



*This ISWG monthly update is a coordination tool that aims to improve communication between sectors and provide information on progress towards implementation of the objectives of the Jordan Contingency & Response Plan in response to COVID-19. It is available through the Inter-Agency Operational Portal at: [COVID-19 Inter-Agency Coordination](#)*

## A. General Updates

- A majority of Jordanians, standing at 92%, feel sympathetic towards refugees in Jordan, according to a newly released public opinion survey by UNHCR. The survey covered representative samples comprising of 3,229 Jordanians from Amman (1,754), Irbid (916), Karak (299), and Mafraq (260) and is the third wave of a bi-annual survey conducted by NAMA SIS on behalf of UNHCR.
- UNHCR completed the Access to Education Situational Analysis, which surveyed the school enrolment status of 4,183 non-Syrian children (45% female) following the Ministry of Education's October 2021 decision, allowing all non-Jordanian children to register in public schools, regardless of required legal documentation. Report findings were shared with members of the Education Development Donors Working Group.

## B. Sectors' Updates



### BASIC NEEDS

- UNHCR COVID-19 Emergency Response Assistance: The Basic Needs unit has not planned for providing COVID-19 Emergency Assistance in 2022 as the assistance was considered short term with a clear exit strategy which has been fulfilled by the sectors' re-opening in Jordan for over eight months.

In January, UNHCR:

- Has paid 33,000 families (30,000 Syrian and 3,000 non-Syrian) with monthly cash assistance.
- Provided the vaccine facilitation compensation to 8,879 families comprising of 10,393 individuals. The total number of individuals who have received the vaccine facilitation compensation out of camps stands at 127,841 individuals.
- Ensured transition of 1,435 new beneficiaries from Za'atari camp to refugee owned mobile wallets.



### EDUCATION

- Tawjihi complementary exams ran from 30 December 2021 to 22 January 2022, and UNICEF provided transportation to 668 students (49% female; 66% Za'atari; 22% Azraq; 11% EJC; and 1% KAP) to and from exams.
- UNICEF continued to provide access to education for vulnerable children and adolescents through direct support for 2,452 children with disabilities (51% female; 57% in camps) across 65 schools in partnership with Mercy Corps.
- UNICEF supported 9,769 school-aged children (50% female) in host communities through the Hajati programme. Hajati provides vulnerable families in Jordan with cash transfers to the amount of JOD 25 per child/per month for the full school year. Hajati cash transfers support increased school attendance and enrolment and reduced drop out and negative coping strategies.
- UNICEF, together with UNESCO, WHO, and the World Bank, released a Joint Statement on School Opening in Jordan. The Joint Statement emphasised that schools should be the last to close and the first to open, to prevent further learning loss.

- With UN Women support, Arab Women Organisation and Open University developed a “Life and Career Planning” online course for beneficiaries of the Second Chance Education programme. The online course is accessible on the digital learning platform, Kolibri, and is expected to reach at least 1,168 women.
- UNESCO, with support from the Government of the Republic of Korea and through its partnership with Luminus Technical University College, supports Syrian refugee and vulnerable Jordanian youth with scholarships to access BTEC-level II Technical and Vocational Education and Training (TVET) programmes in three training disciplines (Business, Information Technology, and Creative Media Production), as well as on-the-job-training opportunities. In January, 115 students (60% female, 50% Syrian) from the IT and Business disciplines continued to benefit from the programme and 51 students (45% female, 31% Syrian) from the Creative Media Production discipline completed the trimester.
- The Annual Report on Connected Learning Hubs, released in January 2022, revealed that in 2021 6,353 learners (56% female, 66% Syrian) benefited from resources available on Kolibri, the UNHCR-supported digital learning platform. Collaborations with the Ministry of Education (MoE) and Ministry of Social Development (MoSD) led to the integration of Kolibri in four MoE schools and three MoSD (Ministry of Social Development) juvenile centres, with 57 staff and teachers (47% female) trained in January.
- Norwegian Refugee Council (NRC) supported 601 Grade 5 and 6 students (43% female) from public schools at Za’atari and Azraq refugee camps with Learning Support Services. In addition, NRC trained 107 school personnel (33% female) from both camps on social cohesion.
- World Vision International (WVI) provided Early Childhood Education and Development (ECED) support to 319 children (47% female) in Azraq refugee camp.
- Care International (CI) provided Conditional Cash Assistance (CCA) to 1,452 children (52% female, 56% Syrian) who are out-of-school or at risk of dropping out. Through CCA, children are supported to re-enrol in formal or non-formal education and receive remedial support. Care International also conducted awareness raising sessions focused on Gender-Based Violence (GBV) with 32 care givers of CCA beneficiary children (56% female).
- Plan International conducted a placement test for 619 children (53% female) to support their enrolment in an informal education programme focused on Arabic and mathematics.



