



IOM RESPONSE FROM WITHIN SYRIA, JORDAN, TURKEY, IRAQ, LEBANON AND EGYPT 2017

SYRIA HUMANITARIAN RESPONSE PLAN AND REGIONAL REFUGEE AND RESILIENCE PLAN 2017





PRESENCE

41 INTERNATIONAL STAFF **299** NATIONAL STAFF

FUNDING

REQUESTED 117,794,530 \$
RECEIVED 50,739,064 \$

In 2017, IOM continued to respond to the needs of Internally Displaced Persons (IDPs) and affected communities across Syria through its operations from Damascus, Gaziantep and Amman. Over the course of the year, IOM provided assistance – in the form of Non-Food Items (NFIs), Shelter, Logistics, Coordination, Camp Coordination and Camp Management (CCM), Early Recovery and Livelihoods, Protection and Health - to over 800,000 individuals in Syria.

IOM took part in interagency aid convoys to support people in need in hard-to-reach areas in Syria, particularly focusing on individuals with disabilities. An IOM-managed NFI pipeline enabled IOM and other INGO and NGO partners to distribute life-saving assistance to IDPs in Northern Syria in a rapid and cost-effective manner. IOM also provided logistics support to UN agencies, INGOs, and Syrian NGOs and their network of downstream partners in Southern Syria.

IOM also provided skills training, in-kind support, business start-up grants, and cash-for-work opportunities to IDPs and host community members, and carried out a wide range of capacity building to support humanitarian partners and local authorities, including mainstreaming of Protection from Sexual Exploitation and Abuse (PSEA) into the Whole of Syria response and capacity building for partners implementing needs assessment initiatives.

ACHIEVEMENTS

COORDINATION



In 2017, IOM continued to build the capacities of local NGO partners to conduct humanitarian needs assessments inside Syria. Over 90 reports were produced and shared with humanitarian partners in a timely manner to enhance overall planning and response inside Syria.

To integrate PSEA within organizational and inter-agency structures, IOM has supported the development and implementation of a Whole of Syria PSEA action plan. The PSEA coordination mechanism mainstreams best global PSEA practices into Syria projects and sectors and fills gaps by developing Standard Operating Procedures (SOPs) on PSEA, establishing complaint mechanisms and conducting capacity building activities for staff and implementing partners in line with relevant Inter-Agency Standing Committee (IASC)'s guidelines. In 2017, 240 staff members from various humanitarian actors benefited from trainings on PSEA, and a network of 52 PSEA focal points was established among partners operating inside Syria.

TARGET DISPLACED SYRIANS AND HOST COMMUNITIES

BENEFICIARIES ASSISTED 240

CAMP COORDINATION AND CAMP MANAGEMENT



IOM established two Reception Centers in Northern Syria to provide multisectoral assistance to 43,200 beneficiaries, and provided support to one additional existing Reception Centre in Aleppo Governorate. IOM is in the process of establishing another planned camp in Idlib Governorate to provide emergency shelter to an additional 5,000 IDPs. In addition, after an urgent request from the CCCM cluster, IOM supported another established Reception Center in Idlib governorate with 3 months of running costs for all services provided in the site.

TARGET DISPLACED SYRIANS AND HOST COMMUNITIES

BENEFICIARIES ASSISTED 6,517

COMMON TRANSPORT SERVICE (LOGISTICS)



IOM provided logistics support through a trucking service to 6 UN agencies, 5 INGOs, 2 Syrian NGOs and their network of downstream partners in southern Syria. In 2017, a total of 73 convoys were organised, comprising of 1,404 trucks, reaching a total of 8,453,223 indirect beneficiaries through the provision of WASH, medical supplies, food, shelter-NFIs and school kits.

TARGET HUMANITARIAN PARTNERS



SYRIAN TRUCKS LINED UP - READY FOR CROSS LOADING. ©IOM JORDAN

ACHIEVEMENTS

EARLY RECOVERY AND LIVELIHOOD



IOM carried out a number of livelihoods interventions across Syria, benefiting over 6,000 individuals directly and indirectly. For example, in Homs, amputees were given in-kind support to start small businesses manufacturing prosthetic limbs. IDPs and host community members in Tartous, whose livelihoods have been significantly disrupted by displacement, were engaged in cash-for-work activities to contribute to the construction of transitional shelters. Beneficiaries in Rural Damascus and Homs received looms, raw materials and other accessories to produce and sell textiles.

