

## WINTERIZATION (OUTSIDE OF CAMPS) IN JORDAN 2014-2015

### STANDARD OPERATING PROCEDURES (SOPs)

#### Background and Scope

In August 2014, humanitarian partners of the NFI and Cash Working Groups (WGs) in Jordan came together in order to better frame the winterization assistance provided to Syrian refugees and vulnerable Jordanians. This document aims to support the coordination of winterization interventions in of-camp settings and covers the winter months of November to March (2014-15). Reference documents can be found here:

- Outline of Inter-agency winterization efforts in Jordan (2014-15).  
<http://data.unhcr.org/syrianrefugees/download.php?id=7048>

Moreover, and in line with the submissions under the Regional Response Plan 6 (RRP6) and the Regional Response Plan 6 Review process, partners have updated their activities on Activity Info Coordination database <http://syrianrefugeeresponse.org>.

#### Coordination of Winterization Activities

In the cross-sectoral coordination meeting on the 13<sup>th</sup> of October, agencies reaffirmed their commitment to the following coordination principles:

1. Regular update by all partners of planned activities including district of intervention, targeted population and type of assistance.
2. Real-time entry and verification of beneficiaries on RAIS module by all partners (with the objective to avoid duplication as much as possible).
3. Delivery of assistance to beneficiaries within the agreed timeframe (within two weeks upon identification of cases).
4. Inter-agency referral process with the purpose of covering specific needs of extremely vulnerable cases will be in place.
5. Monthly update of the Winterization dashboard to capture progress against initial targets.
6. Winterization assistance will be prioritised for cases not having received assistance before.
7. A Winterization TF will meet to better coordinate winterization interventions and make sure a harmonised approach is in place.

#### Tools to be used for the Coordination

All organizations are required to enter their aggregate winterization assistance into Activity Info, JOR-RRP-Monitor, <http://syrianrefugeeresponse.org>, in a monthly basis, the deadline is the 8<sup>th</sup> of the month.

For the in kind assistance (vouchers included), partners should report under the NFI sector - outcome 1.2 "Mitigation of harsh weather conditions" while for monetized assistance, partners should report under the Cash sector -outcome 1.3 "Seasonal cash assistance". This will enable UNHCR to produce an updated winterization dashboard in a monthly basis until the end of December. For 2015, agencies will use the new monitoring tools under Activity Info; further instruction to be provided.

Furthermore, all organizations will use the improved purpose-built module on RAIS to mitigate against the risk of duplication as much as possible. For the purpose of referrals, winterization partners, will use Activity Info, JOR-ref- services in addition to other tools that the Winterization TF will develop to facilitate this process. The "Aid advisor" can also be used in order to identify service providers' country

wide, <http://data.unhcr.org/jordan/services-advisor/> .

### Detailed Procedures governing the use of the RAIS Module

Last year, UNHCR prepared a RAIS Winterization Module, which has been improved and will be used by all organizations active in winterization, based on a time banded signed User Agreement.

The Module aims to help agencies avoid duplication by identifying potential beneficiaries not being assisted by someone else while at the same time it gives the flexibility to agencies to compliment assistance when necessary within a commonly agreed time frame.

RAIS module can be used to identify registered and unregistered refugees in addition to vulnerable Jordanians. The only reference for processing information when it comes to registered Syrian refugees is the **UNHCR certificate number**. The reference for non-registered Syrian refugees is the **Mol Card** number. The reference for Jordanian beneficiaries is the **national ID number** ("Hawie") only. In order for non-registered cases (non-registered Syrians and Jordanians) a minimum amount of data is necessary (name-surname-nationality-document type- date of birth, or an estimation- see Annex 1).

Both components will allow the User to query, in batch if needed, numbers using the aforementioned types of documentation to establish whether prospective beneficiaries have been identified for winterization assistance by other organizations or not and decide to assist them by adding them to the system. The second objective is to make sure that refugees and vulnerable Jordanians receive assistance on time. For this reason, assistance must be confirmed within two weeks after the beneficiaries are identified.

- For Syrian refugees or vulnerable Jordanians where no assistance has been recorded, the User is able to immediately decide to provide assistance and allocate this in the system accordingly. The User can not add the same type of assistance more than once however additional/complementary packages can be allocated. The User can choose from a pre-defined set of assistance packages as agreed in the joint NFI /Cash WG meeting dated 13<sup>th</sup> of October.

The standard packages are:

- Package 1: NFI winter package for cases not having received winterization assistance before: Heater, gas cylinder, refill for 4 months (11 refills), Blankets (1 HTB per ind or 2 MTB per ind)
- Package 2: NFI winter package for cases having received winterization assistance in the previous years but they are still considered eligible: refill for 4 months (11 refills), Blankets (1 HTB per ind or 2 MTB per ind)
- Package 3: Cash assistance equivalent to package 1; 340-350 JD
- Package 4: Cash assistance equivalent to package 2: 190 JD

Non- standard packages but part of winterization:

- Sealing off kit: assistance for shelter upgrade, in coordination with the shelter sector.
- Emergency cash: limited number of cards available for cases in urgent need of assistance. This type of assistance will be linked to the interagency referral mechanism.
- Clothes including shoes, gloves, scarfs etc.

For the extensive list of package lease see Annex 2.

- Assistance: Agencies have the flexibility to add assistance to already assisted cases. However, all organizations are required to exercise due diligence when providing additional assistance in

order to ensure that the total package provided remains as close as possible to the standard package.

- Timeframe: Agencies have to confirm that assistance was provided to the identified cases. Within two weeks of the day of the identification of the cases, agencies should confirm that beneficiaries received the assistance. After the confirmation, RAIS database will be automatically informed and updated.
- A referral focal point network will be in place to assure that cases in need of referrals will not fall into the cracks. The JOR-Ref-Services database under Activity Info will facilitate the process of referrals while the biweekly winterization meetings will provide space for discussion on operational and implementation issues. The JOR- Ref-Services contains information on referral methods, feedback as well as referral contact details. All partners are encouraged to keep this information updated and accurate.

## **Reporting and Update**

UNHCR will design reports to enable all Users of the RAIS Winterization Tool to query the status of the response as aggregates of support at the household level. This can be compared and contrasted with the information from the planning side (<http://syrianrefugeeresponse.org>) in order to ensure coordinated implementation.

These aggregate totals will also be included in the regular dashboards to be circulated by UNHCR.

For further questions, please contact Angeliki Panagoulia, Associate Coordination Officer, UNHCR [panagoul@unhcr.org](mailto:panagoul@unhcr.org).

Non registered cases [Compatibility Mode] - Excel

Angeli Panagoulia

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## Annex 2.

**Winterization packages**

No	Standard / Non-Standard / Partial Standard	Standard / Partial Standard / Non-standard
1	Full NFI winter package: Heater, gas cylinder, refill for 4 months (11 refills), Blankets (1 HTB per ind or 2 MTB per ind)	Standard
2	Full Cash assistance: 340-350 JD (Monetized Package 1)	Standard
3	NFI winter package: refill for 4 months (11 refills), Blankets (1 HTB per ind or 2 MTB per ind)	Standard
4	Cash assistance: 190 JD (Monetized Package 2)	Standard
5	SoK	Non-standard
6	Emergency cash	Non-standard
7	Clothes (incl. shoes)	Non-standard
8	Heater / Cylinder / Refills	Partial Standard
9	Mattresses and Blankets	Partial Standard
10	Blankets + NFI vouchers (25JD/per indiv.)	Partial Standard
11	Clothes + NFI vouchers (25JD/per indiv.)	Partial Standard