## FOOD SECURITY

- Under the General Food Assistance activity, WFP continued providing monthly food assistance through cash-based transfers to around 464,000 refugees residing in camps and communities.
- Heavy snowfalls in Jordan led to closure of cooperation partner helpdesks for two days (Jan 26<sup>th</sup> and 27<sup>th</sup>). WFP’s hotline and hotlines of cooperation partners remained operational and were main point of contact with beneficiaries. During that period, supermarkets and bread selling points in the refugee camps continued to operate daily despite weather conditions.
- At Azraq and Za’atari refugee camps designated areas, WFP continues to provide in-kind food assistance to households under quarantine due to COVID-19.
- WFP Food Security Outcome Monitoring results in Q3 2021 showed deteriorating food security and increasing poverty for the refugees. However, the preliminary monitoring results from Q4 2022 showed slight improvements, though these are most likely attributed to winterization assistance. The same pattern was noted last winter with a small improvement around winterization which did not last.



## HEALTH

- At Za’atari refugee camp, ‘Plan B’ has been formulated to respond to any sudden increase of COVID-19 infection due to OMICRON variant spread. This Plan was developed jointly by the MoH (Ministry of Health) camp focal point and the UNHCR Health Unit, and it provides an elaborate explanation of the response to a surge of COVID-19 cases beyond the transit area isolation capacity, as discussed by the Za’atari Rapid Response Team (RRT).

- At Azraq refugee camp, MOH conducted a training on the Rapid Diagnostic Test (RDT) targeting IMC staff. MoH has provided a total of 500 RDT kits the camp.
- MoH with the support of Jordan Health Development Partners Forum (JHDPF) and UNHCR produced a policy manual on treating refugees at public facilities, which has become an outcome of joint efforts of Jordan Health Fund for Refugees (JHFR). The manual guides the health care providers in facilitating refugees' access to MoH facilities at the subsidized rate. In March 2022, as a component of the manual dissemination process, MoH will be organizing a set of workshops for health directorates across Jordan. The next pillar of the manual will be focused on community mobilization.



## LIVELIHOODS

- REACH is conducting a PRM (Population, Refugees & Migration) funded assessment exploring the impact of COVID-19 on microenterprises in Jordan. The project includes development of the research tools, field preparations and an analysis workshop. The data collection is scheduled to start in mid-February.
- UNDP shared an overview of the Italian Agency for International Development funded project focused on enhancing self-reliance and inclusion prospects for the displaced affected communities (vulnerable Iraqi and host communities in Amman).
- The members of the 'Graduation Approach Coordination and Advocacy Taskforce' shared key insights of their 'Graduation Approach' (GA) programmes, exchanged knowledge and experiences and agreed on the most viable approaches for GA budgeting and mentorship in Jordan context. The Task Force reviewed the "Guideline for Budget" prepared by the Poverty Alleviation Coalition, including the mentoring framework comprising the mentors' qualifications and job descriptions in Jordan.
- DRC Jordan conducted a labour market assessment in Azraq town to identify the local livelihood opportunities, challenges, and current trends. The analysis was based on a survey of local business owners, a survey of job seekers, and a series of key informant interviews with local stakeholders.
- The Livelihoods Sector has been working closely with a wide range of partners, including NGOs, public sector organizations, startups, and well-established industries. The size and organizational structure of such entities are equally diverse, and in 2022, the Sector is aiming to expand their impact achievements across the Sector's overall objective. The Livelihoods Sector is intending to organize thematic discussions with partners while maintaining the diversity of stakeholder types. Priority will be given to maintaining short- and long-term livelihood interventions, advocacy for the improved access to fundamental rights with regard to work and employment, strengthening ties with other sectors, and building resilience for vulnerable communities.



## PROTECTION

### PWG

- The Protection Sector has been working with other humanitarian response sectors to mainstream protection into the Refugee Response, including strengthening area-based protection coordination and referral mechanisms.
- In 2022, the Protection Sector prioritized interventions that swiftly and substantially increase the level of support available to the Government of Jordan and communities hosting refugees, thereby mitigating the socio-economic pressures generated by the refugee influx. The Protection Working Group (PWG) Task Force established in 2020 will facilitate the improved coordination between the MoSD and the PWG around protection risks and related interventions and provide technical and policy support aiming at strengthening Jordan's social protection system.
- The PWG mid-term objectives revolve around more advocacy with the GoJ to ensure the persons' of concern legal and physical safety. Areas in need of advocacy include acceptance of expired identity documents to access services, favorable consideration in the treatment of non-Syrian refugees with health services, and financial assistance and support in the access of persons of concern to the work market.
- In 2022, the main interventions of the PWG would be: (i) ensuring access to fundamental rights, including the right to seek asylum and timely access to registration and documentation as a prerequisite for proper protection

delivery; (ii) expanding community outreach and development of community-based protection mechanisms, with a focus on community empowerment and self-reliance, and ensuring that women, girls, boys and men are engaged in the planning, implementation and evaluation of services; (iii) mitigating and reducing the risks and consequences of GBV, while improving the quality of multi-sectoral response services, as well as expanding access and reach of services; (iv) ensuring that emergency child protection interventions are strengthened and harmonized; and (v) exploring third country resettlement/durable solution options as a protection response to cases with special needs.

