

Amman Referral Coordination Working Group

DRC Tarabut Community Center, Mahatta – Jordan, 21st of August 2016

Agenda:

1. Presentation
 - 1.1 Brief welcome and introductions of participants
 2. Agencies activities updates
 - 2.1 Introduction of new participants
 - 2.2 Updates from participants
 3. Presentations
 - 3.1 Brief on the Syrian work permit by (UNHCR)
 - 3.2 Presentation by “Save the Children” International/Jordan on their services
 - 3.3 Discussions/Comments
 4. AOB, Wrap up and action points
 - Assigning Focal Point for the roll out service training
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Agencies present:

SC Jordan, ARDD, Handicap International, MSF, PU-AMI, NHF, MECI, UNICEF, QRC, TDH, JOHUD, WFP, JRC, IMC, NRC, Collateral Repair Project, CARE, UNHCR, DRC

1. Presentation

UNHCR and DRC welcomed participants and introduced the main objectives of the meeting especially for participants who joined for the first time:

- To present the services provided by the various organizations in Amman, Balqa, Madaba
- To strengthen the network of the referral unit among all the organizations working in the same geographical area, in order to ensure that quality services are provided to refugees and the host community.

2. Agencies activities updates

- 2.1 Introduction of new participants (NHF, Collateral Repair Project)
- 2.2 Updates from participants

Some of the participants provided updates on their organizations' current services, while the new INGOs/NGOs who joined for the first time the referral coordination meeting presented their current services in the different geographical locations:

- SC Jordan
They encouraged the participants to refer to them Syrian children who need to be enrolled in schools. They stressed that a form should be filled out for each student when registering them in the school and this form is required now by the Jordan Ministry of Education. A copy of the form was distributed among the participants.
- ARDD
They start to implement a new project to benefit the women. Area of implementation is in Sahab and Balqaa. They target all the nationalities.

The current project entitled “Rehabilitation of women legally and psychologically” will be ended during two months.

- PU-AMI:
There was no updates. It was only mentioned that they provide cash for education and cash for delivery. PU-AMI target all nationalities in East Amman and Zarqa.
- NHF
It seeks to improve the wellbeing of families in need by providing integrated health services mainly family planning and reproductive health service, psychosocial counseling, rehabilitation, and training of care providers on related topics. The institute pays attention to the prevention of gender based violence and women’s reproductive health through a number of clinics and women safe spaces both in the host community and camps settings.
- MECI
MECI is specialized in informal and remedial education in emergencies for academically weak Jordanian students, and out-of-school refugee children. Currently, Makani Centers operates in six different schools.
Challenges:
Few referrals are received from other organizations.
- UNICEF
UNICEF gave a brief clarification about the campaign “Back to School” and its purpose and it was mentioned about the awareness sessions they conduct in this regard.
- QRC
Through their endorsed hospitals they provide health services to cesarean and natural birth and for the women who arrive from Zaatari and Azraq camp as well. They also cover the expenses related to premature birth who arrive from the camps.
- TdH
Currently they operate in Zarqa. They provide check-ups for pregnant women and children under 5 years old and they provide the needed medicine as well.
- JOHUD
JOHUD operates in Prince Basma Centers which exists in various governorates. They support individuals with special needs and provide them with the needed medical aid tools. JOHUD also provide rehabilitation services and PSS activities as well.
- WFP
For the time being, they are collecting data concerning refugees through VAF. Based on the results, WFP will decide how much each family will be eligible to receive financial support.

