There are currently 1,089 registered Iraqi refugees living in Gulf Cooperation Council (GCC) countries: Bahrain (118), Kuwait (612), Oman (31), Saudi Arabia (42), United Arab Emirates (264) and Qatar (22). The nearly 50% decrease since preparation of the 2009 CAP is due to strict immigration policies, coupled with the economic downturn which has a serious impact on employment opportunities in some GCC countries. UNHCR believes that this trend will continue in 2010. During 2009, 26 Iraqi refugees left for resettlement, and an additional 129 have been accepted for resettlement and not yet departed. The overall percentage of resettlement departures is 17%.

The Gulf countries are signatories to neither the 1951 *Convention relating to the Status of Refugees* nor its 1967 Protocol; similarly, none has a national asylum policy. They accept refugees on their territories on a temporary basis, pending the identification of a durable solution, *i.e.*, repatriation or resettlement. Resettlement is used to ensure the protection of individual refugees whose life, liberty, safety, health or fundamental human rights are at risk. It is used as a protection tool and durable solution because there are no prospects for local integration. Resettlement is also used strategically in the context of GCC countries to expand the asylum space and to achieve protection dividends in the GCC countries.

Priority Needs

The majority of refugees coming to the GCC countries arrived while legally sponsored with work visas or on visitors' or pilgrimage visas and subsequently were unable to return due to the security situation inside Iraq. Refugees who have resorted to stay illegally in such cases, as well as refugees who have lost their jobs and consequently their residence permits, are at a high risk of deportation if they are arrested by the relevant authorities.

Refugees living in the GCC countries have access to basic services, education and employment only if they are legally resident based upon employment with a national sponsor. All costs related to basic services, education and medical services are to be borne by the refugees, regardless of their legal status, like any other foreigner living in the GCC countries. Without legal employment and residency, refugees have no right to access services, education or employment.

Response

UNHCR is the only agency working with a mandate to provide protection and assistance to Iraqi refugees in GCC countries. Registration and resettlement remain the two main protection-related activities. In 2010, UNHCR will continue to register all Iraqis approaching UNHCR offices, either directly or through sister UN agencies -- UNDP in Bahrain, UNICEF in Oman and UNESCO in Qatar. These partner agencies also provide support with resettlement referrals and receiving IOM pre-screening missions and DHS circuit rides. Host countries issue exit permits and closely monitor the resettlement departures.

UNHCR provides direct assistance to the most vulnerable refugees, with a focus on single women and separated and unaccompanied minors. Vulnerable refugees will be provided with medical and financial assistance, and if need, fast-tracked for resettlement processing and submissions. In a few cases, a local NGO in Dubai has assisted refugees with medical expenses.

3.5 REGIONAL COMPONENTS

Organizations with regional components take different approaches to incorporate those activities in the response plan. Many have included their regional offices and functions in developing their national strategy, reflecting these regional activities in the national plans. Others address regional activities as a distinct element; these activities are discussed below.

3.5.1 UNICEF REGIONAL OPERATIONS

The Iraqi refugees' crisis has a regional dimension that, in addition to country-level response plans, requires a coordinated approach capable of ensuring that UNICEF response is coherent, comprehensive and fully in line with the identified needs and issues, particularly those that go beyond the boundaries of a single country. UNICEF's Regional Office accordingly undertakes coordination, technical support and oversight functions to enhance the quality of UNICEF's overall response to the needs of Iraqi refugees.

Achievement and Challenges in 2009

In 2009, the Middle East and North Africa Regional Office (MENARO) worked to increase capacity in emergency preparedness and response in the region, particularly in countries facing ongoing and/or potential new emergencies such as Iraq and its sub-regional implications.

Coordination meetings were held regularly to share information with regards to progress on preparedness, response and possible advocacy tools and best practices. The Regional Office ensured high quality and timely delivery of services. In particular the Regional Office continued to serve as first port of call for country offices facing humanitarian crisis. Country Offices were supported in mobilizing Human and Financial Resources to respond to the crisis including mobilization of internal and external staff and coordination of funding appeals.

