2025 – 2026 WINTER ASSISTANCE GUIDANCE FOR REFUGEES IN HOST COMMUNITY

BACKGROUND

Humanitarian actors have been providing winter assistance to Syrian and other refugees in Jordan since 2012. Most recently, a Winter Task Force had each year prepares recommendations on standard assistance packages coordination strategies to ensure effective resource utilization. In previous years, eligibility for winter cash assistance was based on the Vulnerability Assessment Framework (VAF) scores, and Proxy Means Test (PMT) poverty score with a series of vulnerability criteria to determine overall eligibility and prioritization for Basic Needs cash assistance. But recently the funding for winter assistance have decreased dramatically and only few organizations continue to provide this type of assistance to a limited number of beneficiaries.

TARGETING AND ELIGIBILITY

The 2025 Winter Task Force agreed to propose the eligibility, according to the organization criteria due to the low number of families to benefit from this assistance and per their program needs, as showing in the below table:

Organization	Criteria	Target	Locations
Caritas	From Caritas CRM database	400 HH (planned)	
ISLAMIC RELIFE	From IRJ database	739 HH	
Medair	From Medair database	100 HH	
COOPI	From COOPI database (45 from CM services)	90 HH	Equally divided between Karak, Zarqa and Mafraq

ASSISTANCE PACKAGES

Winter needs and costs are based on the 2022 winter needs and market assessment findings. Based on the market assessment findings for a household to meet their winter needs, they require a blanket, winter shoes, jacket, woolen scarf/socks for every individual in the family - refer to figure 1 below. Additionally, they will require assistance to cover part of the electricity bills, which continue to increase. Finally, a gas heater and gas refills are needed to meet the household needs during the months from October to March, with three gas refills per month.
Based on the market assessment findings from 2022–2023, essential components of winterization assistance include heating (gas refills and heaters), clothing (blankets, winter jackets, and woolen socks), and support for increased utility costs. These components form the basis for tiered assistance packages, ensuring a balance between household needs and available funding. The 2025 Winter Task Force agreed to have three optional assistance packages, based on

Refugee households' winter needs, programme objectives, and funding availability. The packages include various values of cash or non-food items (NFI).

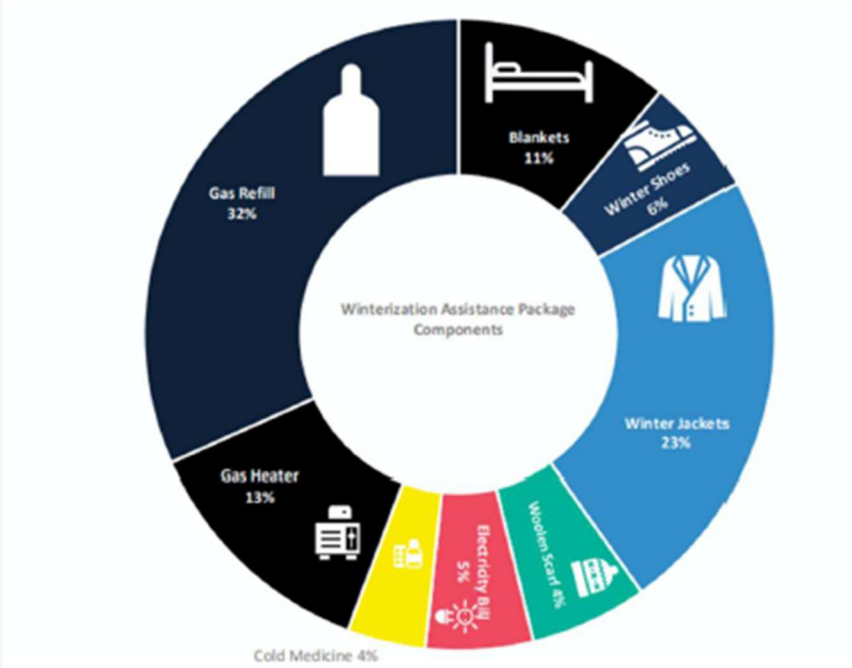

Figure 1: Breakdown of winter needs for a family of four members

The 2025 Winter Task Force agreed to have three optional assistance packages, based on refugee households' winter needs, programme objectives, and funding availability. The packages include various values of cash or non-food items (NFI):

