



IOM provides assistance to affected populations inside Syria as well as Syrian refugees, Iraqi and Lebanese returnees and vulnerable host communities in the neighbouring countries of Iraq, Jordan, Lebanon, Turkey, and Egypt.

# IOM REGIONAL RESPONSE TO THE SYRIA CRISIS • 2017

REPORTING PERIOD | April 2017



## Highlights

Newly displaced people from the west of rural Hama receive essential lifesaving non-food items from IOM, Hama.

(Photo: © IOM Syria 2017)

● **Syria:** During the reporting period, 312,205 beneficiaries were assisted with WASH, Health, NFI, and Livelihood support by IOM teams in Damascus, Rural Damascus, Aleppo, Al-Hassakeh, Hama, Homs, Idlib and Lattakia.

● **Turkey:** Since 2014, IOM has been providing school transportation for Syrian children living outside of camps to ease their access to education. Targeting to assist over 20,000 students across Turkey, IOM has expanded its transportation services since early this year. As of April 2017, IOM has reached over 17,900 students with transportation to schools in eight provinces.

● **Lebanon:** Between 1 and 30 April, psychosocial activities aimed to train, enhance, and develop volunteers' skills in topics related to women and child protection and gender-based violence were implemented by Dari Centre staff and IOM's outreach team. Furthermore, nearly 1,900 individuals benefited from health care services provided at IOM's primary healthcare centres in Bekaa, South Lebanon, and North Lebanon.

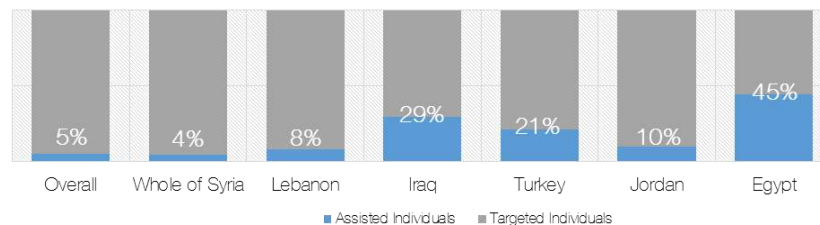
● **Iraq:** Since the beginning of the crisis, IOM has provided transportation assistance from border to reception centres and inter-camps transportation to over 10,591 refugees and school transportation assistance to 936 students, provided NFIs to nearly 300,000 beneficiaries, and livelihood support for over 1,600 direct beneficiaries (around 9,600 indirect beneficiaries).

● **Jordan:** In April, IOM in coordination with the Syrian Refugees Affairs Directorate and UNHCR, provided 10 individuals with transportation assistance as part of family reunification efforts which takes place between the various refugee camps in Jordan.

## IOM PRESENCE

**6** Countries  
**56** Locations  
**905** Staff  
86 International  
819 National

Number of Assisted Individuals (2017)



**17.3 million**

Targeted individuals

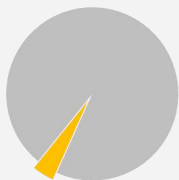
**898,015**

Assisted individuals

666,222 inside Syria

## FUNDING Overview 2017

USD **233 million**  
total requirements



4%  
received

USD **9.5 million**  
funding received

## Key Sectors of Assistance in 2017

### NFI Distributions

**347,335**  
Total individuals assisted  
5,325,872 since the beginning of the crisis

### Health

**99,834**  
Total individuals assisted  
2,112,080 since the beginning of the crisis

### Transportation Assistance

**21,099**  
Total individuals assisted  
769,387 since the beginning of the crisis

### Shelter

**52,190**  
Total individuals assisted  
361,336 since the beginning of the crisis

### Psychosocial Support

**4,855**  
Total individuals assisted  
301,543 since the beginning of the crisis

### Livelihood

**28,396**  
Total individuals assisted  
139,969 since the beginning of the crisis

## CONTACTS

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**WHOLE OF SYRIA OPERATIONS**

*Whole of Syria operations includes all activities coordinated from inside Syria and cross border activities.*

