

Protection Working Group Jordan

Date: 5th of January 2021, teams online meeting

Agencies present: IMC, Action Against Hunger-ACF, ARDD, AVSI, AWO, CARE, Collateral Repair Project, CVT, DRC, HI, IMC, INTERSOS, IRAP, JIF, JOHUD, JRF, LWF, NRC, Reclaim Childhood, TDH-Italy, UNDP, UNFPA, UNHCR, World Vision.

AGENDA:

- Update from the Co-Chairs
- Review of the PWG Strategy, Workplan, PWG TF. Discussion on the PWG and the way forward for 2021
- Update from PWGs in the field and the Sub Working Groups of SGBV/CP/MHPSS/PWDs/CFP TF on achievements and the way forward
- AOB

Agenda item	Discussion points	Follow up action and focal point
<p>Update from the Co-Chairs and Discussion on the PWG and the way forward for 2021</p>	<ul style="list-style-type: none"> - Introductions and agenda review. - Co-chairs expressed their appreciation and gratitude to all partners for all the efforts they made to provide protection services to refugees and the host community in Jordan throughout 2020. The aim is to begin the new year with a review of what was accomplish in 2020, and then refocus on goals for 2021. The purpose of today's meeting is to review the PWG's Strategy, PWG TF TORs, the work plan and reflect on the response to COVID -19 achievements and challenges. - Looking back at last year, we have managed to achieve great results to the benefit of our beneficiaries. The government's generous decisions to include refugees in the corona response plan, including vaccination. In addition, the inclusion of non-Syrians in health and education systems, have reinforced much of the protection work. Refugees in the camps and urban have had continuous access to protection and other services through protection partners. More than 100,000 refugees have renewed their asylum seeker certificates through the newly implemented remote registration modalities. More than 80 protection partners reached out to more than 600,000 beneficiaries from March -Dec 2020 , providing essential social protection services including case management, PSS, legal support, emergency cash assistance, awareness-raising sessions, hygiene kits, family/women/girls empowerment, training to service providers and caregivers for children, elderly and persons with 	<ul style="list-style-type: none"> - MoM will be uploaded on UNHCR data portal: http://data2.unhcr.org/en/working-group/50?sv=4&geo=36 - Presentations will be shared with members.

	<p>special needs and disability. These are a few examples of many achievements during last year.</p> <ul style="list-style-type: none"> - Achievements during COVID-19: from 17th of March- 1st of December, 389 different services were provided by UN agencies, national and international organizations with a total number of 644,147 PoCs were reached by protection sector. - 17 agencies are providing different types of CP services, 18 agencies providing different types of GBV services and 31 partners are providing general and emergency protection services. 	
<p>Review of the PWG Strategy, Workplan, PWG TF</p>	<ul style="list-style-type: none"> - The workplan was shared by email with all members to be reviewed, it includes all sub-working groups and sub-sectors and it has 8 sections with activities. - Inputs and comments from members: - JRF: key protection risks and challenges, to focus more on providing specialized trainings for frontline workers focusing on the new modality on providing service remotely. To engage other sectors like health and education in protection. Give some time to present interventions in different governorates and areas in order to see each organization’s areas to avoid duplications. - IRAP: happy to see enhanced working relations with government and the creation of protection referral mechanisms and the Amaali app as a major resource. First and second quarter goals is to review and update SoPs and referral pathways especially during the first quarter. Also, strengthening protection monitoring by including gap analysis and conduct assessments for gap analysis. Increase capacity building by provide trainings and briefings and providing protection mainstreaming for other sectors (this can be done during the first and second quarter). Developing a training calendar like disability inclusion, LGBTQIA+, safe referrals and PSEA trainings. As for the strategy: need to keep a steady eye on how to actively support protection issues specifically registering PoCs and providing asylum seeker certificates, in addition to the resumption of registration for non-Syrians as it stopped since January 2019 and it has been two years since the halt. - Disability TF: regarding PWD, we are in the process of revising objectives in DTF. Interagency response: to reconsider that the text should be amended in objective 1. In objective 2, ask for adding equality for PWD. Objective 3, the disability task force is working on the inclusion of PWD and elderly people in the response. This should be done by advocating for equality and eliminate discrimination against these vulnerable groups, integrate age and disability measures 	<p>-</p>