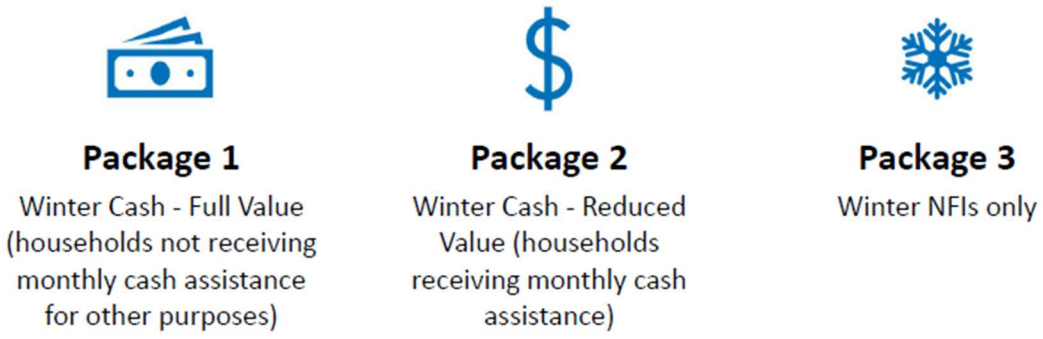

Figure 2: Assistance Packages on RAIS under the Winterization Bundle

CASH ASSISTANCE PACKAGES

Full Winter Cash Assistance Package: The full winter cash value is based on the average of 2023 full and reduced assistance packages, rounded up to reflect price increases since then. In addition, new one amount regardless of family size which is proposed to provide organizations with greater flexibility in designing their programmes, while ensuring

sufficient resources for essential winter needs. **Reduced Winter Cash Assistance Package**: This amount is derived from the average of previous full and reduced values, subtracting the Multi-Purpose Cash Assistance (MPCA) amount to act as a winter-specific top-up to the existing MPCA support. This approach ensures a layered response that meets winter-specific needs while factoring in ongoing MPCA support.

Cash Assistance Package	**Active Family Size / Assistance Amount in JOD**						
	1	2	3	4	5	6	7+
Winter Cash Full Value 1	170	210	240	270	310	340	370
Winter Cash Full Value 2	250 JOD One amount regardless of Family size						
Winter Cash Full Value 3	165 JOD for family size 4 and more.						
Winter Cash Reduced Value	90	100	110	150	180	200	220

Figure 3: Cash assistance package values in JODs for 2025-26 winter response.

COORDINATION

All organizations are expected to coordinate on the planning and delivery of winter assistance to avoid duplication and ensure accurate reporting by the Food Security and Basic Needs sector. The Refugee Assistance Information System (RAIS) plays a pivotal role in avoiding duplication of efforts. Lessons from previous years emphasize the need for organizations to promptly update and release 'booked' cases if funding approvals are delayed or denied. This ensures timely allocation of resources to the most vulnerable households. Coordination can be done both directly through UNHCR's RAIS and indirectly via the Food Security and Basic Needs (FSBN) Working Group. A specific "winter assistance module" has been prepared for booking and reporting.

Bundle: Winterization Package 2025-2026

Assistance Type Name	Start tDate	End Date	Select
P1 - Winter Cash - Full Value	01/10/2025	31/03/2026	☐
P2 - Winter Cash - Reduced Value	01/10/2025	31/03/2026	☐
P5 - Winter NFIs only	01/10/2025	31/03/2026	☐

Figure 4: Winter assistance packages 2025-2026 in RAIS

BOOKING ON RAIS

Using UNHCR's Refugee Assistance Information System (RAIS) is the best way to coordinate on planning and reporting for those organizations with data sharing agreements and access to the system. A specific "winter assistance module" has been prepared for booking and reporting.

- RAIS should be used by all winter assistance providers to "book" targeted households (defined as UNHCR registration groups/cases). This avoids duplication, confusion and wasted effort.
- Households should not remain marked as "booked" in RAIS for more than two weeks. Organizations that bookcases in anticipation of funding or MOPIC approval—but did not receive either—booked cases, will effectively block households from being assisted by other organizations.
- Organizations need to "unbook/release" cases they cannot assist. If a family has been "booked", but then "unbooked" due to funding restrictions or unmet eligibility criteria, the organization should contact the household/s to explain. "Unbooking" these cases will also allow other organizations to assist them. If the family was not assisted because they could not contact/reach the family, there is no additional requirement.
- Organizations should update RAIS on a weekly basis on cases that they find "unreachable: due to household phone number changes, the Principal Applicant/Head of Household is away on travel, etc. Updating RAIS on a regular basis with this information will ensure that assistance actors do not waste time booking households that are unreachable and that households with the highest winter needs are available for "booking", and hence assisted, by other organizations.
- Sharing of lists of families between UNHCR and partners must be aligned with the data sharing agreement,

  using secure file transfer and ensuring data protection of refugee data. For support with RAIS training or access, partner organizations should contact their UNHCR focal point: Alaa Nofalnofala@unhcr.org.

OTHER COORDINATION

Organizations not able to use UNHCR's Refugee Assistance Information System (RAIS) should coordinate with other members and co-chairs of the Food Security and Basic Needs (FSBN) Working Group to try and avoid duplication.

REPORTING

Organizations using UNHCR's Refugee Assistance Information System (RAIS) to book households for assistance should also promptly update and report on delivery of assistance.

All organizations should also submit reports to the ActivityInfo system for any questions or support please contact Saud Al-Sakr alsakr@unhcr.org from UNHCR Interagency Unit.