

JORDAN INTER-SECTOR WORKING GROUP UPDATE

September 2014



This update is a coordination tool to improve communication between sectors and up to the Inter-Agency Task Force (IATF). It focuses on processes, rather than achievements. The latter are covered through separate monthly sector dashboards, available on the portal <http://data.unhcr.org/syrianrefugees/country.php?id=107>

I. General / Inter-Sector Update



3RP and JRP Processes:

For the Regional Refugee and Resilience Plan (3RP), a regional workshop took place on 3-4 September, bringing together sector chairs from five countries in the region. The definition of Refugee and Resilience programming was discussed, 3RP templates were shared, and country-specific break-out groups reviewed how the 3RP could complement national processes.

For the Jordan Response Plan (JRP), the sectors have been involved in the drafting of the Refugee Needs Assessment, building upon the secondary data review in process since June 2014.

The JRP is the nationally-led planning process, also bringing together the two pillars of refugee/humanitarian and resilience programming. The JRP is led by the Minister of Planning and International Cooperation.

For the refugee pillar, a series of sector dashboards have been created, tracking out achievements, financial details and target beneficiaries from January to September 2014. These dashboards are available at:

WASH: <http://data.unhcr.org/syrianrefugees/admin/download.php?id=7141>

NFIs/CASH : <http://data.unhcr.org/syrianrefugees/admin/download.php?id=7140>

EDUCATION: <http://data.unhcr.org/syrianrefugees/admin/download.php?id=7139>

PROTECTION: <http://data.unhcr.org/syrianrefugees/admin/download.php?id=7145>

FOOD SECURITY: <http://data.unhcr.org/syrianrefugees/admin/download.php?id=7142>

HEALTH: <http://data.unhcr.org/syrianrefugees/admin/download.php?id=7143>

SHELTER: <http://data.unhcr.org/syrianrefugees/admin/download.php?id=7144>

Vulnerability Assessment Framework:

The VAF process has completed the econometric modelling of data from the VAF questionnaire. By end September, 5,000 households had been interviewed, which will continue each month. An Appeals process has been developed, and sector-specific models of vulnerability will be under discussion in October.

In this context, WFP will be refining their targeting models to allow for a reduction from blanket assistance in October, provisionally for up to 12,000 households who are found to be least vulnerable. This targeting will be supported by the VAF appeal process. In addition to the targeting, WFP announced September that there could be a reduction of the voucher value for all beneficiaries due to a funding shortfall throughout the region. However, WFP received a donation which will allow them to continue the full voucher value for the month of October. Funding for the remainder of the year is still being sought.

II. Sector information



CASH

Winterization: Based on lessons learnt from last year, the WG has agreed on using an improved version of the RAIS winterization module. Main new elements: a) assistance type will not be restricted; partners will be able to add different packages, b) a referral component linked to emergency cash available for extremely vulnerable could be added, c) beneficiaries will be identified and marked for a specific period of time, if not assisted within the agreed period, they will be released for assistance by other agencies. Winterization SOPs with the above mentioned elements will be drafted and adopted by the group.

Post distribution monitoring (PDM): The Monitoring and Evaluation Task Force finalized and presented the Cash PDM questionnaire. This is an interagency effort to capture basic questions that agencies should address to beneficiaries during the monitoring of the CTP. The questionnaire is short and can easily be adapted in the specific needs of different programs. The issues addressed are: usage of cash, prioritization of needs, cash distribution process, gender and security, impact of cash assistance, complains mechanism. This questionnaire is meant to be used for individual interviews. It will be complemented by guidelines on methodology and sampling size in a later stage.

Gender -age- disability workshop: The workshop was an initiative of GAD Task Force. It took place on the 16th September at Kempinski hotel. Cash and NFI agencies were invited, and a total of 20-25 participants attended. The agenda of the workshop included presentations from the donors, training on gender, age and disability mainstreaming in cash programmes as well as discussion on challenges and possible solutions on better incorporating gender-age and disability concerns in humanitarian interventions. Two of the main donors; PRM and ECHO, gave presentations on gender and age requirements for project approvals. The discussions revealed the need to better capture the direct beneficiaries of cash assistance (male headed HH and female headed HH) as well as the need to work on a more comprehensive referral system. The GAD Task Force will work on next steps and action points so to keep this discussion on going and useful for the WG members.