All of these livelihoods activities contributed to the ability of beneficiaries to support themselves and their families. Through the provision of in-kind grants, skills training and cash-for-work opportunities, IOM also supported the livelihood of 3,865 beneficiaries and their families. Wherever applicable, IOM adopted a cash-for-work scheme to provide the affected Syrian population with income-generation opportunities including such projects as creation of the market spaces and shelter rehabilitation. Early Recovery project to support 90 businesses to enhance their capacity and increase job creation for the local population is in the preparation phase and will be implemented shortly...

TARGET DISPLACED SYRIANS AND HOST COMMUNITIES
BENEFICIARIES ASSISTED 8,952

HEALTH ASSISTANCE



IOM took part in inter-agency convoys in Syria to provide vital health assistance in hard-to-reach areas. IOM targeted individuals with disabilities, distributing wheelchairs, crutches and hearing aids. IOM also contributed to the management of non-communicable diseases through the distribution of glucometers with strips and through the provision of kidney dialysis kits. In total, over 49,000 individuals benefited from IOM's health-related interventions in 2017.

TARGET DISPLACED SYRIAN AND HOST COMMUNITIES
BENEFICIARIES ASSISTED 49,780

PROTECTION



IOM integrated protection services into the existing reception centre in Northern Syria for newly displaced IDPs, including providing group and individual activities for women and children. Over 1,000 vulnerable individuals have benefited from the services in 2017. IOM is in the process of establishing similar services in a second reception center in Aleppo. In addition, IOM works closely with Protection, Child Protection and other relevant clusters to develop common approaches and guidelines in the areas of gender-based violence (GBV), family reunification, unaccompanied and separated children, children at risk of recruitment by armed groups, civil documentation, and housing, land and property (HLP) issues.

In complement to other projects, IOM also conducted trainings on mental health and psychosocial support (MHPSS), conflict-mediation, as well as art-based psychosocial support to contribute to addressing some of the effects of trauma. In addition, IOM continued to assist refugees as part of their resettlement process. In 2017, IOM resettled over 37,000 Syrian refugees from Lebanon, Turkey, Jordan, Iraq and Egypt to 23 countries.

TARGET DISPLACED SYRIANS AND HOST COMMUNITIES
BENEFICIARIES ASSISTED 4,491

SHELTER -NON FOOD ITEMS



In 2017, IOM provided emergency shelter solutions and NFIs to displaced and affected communities in most governorates of Syria, including the newly displaced and those residing in hard-to-reach and underserved areas. In northern Syria, over 250,000 individuals were assisted with essential NFIs and winterization items, including winter clothing, blankets, coal and stoves, jerry cans, kitchen sets, mattresses, solar lamps, and hygiene kits. IOM procured NFIs and winterization items using long-term agreements (LTAs) with vendors. Upon request from its implementing partners, IOM provided these items together with logistical support, including preparation of kits. This NFI 'pipeline' played a significant role in ensuring the distribution of life-saving items was carried out in the most effective and efficient manner. After transporting the items to Syria, IOM monitored and verified the delivery of the items to implementing partners and beneficiaries to ensure the highest possible levels of accountability.

IOM developed Housing, Land and Property (HLP) rights due diligence guidelines which have been endorsed by the Shelter Cluster. These guidelines support the humanitarian community in reducing the risk of cross border shelter programming causing or contributing to increasing tensions and disputes concerning HLP rights. 40 individuals representing 30 shelter organization were trained on the utilization of the guidelines and online training is being currently developed. IOM is also in the process of developing guidelines on construction standards for Northern Syria. In 2017, IOM also rehabilitated 37 unfinished buildings providing almost 2,000 beneficiaries with more appropriate shelter. A further 14,000 families benefited from the replacement of their tents in IDP sites. In southern Syria, as part of its winterization response, IOM reached over 9,000 vulnerable IDPs residing in 3 communities through the provision of Sealing Off Kits, winterization NFI kits and olive pit bricks (as alternative fuel to heat and cook with), responding to the needs of a total of 1,740 households. IOM also supported the establishment of transitional housing for IDPs in Tartous Governorate, and carried out shelter rehabilitation works in Homs Old City to support returning households.