	<p>and advocate with donors, sectors and stakeholders to include PwD and elderly people in their plans.</p> <ul style="list-style-type: none"> - FCDO British Embassy: Q, will the budget for this year be the same? - Sector co-chair: there is a challenge receiving funds from donors and now we are approaching different donors. The budget for this year was reduced for several reasons and we are trying to advocate to increase the budget with donors. - UNHCR Legal unit: need to continue advocating for one refugee approach and including all nationalities. We do not foresee a relaxed situation, so having a budget that covers all nationalities is important. - JOHUD: it would be better to focus on a specific thematic topic in depth each month related to the protection concerns such as child labor, early marriage, disability and elderly, MHPSS, GBV, CP, etc. Through the PWG meetings each month, the chosen thematic topic will be prepared through the concerned I/NGOs, by sharing the 2Ws (What are the type of services and activities? What are the feedbacks and lessons learnt from the concerned I/NGOs about this thematic topic? What are the identified needs and gaps? Who are the agencies?) for better understanding and to disseminate the information and the updates among the members of the PWGs, then the members of the PWG will discuss together this thematic topic to formulate the action points, outcomes and the cross-sectorial pathways. <p>The way forward for 2021: COVID-19 experience in 2020 and how we can reflect it on the way forward in 2021 thematically for example, JOHUD experience was through the Focus group discussions (FGDs) that have been conducted with the PoCs in 2020 to assess their needs in 3 stages; before, during, and after this pandemic and conclude that the PoCs' needs have changed. This will be taken in our consideration as agencies and reflect it on the implementation strategy of the services and activities that some services should on-site to achieve the planned objectives, and some others can be implemented online.</p> <ul style="list-style-type: none"> - NRC: regarding voluntary returns and informed decision making, are the returnees aware of all procedures? Comment: for returnees, the return is not promoted or facilitated by UNHCR, we will look into this aspect when it's the right time. UNHR is providing counselling but are careful with encouraging people to return. It is a spontaneous return and UNHCR provides a thorough counselling and follow up. RAIS referral system and repatriation hotline are used, staff are sent to borders for counselling and follow up. Suggestion: in COVID-19 section medium-term and long-term areas, there is a need for a stronger focus on supporting the government and making it a medium term. Focus and elaborate more on livelihoods and education services and strengthen the linkages with other sectors. Focus on legal status and reinforce 	
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	<p>one refugee approach. having objectives on Supporting government on national protection systems and operational linkages.</p> <ul style="list-style-type: none"> - IMC: coordination theme, make a clear statement to have a TF and collaboration with MoSD. Review implementation on the workplan on quarterly basis or every 6 months. - UNDP: suggested to have a baseline from last year and see how it is going. Need to include objectives for the cross-sector collaboration in the workplan. 	
<p>Update from PWGs in the field and the Sub Working Groups of SGBV/CP/MHPSS/PWDs/CFP TF on achievements and the way forward</p>	<ul style="list-style-type: none"> - GBV WG: conducted a Training of trainers for 30 protection actors on GBV safe referrals, the participants who succeeded the training will replicate the training in Arabic in field location during 2021. A calendar with dates will be announced and circulated by email The GBV IMS taskforce conducted a capacity assessment of 120 GBV case managers and supervisors across the 7 members of the GBV IMS taskforce. The assessment showed that all participants are well qualified to carry out the job and receive needed training. Attitudes and beliefs remains an area to work on especially regarding work with LGBTQIA+ population and the application of survivor centered skills for complex cases. A capacity building initiative based on the identified areas will start in January for a cohort of selected case managers. GBV WG will meet regularly on the last Tuesday of this month. - MHPSS: meeting was conducted in December. Facilitate referrals for cases that require admission to hospitals. Cases of self-harm and suicide are under discussion. High level of distress among refugees and host population and a problem in accessibility for the services. Online update of 4Ws. Next meeting will take place in January, will share the meeting link and invitation with members. Achievements: Online Support to cope with COVID-19. Engagement of National institutions and more to join. Engagement of national center for mental health. Updated 4Ws on mhps.net. Initiation Experience exchange. Sharing information on MHPSS support during COVID-19. Challenges: Implementation of PSS activities due to COVID situation. Getting the approval of PSS activities. Gaps in level 2 and 3 of MHPSS services. Shortage in qualified staff in level 3 and 4. Lack of support for developmental disorders and 24/7 services. Way forward: Analysis of MHPSS Gaps. Develop Referral pathway for Emergency. Get more information on effect of COVID 19. Self-care and support of supporters. 	