Guidance and support to Country Offices was provided in the area of Health, Nutrition, Education, WASH and Child Protection through participation of technical advisors to coordination meetings and organization of thematic workshop, like the one on psycho-social support. Travel to support Country Offices dealing with the Iraq crisis was also ensured during the course of the year. Advocacy messages were coordinated by the Regional Office.

Response Strategy

Objectives

To enhance efforts towards more effective and efficient response operation across the sub-region to ensure that Iraqi children are heard, served and their rights addressed and protected.

Specific objectives will be:

- a. UNICEF sectoral response and assistance to Iraqis in need in the region is cohesive, coordinated, and based on best practices across the whole of MENA
- b. UNICEF reflects the voice of vulnerable Iraqi children and women in the sub-region in a timely manner, and leverages partners to allocate more resources to responding to their needs
- c. Cross-cutting issues and regional-level questions are adequately taken into account and reflected in strategic and operational planning [at the country-level?].

Activities

For 2010, the overall objective stated above will be met through the following activities:

- a. UNICEF MENA Regional Office will provide an oversight to country offices and will ensure high quality of service provision and impact on Iraqi children & women to ensure that UNICEF programmes at the country level are coordinated, consistent and predictable
- b. UNICEF MENA Regional Office will forge partnerships with national/regional bodies and other partners with a view to undertake common programmatic approaches and advocacy positions on issues affecting Iraqi women and children in the sub-region

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- c. UNICEF MENA Regional Office will assess, document and work with concerned COs to strengthen and equip with skills existing/potential civil society/government child protection mechanisms in Iraq and/or host countries
- d. UNICEF MENA Regional Office will continue to work on increasing emergency preparedness and response capacity in the sub-region, but with emphasis on response planning; thereby prioritizing countries affected by the Iraqi situation to better meet the ongoing requirement and potential new emergencies
- e. UNICEF MENA Regional Office will provide technical support and training to UNICEF Country teams and partners in all programme areas covering; Health & Nutrition, WASH, Education and Child Protection.

Monitoring Framework and Indicators

Internal sub-regional coordination meetings will be held on quarterly basis to review the situation development, programme implementation and strategies. The indicators that will be monitored are as follow:

- a. Number of meetings of the sectors coordination mechanism/s and status of its recommended action/s
- b. Status of the UNCT and UNICEF specific contingency planning (specifically in relation to Iraqis?)(countries preparedness level in the sub-region)
- c. Number and quality of advocacy documents and thrusts used by UNICEF, grounded by evidence-based analysis
- d. Sector specific key results in place at the beginning of the year in all countries and the frequency of programme implementation review processes & reporting
- e. The ability of country offices to report on specific results for Iraqi children.

FINANCIAL SUMMARY (\$)	
Staff	200,000
Direct project implementation (technical support, coordination, surveys, monitoring & reporting related cost and documentation)	250,000
TOTAL	450,000

ANNEX I. DONOR RESPONSE TO THE 2009 CAP FOR IRAQ AND THE REGION (PILLAR II ONLY)

Table I

Summary of appeal (Pillar II) requirements and funding (grouped by cluster)

