

**Winterization Task Force Meeting
 Syrian Refugee Response in Jordan**

Meeting Location	UNHCR Khalda office – EMOPs Room	Meeting Date	17/09/2015
Chair Person	Volker Schimmel – UNHCR, Elias Jourdie – NRC	Meeting Time	14:00 – 16:00
Minutes Prepared by	Olivia Cribb		
Purpose of Meeting	Winterization TF Meeting		
Next meeting	1 October 2015		

1.) Summary of action points

Number of action point or discussion	Action point	Focal Point / Organization
1.	Winterization Operational Planning: update and review information in excel sheet as required; send to cribb@unhcr.org	Everyone (submission due prior to next meeting)
2.	Winterization SOPs to be updated to include sectors	Volker Schimmel and Elias Jourdie
3.	Revised Winterization targeting approach and best practice guide to taskforce for discussion in next Winterization Meeting.	Zaid / Volker week beginning 28/09 additional feedback can be submitted to schimmel@unhcr.org , cc'ing cribb@unhcr.org
4.	Development of taskforce regarding Winterization response to vulnerable Jordanians, and to communicate with MOSD, Governorates and Directorates.	INGOs: Oxfam GB, CARE, ACTED, SCI, MEDAIR, ICMC, IRC, ICRC and NRC.
5.	One page communication strategy to be developed for beneficiaries as to why they are receiving one package over another. To be drafted and disseminated to Winterization Task Force prior to next meeting for feedback and comment.	Volker Schimmel and Elias Jourdie Review and feedback of Communication: Everyone
6.	Harsh Weather Emergency Response task force/ Contingency plan (Urban) – TF to be developed	TBA

2.) Attachments and References

Documents	Location	Contact Person
Winterization Meeting 17 September Powerpoint	Winterization Task Force Jordan on Information Portal:	Olivia Cribb cribb@unhcr.org

	http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=1071&Id=67	
Winterization Standards	As above	Olivia Cribb cribb@unhcr.org
Winterization Standards (Outside of Camps) in Jordan 2014-2015 SOPs	As above	Olivia Cribb cribb@unhcr.org
Winterization Standards Zaatari	As above	Olivia Cribb cribb@unhcr.org
Winterization Standards Azraq	As above	Olivia Cribb cribb@unhcr.org
Winterization Targeting Approach Guidance Note	To be uploaded once revised	Olivia Cribb cribb@unhcr.org
Winterization Operational Planning (excel sheet)	To be disseminated for completion by partners with minutes	Olivia Cribb cribb@unhcr.org
Winterization Module	To be uploaded once revised RAIS 2 version is available (currently with Regional Office)	Olivia Cribb cribb@unhcr.org

3.) Minutes

Item	Discussion
<p>Winterization Standards (Urban, Za’atari, and Azraq)</p>	<p>Refresher provided to Winterization task force on previously agreed standards for 2015-16:</p> <ul style="list-style-type: none"> • <i>Lessons Learned from last Winterization in March/April (cf. packages)</i> • <i>Formulation of Standards (May 2015 – cf. composition)</i> • <i>Costing the standard (June 2015 – cf. per capita calculation / tiers / heater rapid assessment)</i> <p>The Post Distribution Monitoring (PDM) assessment informed the new approach taken regarding retention of heaters and frequency of replacement. The tiers were previously collapsed into one level of assistance, now there are two base tiers that were established after the market research was conducted. The final standards were approved by IATF and the 3 winterization standards (Urban, Za’atari and Azraq) have been uploaded to the information portal with all supporting documentation.</p>
<p>ToR and scope of Winterization TF</p>	<p>Refresher provided on Winterization Terms of Reference/ SOPs and scope, supporting documentation to be disseminated via Mailchimp and uploaded to ActivityInfo. Guidance on Winterization coordination principles provided to the TF for acknowledgement. An emphasis was furthermore highlighted for partners to continue to systematically update their activities on the Activity Info Coordination Database in line with the submissions under the Regional Response Plan 6 (RRP6) and the Regional Response Plan 6 Review process. Link: https://www.syrianrefugeeresponse.org/</p> <p>Partners shall receive a monthly winterization dashboard update when Winterization Operationalization is underway, possibly fortnightly depending on internal capacity.</p>
<p>Operational Update by Organization</p>	<p>Excel sheet attached, organizations are to review their entries and provide update prior to next Winterization task force meeting.</p>
<p>Discussion and Finalization of targeting approach (Zaid PU-AMI) BNWG</p>	<p>Targeting and Prioritization Approach</p> <p>A presentation was delivered by Zaid Awamreh from PU-AMI from the Winterization targeting technical taskforce on the targeting approach. The purpose of establishing a targeting approach to assist organizations participating within the winterization process to achieve a harmonized approach of beneficiary selection. The targeting model intends to develop a hard line for eligibility, but not stipulate what types of assistance (i.e. what type of package) should be provided.</p> <p>The winterization task force was asked as to whether the proposed model was (a) implementable and (b) beneficial for agencies to use internally as an additional tool for prioritization or targeting. Group feedback advised that while the current winterization targeting model can be very useful in assisting agencies prioritize, there are a few concerns with the current model:</p>

- *The current model presented assumes that all agencies are using the VAF, which not every organization is, as many have their own organizational procedures already in place.*
- *Several questions surrounding selection criteria for example confirming household level of debt, and feasibility on verifying information.*
- *It was also noted that practicality, feasibility, internal capability and capacity in adding an additional level of assessment may create additional burden to already stretched organizations.*
- *The current model targeting approach does not specify what is actually expected of organizations if they were to use this targeting tool, is this mandatory or an optional tool? Guidance needed.*
- *What are the benefits of utilizing a targeting model in terms of breaking down eligibility criteria?*

ICMC and NRC advised that Winterization assessments have already begun based on their own selection criteria.

Feedback was requested subsequent to the meeting and will be incorporated by Zaid and Volker when revising and finalizing the winterization targeting approach. This will result in a best practice guide to be sent out during the week of 28/09/2015 for discussion at the next Winterization task force meeting.

Winterization Targeting of Jordanian Beneficiaries

ICMC noted that in their past experience it had been beneficial to propose their own criteria on Jordanian eligibility and to utilize a variety of different channels for communication outside of MOSD in terms of information transfer and obtaining lists. Previously this was coordinated at the Governorate level going through Directorates rather than centrally, and it assisted with avoiding duplication, however it was noted that improvement is still needed and this initiative needs to be Task force led by key INGOs including establishing one central point of contact to lead the initiative on communicating with MOSD and be involved in the discussions at the Amman level to formulate basic expectations. It was noted that it is Important to understand where organizations where there is room for flexibility and additions to be made, clarifying systematically and filtering back down to the level of directorates and operational level.

Challenges

- *Obtaining a definitive definition from MOSD on their existing conditions of vulnerability (particularly with a seasonal aspect in mind), is the task force able to apply own criteria or must be approved by MOSD?*
- *Access to information on vulnerable Jordanians from MOSD*
- *Formalizing a process and establishing parameters to channel assistance to vulnerable Jordanians*
- *Clear communication strategy between MOSD, Governorate, Directorates and TF members / key INGOs.*

	<p><u>Communication standard to beneficiaries (all) on package provisions</u></p> <p>It was highlighted throughout discussion that there is a significant need for partners to use standardized communication messaging to explain to beneficiaries as to why they are receiving one an NFI assistance package for example Tier 1 or Tier 2 / or cash to the value of Tier 1 or 2, over another and what is the basis of that decision is. A communique to be drafted by TF Chair for review/discussion at next Winterization meeting.</p> <p><u>Challenges noted from previous years related to Case management:</u></p> <ul style="list-style-type: none"> • <i>It was reiterated that it is important for organizations to maintain their reporting obligations to enable other assisting partners to know what assistance has or has not been provided to beneficiaries, and to avoid duplication in case management.</i> • <i>As a result of previous challenges, it explicitly says within the SOPs that final word on distribution and level of assistance provided on a case by case basis is to be given by case managers as circumstances often can differ contextually.</i> <p><u>Other Challenges:</u></p> <ul style="list-style-type: none"> • <i>Noted by CARE, SOPs for winterization and standardization of packages and amounts have differed since original donor proposal submissions last year. Standardization variances are requiring organizations to resubmit proposal adjustments to donors to cater to the differing levels. i.e. CARE's 400 JOD Tier 1 cash provision from last year is higher than the current standard. Some older projects, which were funded based on last year's standard and are still running may not comply with the standard of 2015-6. CARE's more recent proposals, however, have already taken on the new standard and will abide by the identified packages.</i>
<p>Introduction of Winterization Module</p>	<p>It was advised that the Regional UNHCR Office are in finalizing stages of creating the RAIS 2 Winterization Module. The rough outline, user guide and draft SOPs should be finalized by 1 October 2015 and disseminated to partners after next Winterization meeting.</p> <ul style="list-style-type: none"> • <i>Highlights of the new Winterization Module on RAIS 2 include a 30,000 bulk upload capacity, Similar to last year, better reporting capacity and better operational data management.</i> • <i>RAIS 2 Winterization Module will be available for use mid-October onward.</i> • <i>Training schedule to be advised in coming weeks.</i>
<p>Harsh weather emergency response</p>	<p>Currently there is no Urban Harsh Weather Emergency Response plan in place, i.e. a plan that would guide a response to snow storms as experienced in 2014 and 2015. The following TF members reported preparations for harsh weather conditions:</p> <p>Harsh Weather Emergency Response Contingency Plans underway:</p> <ul style="list-style-type: none"> • UNICEF – 4 shelters within Zaatari furniture and equipment already in stock • Private WASH facilities at each of these locations

	<ul style="list-style-type: none"> • Oxfam emergency response – provided shelter facilities last year to advise whether providing assistance this winter, shall be participating. • ICMC – consortium has guaranteed 300-400 emergency in-kind assistance packages organized and in place, with contingency stock pre-prepared. • SCJ – previously engaged in activities, to advise where and what they shall be assisting with this winter. • Intersos: plastic sheets, dewatering, shall contribute and provide input from last year. Details to be provided. <p><u>Taskforce action points:</u></p> <ul style="list-style-type: none"> • ICMC to take lead in drafting a harsh weather emergency response as only organization with confirmed Urban emergency assistance packages in place and pre-prepared. • ICMC to follow up with consortium members on harsh weather emergency response and liaise in October to create standards and an advocacy point • Pre-positioning of stock, core lists and contingency tally to respond if and when needed to. <p><u>Challenges:</u></p> <ul style="list-style-type: none"> • Difficulty remains in having donor agencies provide monetary assistance to pre-prepare packages and assistance as harsh weather emergency response is indefinite and pre-prepared stock may not be used. <p><u>Camps:</u> Zaatari harsh weather emergency response contact list attached with Za’atari Winterization Plan 2015. Azraq harsh weather emergency response contact list to be attached once received. Both camp emergency response plans shall continue to be updated and disseminated to the group as information changes.</p>
<p>Timeline, action plan and next meeting</p>	<ul style="list-style-type: none"> • The Winterization task force shall convene every fortnight and less frequently thereafter as the operation picks up momentum. The next proposed Winterization taskforce meeting date is proposed for the 1st of October at 15:00, UNHCR Khalda, EMOPS Room. • Partners/ Organizations required to submit feedback on the captured Winterization operationalization planning components and provide additional information as required prior to next meeting.
<p>AOB</p>	<ul style="list-style-type: none"> • Winterization urgent cash interventions: how can they complement and fit in to this year’s planning based on lessons learned from last year? This issue was deferred with a proposal for DRC to present on lessons learnt from last year.

List of Participants

<i>Sector</i>	<i>Name</i>	<i>Organization</i>	<i>Email</i>
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