EDUCATION

2015 Planning: The Education sector met and discussed their objectives and planning assumptions under the refugee component of the 2015 planning structures. Partners are to discuss within their organizations next year's projects, share age-gender disaggregated data for all children, and determine costs per beneficiary for their respective programs, which will help the ESWG determine their financial requirements.

Best Practices and Lessons learnt: Relief International shared their best practices and lessons learnt on Psycho-social Support and Informal Education Recycling activities in Zaatari and Azraq camps. The lessons learnt from these interventions include; cost effectiveness, sustainability, among others.

Updates from partner organizations in Azraq camp:

- On September 21, 2014, Save the Children International launched KG in Village 3 Block 12 for children between the ages of 4-5. Currently, 100 children are attending this program.
- Mercy Corps' outreach activities are ongoing to identify children with disabilities, along with conducting technical assessment by their specialists.
- WFP provides date bars (1 bar per student per school day) in both informal and formal schools to 2, 130 students.



FOOD SECURITY

Full coverage for October guaranteed: After announcing in September the reductions in the voucher value starting in October due to a funding shortfall throughout the region, WFP received a donation which will allow them to continue the full voucher value for the month of October. Funding for the remainder of the year is yet to be confirmed.

E-cards in camps: On 18 September, WFP successfully loaded the pilot e-cards in both Azraq and Zaatari camps and had no issues with redemption at partner supermarkets. WFP plans to roll out e-cards in camps in mid-October. In Azraq camp, two additional cashiers were added at Sameh Mall supermarket to help ease the congestion as nearly 2,000 beneficiaries were passing through the shop on a daily basis.

E-cards in communities: After completing the initial rollout of e-vouchers in the community settings for the month of August, meaning that every registered Syrian refugee household has had the opportunity to attend an e-voucher distribution to collect their e-cards, WFP held catch-up days in September for those households that were not able to attend previously held distributions. With a full transition to e-vouchers, paper vouchers will be phased out.



HEALTH

War Wounded Update: A meeting was held with SRAD to discuss issues related to war wounded convalescent care. There is a gap for persons recovering from injury who do not need to take up an acute bed in a health facility but need home nursing. Currently, only two facilities formally provide such care, with Syrian networks doing so informally. SRAD agreed to come up with guidelines for organisations who are going to provide such services to be legal and licensed. If anyone is looking at gaps in the sector for project planning, there is a need to expand this network so there are more options for convalescent care.

Upcoming Polio Campaign: Preparations for the national immunization campaign against polio to be held from 26–30 October were carried out throughout September. Trainings and awareness campaigns for service providers, hygiene promoters and other supporting partners were held, and arrangements were made for vaccine carriers and the required cold chain. The campaign in the camps will be held the following week.

Community Health Volunteers: Thirty new CHVs were trained by IFRC/JRC, mostly in Amman but also in Mafraq and Irbid. Training topics included violence prevention, first aid and NCDs. There is a big difference in the ratio of CHVs from one governorate to the next; Amman, for example, has 1 CHV for over 3,000 registered refugees, while Ajloun has 1 per 500. Organisations looking to recruit CHVs should take this into consideration and try to fill the gap in underserved areas where possible.

Nutrition

Malnutrition rates in new arrivals: In September, 1,113 children under five were screened at Raba Sarhan transit centre, and the rate of global acute malnutrition (GAM) was 2.8%. This is an increase from August (0.6%); however, the GAM rates in both June and July was around 2%. Seven cases of severe acute malnutrition (SAM) and 24 cases of moderate acute malnutrition (MAM) were identified, and referred for treatment in both Zaatari and Azraq camps.

