

Amman Referral Coordination Working Group

DRC/JHCO Community Center, Mahatta, Amman-Jordan, 4th of February 2016

Agencies present:

UNRWA, CVT, Medair, IRAP, StC Jordan, MSF, IMC, HI, IRD, MPDL, NRC, CARE, JOHUD, ARDD legal aid, UNHCR, DRC

1. Presentation

DRC and UNHCR have welcomed the participants and introduced the main objectives of the meeting:

- 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 provide quality services to refugees and the host community.

2. Round table discussion on referral needs in Amman based on DRC referral workshop in October 2016, and ToR of the coordination group

UNHCR presented the final version of the ToRs. Participants agreed to:

- Include refugees from different nationalities as a person of concern into the referral coordination working group.
- Cover geographical and scope area of Amman, Balqa and Madaba.
- Have a proactive attitude and predisposition of sharing information within the group.
- Identify gaps and overlaps in the service provided to refugees as the main objective of the working group.
- Select and gather as a team the information to be uploaded in the service data base.

Questions/comments added:

Raised the question of setting up a voted co-chair to be yearly shifted (CVT).

Action points: Send by email to DRC/UNHCR the proposed candidature in order to vote during the next meeting on February 18, 2016.

ToRs approved by the participants. No comments added

3. INGO's activities update / things to address / the difference between case management and referrals

Each INGO/UN agency presented their current services and challenges in the different geographical locations (by order of presentation):

- **UNRWA:** Provide services to Palestinians. Discussed how to define Palestinian (as agreed, individual that can prove through an ID that s/he is Palestinian even if s/he has another nationality). Scope and geographic coverage: Amman, Madaba, and Balqa. Type to referrals by email or phone.
- **CVT:** Provide services to Syrians. These include Psychosocial support (PSS) and counseling: group, individual and/or family therapy; Physiotherapy: group and individual therapy; Social services, referrals and case management.

Case management targets:

- Children from 5 to 18 years old who are suffering from acute psychological and physical distress as a direct consequence of war violence and/or torture.
- SGBV cases and refugees who are suffering from acute psychological and physical distress as a direct consequence of war violence and/or torture.

Scope and geographical coverage: Amman. Type of referral: receive referrals through the inter agency form. For confidential cases it creates automatically an encrypted password for files. Challenges: the INGOs need the feedback immediately.

- Medair: Provide services to Syrians and Jordanians. Medair programming to conflict-affected populations in the Middle East Region through health, nutrition, and WASH programming. The organization provides unconditional cash for winterization and cash for health. The main challenge is the overlapping of services to the same people of concern.
- IRAP: Receives cases for protection services, SGBV and legal services, by email or phone. The organization is currently not facing challenges or particular needs.
- Save the Children, Jordan: Provide formal and informal education through Makani centers in Jordan targeting all nationalities. Makani is not yet functional in Amman. The organization assists Syrian refugees in enrolling in public schools and provide child protection services in schools. They accept referrals via email, by approaching their offices/help desk and through their hotline. StC Jordan staff can provide presentation about their work upon request. The main challenge raised is that there is no standard criteria for referral among agencies.
- MSF (France): Provides services to war wounded people in need of reconstructive surgery including: orthopedic surgery, maxillofacial and plastic surgery. The organization also provides psychosocial support and rehabilitation. MSF covers the patient expenses (e.g. accommodation, per diem). Cases are referred via email through its two focal points who will then conduct an assessment to confirm eligibility by the MSF validation committee for the provision of services. There are few cases of Jordanians who accessed its services, but there is a bit more flexibility for women and children. Main challenges include that the other organizations are not always aware of their services and/or not following their criteria. Raised the need to improve communication among organizations.
- IMC: Provides formal and non-formal education within the Makani Centers with UNICEF and Save the Children. They are working on PSS and child protection, particularly focusing on children exposed to exploitation. They provide services on alternative care to separated and unaccompanied children and trainings on life skills. They also receive SGBV cases and have two clinics in JHAS premises and in the Tlaa Alali clinic center. IMC did not report any challenge.
- HI: Provides PSS and secondary health services such as physiotherapy, occupational therapy, mobility aids, and assistive devices to all nationalities, with a focus on Syrian refugees. They operate in Amman and cases are referred through its focal points. Challenges include difficulties in getting the feedback from the service providers to which HI refers cases.
- IRD: UNHCR partner, conducts home visit assessments then refers the cases to UNHCR especially for cash assistance and protection. They operate across Jordan and in Zaatari camp. They target the refugees who are registered with UNHCR and have the MoI card. Challenges include difficulties/delays in receiving feedback on cases from UNHCR. The organizations requests UNHCR to set clear criteria for IRD referrals.