TARGET DISPLACED SYRIANS AND HOST COMMUNITIES
BENEFICIARIES ASSISTED 792,671



NFI DISTRIBUTION, IDLEB ©IOM TURKEY

WASH



To fill an urgent gap in water provision, IOM supported 18,900 beneficiaries in 24 IDP sites in Aleppo governorate with water trucking. IOM also supported the restoration of WASH services through the rehabilitation of infrastructure, such as well rehabilitation, and provision of spare parts for electrical panels of water stations in Damascus, Rural Damascus, Tartous and Aleppo.

TARGET DISPLACED SYRIANS AND HOST COMMUNITIES
BENEFICIARIES ASSISTED 25,035



PRESENCE 23 INTERNATIONAL STAFF 122 NATIONAL STAFF

FUNDING REQUESTED 59,845,000 \$ RECEIVED 12,401,176 \$

In 2017, IOM continued its resilience activities inside Turkey, supporting migrants and refugees with livelihood, education, psychosocial support and social cohesion activities. IOM supported Kecioren, Sanliurfa and Gaziantep Municipality Service Centers, providing counselling and referral services as well as community activities to more than 1,000 refugees.

IOM's outreach teams disseminated information to raise awareness and provided psychosocial support to 2,300 refugees in rural areas where no other humanitarian agencies are operational. Additionally, IOM's Community Stabilization and Shelter team rehabilitated over 250 shelters, three launderettes, three schools, two parks and women's cultural centers to promote social cohesion and to improve refugees' living conditions and education standards.

ACHIEVEMENTS

BASIC NEEDS



IOM carried out many types of basic needs assistance, including distribution of NFIs, winterization support and hygiene kits, which reached over 30,000 individuals. In addition, more than 37,000 individuals received one time cash assistance in Adiyaman, Gaziantep, Hatay, and Sanliurfa

TARGET	SYRIAN REFUGEES LIVING IN AND OUTSIDE CAMPS	
BENEFICIARIES	TARGETED	206,500
	ASSISTED	72,584
FUNDING	REQUESTED	20,675,000 \$
	RECEIVED	7,445,830 \$

PROTECTION



IOM Turkey continued providing individual assistance to the most vulnerable migrants, asylum seekers and refugees. IOM supported Kecioren, Sanliurfa and Gaziantep Municipality Service Centers, providing counselling and referral services as well as community activities to more than 1,000 refugees. IOM's outreach teams disseminated information to raise awareness and provided psychosocial support to 2,300 refugees in rural areas where no other humanitarian agencies are operational. In addition, IOM worked in multiple Community Centers, providing language classes, Psychosocial Support (PSS) support, legal support, and social activities for host community members and refugees. In total, excluding language, social activities and vocational classes, 17,000 beneficiaries benefited from the services in these centers

TARGET	SYRIAN REFUGEES OUTSIDE CAMPS AND HOST COMMUNITIES / SERVICE PROVIDERS WORKING WITH SYRIAN REFUGEES	
BENEFICIARIES	TARGETED	259,135
	ASSISTED	66,976
FUNDING	REQUESTED	11,825,000 \$
	RECEIVED	2,521,865 \$