6.3 million IDPs • 13.5 million Persons in Need in Syria as of March 2017

**666,222** Assisted | Targeted 15,722,147



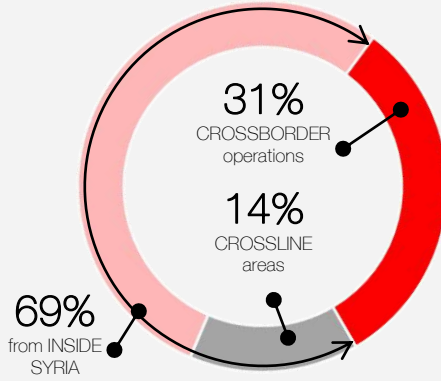
**IOM PRESENCE**

**16** Locations  
 14 Governorates of Syria  
 2 Amman & Gaziantep

**229** Staff  
 5 International  
 224 National

**84** Staff  
 29 International  
 55 National

Response by number of individuals assisted with NFI distributions and **type of operations** (July 2014 - April 2017)



IOM Funding Requested ██████████ USD 117,794,530  
 Funding Received -

Figures reported below are from activities in 2017

(↑) indicates progress made in the reporting period

*\*\*revised/adjusted figures from last reporting period based on retroactive database consolidation*

**NFI** **NFI DISTRIBUTION**  
**339,295 (51,812↑)\*** IDPs, stranded migrants, affected population and Palestinian refugees, including distribution through cross border movements.

**SHELTER SUPPORTS & REHABILITATIONS**  
**52,190 (76↑)** beneficiaries, includes public shelter repair works and shelter upgrade works for displaced population in unfinished buildings, as well as provision of kits.

**HEALTH ASSISTANCE**  
**2,428 (154↑)\*** IDPs and affected individuals. Assistance includes provision of disability support items, provision of medical equipment and supplies, and establishment of primary health care units (static and mobile).

**MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)**  
**680** IDPs. Activities include training programmes delivered to MHPSS professionals and humanitarian workers.

**EARLY RECOVERY & LIVELIHOOD ASSISTANCE**  
**5,912 (688↑)\*** beneficiaries. Activities include workshops for IDPs-made NFIs, cash-for-work, as well as provision of livelihood assets.

**CAPACITY BUILDING**  
**85** beneficiaries. Training programmes include humanitarian assistance, shelter management, project cycle management, and monitoring and evaluation.

**TCN EVACUATED**  
**2** third country nationals have been repatriated.

**WATER, SANITATION AND HYGIENE (WASH) SERVICES**  
**265,610 (259,475↑)** beneficiaries. Activities include restoration of sustainable WASH services and provision of life-saving WASH assistance.

**LOGISTICAL SUPPORT**  
 In March, **113 trucks** contracted in Jordan; **346,500kgs** of goods prepositioned in Gaziantep. Activity includes provision of truck convoys to deliver humanitarian assistance from Jordan into Syria, as well as prepositioning goods in IOM warehouses in Gaziantep.

**FAMILY ASSISTANCE PROGRAMME (FAP)**  
**96,215 (13,732↑)** beneficiaries. FAP services include information services and document completeness checks, integration classes, and assistance with family reunification visa applications.

**636,392** Individuals received NFI distributions in **hard to reach** areas (July 2014 - April 2017)

**77%** of NFIs distribution were directly **monitored by IOM** Staff by no. of beneficiaries (July 2014 - April 2017)



**Non-Food Item (NFI) Assistance**

In April, IOM distributed 28,098 essential NFIs (including hygiene kits, baby and adult diapers, jerry cans, floor mats, solar lights, plastic mats and sheets, and underwear kits) to 46,243 beneficiaries in Aleppo, Al-Hassakeh, Hama, Homs, and Lattakia out of which 3,450 beneficiaries were in hard-to-reach areas in north rural Homs. In addition, a total of 36,707 suddenly displaced people from the west of rural Hama and Aleppo have been assisted with NFIs (blankets, floor mats, plastic sheets, and winterization kits) in Aleppo, Hama, Homs, and Lattakia; this is including 4,587 evacuees from Kefraya and Fa'o'a.