- IMC
IMC have two “Mental Health Clinic’s” one exist in Jabal Amman and the other one is in Tlaa Ali area. In Amman and Balqaa IMC provide child protection case management services for refugees and vulnerable population, and IMC is running PSS activities as well. In some of the projects IMC organizes group support sessions in which is conducted by specialists.
- NRC
NRC is working in the north, Mafraq and Zaatari camp. Not yet operates in Amman.
- Collateral Repair Project
CRP is located in AlHashemi AlShamali. They provide coupon voucher to vulnerable families and NFIs as well. They also provide PSS/individual and group sessions. They organize various activities for children (such as summer campaign, etc.)
- CARE
CARE operates in Amman, Zarqa, Mafraq, Irbid, Azraq and Zaatari camp. CARE is working now on “Urban Protection Program”, Cash assistance and NFIs. They also provide conditional cash assistance through CBOs (ex. child labor, they provide to the family JOD 70 per month, in one condition, to re-enroll their child in the school). CARE provide CA to Jordanians who are registered with the MoSD.
- DRC
Danish Refugee Council in collaboration with the Institute of Family Health of Nour AlHussein Foundation (IFH) conducted “Open Medical Day” at the DRC Tarabot Community Centre in Mahatta on the 13th August 2016. Over 300 Syrians, 76 Jordanians and 40 Iraqi and Sudanese beneficiaries saw specialized doctors from IFH who provided essential health services through a standing general medical clinic, hearing clinic and eye clinic, in addition to a dermatologist, gynecologist and pediatricians who were present at the Tarabut Center. A fully operational pharmacy was also on site which distributed all prescribed medicines free of charge.
DRC will open the DRC Nuzha Community Center at the last week of Sept. 2016, in the North DRC provides training for Municipal staff & community leaders on “Legal Economic Development and practice. In the south (Maan & Karak), DRC provide weekly awareness training on labor/work place issues to be held by JCLA, in Maan and Karak. DRC got the BPRM fund for one year to continue provide services in the two Tarabut Community Centers in Maan and Karak. In Azraq camp, DRC will provide cash assistance for basic needs and market economy support to be distributed the week of Aug. 21st – 25th.
- UNHCR
UNHCR clarified that refugees who are being provided monthly cash assistance are identified as vulnerable.

UNHCR also gave a detailed presentation about the health services that are available for refugees through their health clinics partners (the MoH-Health clinics and JHAS). UNHCR clarified that urgent health cases should reach the MoH/ Health clinics and should inform JHAS focal point in the same hospital within 48 hours. As for the non-urgent health cases who need intervention (such as cancer, cataract, multiple sclerosis, gallstones, etc..) should reach JHAS and JHAS will refer the patients to UNHCR Health Unit in order to study their case and do what is necessary.

As for the health cases who need surgery, UNHCR have agreements with various NGOs, INGOs, such as Qatari Red Crescent, Medair, MSF, etc. to refer health cases for them while taking into consideration each INGO/NGO criteria. Those health cases could be Congenital Malformation of the face, dialysis and reconstructive surgery including: orthopedic surgery, Maxillofacial and plastic surgery, etc. All births that have caesarian and natural childbirth are considered vulnerable by UNHCR.

Note: Refugees should be strictly informed that when they need to be provided with health services they should reach out to MoH/Health clinics/Public hospitals and not private hospitals.

3.. Presentations

** Brief on the Syrian work permit by (UNHCR):*

A document was distributed among participants (FAQs) on the work permit for Syrian refugees in urban areas, to enable the staff answer the questions that are raised by refugees.

** Presentation by Save the Children International on their services:*

Save the Children International has a new project that aims at improving the psychosocial wellbeing of the most vulnerable who are engaged in labor, homebound, and out of school. The approach adopted will be through mobile Child Friendly Centers (CFCs). The Mobile CFCs will provide psychosocial support, child protection and informal education activities, through 20 session package. SC will reach parents and caregivers as well as employers and sensitize them on child rights (including the right to education), child protection issues, as well as on international and Jordanian labor laws. The areas of intervention are: Amman, Zarqa, Balqa, Karak.

4.. AOB, wrap up and action points:

** Assigning Focal Point for the roll out service training*

a) UNHCR gave a presentation on the service advisor and clarified the objectives of having this training in order to know how to utilize it and to get benefit of this system. It was also clarified that while using the service advisor we will get to know the available services per location and sector. Each organization shall assign one person as a focal point to add the needed information/and available services to the system and to maintaining the information in the system as well.

b) Each organization to send UNHCR the focal point who shall attend the ‘service advisor training’ that will be conducted by UNHCR (the date and the timing will be decided later by UNHCR). An email will be sent by UNHCR in this regard.

Action points

- The next Amman Referral Coordination meeting will be conducted on 29th Sept. 2016 at the Institute for Family Health (IFH).

- In the next Amman Referral Coordination meeting:
 - a) IFH/NHF will conduct presentation on their services
 - b) Medair will conduct presentation on their services