HEALTH AND EDUCATION

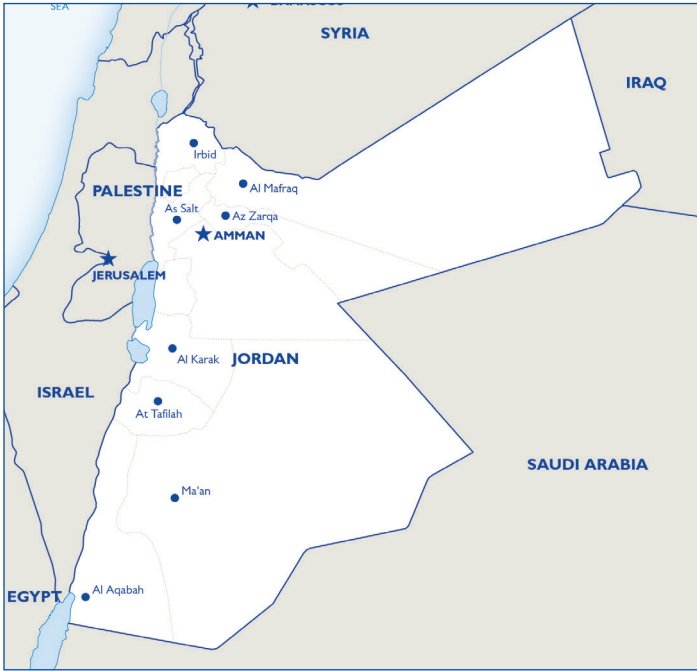


Provision of transportation to hospitals and schools - One of the biggest challenges faced by the Government of Turkey remains transportation support to Syrian refugees living in camps. IOM ensured the continuity of the transport services for Syrian refugees, facilitating access to schools, health facilities and markets. 19,000 refugee students residing in Adiyaman, Adana, Batman, Gaziantep, Malatya, Sanliurfa, Konya, and Hatay benefited from school transportation in 2017.

TARGET	SYRIAN REFUGEES, CHILDREN LIVING OUTSIDE CAMPS AND HOST COMMUNITIES /	
BENEFICIARIES	TARGETED	105,000
	ASSISTED	141,912
FUNDING	REQUESTED	10,720,000 \$
	RECEIVED	232,774 \$



SCHOOL TRANSPORTATION FOR SYRIAN CHILDREN LIVING OUTSIDE OF CAMPS IN ADANA, TURKEY. ©IOM TURKEY



PRESENCE

8 INTERNATIONAL STAFF 40 NATIONAL STAFF

FUNDING

REQUESTED 9,565,000 \$
RECEIVED 4,865,344 \$

7,647 Syrian students benefited from school transportation services provided by IOM in Azraq camp. IOM safely transported 1,194 Syrian refugees from Raba'a AlSarhan Transit Center to the camps, and a total of 600 Syrian refugees were reunited with their families in camps. IOM Jordan carried out a wide range of health-interventions in 2017, including tuberculosis sensitization (247,820 individuals), screening (7,239 individuals) and treatment (73 Syrian refugees). In addition, 436 individuals benefitted from voluntary HIV counselling and testing.

Awareness raising on human trafficking was provided to 421 Syrian refugees and members of the host community. IOM trained 443 Jordanian government officials and frontline staff from the UN, INGOs and NGOs on border management and counter-trafficking.

ACHIEVEMENTS

EDUCATION



In Azraq camp, 7,647 Syrian students benefited from school transportation services provided by IOM Jordan in 2017. The project provided transportation to schools for students enrolled in formal education inside Azraq camp, in order to encourage families that might otherwise be reluctant to send their children to school.

TARGET	SYRIAN REFUGEES	
BENEFICIARIES	TARGETED	6,180
	ASSISTED	7,647
FUNDING	REQUESTED	1,300,000 \$
	RECEIVED	1,648,854 \$



AHMAD, IOM STAFF CHECKING BUS BADGES. ©IOM JORDAN

HEALTH



IOM Jordan carried out a wide range of health-interventions in 2017, including tuberculosis sensitization (247,820 individuals), screening (7,239 individuals) and treatment (73 Syrian refugees). In addition, 264 individuals benefitted from voluntary HIV counselling and testing.

TARGET	REFUGEES, MIGRANTS AND HOST COMMUNITIES	
BENEFICIARIES	TARGETED	271,900
	ASSISTED	254,978
FUNDING	REQUESTED	2,000,000 \$
	RECEIVED	1,203,840 \$

PROTECTION



Syrian refugees who arrived at Raba'a AlSarhan Transit Center were received, pre-registered and transported to refugee camps. In cases of family members being separated, IOM provided transportation between Za'atari, Azraq, Emirati-Jordanian, and King Abdullah Park camps in order to reunite families.

In 2017, a total of 600 Syrian refugees were reunited with their families in camps. In addition, IOM implemented counter-trafficking capacity building trainings to UN agencies, INGOs, NGOs and government counterparts. Trainings included the definition of human trafficking, elements of the crime, indicators and types of exploitations. IOM also provided awareness raising sessions on human trafficking to Syrian refugees and members of the host community. In sessions provided to children, the focus was on child marriage and child labour. In sessions provided to adults, discussions focused on early marriage, labour exploitation and sexual exploitation.