Cluster	Original Requirements (\$)	Revised Requirements (\$)	Funding (\$)	% Covered	Unmet Requirements (\$)
	A	B	C	C/B	B-C
Egypt - Multi-Sector	7,603,690	7,353,690	3,114,106	42%	4,239,584
Gulf countries - Protection/legal	398,409	398,409	342,516	86%	55,893
Iran - Multi-Sector	845,300	845,300	726,714	86%	118,586
Jordan - Education Working Group	24,125,430	24,150,430	9,032,948	37%	15,117,482
Jordan - Health Working Group	17,655,967	17,655,967	9,512,370	54%	8,143,597
Jordan - Outreach Working Group	29,812,421	29,812,421	25,630,070	86%	4,182,351
Jordan - Protection Working Group	3,200,749	3,200,749	2,395,225	75%	805,524
Jordan - Psychosocial and Mental Health Working Group	6,388,007	6,563,902	4,445,719	68%	2,118,183
Lebanon - Education Working Group	3,620,533	3,620,533	1,012,725	28%	2,607,808
Lebanon - Health Working Group	2,601,926	2,601,926	1,811,774	70%	790,152
Lebanon - Protection Working Group	3,315,569	3,315,569	1,856,606	56%	1,458,963
Lebanon - Relief and Community Empowerment Working Group	3,520,871	3,520,871	2,092,312	59%	1,428,559
Regional - Pillar II	31,953,746	31,953,746	29,460,977	92%	2,492,769
Syria - Education Working Group	30,873,189	25,693,437	15,355,899	60%	10,337,538
Syria - Food Working Group	69,732,386	57,898,985	54,440,489	94%	3,458,496
Syria - Health Working Group	39,275,171	32,308,884	23,208,969	72%	9,099,915
Syria - Iraqi Working Group (Protection) Working Group	59,781,859	72,689,891	61,538,205	85%	11,151,686
Syria - Livelihoods Working Group	4,000,000	3,000,000	-	0%	3,000,000
Syria - Palestinians from Iraq Working Group	6,103,040	3,937,628	2,414,162	61%	1,523,466
Syria - Psychosocial and Mental Health Working Group	3,742,767	4,466,683	2,595,393	58%	1,871,290
Syria - Sexual and Gender-based Violence (incl. protection of children & adolescents) Working Group	3,452,723	3,452,723	1,800,493	52%	1,652,230
Turkey - Multi-Sector	3,004,750	3,004,750	1,628,937	54%	1,375,813
Grand Total	355,008,503	341,446,494	254,416,609	75%	87,029,885

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

Table II
Summary of appeal (Pillar II) requirements and funding (grouped by appealing organization)

Appealing Organization	Original Requirements (\$)	Revised Requirements (\$)	Funding (\$)	% Covered	Unmet Requirements (\$)
Agency for Technical Cooperation and Development	286,000	286,000	286,000	100%	-
Association for Solidarity with Asylum Seekers and Migrants	298,000	298,000	-	-	298,000
CARE International	1,257,250	1,257,250	562,218	45%	695,032
Caritas Lebanon Migrants Center	350,153	350,153	-	-	350,153
Danish Refugee Council	816,548	671,252	-	-	671,252
French Red Cross	180,000	180,000	-	-	180,000
Frontiers Ruwad	456,000	456,000	-	-	456,000
GAM3 Urban Sports organization	78,900	78,900	-	-	78,900
HELP	973,700	973,700	-	-	973,700
Human Resources Development Foundation	302,000	302,000	-	-	302,000
International Labour Organization	2,428,000	1,928,000	-	-	1,928,000
International Medical Corps	5,933,613	4,824,210	5,040,035	104%	- 215,825
International Organization for Migration	4,438,902	4,188,902	-	-	4,188,902
International Orthodox Christian Charities	293,500	293,500	-	-	293,500
International Rescue Committee	600,000	600,000	-	-	600,000
INTERSOS	208,650	208,650	-	-	208,650
Mercy Corps	1,640,000	2,265,000	-	-	2,265,000
Office for the Coordination of Humanitarian Affairs	232,305	232,305	-	-	232,305
Relief International	2,044,350	1,667,175	1,110,627	67%	556,548
Ricerca e Cooperazione (RC)	-	415,327	-	-	415,327
Save the Children	2,923,548	2,923,548	-	-	2,923,548
Save the Children - Sweden	1,210,000	1,210,000	-	-	1,210,000
Secours Islamique	343,600	343,600	-	-	343,600
Terre Des Hommes	250,000	803,070	553,070	69%	250,000
United Nations Children's Fund	29,773,217	28,274,335	9,807,659	35%	18,466,676
United Nations Development Programme	2,300,000	1,800,000	-	-	1,800,000
United Nations Educational, Scientific and Cultural Organization	4,028,414	4,028,414	866,600	22%	3,161,814
United Nations High Commissioner for Refugees	229,267,037	229,267,337	201,441,347	88%	27,825,990
United Nations Population Fund	4,908,924	4,908,924	1,459,569	30%	3,449,355
United Nations Relief and Works Agency for Palestine Refugees in the Near East	721,200	823,500	-	-	823,500
World Food Programme	44,123,541	33,246,292	33,246,294	100%	- 2
World Health Organization	12,341,151	12,341,150	43,190	0%	12,297,960
Grand Total	355,008,503	341,446,494	254,416,609	75%	87,029,885