Treatment of MAM in Azraq: Save the Children Jordan is now responsible for management of MAM cases in the camp.

Treatment of MAM with Plumpy'Nut: Following discussions in the NWG and with UNHCR HQ, the use of the Plumpy'Nut commodity to treat cases of MAM in children has been approved. The recommended adjusted dose for such use is around 75 kcal/kg/day, and Plumpy'Nut should be used as a supplement in addition to normal food.

Reproductive Health (RH)

Training: In September, UNFPA conducted two workshops in Zaatari camp on emergency obstetrics and best practices. This workshop targeted gynecologists, nurses and midwives. In total, 37 participants joined the training from JHAS, IMC, IFH and MFH. The workshop focused on life-saving technical interventions to save mother and newborns lives, and applied a series of interactive training techniques.

IMC supported by UNFPA conducted the first part of the family planning counseling training from September 29-30 for obstetricians and midwives in Azraq clinics, as well as personnel from JHAS, NHF, and IFH. A total of 18 participants attended the training in IMC's Amman office. The second part of the training is planned for October 14-15, 2014.

Mafrag hospital delivery referrals: JHAS, UNHCR and UNFPA met with the Mafrag hospital manager to discuss the issue of delivery referrals to the hospital, after problems were reported. The clinical referral guidelines were shared, and there has been some improvement in the issue following the meeting.

Log-books in Zaatari: UNFPA held a roundtable discussion in Zaatari, where gynaecologists and midwives provided recommendations to revise the logbooks currently being used.

Awareness Campaigns: In September, the Institute of Family Health in partnership with UNFPA organized two health campaigns, focusing on RH issues for the Syrian refugees in both Cyber City and King Abdullah Park.

Mental Health and Psychosocial Services (MHPSS) (sub-group shared with Protection)

4W Mapping: WHO and IMC held a workshop for the Mental Health and Psychosocial Support (MHPSS) Sub-Working Group to disseminate the initial findings of the 4Ws MHPSS mapping exercise. The mapping was conducted between July and August 2014, with contributions from 47 MHPSS actors including government bodies, UN agencies, INGOs and local CBOs. The main aims of the 4Ws mapping are to enhance coordination and collaboration, identify gaps in service provision, improve the transparency of the MHPSS sub-sector through structured documentation, and provide data that will feed into national and refugee response planning, and lessons learnt for future responses. The main findings of the 2014 4Ws mapping include: (i) MHPSS are available in a greater number of geographic locations than in the past, although there remains to be a shortage of services in the south, with 44.4% of MHPSS services targeting the northern governorates, 43.65% targeting the central governorates, and 10.86% targeting the southern governorates; (ii) interventions for developmental disorders/intellectual disabilities remain limited; and (iii) there is limited clinical management of mental disorders by non-specialized health professionals (e.g. PHC general health staff).

IASC guidelines: The MHPSS group chairs were approached by the Inter-Agency Steering Committee to help coordinate a workshop to develop common M&E guidelines on MHPSS in emergency settings. The invitation to the workshop, which will be held in early October, was circulated to the MHPSS, Health, CP and GBV working groups.

Mental Health Day: MoH, WHO, IMC and Caritas planned and carried out a nationwide awareness campaign for Mental Health Day, which will be celebrated on 13 October.



NON- FOOD ITEMS (NFIs)

Winterization/costing: The NFI and the Cash WG and Shelter sectors are working to assure that winterization interventions are well coordinated, with the objective of achieving a broad coverage while avoiding duplication. For this reason, during a joint meeting in early September, the WGs decided to use an updated version of the RAIS winterization module to cross check beneficiaries and add assistance according to the needs. The WG is also working on developing a targeting system to address the needs of the most vulnerable with in kind or cash assistance. In order for agencies to provide the cash assistance, a Task Force has been engaged in costing the standard NFI package based on retail prices.

