

## Common Cah Facility Steering Committee Amman, Jordan

Meeting Location	EMOPS Room UNHCR Khalda	Meeting Date	19.06.2017
Facilitator	Elizabeth Barnhart (UNHCR) (Joe Berg on holiday)	Meeting Time	13:00– 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.	Scheduling Unplanned cash assistance uploads SOP to be shared with CCF partners for review and approval at next meeting.	Ruba Saleh ( <a href="mailto:sAlehru@unhcr.org">sAlehru@unhcr.org</a> )
2.	CCF Partners will send their list of 'asks' for the negotiations of a contract extension with CAB	<a href="mailto:barnhart@unhcr.org">barnhart@unhcr.org</a>
3	Mercy Corps, UNICEF and UNHCR will set up a task force to look at options for mobile payments through the CCF platform. Other partners are welcome	<a href="mailto:mwahsh@mercycorps.org">mwahsh@mercycorps.org</a> <a href="mailto:gerba@unicef.org">gerba@unicef.org</a>

### 2.) Session Summaries

Item	Discussion
Updates on Portal /CAB	<p>CAB has completed its internal testing of the portal. UNHCR will continue internal testing of the portal using beneficiary lists. Testing should be completed by the end of June. Live testing will occur in early July on the unplanned cash upload and then the full list in mid-July. If all goes well, partners should see a rollout of the portal to their agencies in August.</p> <p>UNHCR drafted an official letter for Cairo Amman Bank to address key problems agreed by the CCF partners. The major points are:</p> <ul style="list-style-type: none"> <li><b>a)</b> Continued support to the finalization of the portal in order to solve critical issues such as long lines waiting to use the ATM machines. Immediate support to roll out and train as soon as portal is ready</li> <li><b>b)</b> Sharing of ATM technical reports and creation of incident reports for failures of service</li> <li><b>c)</b> Addition of bank personnel to support beneficiaries at the ATM</li> </ul> <ul style="list-style-type: none"> <li>- The Portal is ready for full testing. UNHCR will test the portal starting June 20th. If no major technical challenges were faced the Portal will be ready for use by CCF partners by end of July.</li> <li>- The bank is responding to the concerns of the CCF partners regarding the sunlight issues with iris scanning at ATM machines, by adding smoked glass and other enclosures around the ATM. Most of the ATM sites have now been improved.</li> </ul>
Discussion on next contract for financial services	The current umbrella contract for the CCF expires in December 2017.

	<p>Negotiations should begin this summer for either 1) a third year extension, which is permitted within the terms of the current contract; or 2) the development of a new RFP for financial services to begin in January 2018.</p> <p>The question for CCF partners was whether to consider an extension or move to a new RFP. An additional question of who should lead and own the RFP and the new contract was discussed. UNHCR currently holds the umbrella contract for the CCF – but any full CCF partner could accept ownership/management of this contract, and sign an umbrella agreement on behalf of all CCF partners.</p> <p><b>Q &amp; A</b></p> <p>Q. What would happen to the EyeCloud aspect of the contract?              A. No change. The umbrella contract requires written terms for connectivity to the EyeCloud. UNHCR would continue to maintain the EyeCloud on behalf of the CCF.</p> <p>Q. Would the organization/agency signing the contract also manage the RFP?              A. Yes, with advice from the CCF Steering Committee</p> <p>MedAir and UNICEF expressed a strong desire for stability– noting that the portal was just coming online, and beneficiaries were now used to the CAB network. Starting up with a new FSP would set back the work of the CCF several months.</p> <p>UNHCR agreed to move forward to negotiate terms for an extension. CCF members agreed to provide critical ‘asks’ that UNHCR would include in the negotiations.</p> <p>CCF partners will discuss ownership of the CCF contract for 2019 with their financial offices and headquarters. UNICEF expressed interest in joint ownership of the contract with another CCF partner, and will discuss possibilities for sole ownership for 2019.</p>
Participation of undocumented refugees and Jordanian beneficiaries	<ul style="list-style-type: none"> <li>- Protection Working Group (PWG) has been creating standard definitions related to the documentation status and categories for refugees. PWG is attempting to insure that the refugees have access to services regardless of their category.</li> <li>- Refugees registered in camps are considered registered POCs, regardless of whether they have left camp illegally</li> <li>- Bank Contract allows for service to any registered person of concern.</li> <li>- Several modalities of distribution are available under the CCF: Iris for active registered urban cases, ATMs for Jordanians and other refugees unable to use iris scanning for a variety of reasons. Gift cards for protection/special needs cases are used when ATM cards and iris scanning are not appropriate</li> </ul> <p>Refugee case status is available on RAIS under the following Code:</p> <ol style="list-style-type: none"> <li>1) <b>A (Active):</b> case is reachable and location known.</li> <li>2) <b>I (Inactive):</b> case is unreachable and location assumed to be in the country. NGOs should advise inactive cases to approach UNHCR to update their file status.</li> <li>3) <b>C (Closed):</b> due to death or departure out of the country.</li> </ol>
Follow up on first meeting of Helpline Focal points at GRC	<ul style="list-style-type: none"> <li>- Helpline Focal points had their first quarterly meeting at GRC. The focal point discussed the frequently asked questions (FAQ) and inquiries received from refugees. The group reviewed common troubleshooting issues that could be solved by UNHCR Helpline staff.</li> <li>- The Helpline focal points agreed to review and update the FAQ as needed. Mercy Corps will host next helpline focal point meeting. This should occur in the 3<sup>rd</sup> quarter of 2017</li> </ul>

