

Common Cah Facility Steering Committee Amman, Jordan

Meeting Location	EMOPS Room UNHCR Khalda	Meeting Date	26.01.2017
Facilitator	Elizabeth Barnhart (UNHCR) Joe Berg (WRG)	Meeting Time	13:30– 15:00
Minutes Prepared by	Ruba Saleh (UNHCR)		
Purpose of Meeting	Monthly meeting		

1.) Summary of action points

No.	Action Point	Focal Point / Organization
1.	ToR for the CCF steering committee to be shared with CCF co-chairs by 31 st of Jan for review.	Ruba Saleh / UNHCR
2.	The comments of the CCF steering committee to be included in the CCF manual	Salem Sweis / UNHCR
3.	The old helpline SOP to be shared with the CCF parterres for their comments and updates.	Ruba Saleh/ UNHCR
4.	CCF partners to share the contact info of their helpline focal point contact with Ruba Saleh.	CCF partners

2.) Session Summaries

Item	Discussion
CCF new co-chair	<ul style="list-style-type: none"> - Joe Berg from World Relief Germany (WRG) was selected as a co-chair for the CCF steering committee along with Elizabeth Barnhart (UNHCR). The steering committee agreed to have a rotation of the co-chair role every 6 month. Next election to take place in July 2017. - A ToR covering the background, objective, modalities, roles and responsibilities of the CCF steering committee will be drafted by Ruba Saleh (UNHCR) and shared with the CCF co-chairs for review, the ToR will be circulated afterword with CCF steering committee for comment and feedback.
Review of common cash facility Manual	<ul style="list-style-type: none"> - The steering committee reviewed the CCF Orientation Manual that covers aspects related to working with Cairo Amman Bank (CAB) and list coordination between partners - The steering committee provided inputs on the challenges faced with the cash transfer timetable, and agreed to work within the revised timetable to minimize errors in cash uploads. - A new email JoramCCF@unhcr.org will be used emails sent to UNHCR for troubleshooting, questions, and cash uploads...etc. - CCF steering committee agreed to send SMS to UNHCR at the same time they send SMS to their beneficiaries. Key staff from UNHCR cash team and helpline with be included in the SMS lists.

	<ul style="list-style-type: none"> - Only Active registered cases can be uploaded to the EyeCloud. If partners encounter a case that is inactive, the case should be directed to approach UNHCR registration center. A description of cases status (Active, Inactive, Hold and closed) will be included in the CCF manual. - The CCF manual will be amended based on the comments received from the steering committee, it will be shared with the Co-chairs for review accordingly.
Tour of Helpline	<ul style="list-style-type: none"> - CCF partners had a tour in UNHCR helpline office and were briefed on the work of helpline team and the type of inquiries received by the beneficiaries. - CCF partners agreed to assign a focal point from their organization to respond to queries relating to their assistances. UNHCR will support in problems relating to IRIS scanning and EYECloud issues. CCF steering committee can send their queries to the helpline directly through Joraminf@unhcr.org. CCF partners will send information regarding their focal point to JORAMCCF@unhcr.org before next meeting on Feb 27. - Partners suggested having their focal points trained by UNHCR helpline staff. Partners were encouraged to share the contact info of their helpline focal point to schedule a training accordingly. - CCF partners agreed to include UNHCR helpline staff in their SMS messaging to beneficiaries for collection of cash. UNHCR phone #s to include are: <ul style="list-style-type: none"> • Salem Sweis: 0798175804 • Haneen Abu Sunbul: 0796547728 • Murad Abu Leil: 0799982252 • Ghadeer Shtaiwi : 0795433011 • Omar Balkar: 0796888982 • Lateefa Suliman: 0796979712 • Huda Sweidan : 0797945639
Help line SOP	<ul style="list-style-type: none"> - CCF partners agreed to form a task force (consist of GRC, Medair and UNCHR) in order to review the help line SOP. Partners who wish to join can express their interest by sending email to Ruba Saleh (salehru@unhcr.org). - The old help line SOP will be shared again with the CCF steering committee, who will share comments and feedback with Ruba Saleh (salehru@unhcr.org) by Thursday 2 Feb COB.
Issues with CAB	<ul style="list-style-type: none"> - CCF partners voiced questions regarding CAB processes including cancelation of accounts, providing cash assistance multiple time to the same beneficiaries, and receiving reports on technical problems with ATMs. - CCF partners agreed to send their CAB issues directly to Elizabeth Barnhart so she can raise it in her meeting with CAB management on Sunday 29 Jan 2017.
AOB	<ul style="list-style-type: none"> - The Next CCF steering committee meeting to take place on Monday 27 of February from 1.00 pm to 3.00 pm at the UNHCR EMOPS conference room. - CCF steering committee agreed to have the CCF monthly meeting before the BNWG starting from April 2017 (First Monday of each month from 1.00-2.00 pm).

Organisation	Email	Name
UNHCR	BARNHART@unhcr.org	Elizabeth Barnhart
UNHCR	baghdasa@unhcr.org	Sima Baghdasarian
UNICEF	malbaddawi@unicef.org	Mays Albaddawi
GRC	ploeger@grcmideast.org	Melanie Ploger
MEDAIR	cashpm-jor@medair.org	Tamsin Blake
MEDAIR	cashpo-jor@medair.org	Dalia Barhoum
World Vision	alyia_khan@wvi.org	Alyia Khan
PU-AMI	jor.progco@pu-ami.org	Fanny Marchand
World Relief Germany	kharper@worldrelief.de	Kiri Harper
ACF	fieldco-north@jo.missions-acf.org	Fall François
DRC	alain.coutand@drc-jordan.org	Alain Coutand
UNHCR	abuleil@unhcr.org	Murad Abu Leil
UNHCR	sweis@unhcr.org	Salem Sweis
UNHCR	balkar@unhcr.org	Omar Balkar
World Relief Germany	Jberg@worldrelief.de	Joe Berg
UNRWA	a.knight@unrwa.org	Andrew Knight
WVI	Ali_al-khazendar@wvi.org	Ali Khazendar
UNHCR	Salehru@unhcr.org	Ruba Saleh