- Movement for peace: The organization operates only in Madaba and is currently partnering with 4 INGOs, targeting all nationalities and age groups. They provide physiotherapy, occupational therapy, treating speech impediment and PSS. It provides services in Madaba camp through “Nabd AlHaya Center”. Cases are referred by email. The main challenge is that they are not aware of the organizations which operate in Madaba in order to network with them.
- NRC: NRC is present in Jarash, Ajloun and Irbid, not in the geographical area of responsibility of this coordination group. They only target the Syrian refugees and did not raise any challenge.
- CARE: Provides Cash assistance for winterization (WCA) and emergency cash assistance for beneficiaries who are registered with UNHCR and have the MoI card. It provides PSS and vocational trainings through its community centers. They run Child Friendly Spaces and provide conditional cash for children who dropped out from schools in order to enroll them in school and follow up on their cases. They work on case management, including assessment, referrals and provision of counseling. They receive the referrals by email or phone. CARE requested the organizations to refer 200 name/cases for WCA. Challenges include the long waiting list for Cash Assistance and WCA and shortage in the WC database. *Note: Iraqi refugees receive cash assistance but not WCA.*
- JOHUD: They are working with ZENID head office, located in Hashemi Shamali, and with the Centers of Princess Basma (total of 52 center). They are working with UNHCR to provide services for elderly and people with special needs. They provide service to all age groups and all nationalities. They also provide rehabilitation, occupational therapy, treating speech impediment, and hearing aid.

Challenges: The staff in the field identifies a lot of cases with Physical, visual, and mental disabilities, and need to prioritize severe cases due to the long waiting list. *Note: they clarified that there is a need in their geographical area of operation to provide education services for people with special needs.*

- ARDD: One of UNHCR’s partner provides legal consultation and legal representation in the court for all nationalities. They receive referrals by email. Challenges: sometimes NGOs do not provide the full information of the beneficiary such as the location, mobile number, etc. ARDD receive a lot of complaints about the UNHCR hotline that it is not answering. NGOs should provide a brief description about the case in order to enable them know to which lawyer to refer the case. Some NGOs refer non-legal cases which are not within ARDD mandate. It is a challenge for ARDD to provide a feedback to the organizations from whom it receives the cases as ARDD cannot share the full details about the cases they are handling.
- UNHCR: Registration, Protection and legal services, Mass info, Community services/ Urgent cash assessment, detention monitoring, Refugee Status Determination (RSD) for non Syrian refugees, Resettlement, Health services and coordination. UNHCR works with all nationalities except for Palestinians. UNHCR gave a brief presentation on its activities which include: Protection CP/SGBV- their partner is FPD, JRF and NHF; Legal services - their partner is ARDD. UNHCR is present in Amman/ Khaldia and through regular Helpdesk and community-based committees (CSC). Provides monthly cash assistance for vulnerable cases identified by UNHCR or their partner IRD. UNHCR established a new “Help Desk” in Um Nuwara, within the MoSD center. UNHCR has CSC in Madaba, Salt, Sahab, Jordan Valley, Amman (CCA –Hay Nazzal) for Syrian refugees, 5 for Iraq communities in Amman, one for Sudanese and one for Somalis.
- DRC: Interventions include emergency cash assistance, information dissemination, and referral services. ECA for Syrian refugees who are registered with UNHCR and have MoI, for protection cases of all nationality, and

for vulnerable Jordanians. Available services provided to all nationalities including refugees and host community in Jordan through the community centers: Psychosocial counselling (group and individual), Child friendly spaces, safe/social space for women and men (including youth), Training courses/workshops on various topics, informal education and tutoring for adolescents and children, skills-building activities (e.g. Handicrafts, cooking), community events for various age groups, and awareness sessions.

4. Referral Mechanism/tools used in the referral process

4.1 Review of Interagency Referral Form – postponed/ to be discussed in the next referral coordination meeting on 18th February 2016.

4.2 Training needs – Postponed/ to be discussed in the next referral coordination meeting.

5. AOB

- UNHCR will inform the participants about the dates of conducting the service advisor training by February 2016.
- Movement for Peace focal point is volunteering to work with DRC focal point on the development of the first draft referral mapping (4W) before proceeding with the detailed UNHCR 4W database.
- Next referral coordination meeting on 18th Feb will be held at UNHCR office in Khalda
- CARE still has 200 WCA to deliver for beneficiaries, Syrian refugees only – organizations to share cases with CARE.
- Additional INGOs and local NGOs located in Amman, Balqa or Madaba to be invited in the coming referral coordination meeting (CVT).
- Suggestion to set up next meeting in Khalda UNHCR office (Medair).

Note: Coordination referral group meetings will be hosted on a rotation basis to allow participants to get to know and visit other organization's centers and their available services.

Issue Area	Details	Deadline
2. Round table discussion on referral needs and ToR of the coordination group.	<ul style="list-style-type: none"> • Candidatures for the next referral coordination group co-chair to be send by email to DRC/UNHCR. • Key focal points for referrals in multidiscipline areas within the organizations to be finalize in the coming two weeks. • Finalize the list of the referral coordination group list with contacts of case workers and managers of each organizations. 	<ul style="list-style-type: none"> • 17th Feb 2016 • 17th Feb 2016 • 17th Feb 2016

4. Referral Mechanism/tools used in the referral process	<ul style="list-style-type: none"> • Referral pathway/steps to be presented in the next referral coordination meeting, 18th Feb 2016 (by UNHCR and DRC). • A presentation on CP/SGBV referral pathway for Amman/ Balqa/ Madaba by 18th Feb 2016 (by UNCHR and DRC). • A presentation on cash briefing/ECA on next meeting (by UNHCR, DRC, CARE) • A presentation on regular unconditional cash assistance projects (by UNHCR and CARE). 	<ul style="list-style-type: none"> • 18th Feb 2016 • 18th Feb 2016 • 3th March 2016 • 3th March 2016
AOB	<ul style="list-style-type: none"> • Draft referral mapping (4W) 	<ul style="list-style-type: none"> • 17th Feb 2016