TARGET	REFUGEES AND HOST COMMUNITIES	
BENEFICIARIES	TARGETED	26,949
	ASSISTED	2,550
FUNDING	REQUESTED	2,700,000 \$
	RECEIVED	1,400,000 \$



PRESENCE

9 INTERNATIONAL STAFF **83** NATIONAL STAFF

FUNDING

REQUESTED 8,923,186 \$
RECEIVED 1,300,000 \$

In its effort to respond to the emerging needs of vulnerable Syrian refugees and affected host communities in Iraq, IOM continued its operations in 2017 to deliver aid throughout the country, acting within the UN Country Team (UNCT) and in coordination with the Iraqi government and donors. IOM provided humanitarian assistance, early recovery, resilience and migration management assistance.

The main activities in 2017 included transportation assistance to students, resettlement assistance, health awareness sessions, livelihood services (small business support, employability trainings, business associations, greenhouses activities, and cash for work), in addition to common services (CTAs - community technology access), and quick impact projects (QIPs).

ACHIEVEMENTS

LIVELIHOOD



IOM provided vocational and employability trainings in order to increase Syrian refugees' socio-economic stability and future employment prospects upon their eventual return, allowing them to become self-reliant and decreasing the psychosocial stressors associated with aid dependency and economic vulnerabilities. 468 Syrian refugees benefited from these trainings in 2017, with an additional 47 refugees benefiting from small business support. In addition, IOM increased refugees' access to internet and technology resources in the camps through five Community Technology Access (CTA) centres, one in Dahuk (Domiz camp), and four in Erbil (Darashakran, Kawergosik, Qushtapa and Basirma camps). Approximately 28,000 refugees benefited from this support in 2017.

TARGET SYRIAN REFUGEES AND HOST COMMUNITIES

BENEFICIARIES TARGETED 3,400
ASSISTED 515

FUNDING REQUESTED 5,331,744 \$
RECEIVED 984,480 \$



GREENHOUSE SKILLS TRAINING AT BIBIAK TRAINING CENTER, SULAYMANIYAH. ©IOM IRAQ

EDUCATION



In 2017, IOM continued to provide transportation for students to ensure uninterrupted and safe access to formal education for Syrian refugee students in remote areas. Through this activity, over 400 students were able to continue their education and maintain a sense of normalcy during their displacement.

TARGET SYRIAN REFUGEES AND HOST COMMUNITIES

BENEFICIARIES TARGETED 540
ASSISTED 409

FUNDING REQUESTED 722,258 \$
RECEIVED 103,973 \$

STUDENT TRANSPORTATION ACTIVITY, DOMIZ CAMP, DOHUK. ©IOM IRAQ





PRESENCE

15 INTERNATIONAL STAFF **91** NATIONAL STAFF

FUNDING

REQUESTED 36,045,600 \$
RECEIVED 5,656,063 \$

In 2017, IOM Lebanon provided assistance to 69,170 displaced Syrians, Lebanese returnees and other vulnerable Lebanese. In-kind grants were distributed to 500 individuals as part of livelihood activities, while IOM's multi-disciplinary PSS team, Al Moultaqa and DARI counseling and recreation centers assisted over 12,431 individuals in 2017.

More than 36,983 individuals benefited from access to primary health care centers, including TB diagnosis and treatment. Over 18,352 refugees, stranded migrants and third country nationals were supported with resettlement and transit assistance to destination countries including Canada, USA, United Kingdom, France, Sweden and others.

ACHIEVEMENTS

HEALTH



In 2017, IOM carried out many health activities that benefited 100,000 individuals, both refugee and host community members. These activities included the provision of essential primary health care services, including maternal health and Non-Communicable Disease services, through Primary Health Care centers, supporting the National Tuberculosis Programme, and TB prevention, diagnosis and treatment services.

TARGET	SYRIAN REFUGEES, LEBANESE RETURNEEES AND HOST COMMUNITIES	
BENEFICIARIES	TARGETED 125,112	ASSISTED 36,983
FUNDING	REQUESTED 3,996,000 \$	RECEIVED 3,426,063 \$

SOCIAL COHESION



In 2017 IOM contributed to national and international efforts to mitigate the effects of such large numbers of refugees seeking protection in Lebanon. IOM supported the delivery of 8 municipal services – identified through participatory processes - to reduce tensions between refugees and host communities. IOM also supported National Lebanese civil society structuration to conduct joint initiatives to mitigate tensions and contribute to the response.