#### **GBV SWG**

- The GBV WG met regularly in January and finalized the GBV M&E toolkit. The Toolkit's overarching goal is to ensure that M&E processes are conceptualized, executed and utilized in a safe and ethical manner and serve to inform the design and implementation of quality, effective and impactful GBV programs in target communities.
- UNFPA and UNHCR launched the roll out of the GBV IMS plus with an online training for over 40 case managers from 7 organizations with the objective of transitioning to Primero/GBV IMS plus an online data collection and case management system. The online system will make easier in time of pandemic and remote assistance safe and ethical data collection on GBV cases.
- Five new Oasis centers have been established by UNWomen and opened in host communities on 1/1/2022, to ensure cash-for-work and secure livelihoods for vulnerable Jordanian women and Syrian women refugees in non-camp settings . The newly established centers will cover South, center, and North of Jordan as follows; Alshalala in Aqaba, Madaba South in Madaba, Magareeb Alsalt in As Slat, Samma and Turrah in Irbid;

#### **CP SWG**

- The CP-SWG started the year with our first in person event (The January meeting); with 42 individuals representing 35 different UN agencies, INGOs, NGOs, committees and government.
- The CP-SWG will alternate between Arabic and English every month, to allow for more engagement with national counterparts and stakeholders. The structure of the meeting now includes a dedicated section any member who wishes to present their work to the working group.
- The CP-SWG engaged in the Gap Analysis exercise; where 6 facilitators from various local and international partners led the group in a series of discussions and reflections on the most pressing topics and areas directly engages with or cross references child protection. It is expected that the results from this gap analysis will be released by the end of February.
- The CP-SWG referral pathways and 4Ws update was discussed.
- The CP-SWG work plan for 2022 will be the topic of the next meeting in February.

#### **Child Protection Information System - Task Force (CPIMS-TF)**

- CPIMS-Co Charis are conducting meetings to initiate the vetting process for International agencies and local CBO's who are conducting Child Protection Case Management and shred their interest to join the Task Force.
- CPIMS-Co chairs started collecting the 2021 data and to be shared with the members for analysis to initiate the process of drafting the CPIMS 2021 Annual report.
- CPIMS-Co chairs shared the 4Ws with the Task force to update their information.



#### **SHELTER**

- Due to the significant increase of positive COVID-19 cases in Jordan, the response teams are expanding and regularly maintaining all COVID-19 treatment centres in Za'atari and Azraq refugee camps, managed by UNHCR.
- At Azraq refugee camp, UNHCR through NRC have completed the maintenance of COVID-19 quarantine/public area.
- At Za'atari refugee camp, Oxfam started a pilot project for collecting animal waste at the camp by identifying 132 owners and distributing to them plastic bags and plastic containers. UNHCR through a private commercial contractor is installing 18 refugee housing units as part of Polish Government donation for the COVID-19 Treatment and Vaccination centres including the patient waiting rooms. The works are expected to be handed over to the Ministry of Health by the end of February 2022. In January, total amount of 845.570 tons of solid waste was collected at Za'atari camp and sent to the landfill.

- Due to the significant and uncontrolled use of the ACs and electrical heaters and boilers, Azraq and Za’atari camps are facing extreme loads/overload of electricity systems. This caused the high frequency of maintenance and load-shedding affecting the household power supply, with anticipation that the situation will deteriorate the COVID-19 transmission at both locations. Smart Energy meters for 12 transformers have been installed by IDECO for tracking and optimization of electricity use at Za’atari camp.



## WASH

- In January, UNICEF continued the provision of WASH services to all 122,789 refugees in three camps (Za’atari, Azraq and King Abdullah Park).
- At Za’atari refugee camp, UNICEF continued the WASH supplies distribution in Transit Area: 93 small hygiene kits and 93 hand sanitizers were distributed to 80 families reaching 184 individuals. Distribution for the home-quarantine families is still ongoing: 74 cleaning kits and 327 soap bars were distributed for 74 households in self-isolation.
- The water demand in January decreased further as UNICEF maintained an aggregate supply of clean and safe water of around 3,000 m<sup>3</sup> per day. The external water trucking provided about 6,000 m<sup>3</sup> of water as bulk supply which includes supply to institutions, schools, and transit area.
- At Azraq refugee camp, a total of 43 cleaning kits, 30 hand sanitizers, 26 hygiene kits and 74 jerry cans were distributed among 219 beneficiaries, including 141 children, to reach the most vulnerable families. In January, UNICEF’s partners continued disseminating messages in relation to COVID-19 through 763 active Lead Mothers, 65 community and plot representatives and 130 Youth Community representatives. In total, 713 active participants were reached during the month.
- In addition, UNICEF and the consultant engineering company are developing the feasibility studies for the installation of a new borehole in Azraq camp. Also, a pilot project for an extension of the water network to the plot level which started in December 2021, achieved 90% progress by the end of January and should be finalized by mid-February.
- At King Abdullah Park (KAP), a camp-wide soap distribution took place reaching 568 individuals; as well 27 small hygiene kits were provided to the families of seven members or more.

## C. Contacts and Links

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**Refugee Response || Operational Data Portal || Jordan:** <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>