NRC vouchers pilot project in Zaatari camp: In September 2014, NRC started providing hygiene kits to new arrivals, new born and UNHCR referral cases through cash vouchers instead of in kind. Each family receives two or more vouchers depending on the family size valid for one month. Each voucher value 2 JD and can be cashed at the two big supermarkets in Zaatari. Only, in the first 10 days 5782 JD vouchers were distributed. Preliminary findings of the exit interviews show that refugees choose to buy food and hygiene related items, including items that had never been distributed as in kind. While detailed PDM is pending, based on observation by the NRC staff, refugees seems to be satisfied with the change to vouchers and they don't face any difficulty with the process.

JRP and NFI sector: Under JRP, the NFI sector will bring together partners that provide basic non-food items as well as monetized assistance for refugees to cover their basic needs. Monetized assistance will incorporate broader cash interventions such as delivery of unconditional cash assistance to vulnerable refugees. In kind assistance including vouchers will cover 100% of the camp population while off camp refugees will be targeted for monetised /cash assistance and household items in order for them to be able to cover their basic needs.



PROTECTION

The enhanced enforcement of the Government's encampment policy for Syrian refugees in the second half of 2014 has had an impact upon access to services in urban areas for refugees who have left the camp without following formal bail-out procedures, as they cannot obtain Ministry of Interior (MOI) service cards. While the number of Syrian refugees without valid MOI service cards is unknown, surveys suggest that this number is approximately 15-20%. Increased clarity and information dissemination on bail-out procedures, MOI and UNHCR registration procedures and criteria for accessing services, particularly in urban areas, will serve to increase refugees' freedom of movement and access to services, and reduce associated stress and family separation. The Protection Working Group is finalizing a frequently asked questions document in order to assist humanitarian workers to provide information to Syrian refugees on the Government policy.

The number of new arrivals in 2014 has been lower than originally expected, as the Government of Jordan continues to control access to Jordan through a managed border policy. In addition to the increased distances and insecurity that Syrians must face inside Syria, many also report waiting lengthy periods in border areas. Following several high level advocacy interventions, UNHCR was informed that a large number of those refugees stranded on the Jordanian border would be allowed to enter. UNHCR continues to express to the Government its concern regarding the denial of access to refugees at the border and high rates of refoulement and deportation, primarily linked to a lack of documentation or recent multiple entry, and remains in constant contact with main operational partners.

SGBV Sub-Working Group

IRC has launched a regional report *Are We Listening? Syrian women are asking us to hear their voices – and take action*. The Report highlights the challenges facing displaced Syrian women and girls, as expressed in

their own words. Isolation, domestic violence, early marriage and harassment are among the main protection concerns highlighted in the report. <http://www.rescue.org/arewelisting>

The GBVIMS Task Force has generated its first quarterly report confirming that psychological and emotional violence, physical violence by intimate partner and early marriage are the main incidents reported to case management agencies in Jordan. These findings were presented to the Protection Working Group, the Child Protection SWG and the national and field SGBV SWG. The GBVIMS TF will also hold discussions on GBVIMS findings with other actors such as camp managers, Health WG, and the ISWG. A briefing note on the GBVIMS was prepared and disseminated.

Child Protection Sub-Working Group

As part of ongoing capacity building of implementing agencies, in the month of September, UNICEF conducted two six-day trainings on the foundations of psychosocial support for 24 female and 14 male staff working in Child Friendly Spaces in the host communities. Participants included staff working with national and international non-governmental organizations on the frontlines of service provision, including the Islamic Charity Centre Society, Family Guidance and Awareness Centre, Norwegian Refugee Council, Jordan River Foundation, Jordan Women's Union, INTERSOS, and Institute for Family Health. In addition to educating participants on the nature of profound stress, the training also covered community-based protection networks, behaviour management strategies, and referral pathways.

The CP SWG has finalized its mapping of Child Friendly Spaces in Jordan, with the document to be uploaded to the Inter-Agency Information Sharing Portal.

For Mental Health and Psychosocial Services (MHPSS), see under Health above.