TARGET	SYRIAN REFUGEES, LEBANESE RETURNEEES AND HOST COMMUNITIES	
FUNDING	REQUESTED 13,760,000	RECEIVED 2,230,000 \$

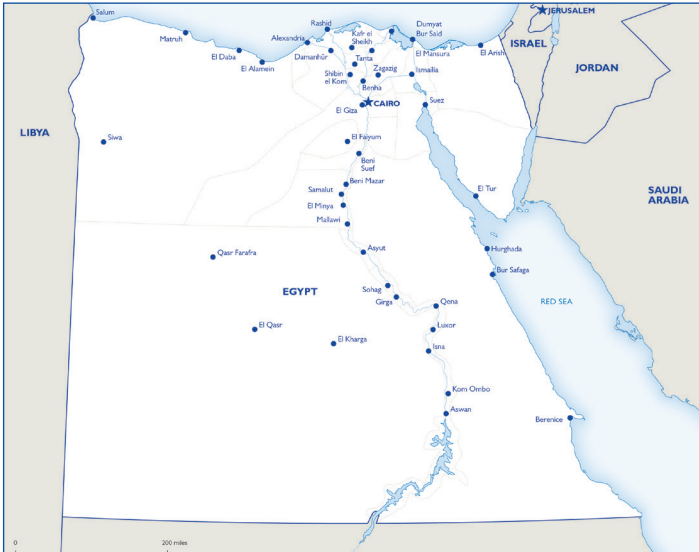
PROTECTION



Provision of Psychosocial Support to Syrian Refugees and hosting communities in Bekaa and South of Lebanon continued in 2017. IOM's multi-disciplinary PSS team, Al Moultaqa and DARI counseling and recreation centers assisted over 12,431 individuals throughout the year. Activities included family support sessions, counseling services, and recreational activities for children, community mobilization and awareness sessions, as well as education sessions. IOM provided transit and resettlement assistance to 591 refugees and stranded migrants from inside Syria. A further 17,761 Syrian refugees and Palestinian refugees from Syria also received resettlement assistance in 2017. Amongst others, these refugees were resettled to Canada, the UK, Norway, Australia, and the USA.

TARGET	SYRIAN REFUGEES, LEBANESE RETURNEEES AND HOST COMMUNITIES	
BENEFICIARIES	TARGETED 59,447	ASSISTED 30,783
FUNDING	REQUESTED 4,368,000 \$	RECEIVED 0 \$





PRESENCE

1 INTERNATIONAL STAFF **4** NATIONAL STAFF

FUNDING

REQUESTED 1,111,000 \$
RECEIVED 200,000 \$

In 2017, Syrian female refugees and members of their host communities benefited from health promotion activities, provision of dignity kits and winterization items, as well as medical screenings and check-ups. They also benefited from access to livelihood opportunities provided through employment opportunities and skills training, tackling a need of Syrian migrants in Egypt. Beneficiaries also benefited from participation in community cohesion activities that empowered and sensitized the beneficiaries to reduce gender inequalities and to ensure inclusive approaches.

ACHIEVEMENTS

HEALTH



In 2017, Syrian female refugees and members of their host communities benefited from health promotion activities, provision of dignity kits and winterization items, as well as medical screenings and check-ups. IOM provided gynecological medical assistance to Syrians in Al Gad Specialized Clinics, and general health care as part of medical convoys organized by Omar bin al Khattab and Al Rashad. Overall, over 1,000 refugees and host community members benefited from health assistance facilitated by IOM.

TARGET	SYRIANS REFUGEES AND HOST COMMUNITIES	
BENEFICIARIES	TARGETED	11,654
	ASSISTED	1,957
FUNDING	REQUESTED	382,000 \$
	RECEIVED	0 \$

LIVELIHOOD



IOM carried out numerous livelihoods activities in 2017 to support the financial independence of host community members, migrants and refugees. In total, over 300 individuals benefited from job placement services, capacity building and skills training events, and the provision of start-up grants.

TARGET	SYRIAN REFUGEES AND HOST COMMUNITY	
BENEFICIARIES	TARGETED	523
	ASSISTED	297
FUNDING	REQUESTED	437,000 \$
	RECEIVED	0 \$



SOFT SKILLS TRAINING. ©IOM EGYPT