Furthermore, through IOM's cross-border operations from Turkey, 1,100 households (5,569 IDPs) in Aleppo and Idleb were provided with essential non-food items (blankets, carpets, diapers, floor coverings, hygiene kits, jerry cans, kitchen sets, mattresses, plastic mats, plastic sheets and solar lamps).



**WASH Assistance**

During the reporting period, 259,475 displaced and conflict-affected individuals in Damascus and Rural Damascus benefited from IOM's WASH activities. In Damascus, 10 submersible pumps with electrical motors were supplied to six water centres servicing 242,800 people. Moreover, in Rural Damascus, IOM's WASH unit rehabilitated three boreholes and provide submersible pumps to improve access to potable water for 12,000 IDPs and returnees in the newly accessible Al-Moadamyeh town. In addition, IOM distributed 884 water kits to 884 households (4,675 individuals) in Altal Town (Rural Damascus) to assist with disinfecting potable water.

**TURKEY**

3 million refugees  
in Turkey as of 27 April 2017

**122,995** Assisted | Targeted 576,635



IOM Funding Requested ██████████ USD 59,845,000  
Funding Received USD 3,704,328

**IOM PRESENCE**

10 Locations

126 Staff

21 International  
105 National

**Human Trafficking Sessions for Humanitarian Agencies**

Many Syrian refugees, who fled violence in their own country, are reportedly vulnerable to human trafficking. IOM has assessed the existing counter-trafficking measures in the region and sought for an inter-agency partnership to better address the trafficking issues. One of the most significant gaps identified during the assessment was a lack of awareness and knowledge among humanitarian agencies working for Syrian refugees in Turkey. In responding to this, IOM has worked to establish an interagency and inter-sectoral forum where various agencies from a range of sectors, such as protection, livelihood, basic needs and health, can develop cooperative and comprehensive actions to address human trafficking issues in the country. As part of its efforts, in April, IOM organized two workshops to raise awareness of human trafficking issues, and foster cooperation and partnerships among different agencies. A total of 23 lawyers and humanitarian actors participated in the workshops which were held in cooperation with Handicap International, Basmeh and Zeitoonah (an NGO assisting Syrian refugees with education and livelihoods), and the Union of Turkey Bar Associations.



Photo: © IOM Turkey 2017

Figures reported below are from activities in 2017  
(↑) indicates progress made in the reporting period

- NFI** NFI DISTRIBUTION  
12,217 (1,908↑) urban refugees
- TRANSPORTATION SERVICES**  
2,137 urban refugees
- SCHOOL TRANSPORTATION**  
17,906 urban refugees
- FOOD ASSISTANCE**  
6,000 Syrian refugees
- CAPACITY BUILDING**  
240 (23↑) beneficiaries
- HEALTH ASSISTANCE**  
9,992 (2,540↑) beneficiaries
- CASE MANAGEMENT**  
358 (36↑) cases
- SOCIAL SUPPORT SERVICES**  
1,262 (296↑) beneficiaries
- LIVELIHOOD ASSISTANCE**  
13,115 (2,275↑) beneficiaries
- EDUCATION**  
2,365 beneficiaries
- WASH**  
3,890 (1,050↑) beneficiaries
- VOUCHER PROGRAMME**  
16,108 beneficiaries

**Through Their Eyes**

"It was not only about being afraid for my safety in Syria, but it was also about the lack of opportunities to achieve my ambitions. This is why I left my country."

Dara is a 24-year-old Syrian interior designer full of aspirations. After the conflict began, there was no opportunity to start her career in Syria. Determined to succeed, she moved to Istanbul but starting her own business was challenging as she struggled to learn how things operate in Turkey, especially with the language barrier.

Last December, she participated in the launch event of IOM's Entrepreneurship Support Project which helps young Syrian and Turkish people turn their innovative start-up ideas into business. The training program is run by IOM's implementing partner, Innocampus, a mobile Social Enterprise, that teaches innovation and has one of only 3 fab-labs in Turkey as well as 3D printers for entrepreneurs to build their prototypes. Starting from March 2017, Dara has attended the entrepreneurship training supported by IOM and now she's developing an idea of transforming corners in public places like restaurants and universities to rest areas. She came up with this idea when she was in Syria during the war as she needed her own private space to rid herself of stresses and anxieties during the crisis.

