



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Irbid Operational Coordination Meeting

2 April 2015, 12:00 p.m.

Co-Chair: CARE International

AGENDA

1. ITS eviction update / Q&A (5 minutes)
2. Verification update / Q&A (5 minutes)
3. ActivityInfo and Referrals Coordination Group -- (5 minutes)
 - plan to verify info for printed service guide
 - plan to create referral guide for case management level
4. WFP update on targeting and appeals collection/review (5 minutes/ WFP rep)
5. Health updates (5 minutes)
6. Online sector dashboards (5 minutes) - <http://data.unhcr.org/jordan/sectors/>
7. Operational updates (40 minutes)
8. AOB

ITS eviction update

- 3 evictions/ “relocations” took place in the last month. 1 in Aghwar and 2 between Irbid and Ramtha. Lots of coordination in finding alternative housing and support in the verification process. Police stations were supportive – the original 4 hours’ notice was extended to 10 days to avoid security incidents. This campaign is happening around the whole of Jordan. Partners may call up and ask for support when relocation is happening.
- Informal Tent Settlements: use public health and services, schools. Have valid passports and UNHCR certificates. Rent their land. Supported by landlords themselves, given cheaper accommodation options. Why couldn’t they stay there? No violation – the people relocated have been through the verification process and their documents are in place; however Jordanian government wants to avoid tented settlements. Campaign started with Roma, then Jordanians, and then Syrians and focuses mostly on areas by borders.
- Around 200 people relocated in total. Some left the whole area and some stayed locally. Sufficient notice meant they were able to find new houses. Those living on the main street moved to the back of the mountain to avoid being noticed.
- IRC assisted in counseling those being relocated, using a mobile clinic. Intersos has been instrumental in mapping and monitoring ITSes. Save the Children have also been assisting, as were already working in the area.

Verification update

- Challenges are decreasing. In March, mobile registration teams were available for those wanting to request their documents. This avoids the need to go to registration centres and pass through patrols and police checkpoints on the way. Instead, they can go to the UNHCR registration center or mobile help desks. Cases are dealt with immediately and a list of those that need to go the committee for further checks is currently being compiled.

- Police stations that have been asking for stamped leases have been identified and teams have approached them to explain that the stamps are no longer required. Partners are asked to contact UNHCR if they come across such stations.
- Disease-free certificates – these showed no problems in Irbid. However, in the Jordan Valley refugees have been requested to renew their certificates after more than 3 months, despite its validity for one year.
- Barcodes on ASCs – when processed, the stamp sometimes overlaps the barcode and thus can't be read, suggesting it is fraudulent. Refugees with this issue are advised to come to the registration sessions in the morning before other cases are processed. Those who need the new document will be issued one automatically.
- No Syrian ID – in this case, the refugee should still come to UNHCR for the protection interview. If a fake document had been given at the border, it will be confiscated and not returned, but the refugee will not be punished.
- 180 document requests are processed per day in Irbid. Success rate is high but statistics are coming.
- The Jordanian Government asked for the process to last for 6 months, starting in February. It is likely the process will be extended beyond this period, but this deadline was given to encourage people to approach and not wait.
- Concern about 30 JD cost of medical clearance per person. UNHCR is engaged with government for advocacy about this issue and does not support use of cash assistance for this clearance.

Referrals Coordination Group/ActivityInfo update

- Current challenge – the inability of case workers to access information about service providers. From the 18 members who attended a meeting scheduled on Tuesday, only one person had access to ActivityInfo. This information is required to know that referrals are going smoothly. The lack of access was blamed on managerial decisions. If the issues are not overcome soon, the establishment of a separate service guide is being discussed to fit the needs of those at field level.
- A member of ACF said they had access but no time to make use of it, he said that training sessions would be helpful.
However there are 9 more organisations who still do not have access.
3 training sessions have been carried out explaining how to use ActivityInfo.
Recommendation – caseworkers should have access.
In response to training requests, Alexander Tyler has offered to give individuals specific briefings if they come to Amman. These can be done in both English and Arabic.
- A 2nd challenge – ActivityInfo needs to be updated and then access given to case workers. More people should be encouraged to use it so that in turn, more information is made available. Sessions on how to use the referrals section of ActivityInfo can be organised for 2 weeks' time.
Follow up: an email will be sent around about upcoming training events and to collect a list of names of those who should have access.
- Serin: Need to report challenges at referral level in operational coordination meeting
- AP: Alex & 2 volunteers (ICMC, Care) will meet to discuss Activity Info
- Changing co-chairs of referral coordination meeting: all the organisations were asked to volunteer if they wish to be involved.