Table III
Total funding per donor (to projects listed in the Appeal, Pillar II)

Donor	Funding (\$)	% of Grand Total
United States of America	94,016,662	37%
Various donors*	91,574,480	36%
Carry-over (donors not specified)	33,246,294	13%
Australia	8,089,667	3%
European Commission Humanitarian Aid Office	7,375,876	3%
Saudi Arabia (Kingdom of)	5,000,000	2%
United Kingdom	3,016,309	1%
Denmark	2,336,392	1%
Germany	1,907,752	1%
Sweden	1,811,688	1%
European Commission	1,574,808	1%
Belgium	1,351,744	1%
Spain	1,053,371	0.4%
Norway	856,564	0.3%
Switzerland	609,225	0.2%
UNICEF National Committee/Netherlands	263,504	0.1%
Arab Gulf Programme for UN Development Organizations	165,000	0.1%
Japan	65,000	0.03%
Private (individuals & organisations)	59,083	0.02%
Allocation of unearmarked funds by WHO	43,190	0.02%
Grand Total	254,416,609	100%

* This item reflects amounts allocated to projects in Pillar II by agencies, mostly UNHCR, from contributions given flexibly by donors for use in either Pillar I or Pillar II. These contributions to UNHCR are from USA (\$118,000,000), Denmark (\$3,893,987), Netherlands (\$2,941,176), Sweden (\$2,268,767), Canada (\$1,449,275), Finland (\$1,430,615), Ireland (\$703,235), Australia (\$399,450), Germany (\$275,591), and Belgium (\$101,744), plus carry-over. The balance not appearing above was allocated to Pillar I.

Table IV
List of contributions or commitments to projects not listed in the Appeal

Donor	Appealing Organization	Description	Funding contributed or committed (\$)
Denmark	Rehabilitation and Research Centre for Torture Victims	Securing access to torture and trauma victims in Iraq (104.N.313.b.9.)	1,464,423
Denmark	Danish Refugee Council	Human Rights - Humanitarian assistance and capacity building to address the humanitarian and protection needs in relation to the Iraqi displacement in Iraq and Syria (46.H.7-3-167)	6,428,203
Denmark	Danish Refugee Council	Humanitarian assistance and protection of Iraqi refugees (46.H.7-3-159)	1,368,286
European Commission Humanitarian Aid Office	CARE Austria	Support for vulnerable Iraqis coping with displacement in Jordan (ECHO/-ME/BUD/2009/02005)	1,417,266
European Commission Humanitarian Aid Office	Caritas France	Aid programme for Iraqi refugees in Lebanon (ECHO/-ME/BUD/2008/02010)	431,655
European Commission Humanitarian Aid Office	Caritas France	LOGISTIC - Aid programme for Iraqi refugees in Lebanon (ECHO/-ME/BUD/2009/02006)	591,716
European Commission Humanitarian Aid Office	International Catholic Migration Commission	HLTH/MED - Humanitarian Assistance to vulnerable Iraqis in Syria (ECHO/-ME/BUD/2009/02003)	1,261,236
European Commission Humanitarian Aid Office	Terre des Hommes	Regional Psychosocial Support for Iraqi Refugee Children and their Families in Syria (ECHO/-ME/BUD/2009/02004)	1,053,371
Germany	CARITAS	Support Iraq refugees and Jordan families (VN05 321.50 IRQ 08/09)	375,876
Germany	Nehemia Christenhilfsdienst e.V.	Distribution of food-items and hygiene-kits as well as clothes and second-hand furniture for Iraqi refugees in Jordan (VN05 321.50 IRQ 03/09)	324,803
Germany	World Vision	Provision of emergency food aid packages for Iraqi refugees (VN05 321.50 IRQ 02/09)	208,744
Norway	Norwegian Refugee Council	IRQ-09/005/Iraqi refugees in Lebanon - Basic life skills for youth and adults	293,686
United States of America	Agency for Technical Cooperation and Development	Logistics and Relief Commodities, Water, Sanitation and Hygiene, Economic Recovery and Market Systems, Protection, Shelter and Settlements, Agriculture and Food Security (DFD-G-00-08-00281-01)	2,261,653
Grand Total			17,480,918

