

Thursday, 3 September 2015, 10:00 a.m.

Irbid Operational Coordination Meeting

UNHCR FO-Irbid, co-chaired by CARE

1. Welcome and Roundtable Introductions
2. Mapping of Complaint and Investigation Mechanisms for PSEA Cases (UNHCR BO-Amman)
3. Election of New Co-Chair
4. Sector Updates (Basic Needs, Shelter/WASH, Food, Health, Education, Protection)
5. Announcement of ActivityInfo training for Partners
Sunday, 6 September, 13:00-15:00, UNHCR-Irbid
6. Partner Updates and Challenges

1. Welcome and Roundtable Introductions

2. Mapping of Complaint and Investigation Mechanisms for PSEA Cases

** Documents circulated are attached: Terms of Reference, Draft Guidance for Consultations for Community-Based Complaint Mechanisms*

Intro: Increased vulnerability of refugees means higher risk of SEA. Therefore, UNHCR and the PSEA Network are making sure that each agency has complaint mechanisms and corrective measures in place, by setting up standards and is mapping all the different existing mechanisms. PSEA network consists of FPs in 20 organizations.

Differentiation should be made between agency-based (e.g. box, hotline, or outreach teams) and *community-based* mechanisms

Discussion: who should be partners, are questions relevant, where should we do this

- NRC: NRC has box and hotline in order to receive complaints and feedback from beneficiaries about interventions. In addition the outreach teams get feedback from people in their homes. (this is agency-based)
- Care: Care has a national M&E team / Care receives complaints through centers (complaint box,, phone) categorized in 4 categories – positive, negative, etc. Care calls back within 10 days to ask if they want to follow up and meet face to face. 85% complaints are received by phone. People don't trust the complaint box. No hotline – just an individual cell phone number for each center. Also use FGDs to ask people about what they want in the center. Refugees usually prefer to complain directly to UNHCR. (agency-based)
- Fairouz: People sometimes complain in the community to Sheikhs in mosque or neighborhood leaders, but the success rate for this is low because these people do not refer it further.
- NHF (Bahaa): Syrian volunteers are helping to identify families in need of assistance.
- Intersos : community-based CP committees. People of different backgrounds – youth, women, sheikhs, etc. Committees, not necessarily complaint-specific, meant primarily for child protection. 8-10 members

- ICMC: PDM – They call beneficiaries after distribution of every type of service that they have. Ask if they have any complaints about the distribution, their treatment by staff, the community itself, any hardship
- Handicap –

UNHCR: Differentiation should be made between non-sensitive or program-related complaints and PSEA complaints. We can use the existing mechanisms for the former in order for the latter to go through, but to make sure that it can be done in a safe and accessible manner.

UNHCR: How do we make sure that complaints to sheikh reach UNHCR? Or that complaints to CP community committee reach UNHCR?

- Fairouz: Some refugee feedback received that they prefer to go to CBO rather than NGO. Because leaders of CBO are more transparent and accessible. Princess Basma Center does report some cases to Care.
- Belen: CBOs are considered 'service providers' – could be part of complaint mechanism and could also be perpetrators

UNHCR: PSEA network is mapping community-based complaint mechanisms, also to know how refugees are using them and how safe they are. After the mapping we will design coordinated mechanisms

CARE/Fairouz – What should we do with complaints against a different agency?

Belen: Review the guiding principles.

Serin: Those who are interested in continuing this discussion, We will have a separate meeting

3. Election/Confirmation of New Co-Chair

NRC was confirmed as new Co-Chair, with no objections. Special thanks to Fairouz Hassan and Widad Tamimi of Care for their contributions over the past six months.

4. Sector Updates

Food / WFP – no updates since last meeting on anticipated cuts. Next week upload will take place for only the most vulnerable groups, who will receive 10 JD/person/month. No appeals.

Full assistance continues for the camps. Contingency plan in place if people move to the camps

Education / UNICEF – Fairouz (Care) on behalf of Farrukh -- A few school refusals are being sent through FP Ahmad Khader (khadera@unhcr.org) – According to MoE directive, students should be able to register.

Basic Needs: Winterization targeting task force has established draft eligibility criteria for winterization assistance in accordance with the VAF Basic Needs Vulnerability tree and both extremely and highly vulnerable should be considered for assistance. Draft Winterization Targeting SOP shall be put forward for comment / endorsement at the next BNWG on the 7th.