	<p>Engagement of centers of addiction.</p> <ul style="list-style-type: none"> - Disability TF: continue monthly meetings. <p>Achievements: Produced 5Ws of services provided to persons with disabilities through DTF members as a response to COVID-19. Coordinated with the Higher Counsel for the Rights of Persons with Disabilities on referral mechanisms. Survey on DTF development and training needs assessment. DTF members prepared key advocacy messages, talking points and guidance notes in Arabic and English for refugees and host community members with disabilities and older people. Increased coordination and advocacy for the inclusion of persons with disabilities and older people in the response. Weekly e-mails sharing information on relevant updates, policies, activities, opportunities and other developments. Update DTF page with all relevant document/strategies and updates.</p> <p>Challenges: Challenges to identify persons with disabilities resulting in absence or limited disability related data. Limited access to accessible information and services among persons with disabilities especially in urban areas. Lack of age and disability sensitive/inclusive humanitarian interventions. During the lockdown, DTF members faced challenges to obtain permissions to reach PoCs with disabilities. Higher risks of abuse, violence, neglect or isolation.</p> <p>Way forward: Focal points on Age and Disability Inclusion. Accessibility audit of the response. Inter-Agency needs assessment on disability inclusion. Develop referral pathways SOPs. Service mapping (cont. to be updated). Briefing note and common messages on age and disability inclusion. Produce disability inclusion good practices. Advocacy with various stakeholders (i.e. Washington Group Questions, age and disability inclusion).</p> <ul style="list-style-type: none"> - PSEA network: - Achievements: Finalization and signing of CBCRM with the support of partners and everyone signed the document. Mapping of partner initiatives and regular activities - 4Ws Increased network membership (40 members). Increased awareness campaigns using 'No Excuse Card' and other network member initiatives. <p>Challenges: COVID-19 lock down and transition to teleworking impacted reporting and resorted to remote awareness campaigns and capacity building of staff. Delay of PSEA project implementation for the network due to MoPIC approval.</p>	
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	<p>Delay in recruiting PSEA consultant specialist to support the network.</p> <p>Priorities: Strengthening capacity building of PSEA focal points Expansion of the network to include more local organizations, CBOs and gov agencies. Development of innovative ways to build community awareness on PSEA. Development of guidelines focusing on streamlining PSEA in sector projects implementation; guidelines on private contractors through the PSEA sub-task force. ToT training will be provided to partners in PWG.</p> <p>- Irbid office: Irbid SWGs are discussing the current and new projects, challenges and recommendation during regular meetings. In 2020, around 25 staff from 18 national and international organizations participated in SWG meetings that cover Irbid, Jarash and Ajloun. SWG meetings are conducted on monthly basis, but from March until July it changed to bi-weekly meetings in order to coordinate the emergency response during COVID-19.</p> <p>Achievements: Enhance coordination among CP SGBV service providers. Support service delivery. Raise staff awareness. GBV risk assessment in Irbid. Joint virtual session / 16 days of activism.</p> <p>Challenges: Domestic violence survivors are trapped with perpetrator in the same place; therefore, survivors are not able to report the incidents. Survivors not able to contact the government helpline because most of the helplines were busy receiving health cases. Domestic Violence is accepted in some communities. AWO conducted focus group discussion, outcome: survivors are not willing to report the incident out of fear of retaliation, and FPD process is not enough. Fear of losing children's custody. Lack of shelter for the survivor and their children. Survivors prioritize their economic situation over protection. Survivors are not able to leave the house during lockdowns. Disconnected mobile phones. Lack of services in remote areas.</p> <p>Recommendations: Work with CBOs in remote areas, partnership, train staff, conduct case management for survivors at CBOs. Train staff on cyber-crimes to be able to counsel survivors. Conduct GBV needs assessment. Coordinate the services providers' efforts and avoid duplication of the services.</p> <p>Way forward: Will continue conducting meetings regularly to enhance and coordinate the Participatory work. Support the service delivery by updating referral pathways and available services.</p>	