Table V

Total funding per donor (Appeal plus other)

Donor	Funding (\$)	% of Grand Total
United States of America	96,278,315	35%
Various donors*	91,574,480	34%
Carry-over (donors not specified)	33,246,294	12%
European Commission Humanitarian Aid Office	12,131,120	4%
Denmark	11,597,304	4%
Australia	8,089,667	3%
Saudi Arabia (Kingdom of)	5,000,000	2%
United Kingdom	3,016,309	1%
Germany	2,817,175	1%
Sweden	1,811,688	0.7%
European Commission	1,574,808	0.6%
Belgium	1,351,744	0.5%
Norway	1,150,250	0.4%
Spain	1,053,371	0.4%
Switzerland	609,225	0.2%
UNICEF National Committee/Netherlands	263,504	0.1%
Arab Gulf Programme for UN Development Organizations	165,000	0.1%
Japan	65,000	0.02%
Private (individuals & organisations)	59,083	0.02%
World Health Organization	43,190	0.0%
Grand Total	271,897,527	100%

* This item reflects amounts allocated to projects in Pillar II by agencies, mostly UNHCR, from contributions given flexibly by donors for use in either Pillar I or Pillar II. These contributions to UNHCR are from USA (\$118,000,000), Denmark (\$3,893,987), Netherlands (\$2,941,176), Sweden (\$2,268,767), Canada (\$1,449,275), Finland (\$1,430,615), Ireland (\$703,235), Australia (\$399,450), Germany (\$275,591), and Belgium (\$101,744), plus carry-over. The balance not appearing above was allocated to Pillar I.

Table VI

Summary of Iraq & Region CAP 2009 requirements and funding (grouped by IASC standard sector)

Sector	Original Requirements (\$)	Revised Requirements (\$)	Funding (\$)	% Covered	Unmet Requirements (\$)
	A	B	C	C/B	B/C
COORDINATION AND SUPPORT SERVICES	30,935,726	30,935,726	26,289,505	85%	4,646,221
ECONOMIC RECOVERY AND INFRASTRUCTURE	32,890,000	31,890,000	24,837,054	78%	7,052,946
EDUCATION	58,819,152	53,664,400	25,401,572	47%	28,262,828
FOOD	69,732,386	57,898,985	54,440,489	94%	3,458,496
HEALTH	70,925,344	64,858,868	41,436,660	64%	23,422,208
MULTI-SECTOR	35,136,267	32,754,835	24,333,851	74%	8,420,984
PROTECTION/HUMAN RIGHTS/RULE OF LAW	47,958,873	45,017,251	34,341,411	76%	10,675,840
SECTOR NOT YET SPECIFIED	-	-	2,336,392	-	2,336,392
SHELTER AND NON-FOOD ITEMS	8,610,755	24,426,429	20,999,675	86%	3,426,754
Grand Total	355,008,503	341,446,494	254,416,609	75%	87,029,885