Basic Needs: JRP and 3RP process is well underway, last two weeks have seen a series of workshops being held, and BN JRP 2016-2018 submission is in the process of being finalised by the Sector Chairs after receiving partner project summary sheet submissions which were due for

completion COB 30/08. Regional dialogue to occur with UNHCR Basic Needs Sector in Lebanon post 3RP workshop, identifying multiple mutual challenges, opportunities for information sharing and lessons learned.

Shelter: Again if unaware MOPIC have granted approval for urban shelter interventions to resume. (But some confusion/disagreement here from NRC)

WASH: The WASH WG are currently in early drafting stages of the Jordan WASH Strategy, the primary thematic areas that shall be covered within the strategy include the following and will separate differing objectives/priorities for camp and non-camp settings

Protection: Verification –

return of documents started on August 25 in Jordan

- Is happening in 3 police stations in Irbid – North Irbid – others are being prepared
- Possible that some documents were misplaced – sometimes they are found later
- Request for document return is still possible at UNHCR Registration Center
- Those with PRT concerns / alias names/ forged documents are discouraged from going directly to police without consulting UNHCR first
- NRC question: For cases who are registered outside and who are requested to return to Zaatari to get them-- UNHCR is not recommending for those not bailed out to go back to Zaatari

5. Announcement of Activity Info training for Partners

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6. Partner Updates and Challenges

NHF will have a training next Sunday – Minimal Initial Service Package for Reproductive Health – can nominate 2-3 people – any psychosocial support or social workers can join
RH protocol training for 22-23 October – any medical doctors or nurses can join.

ACCTS/ZOA - Imad Sawalha – food packages will stop – last distribution in October

ICMC – Hisham - new BPRM project started – By the end of this project they will provide 4 types of assistance, cash for rent, baby packages, household cleaning kits, and winterization assistance. ICMC is expanding. Welcomes referrals at any time – FP Hisham – they will attend to referrals and give feedback for those that they cannot follow up on. New brochures are being developed and will be distributed in community and at partners. Is willing to distribute other agencies' materials during outreach visits – you can send either hard or soft copies. Will focus on engaging communities, holding FGDs at CBOs, and coordinating with local government to better reach community. Outreach begins 13 September – send referrals before then.

Bright Futures for Mental Health – Haifa – anxiety, depression, neurosis – Irbid, Amman, Zaatari, targeting all ages and nationalities. Accepting referrals by email. Has mobile team to reach many families. Many awareness activities for parents. Is providing medication at no cost. Challenges: treatment of Level 1 Autism.

- question from NHF: can mobile team reach Jordan Valley? No

MSF-Holland – NCD and home visiting program within 10 km radius of Irbid city, for disabled or vulnerable Syrian or Jordanian families or patients

Temporarily stopped taking Syrian refugees into the clinic as the number of Jordanians needs to be decreased – about 500 need to be reached to meet their target (diabetes, hypertension, just chronic diseases, not acute)

NRC – Shelter program has not yet been given the green light to resume – so NRC is identifying shelters in the meantime – no actual construction going on.

School construction – Naimeh 6 classrooms, 1 WASH block

Learning support program in Naimeh and Taybeh

Care – no major updates

ACTED – 2 projects with WFP and ... conducting assessments for beneficiaries – ITS – identification and protection

Handicap – no major updates, continuation of normal programs

IRD – no major updates

JRC – setting up new referral mechanism for volunteers. Community-based awareness trainings
Cash assistance

First aid trainings for the community

ACF – got MOPIC approval – projects psychosocial support – groups, PLW, individuals, cash – access to health care, primarily for PLW women who need to attend appointments, regular cash, emergency cash, wash – rehabilitating water facilities and damaged tanks

- needs referrals for the cash for access to health care

NHF – training – distributed 132 eyeglasses, Distributed 34 hearing aids to 23 beneficiaries (18 in KAP and 5 in CC) 20 October – will have a play in CC in collaboration with National Institute for Music, focuses on engaging Jordanian, Palestinian, and Syrian communities

Deir Alla in Jordan Valley – big campaign including awareness activity and health activity (hearing and visual aids)

Date will soon be specified for Ajloun and Jerash

TdH -- CFS continues, still receiving CP case management

Intersos – focus in Irbid, Karak, and Maan – INTERSOS is about to start a program focusing on the Makani + approach designed by UNICEF and partners: this includes, Informal Education, child protection, PSS, Recreational Activities, Life Skills component, awareness raising, community mobilization and WASH.

NHF – thalassemia patients now being treated