

Common Cah Facility Steering Committee Amman, Jordan

Meeting Location	EMOPS Room UNHCR Khaldia	Meeting Date	6.03.2017
Facilitator	Elizabeth Barnhart (UNHCR) Joe Berg (WRG)	Meeting Time	13:00– 14:00
Minutes Prepared by	Ruba Saleh (UNHCR)		
Purpose of Meeting	Monthly meeting		

1.) Summary of action points

No.	Action Point	Focal Point / Organization
1.	CCF ToR to be shared with CCF members for their comments and review. feedback on the ToR to be provided by 19 th of Mar.	Ruba Saleh / UNHCR
2.	CCF partners to share the contact info of their helpline focal point contact with Ruba Saleh by 19 th of March	CCF partners

2.) Session Summaries

Item	Discussion
Review of Helpline SOP	<ul style="list-style-type: none"> UNHCR and other humanitarian agencies operate telephone helplines in order to assist beneficiaries with general questions and problems, as well as to receive feedback and complaints regarding service provision. An SOP was produced in order to organize the process of referral mechanism among CCF partners and UNHCR. The CCF steering committee reviewed and endorsed the Helpline SOP. The endorsed SOP is available on the following link: http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=92
Review of CCF ToR	<ul style="list-style-type: none"> CCF steering committee reviewed the CCF ToR. The ToR includes objectives, outputs, modalities, responsibilities of CCF member and responsibilities of the co-chair. The ToR will be shared with the CCF members for their review and feedback. Comments on the ToR to be share with Ruba Saleh (Salehru@unhcr.org) by 19th of March.
Training schedule for helpline focal point	<ul style="list-style-type: none"> A training for helpline focal point will be arranged upon receiving the focal point contacts from CCF partners. The helpline focal point will have quarterly meetings to update CCF FAQs and exchange common challenges and solutions. The meeting will be led by UNHCR helpline focal points. CCF partners to share the contact info of their helpline focal point contact with Ruba Saleh (salehru@unhcr.org) by 19th of March.

AOB	- The Next CCF steering committee meeting to take place on Monday 3 rd of April from 1.00 pm to 2.00 pm at the UNHCR EMOPS conference room.
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List of Participants

Organisation	Email	Name
UNHCR	BARNHART@unhcr.org	Elizabeth Barnhart
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