ANNEX II. ACRONYMS AND ABBREVIATIONS

ACF-E	<i>Accion contra el Fome – España</i> (Action Against Hunger – Spain)
ACSIS	Arab Institute for Security Studies
AGDM	age, gender and diversity mainstreaming
AJEM	<i>Association Justice et Miséricorde</i>
ANERA	American Near East Refugee Aid
ATM	automatic teller machine
AVSI	Association of Volunteers in International Service
BAFIA	Bureau of Aliens and Foreign Immigrants Affairs
BIS	Beneficiary Information System
CAC	Community Action Committee
CAP	Consolidated Appeal or Consolidated Appeal Process
CBO	community-based organisation
CCA	Common Country Assessment
CEOSS	Coptic Evangelical Organization for Social Services
CFS	Child-Friendly Schools Initiative
CHAP	common humanitarian action plan
CNA	Comprehensive Needs Assessment
COSIT	Central Organisation for Statistics and Information Technology
CRS	Catholic Relief Services
CV	Curriculum Vitae
DOS	Department of Statistics
DRC	Danish Refugee Council
EC	early childhood
ECD	early childhood development
EMDH	<i>Enfants du Monde-Droits de l'Homme</i>
ERfKE	Educational Reform for the Knowledge Economy
ESWG	Education Sector Working Group
FES	formal education system
FRC	French Red Cross
FTS	Financial Tracking Service
GBV	gender-based violence
GCC	Gulf Cooperation Council
GoJ	Government of Jordan
GoL	Government of Lebanon
GTZ	<i>Gesellschaft für Technische Zusammenarbeit</i>
GTZ/HSMP	<i>Gesellschaft für Technische Zusammenarbeit</i> - Health Sector Modernization Programme
HIS	Health Information System
HIV/AIDS	Human Immuno-Deficiency Virus/Acquired Immuno-Deficiency Syndrome
HRDF	Human Resources Development Foundation
HSWG	Health Sector Working Group
IASC	Inter-Agency Standing Committee
IBC	International Blue Crescent
ICDL	International Computer Driving Licence
ICM	individual case management
ICMC	International Catholic Migration Commission
ICT	Information and Communication Technologies
IDA	iron deficiency anaemia
IECD	<i>Institut Européen de Coopération et de Développement</i>
IFH	Institute for Family Health
IFRC	International Federation of Red Cross and Red Crescent Societies
IHAP	Iraq Humanitarian Action Plan
ILO	International Labour Organization
IMC	International Medical Corps
INGO	international non-governmental organization
IOCC	International Orthodox Christian Charities
IOM	International Organization for Migration
IRC	International Rescue Committee
IRD	International Relief and Development
ISCE	International Standard of Classification

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

IT	information technology
JAM	Joint Assessment Mission
JCLA	Journal of Criminal Law
JHAS	Jordan Health Aid Society
JHU	Johns Hopkins University
JRC	Jordan Red Crescent
JRF	Jordan River Foundation
LEAD	Lebanese Education Assistance for Development Project
M&E	monitoring and evaluation
MC	Mercy Corps
MDG	Millennium Development Goals
MECC	Middle East Council of Churches
MENA	Middle East and North Africa
MENARO	Middle East and North Africa Regional Office
MH	mental health
MoE	Ministry of Education
MoH	Ministry of Health
MoJ	Ministry of Justice
MoPIC	Ministry of Planning and International Cooperation
MoSA	Ministry of Social Affairs
MoSal	Ministry of Social Affairs and Labour
MoU	memorandum of understanding
MYR	Mid-Year Review
NFE	non-formal education
NFIs	non-food items
NGO	non-governmental organization
NHF	Noor al-Hussein Foundation
NICCOD	Nippon International Cooperation for Community Development
NRC	Norwegian Refugee Council
NSSF	National Social Security Fund
OAU	Organisation of African Unity
PHC	primary health care
PHC	public health clinic
PPP	Point-to-Point Protocol
PRCS	Palestinian Red Crescent Society
PSS	psycho-social services
PSTI	Psycho-Social Training Institute
PU	<i>Première Urgence</i>
PWD	person with disabilities
PWG	Protection Working Group
RACE	Relief and Community Empowerment
RAIS	Refugee Assistance Information System
RC	Resident Coordinator
RH	reproductive health
RI	Relief International
RRP	2010 Regional Response Plan for Iraqi Refugees
SARC	Syrian Arab Red Crescent
SC	Save the Children
SCIS	SARC health information system
SGBV	sexual and gender-based violence
SMS	short-messaging system
SOP	standard operating procedure
STD	sexually transmitted disease
STI	sexually transmitted infection
TdH	<i>Terre des Hommes</i>
ToT	training of trainers
TWP	Temporary Work Permits
UN	United Nations
UNCT	United Nations Country Team
UNDAF	United Nations Development Assistance Framework

REGIONAL RESPONSE PLAN FOR IRAQI REFUGEES

UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and cultural Organisation
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
UNIFEM	United Nations Development Fund for Women
UNRWA	United Nations Relief and Works Agency
USAID	United States Agency for International Development
USD	United States dollars
VTC	Vocational Training Corporation
WFP	World Food Programme (UN)
WG	Working Group
WHO	World Health Organization (UN)
WV	World Vision

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