WFP update on targeting and appeals

- Initial plan for 2015 was to cover 85% of refugees; however, a shortage of funding means only 75% of refugees in urban areas are currently covered. At the beginning of 2015 the aim was to give each refugee household 20JOD, however a lack of funds meant only 13 JOD could be given.
- Beginning in April – cuts to assistance have begun to focus on the most vulnerable people in urban areas, who receive 20JOD. Those who require less assistance will receive cuts from the beginning of April. The criteria for this assessment includes: gender of household; number of children; debt; expenditures and living circumstances.
- Many people have not changed or updated their information with UNHCR for this and other reasons some mistakes have occurred. An appeal system is in place to accommodate for this, with appeals taking around 6 weeks to process since initial text message informing refugees of the change is sent. 2 hotline numbers are available. So far, the appeal process is going fine – it started when the text messages were first sent on 17th March and will end April 30th. Some appeal forms lost – so a tracking system has been set up. Until now, there are no estimates for the approximate time taken to complete appeals but people receiving the full cut in assistance are being prioritized.
- Overview of the cuts:
28% of refugees in urban areas will receive 20JD
47% will receive 10JD
10% will receive nothing

This does not apply to people in camps as they receive full assistance.
- We need to encourage people to submit their appeals.
The WFP forms are available from any of the organizations and they must be submitted to one of their partners. Any organization may contact WFP for sessions and briefings.

Health updates

- A monthly meeting for Health referrals has been established to take place before the Irbid Coordination Meeting. There have been two meetings so far, with 16 health partners attending. Purpose of the meetings – to identify who provides what; what areas are covered in the Northern governorate and to establish proper coordination between these areas. Any agencies that know about healthcare providers in these areas should ask to be added to the mailing list. The aim is not to provide updates, but to discuss any challenges faced.
- New Public Health Associate for UNHCR – Mustafa Najami (alnajami@UNHCR.org)
- Next polio campaign - 26-30 April. All Syrians are to be mobilized, regardless of previous vaccination status. A mobilization meeting will be organized by UNICEF and held in Amman for all agencies – potentially 12th/13th April tbc.
- For any agencies dealing with children under the age of 5: The Health Ministry has agreed to send out mobile teams to vaccinate these children.

Online sector dashboards

- <http://data.unhcr.org/jordan/sectors/>
- Many people are now putting information into the monitoring database, ActivityInfo, but more data still needs to be uploaded.

- This month a multi-sector dashboard will be piloted. This will filter the data in different ways: by geographical area or by partner, for example. This dashboard is not formally public yet.
- Can be used as visibility for your organization
- Feedback and comments on this database would be appreciated.
- It is possible to use this data to create your own visualizations by exporting the data through Excel. You can also download the data, take screenshots and put them up on separate documents, etc.

Operational updates from Partners

- UNHCR: Mobile desk from Ajloun will be changed –the new location is not yet confirmed but will be sent to people via email when it is known. [Update: April location is across the street from old building, Muaskarat AlHussein Hall for Youth, across from the governorate / will change for May.]
- Organizations are requested to provide feedback on the help desks and home visits. Also, if ATMs are down in any areas, please let UNHCR know.
- NRC Urban Office: Business as usual.
- ICRC: no news.
- Middle Eastern Children’s Institute: They will be expanding the education program.
- IRW: They launched new project in mid-March with 2 private hospitals in Irbid. They provided primary, secondary and tertiary health care for Syrian refugees and Jordanians in special circumstances.
- WFP: They are updating their appeal process.
- IMC : They are providing case management services and protection services
- ACF: They are implementing 3 main activities, WASH sessions; Mental Health and Care Practices (Ramtha and Ajloun); Food Security Livelihoods (Ramtha and Ajloun). All projects will be concluded by end of April but there may be an extension.
- FPSC: located in Ramtha but does not have a fixed office, uses the premises of other organizations. It provides services for people with disabilities and is currently providing mobility aids e.g. wheelchairs. There were 60 beneficiaries last month. If any CP child is needs a modified wheelchair, please refer them to the FPSC.
- Handicap International: their big office is now taking over Mafraq and Zaatari camp. The office in Mafraq is closing down.
- Intersos: it provides child protection and psychosocial support to children, particularly in ITS.
- CARE: there are no major updates. Around 500 cash assistance packages were distributed for families last week. They plan to distribute mattresses for around 60 families. They accept referrals for these families but they cannot be receiving winterization benefits.
- IRD: no major updates
- MSF-France: they have moved hospitals. In February they launched emergency C-section activity.

AOB

None.

MEETING ACTION POINTS			
Meeting Title: Irbid Operational Coordination Meeting		Date: 2 April 2015	
Agenda Item	Action required	Responsibility	Deadline
Next polio campaign	Provide the campaign flyers Conduct mobilization meeting Organize vaccination points in the agencies dealing with children under 5	Dena Jardaneh	26-30 April
Referrals Coordination Group	Verify info for printed service guide Create referral guide for case management level Conduct sessions on how to use the referrals section of Activity Info	Serin Bitar Alex Tyler	2 weeks
Referrals Coordination Group	Change co-chairs of referral coordination meeting	Serin Bitar	Next referral coordination meeting
Activity Info	Update Activity Info Encourage the use of activity Info	Alex volunteers(CARE+ICMC)	Next operational meeting