

**Amman Referral Coordination Working Group**  
**UNHCR Office, Khalda, Amman – Jordan, 17<sup>rd</sup> of March 2016**

**Agenda:**

1. Presentation.
  - 1.1 Brief welcome and introductions of participants.
2. INGO's activities updates
  - 2.1 Introduction of new participants
  - 2.2 Updates from participants
  - 2.3 Review of the draft 4W for referral
3. Presentations
  - 3.1 Brief session the "Service Aid Advisor" – creation of small working group
  - 3.2 UNICEF presentation on Makani Centre's
  - 3.3 Discussions/Comments
4. AOB, Wrap up and action points

**Agencies present:**

ARDD, BAYTH ILLIQA, CVT, FPSC, DRC, HI, IMC, JOHUD, JRF, MECI, MPDL, MDFF, TdH, NRC, PU-AMI, STCJ, WPF, UNICEF, JRC.

1. **Presentation**

UNHCR and DRC have welcomed the participants and introduced the main objectives of the meeting especially for participants who joined for the first time:

- to present the services provided by the various organizations in Amman, Balqa, Madaba
- to strengthen the network of the referral unit among all the organizations working in the same geographical area, in order to ensure provide quality services to refugees and the host community.

2. **INGO's activities updates**

2.1 Introduction of new participants JRF (?)

2.2 Updates from participants

- IMC opened a new center in Amman (?) and they are currently accepting referrals for CP cases.
- IMC are providing in Madaba and Jerash psychiatric services to refugees and vulnerable individuals from the host community.
- PU-AMI has new community projects that include psychosocial support, awareness sessions on health, informal education for kids from 6 till 8 years old, CA for Education and CA for Delivery. Transversal intake criteria for all services: all nationalities, do not have access to health services.
- Save the Children Jordan is postponing their activities until April 2016.
- UNHCR will distribute attached with the ARCGM's minutes a draft version of FAQs about the Mol Card.
- UNHCR is handing over in their registration centers (Khalda, Irbid, and Mafraq) a form for refugees who need a proof of residency to get the Mol Card.

- UNHCR shared the Mobile Registration's schedule for this month. South missions in the governorates of: Tafileh, Aqaba.
- TdH is providing services to children below 5 years old, pregnant and lactating women either Syrians or Jordanians. ANC/PNC services and pediatric care for children. Free medication for both target groups.
- FPSC is working in Madaba and providing services for PWD Syrians and Jordanians.

### 3. Presentations

#### 3.1 Brief session the "Service Aid Advisor" – creation of small working group

- UNHCR Coordination Unit gave a presentation to participants on the "Service Adviser (SA) system".
- ARCG will continue working on the 4W template to gather information regarding services provided by organizations participants in Balqa, Amman and Madaba.
- In the coming weeks, ARCG will go through the Service Advisor system in order to upload data to the system together and make it understandable for all participants.
- UNHCR Coordination Unit highlighted that service adviser is a service to support the referral tools and NOT A REFERRAL TOOL.

#### 3.2 UNICEF presentation on Makani Centre's

- Makani Centre's are located in camps and urban areas with a highly level of drop out the school's children are living.
- Makani Centre's are composed by three activities: informal education; psychosocial support; life skills education.
- Ratio of individual's nationalities accepted to the Makani Centre's: 40% Jordanians (or any other nationality), 60% Syrians.
- Flexible hours for working children to provide them with life skills.
- The Makani Centre's main idea is to fill the gap and prepare children to enroll public schools.
- UNHCR has signed agreements with Save the Children Jordan, Intersos or ACTED as well as with the MoE.
- The project it was designed in a cross-sectors group, including Child Protection, Wash, Health, Education. For this reason, has components from these sectors. SGBV awareness campaigns as Amani are contemplated in this project.
- In the Makani Centres the children should have a test to allocate them to the 3 different levels as well as, if needed and identified, be refer to IMC for case management.
- UNICEF provide transportation for those who live far from the Makani Centre.

#### 3.3 Discussions/Comments

- TdH asked if the children and teenagers will receive any certification as many of them have problems to access to public schools in Jordan due to lack of educational certificates. The UNICEF's Makani project will fill the gap between the years the kid has been out of the school and the time he is enroll again.
- UNHCR asked referral mechanism to Makani Centers. UNICEF have their own outreach team who is already referring cases and contacting individuals door by door. UNICEF will accept referrals through walk in to their centers directly, Focal Points or list of cases through email.

4. AOB, Wrap up and action points

- Next referral coordination meeting will be held on 31st March at UNHCR office in Khaldia
- UNICEF will share Arabic versions of the Makani Center's presentation.
- UNHCR will brief on MoI Card.