<p>Identify next SOP for review</p>	<p>CCF members agreed to review the SOP for UNPLANNED cash uploads (Emergency/UCA, Cash for Health, etc...)</p> <p>The SOP to be shared with CCF partners prior to the coming meeting by Ruba Saleh ( <a href="mailto:Salehru@unhcr.org">Salehru@unhcr.org</a>)</p> <p>Templates used for uploading lists will need to be altered when the portal is in place.</p>
<p>Digital Services (JoMoPay)</p>	<p>The CCF created a small task force to investigate the inclusion of mobile wallets to CCF distribution options. The task force includes: Mercy Corps, UNICEF and UNHCR. Others are welcome</p>
<p>AOB</p>	<p>The Next CCF steering committee meeting to take place on Monday 7<sup>th</sup> of Aug from 1.00 pm to 2.00 pm in the UNHCR EMOPS conference room.</p>

## List of Participants

Organisation	Email	Name
UNHCR	<a href="mailto:BARNHART@unhcr.org">BARNHART@unhcr.org</a>	Elizabeth Barnhart
MEDAIR	<a href="mailto:cashpm-jor@medair.org">cashpm-jor@medair.org</a>	Tamsin Blake
DRC	<a href="mailto:alain.coutand@drc-jordan.org">alain.coutand@drc-jordan.org</a>	Alain Coutand
UNHCR	<a href="mailto:sweis@unhcr.org">sweis@unhcr.org</a>	Salem Sweis
UNICEF	<a href="mailto:jaslam@unicef.org">jaslam@unicef.org</a>	Jawad Aslam
UNICEF	<a href="mailto:gerba@unicef.org">gerba@unicef.org</a>	Gabriele Erba
Mercy Corps	<a href="mailto:mwahsh@mercycorps.org">mwahsh@mercycorps.org</a>	Mohie Wahsh
MEDAIR	<a href="mailto:healthpm-jor@medair.org">healthpm-jor@medair.org</a>	Elsa Groenveld
INTERSOS	<a href="mailto:cp.jordan@intersos.org">cp.jordan@intersos.org</a>	George Theodory
UNHCR	<a href="mailto:jardaneh@unhcr.org">jardaneh@unhcr.org</a>	Dina Jardaneh
UNHCR	<a href="mailto:disalvo@unhcr.org">disalvo@unhcr.org</a>	Douglas DiSalvo
UNHCR	<a href="mailto:sabongi@unhcr.org">sabongi@unhcr.org</a>	Myra Sabongi
UNHCR	<a href="mailto:shtaiwi@unhcr.org">shtaiwi@unhcr.org</a>	Ghadeer Shtaiwi
ACF	<a href="mailto:dcdprograms@jo.missions-acf.org">dcdprograms@jo.missions-acf.org</a>	(please input name of person attending)
UNHCR	<a href="mailto:Salehru@unhcr.org">Salehru@unhcr.org</a>	Ruba Saleh