Although starting small, the project soon took off as Dara learned more about the business world, including leadership and finance. Through the Entrepreneurship Support Project, Dara started to interact with young people from the host community and learn Turkish. This not only helped her to establish business connections with the Turkish community but also form new friendships.

"We are now a team of four and I am the only designer. We are designing the first model for our project at Gaziantep University and hoping to establish a company in the near future. I want to create here what I did not have an opportunity to accomplish in Syria".



Photo: © IOM Turkey 2017

● **LEBANON**

1.01 million refugees  
in Lebanon as of 31 December 2016

**19,292** Assisted | Targeted 271,428



IOM Funding Requested ██████████ USD 36,045,600  
Funding Received -

**IOM PRESENCE**

7 Locations

**303** Staff

12 International  
291 National

Figures reported below are from activities in 2017  
(↑ indicates progress made in the reporting period)

**HEALTH ASSISTANCE**  
7,158 (1,896↑) beneficiaries  
**PSYCHOSOCIAL SUPPORT**  
3,828 (580↑) beneficiaries

**TCN EVACUATED**  
1 individual

**PROTECTION**  
Transit Assistance  
295 (35↑) beneficiaries

**NFI**  
NFI DISTRIBUTION  
904 beneficiaries

**Health Assistance**

IOM is providing medical consultations and health care services through three primary health care centres (PHCs) in Bekaa (Taalabaya PHC), South Lebanon (Nabatieh PHC), and North Lebanon (Hanan Al Soltan-Akkar). Health care services include:



(Photo: © IOM Lebanon 2017)

- Providing subsidized consultation to Syrian Refugees and vulnerable Lebanese host community members;
- Covering 85% of laboratory tests, diagnostic imaging and minor surgery for vulnerable groups (children under 5, pregnant women and people above 60 years old) with the patients paying 15% directly to the centre;
- Providing pregnant women with two free obstetric ultrasounds during the period of pregnancy;
- Providing free acute and chronic medications at Taalabaya centre; and
- Community outreach.

**Mental Health and Psychosocial Support**

Between 1 and 30 April, psychosocial activities were implemented by Dari Centre staff and the IOM outreach team. The activities that were delivered inside the centre aimed to train, enhance, and develop the volunteers' skills in topics related to: women and child protection, and gender-based violence including domestic violence against women. During site visits to the Syrian refugees' shelters, several sessions on protecting women from violence and early marriage, the negative impacts of early marriage, and protecting children from violence were delivered. A total of 580 individuals participated in these activities. Furthermore, recreational, artistic mediation, and athletic activities were conducted for children in the South and the Bekaa; a total of 405 children participated.



(Photos: © IOM Lebanon 2017)



**Through Their Eyes**

Sabah is a 56-year-old woman from Dara'a, Syria. She and her family (husband, children and grandchildren) settled in Lebanon two years ago and are currently living in an informal settlement in Taalabaya. She and her husband have hypertension and receive monthly chronic medications from Taalabaya PHC supported by IOM. They also visit the PHC whenever they are sick and receive the appropriate medical service.

● **IRAQ**

236,772 refugees  
in Iraq as of 31 March 2017

**9,795** Assisted | Targeted 33,308



IOM Funding Requested ██████████ USD 8,923,186  
Funding Received USD -





**IOM PRESENCE**

**16** Locations

**90** Staff

9 International  
81 National

Figures reported below are from activities in 2017  
(↑) indicates progress made in the reporting period

-  **SCHOOL TRANSPORTATION**  
300 (300↑) beneficiaries
-  **HEALTH ASSISTANCE**  
241 (49↑) beneficiaries
-  **LIVELIHOOD ASSISTANCE**  
271 (39↑) beneficiaries
-  **COMMON SERVICES**  
8,816 (2,497↑) services (e.g. CTA) offered

**Health Awareness Sessions**

IOM's emergency health team continues to provide Syrian refugees in camps with awareness sessions on health topics including general personal hygiene, as well as signs and symptoms, modes of transmission, treatment and preventive measures of communicable diseases. Community leaders and focal points are also selected to transfer the key health messages to camp population. During the reporting period, 49 individuals (20 females and 29 males) were reached by IOM's health team in Ninewa (Akre camp and refugee school in the surrounding area).