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	<p>Highlight challenges and unavailable services and share recommendations with the decision makers.</p> <ul style="list-style-type: none"> - Zaatari camp: Achievements: - Coordination: held monthly PWG meetings. Covered all themes selected by members during PWG meetings. Regularly updated PRT sector documents (e.g. 5Ws, contact list). Raised PRT trends/concerns at CCM meetings and national PWG meetings. - Joint assessments + interventions: Dignity kit distribution. “Daring to ask, listen and act”. - COVID-19 response: Strengthened PRT hotlines. Empowered trained PoC volunteers. Improved remote case management procedures, documented best practices. Strengthened coordination with GoJ to step in when agencies were absent. Innovated remote information sharing pathways (e.g. WhatsApp groups) - PRT mainstreaming: Conducted CP and SGBV safe referrals trainings for non-PRT sectors. AAP: Conducted PSEA sessions for PRT and non-PRT staff, as well as PoCs - Workplan: strengthen PRT coordination. Mainstream PRT principles. Support cross-cutting priorities. Address prioritized areas. Report on PRT sector issues. - Mafraq and Azraq camp: - Azraq CP/GBV SWG Achievements: Meeting in 2019 to discuss achievements, gaps, analysis and challenges and work plan of 2020. Implement Risk Assessment report for the Safety mapping exercise. CP GBV agencies change their modality during this year due to COVID-19 pandemic, where PSS, case management conducted remotely. CP GBV agencies established hotline mechanism during the COVID-19. Establish Protection contingency plan to respond with all COVID-19 scenarios. Capacity Building trainings conducted for frontline workers. Close coordination & communication with national partners. Conduct Three GBV safe referral trainings. Establish Action Plan Document of reducing IBV related child marriage. Update information on Amaali App for Azraq camp CP SGBV agencies. 16 days of activism. UNHCR protection staff (GP, CP-SGBV) joined UNHCR team in Azraq camp 24/7 to deliver the needed urgent protection assistance. Develop guidance note for alternative care for children at risk from family separation 	
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	<p>Conduct PSEA training for Azraq working groups members.</p> <ul style="list-style-type: none"> - Challenges: Communication challenges and lack of internet connections. PSS & recreational activities and group activities were suspended during the COVID-19. Increase of Child Lobar in Azraq camp Limited of disabilities persons participation in GBV activities. limitations of the outreach activities and services. - Mafraq Coordination WG achievements: - Achievements: Coordination: Held monthly coordination meetings. Covered all themes selected by member. Regularly updated sector documents. Premeeting surveys covering different themes. <p>COVID-19 response: Improved coordination of response to sectoral issues and documented best practices. Protection mainstreaming: Access to assistance and services ensured. Feedback and complaint mechanisms.</p> <ul style="list-style-type: none"> - Workplan: Strengthen coordination among different sectoral areas. Mainstream PRT principles. Support cross-cutting priorities. Address prioritized areas. Report on PRT sector issues. - CP SWG: Joint Session on early marriage with GBV WG and NCFA will take place on the 26th of January tackling cross sectoral approach and IBV early marriages. CPSWG Workplan is under preparation. Local CBOs to join CPIMS TF. 4Ws updated for CPIMS. Child labor data sheet to be included in the assessment. Coordinating with NCFA for a meeting on the 11th to discuss child labor, SOPs and datasheet. - Cash for Protection (CFP) TF: TF established in 2019, co-chaired by UNHCR and INTERSOS. Achievements: Eligibility Criteria for CFP it will include objectives and target groups. Reflections on the feedback will be inserted then circulated. Mapping of Partners - 4Ws Increase membership of CFP TF. Challenges: COVID-19 Lock down and transition to teleworking impacted the regular TF meetings. TF Membership was very limited and suddenly increased due to the COVID-19 response. TF reporting line and co-chairing changes. Priorities: Continues effort on the guidelines to include other main areas within CFP. 	
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	Best Practices to be shared among TF members. Referral and coordination between TF members and other services within the protection and non-protection sectors.	
AOB	- Working on developing the workplan and sharing all documents with members.	