SHELTER

Reviewing and updating the Shelter strategy for Jordan: The Shelter WG has now endorsed the revised Shelter strategy for Jordan. The revised strategy has incorporated both short-term emergency shelter response interventions and development-focused response interventions, in addition to linking with the NRP, Shelter activity guidelines, and inter-sector coordination. The guidelines are available on the [Shelter WG page of the UNHCR data sharing portal](#).

Cash for Rent Guidelines: The Shelter WG has now endorsed the cash-for-rent guidelines. The guidelines have been developed by a taskforce of the Shelter WG which was composed of agencies with project experience and best practice. The guidelines can now be used by all agencies involved with the distribution, or planning to distribute Cash-for-rent to Syrian refugees and Jordanian landlords. The guidelines are available on the [Shelter WG page of the UNHCR data sharing portal](#)

Shelter WG Workplan: The Shelter WG has developed a workplan that outlines agency shelter interventions until the end of 2014. Planned winterisation activities for the winter of 2014/15 have also been included. Please contact Rua Al Abweh for more information (alabweh@unhcr.org).

Progress on Shelter programmes in urban areas: To respond to growing shelter needs, several partners are supporting repairs of existing or supporting new housing units to come on the market. Between January and July 2014, Medair have supported 290 homes or 1,776 beneficiaries through upgrading of substandard housing units to improve safety, security, health, and mobility. NRC are implementing an innovative integrated Urban Shelter project which provides tangible support to Jordanian host communities, contributing to the economic development and investment in rural communities, while meeting the needs of vulnerable Syrian refugees. To date, the project has brought onto the market an additional 2,400 housing units, providing adequate shelter and security of tenure for more than 7,800 Syrian refugees. Construction

works continue on a further 1,600 housing units with more than 6,400 Syrian refugees remain on the programme's waiting list. In Irbid the programme covers 62 villages located in seven districts.

Azraq camp Shelter construction update:

Village II: Complete with 1,198 t-shelter

Village III: Complete with 2,619 t-shelters.

Village V: 972 t-shelter are completed, and 2,482 units are under construction

Village VI: Complete with 2,284 t-shelters.



WASH

WASH minimum standards for the host community: The WASH WG have established a taskforce to finalise the WASH Minimum Standards for the Host Community. The first meeting took place on 30 September.

Gender mainstreaming for the WASH sector: The WASH WG has two new gender focal points; Emily Prior (Oxfam) and Reem Al-Amin (JEN). They attended the 'Gender in Humanitarian Action Training' on 25-27 August 2014 organised by Merrin Waterhouse the Gen-Cap Advisor for the IATF and HTC.

WASH in Zaatari camp:

- Drilling of borehole 3 has started and is now at a depth of 300m.
- UNHCR have received US\$ 2million from the UAE to implement an interim wastewater management project in Zaatari camp. This project aims to deal with the immediate problem of stagnant water and uncontrolled discharge of grey and black water which threatens the underground aquifer. This project is a temporary solution until the installation of the planned wastewater collection network. The project will target 6,200 households in districts 1, 2, 3, 4, 11 and 12. Small septic tanks are scheduled to be installed within 6 weeks.
- Distribution of 3,800M³ of water is on-going every day (06:00-18:00).
- De-sludging of 1,700M³ of wastewater is on-going every day with a fleet of 30 trucks.

WASH in Azraq camp:

- In first 3 weeks of September ACTED conducted a pilot adjustment of water chlorine levels in Azraq camp. The range of chlorine contained within truck delivered water is now at 0.8-1.4 mg per litre, with an average of 0.7 mg per litre.
- On a weekly basis ACTED delivers 2,961M³ of water, removes 500M³ of solid waste, and de-sludges 810M³ of wastewater from Azraq camp. In September, ACTED delivered 10,948M³ of chlorinated water to the camp.
- The Ministry of Health has approved the water quality testing results from the site of the second borehole. Once the results have been received works for the new borehole can begin along with procurement of the diesel pump.

IV. Contact

For more information, please contact:

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Jordan Refugee Response portal page at <http://data.unhcr.org/syrianrefugees/country.php?id=107>;

ISWG page http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60