(Photos: © IOM Iraq 2017)

**Establishing and Rehabilitating Greenhouses**

In Erbil, IOM has established four greenhouses in the Ministry of Agriculture and Water Resources' (MoAWR) Training Centre which will be used for training and production of flowers and ornamental trees by Syrian refugees. In April, IOM conducted one training session on basic greenhouses skills for 39 beneficiaries (2 women and 37 men) in Erbil. The beneficiaries will receive another training on pesticides usage in May. IOM is also planning to do the the same training in Sulaymaniyah in May for around 60 beneficiaries.

Rehabilitation of the training centres in Erbil (Erbil Training Centre and Gardarash) and Sulaymaniyah (Bibijak and Kanipanka) have been completed. Rehabilitation works included repairing all defects and cracks in the interior and exterior walls and re-plaster and re-paint, and fix all broken doors and windows, install new facilities for electricity and water supplies, demolish the old WC and re-build it, repair the roof from the moisture leakage defects.



(Photos: © IOM Iraq 2017)



**JORDAN**

659,246 refugees

in Jordan as of 01 May 2017

**68,478** Assisted | Targeted 705,317



IOM Funding Requested ██████████ USD 9,565,000  
 Funding Received ██████ USD 5,795,417

**IOM PRESENCE**

- 6 Locations
- 68 Staff
  - 9 International
  - 59 National

Figures reported below are from activities in 2017  
 (↑) Indicates progress made in the reporting period

- TRANSPORTATION SERVICES**  
461 (18↑) beneficiaries
- HEALTH ASSISTANCE**  
67,792 (13,842↑) beneficiaries
- CAPACITY BUILDING**  
49 (40↑) beneficiaries
- FAMILY REUNIFICATION**  
176 (10↑) beneficiaries

**Family Reunification between Camps**

IOM is responsible for transporting individuals as part of family reunification efforts which take place between the various refugee camps in Jordan. In April, 10 individuals were reunited with their family members. The family reunification process takes place between the camps and is done in coordination with the Syrian Refugees Affairs Directorate (SRAD) and UNHCR.

The reunification process only occurs at the request of beneficiaries and their families. When a beneficiary requests to be reunited with their family members in other camps, UNHCR conducts interviews with them to ensure that the transfer to another camp is voluntary and to make sure there are no protection concerns related to the reunification. Once IOM has obtained a written approval from SRAD and an official request from UNHCR which includes confirmation of the camp transfer, IOM then coordinates the transportation efforts with camp management and protection colleagues to complete the family reunification request. IOM female escorts accompany refugees as needed until they reach their destination.

**School Transportation in Azraq Camp**

Currently there are 73 Syrian volunteer escorts based in Azraq camp. These volunteer escorts help to ensure that children are transported in a safe manner to and from school, mitigating protection risks. Through this project, up to 100 Syrian volunteer escorts will benefit from the Cash-for-Work (CfW) component of this project, providing them with livelihood opportunities. The objective of the project is to improve access to formal education for refugees within Azraq camp; both children and Syrian assistant teachers are benefitting from this vital transportation service.



(Photo: © IOM Jordan 2017)



(Photo: © IOM Jordan 2017)

**Through Their Eyes**

Youssef is from Al Hassakeh, a governorate in the North of Syria; he has been living in Azraq camp since September 2014 with his family including a one-year-old baby. Before arriving to the camp, he had spent a few months in the informal settlement of Rugban, in the North-Eastern border between Jordan and Syria. He is one of the volunteer escorts already engaged by IOM to monitor the school buses in Azraq camp. His daily tasks consist of supervising the students that are in the buses, ensuring that they respect the safety rules, and assisting students with special needs.

The CfW program will bring income opportunities up to 100 refugees like Youssef. In addition to the economic support, Youssef likes to have something to do during the day and he enjoys helping his community through the project. He was selected among a number of candidates who applied for the volunteer position because of his skills and his vulnerable situation.

IOM Regional Response to the Syria Crisis is funded and supported by:

