

Amman Referral Coordination Working Group
JOHUD Office, Hashemi Shamali – Jordan, 3rd of March 2016

Agenda:

1. Presentation.
 - 1.1 Brief welcome and introductions of participants.
2. Service Adviser system workshop updates
 - 2.1 Presentation about Service Aid Advisor's Workshop which was conducted on 24th and 25th February 2016
 - 2.2 Discussions/ Comments
3. INGO's activities updates
 - 3.1 Updates from existing members
 - 3.2 Revise the key contacts for referrals by geographical area and by sector
4. Presentations
 - 4.1 Brief on urgent/emergency cash assistance Programs (DRC, CARE, OXFAM)
 - 4.2 Brief on unconditional cash assistance projects (by UNHCR)
 - 4.3 Discussions / Comments
5. AOB, Wrap up and action points

Agencies present:

JOHUD, JRC, CARE, MSF, NEF, WFP, MECI, OXFAM, ARDD, CVT, NRC, FPSC, IMC, SC Jordan, UNHCR, DRC

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. Service Adviser system workshop updates
 - 2.1 Presentation about Service Aid Advisor's Workshop which was conducted on 24th and 25th February 2016

UNHCR and DRC gave a presentation and updates to participants on the "Service Adviser (SA) system workshop" that was conducted on 24th & 25th February 2016 as follows:

- a) This workshop was organized by NHF, OXFAM, UNHCR
- b) The objectives of the workshop are:
 - ** Evaluate the current Service Aid Advisor system
 - ** How we can utilize this system
 - ** Functionalities of the new version of the Service Adviser
 - ** Hand on training and data entry

c) Background:

** Need to develop SA following identification of lack of information of service providers available in the North/Irbid
** Accordingly, they combined different referral documents and came up with a “master list” to develop a service mapping. And this is happened while organizing for a workshop in Irbid. UNHCR collected the information and put it in the SA as not all organizations/NGOs have access to the data entry.

d) Notes/clarifications

** There is no link between the activity info and the SA – The activity info is being used at a central level.
** The activity info will continue for planning and monitoring of the activities
** The service adviser is considered as a tool to support the referral services and it is NOT A REFERRAL TOOL
** SA is designed to support service providers to identify the services available within their area/ surroundings in order to do the referrals
** Now there are 3 systems in place: Activity info, RAIS, and the Service Adviser

e) Challenges:

** The structure of SA was there but the organizations have not committed to update the information
** There was technical constraints and time consuming when entering the data
** Lack of proper coordination/commitment from the bosses despite having a training on how to use the system and filling the information
** Reporting tools challenge. Difficult to access the website from some locations

f) Conclusion:

** The Service Adviser workshop was designed in order to have the participant’s suggestions, opinions, what to add and what to delete of information from the system
** UNHCR will make edits/updates on the Service Adviser per each Row/column based on the participants’ feedback/experience.
** The new updates will be shared with the sector group coordination meetings in order to validate the workshop suggestions that come up by participants. It is important to have their comments on the amendments occurred.
** The updates will be also raised to the Protection working group in order to validate the protection related new updates
** It is the responsibility of each organization to assign focal point to edit/update their information on the Service Advisor

Participants noted that:

- a) “Activity Info” is not an easy system to be used as well as time consuming.
UNHCR clarified that it the responsibility of the program managers to use this system and add the needed information.
- b) Service Adviser should be established in two languages, Arabic and English, especially if the refugees will have access to it. (MSF)
- c) JOHUD mentioned that they are using both systems, RAIS and the Activity Info system.

3) INGO's activities updates

3.1 Updates from existing members

3.2 Revise the key contacts for referrals by geographical area and by sector

Some of the participants provided updates on their organizations' current services, while the new INGOs/NGOs who joined for the first time the referral coordination meeting presented their current services and challenges in the different geographical locations:

- JOHUD (The Jordanian Hashemite Fund for Human Development):
 - a) Implementing their programs' activities/services through their 54 centers located in different geographical areas. Those programs designed to benefit children, women, and youth. They provide PSS, occupational therapy, and treating speech impediment.
 - b) They also provide support to the persons with disabilities while providing them with mobility aids, physiotherapy, and rehabilitation services.
 - c) Provide informal education and life skills sessions through their Makani centers.
 - d) In their work now, they are focusing/supporting people who suffer from physical disabilities.
 - e) Provide support/services to children who suffer from autism (mild cases).

Challenges:

** Long waiting list of beneficiaries.

** JOHUD accept receiving referrals via email. They provide services to all the nationalities.

- MSF (France):

MSF is looking forward to find solutions for some cases that are still pending and welcomes the opportunity to strengthen the referral mechanism through this coordination group and provide the needed services.

- JRC (Jordan Red Crescent):

JRC provide services in Hashemi Shamali, Hay Nazzal, and Marka. They target beneficiaries who are resident of the same area where they conduct their services. They do not cover the transportation fees. They conduct additional activities, such as organizing for picnics/trips to the families who are benefitting from their services. They have child friendly space. They target all nationalities.

Challenges:

- a) They discovered that they refer a lot of cases to other service providers more than receiving cases they address through their services.
- b) The referring agencies are not providing updates on their cases that they used to refer to them.

- SC Jordan (Save the Children-Jordan):

The participant mentioned that their Makani Centers started to operate in Irbid. Another Makani center will operate in Amman in two locations: Sweileh and Wadi Seer.

- NEF (Near East Foundation):

They operate in Zarqa governorate. They provide capacity building to their partner staff and their beneficiaries as well on certain topics. They provide fund to income generating projects. Their target group are Syrians, Iraqi's and Jordanians.

- UNHCR:

A new help desk starts to operate in Um-Nuwara to provide services to refugees. A staff from three departments will be present there: CA, Protection and Social services. UNHCR asked the participants to encourage the refugees to call the UNHCR information telephone line for any enquiries/counselling they might need in terms of protection or cash assistance.

- WFP

Food services to the refugees in urban, Za'atari and Azraq camp. Provide JOD 20 or JOD 15 food coupon to vulnerable and extremely vulnerable individual/families. Payment process through RAIS. The participant mentioned that now they are thinking to consider the food services to be under unconditional cash instead of conditional cash.

Participants noted that:

- a) While working in the field they discovered that there are a good number of children who need to be provided with special education. (JOHUD)
- b) UNHCR is not cooperating very well with JRC in terms of providing updates on the cases that it has been referred to them. JRC need the minimum updates on their beneficiaries who referred to UNHCR. Not having the updates from UNHCR it puts JRC in an embarrassing situation with the beneficiaries.

UNHCR clarified that child protection cases considered as very sensitive issues and it is also very confidential, accordingly UNHCR cannot share the beneficiaries' information in details. UNHCR also clarified that there are a specialized staff assigned for CP cases and for SGBV as well. UNHCR mentioned that they are responsible to confirm to the referral agencies when they receive cases from them.

4) Presentations

- a. Brief on urgent/emergency cash assistance Programs (DRC, CARE, OXFAM) attached
- b. Brief on unconditional cash assistance projects (by UNHCR) attached

DRC gave a presentation on the urgent/emergency cash assistance Programs. The presentation highlighted the below mentioned points:

Urgent cash assistance:

- Cash interventions in Amman, Karak, Tafileh and Ma'an for both Syrians and Jordanians
- One-off assistance of 115 JD
- Target between April 2015 and March 2016 is 6,100 ATM cards distributed

Winterization:

- Intervention in Amman, Karak, Tafileh and Ma'an
- DRC followed the Winter WG recommendations
- VAF score 3 or 4
- Tier 1 or Tier 2 assistance
- urgent was from December 2015 to Feb 2016: Estimated 2370 HH based on family size

Special Needs Fund:

- One-off unconditional cash assistance
- Currently this project focuses on the South
- Provide cash assistance to meet protection needs that require more flexible funding
- These cases receive additional support to cash assistance to ensure need can be met (e.g. referrals, follow-up guidance)

- Eligibility criteria differs from UCA and Winterization

First step - Identification

- Walk-Ins: anyone can come into a DRC center and request a home visit
- Referral (through the Interagency Referral Forms) from Jordanian Local Authorities, INGOs, CBOs, UNHCR, and others – MoU
- Home visits by the outreach teams
- Selection
- Names are cross-checked with UNHCR to see if they have already been VAFed

Eligibility Assessment

- The assessment is conducted using the Vulnerability Assessment Framework questionnaire (VAF).
- The assessment process is initiated by an outreach team who visit beneficiary's homes to conduct the assessment.
- Information collected is sent is given a vulnerability score
- All beneficiaries with a VAF score of 3 or 4 are potentially eligible to receive assistance

Distribution

- Those eligible for assistance are called and given a distribution date and location (DRC centers)
- Cash assistance is given primarily through ATM cards
- Those who are unable to come to the center (e.g. elderly without family support) may be eligible for a home visit distribution

UNHCR gave a brief presentation on unconditional cash assistance projects. The presentation highlighted the below mentioned points:

Common cash facility:

- 13,515 families benefit from Onetime cash assistance
- 32,400 families benefit from Monthly cash assistance
- ❖ Syrian families: 30,000
- ❖ Non-Syrian families: 2,400

Common challenge under current scenario

- MOI card requirement for Syrians
- passport requirement for non-Syrians
- Real time UNHCR registration data
 - Find "inactivated" refugee case numbers
 - Refugees who have moved out of country
 - Time lag for new PA (new enrolment at bank)
- Refugee claims to implementing partners that they need cards rather than iris' due to congenital or other reasons.

CCF Advantages for Cash assistance programs

Immediately Scalable

- Increase or change beneficiaries without additional enrolment at Bank.
- >80 iris-enabled ATMs throughout the Kingdom (covering all governorates)

Data protection

- UNHCR secure access to biometric (iris) database – eliminating need for other organizations to collect refugee data.

Efficiency and effectiveness

- Reduces fraud.
- More cost effective than cards.
- Eliminates duplication of beneficiaries.
- Allows easy adding of one-time assistance (one-offs).
- Immediate HelpLine (call-center) response for beneficiaries and for technical issues.
- Detailed audit trail - transactions (and failed attempts) are logged.
- Allows partner organizations identity and visibility in provision of cash assistance even if funds are pooled through the 'wallet'

Services provided to CCF partners

- No fees beyond the Cairo-Amman Bank processing fees (standardized for all CCF partners)
- CCF partners have free and secure access to UNHCR iris database
- Authentication based on real time registration data.
- Coordination of beneficiary lists to avoid duplication of assistance through UNHCR at no cost
- Full transparency of assistance-partnering through new RAIS and its link to CCF
- Monthly reconciliation reports from Cairo-Amman Bank

Requirements for CCF Partnership

- Bank account or established letter of credit with Cairo-Amman Bank
- Only one family member can be authorized to withdraw cash – and it is easy to change on the back end (in case of hospitalization, detention, etc...)
- Beneficiary must be ≥ 18
- Beneficiary can withdraw one wallet in full, or all wallets at one time
- Cash amount must round to 5JD

UNHCR gave a brief presentation on the Social Service Department. The presentation highlighted the below mentioned points:

Daily counselling

Counselling services

Referral to related departments:

- Health
- Department of determining refugee status
- Cash assistance
- Protection
- Referrals to the UNHCR partners

ECA Criteria

- Separated women from their husbands, divorce, widows

Priorities

- Women who have psychological problems, severe health, and persons with special need
- Elderly women
- Women exposed to violence

Emergency cash assistance:**FHH**

- Women accompanied by children under the legal age

Priorities:

- Women accompanied by children/child has health problem, severe psychological problem, or children with special need
- Women accompanied by children under 6 years old, children are not attending school, or need a care.
- Women accompanied with children under 12 years old and they are working
- Women accompanied with children attending public schools

Elderly people – 60 years old and above**Priorities:**

- Unaccompanied persons (No breadwinner from the family member)
- HH with children
- HH with elderly persons
- A person suffer from a severe chronic disease and mobility constraints

Emergency cash assistance:

Big families: Families who have small children and infants, children going to school and foster families

Priorities

- Big families of 6 persons or more with only one breadwinner, and pregnant women or lactating women
- Big families of 6 persons or more with two breadwinners, since the majority of the breadwinners are (children, elderly people, pregnant women, lactating women, child labor, or one or more of the family member suffer from health issues

Other people exposed to danger:**Priorities:**

- Persons who suffer from psychological problems (medical reports is required or those cases are UNHCR beneficiaries or the UNHCR partners beneficiaries
- Persons who suffer from Health issues and they are lack of getting basic needs due to their illness
- Persons need for protection
- Persons with special needs (people with disabilities and elderly persons)
- Unaccompanied or separated children
- Cases with educational need especially those need to go back to school and other related issues
- Cases have detention issues and the protection department requested to provide them with emergency cash assistance

UNHCR referrals to PartnersNoor AlHussein Foundation

- Physiotherapy and treating speech impediment for children
- Counseling (individual and families)

Queen Zein AlSharaf Institute

- Elderly people
- People with special needs

International Relief Development

- Home visits
- Save the Children
ARDD

CARE International highlighted the below points:

- The cash assistance is a part of protection. The case manager determine whether the person is eligible to receive cash assistance or not. Syrian's should present a valid UNHCR registration and Mol when receiving the cash assistance.
- They provide conditional/and unconditional cash assistance for vulnerable individuals/families after conducting an assessment.
- They provide conditional cash assistance, under one condition, that the children should go back to school / \$100 on a monthly basis for each school year.

OXFAM highlighted the below points:

- They operate in Zarqa and Balqa.
- Unconditional cash assistance will be provided to 700 Syrian families identified as protection cases.
- They provide conditional cash assistance to enable children go back to schools, and they provide the transportation fees as well.
- The conditional cash assistance to be provided to cases who identified as protection.
- They sign MoUs with selected partners to provide their beneficiaries with the cash assistance.

Participants noted that:

- a) They face difficulties when updating the information especially on RAIS version two.
- b) Some participants mentioned that not all the information of refugees are updated up to date.
UNHCR clarified that it is important for INGOs/NGOs to update the information on RAIS in order to avoid duplication while giving the services to refugees.
- c) JOHUD asked if UNHCR is able to provide the participants with the contact details of the UNHCR focal points for each department.
- d) DRC informed the participants that 31st of March 2016 is the end of ECA project. DRC is in the finalization stage of the project.

5) AOB

Next referral coordination meeting will be held on 17th March at UNHCR office in Khalda

6. Action points:

1. In the next referral coordination meeting dated 17th March 2016, UNHCR will provide brief session on how to use the "Service Advisor system" and filling the related information.
2. UNHCR mentioned that UNICEF will provide presentation about the services/activities available at Makani centers in Jordan.
3. The "Key focal points for referrals template" should be finalized by next ARCWG meeting. The participants who have not yet filled out the template with the needed information should send it to Alba/and Carmen.
4. INGOs/NGOs should send UNCHR the contact details of their focal point who update the information on RAIS.