



This ISWG monthly update is a coordination tool that aims to improve communication between refugee sectors, share information between the sectors and with the UNHCR Representative. More information is available through the Inter-Agency Operational Data Portal at: <https://data.unhcr.org/en/working-group/43?sv=4&geo=36> and through the Inter-Agency Coordination Interface at: <https://iacu.tools/>.

A. General Updates

- UNHCR Jordan released the results of the study 'Situation of Refugees in Jordan Q1 2022'. The situation of refugees in Jordan is a quarterly analysis that started in Q1 2022 to monitor changes in vulnerability for refugees residing in host communities. Building on UNHCR's Vulnerability Assessment Framework (VAF) Report conducted in 2021, the analysis takes a sectoral approach in examining the hardships facing refugees, with an in-depth look at the economy. Future analyses will be conducted on a quarterly basis using a panel methodology to assess the same refugee households over time. The report for Q1 2022 is uploaded at the UNHCR Operational Data Portal here: [link](#).
- In July, UNHCR in preparation for the exploratory study '15 by 30 Goal Participatory Public Event: Towards Inclusive Higher Education', conducted three focus group discussions (FGDs), in collaboration with Yarmouk University and the Refugees, Displaced Persons, and Forced Migration Studies Centre. FGDs were conducted in Amman, Irbid, and Karak with 56 students (57% female; 88% Syrian). The objective of the study is to address challenges facing refugee students' access to higher education institutions and to advocate for facilitation of refugee enrolment in higher education.

B. Sectors' Updates



BASIC NEEDS

Urban

- In July, 6,852 families received their monthly basic needs cash assistance through refugee-owned mobile wallet accounts.
- Throughout July, the training and onboarding of refugees on using mobile wallet resumed. As a result, 323 refugees on the basic needs cash list opened mobile wallets, which they will be receiving their payment in August 2022 through this modality.

Camps

- As of July 2022, at least 90% of the families in Azraq and Za'atari Camps have opened a mobile wallet account, through which they will receive their UNHCR cash assistance moving forward.



EDUCATION

- In July, UNICEF supported 41,332 children (55% female) in Makani Centres with in-person Learning Support Services.
- UNICEF provided transportation to 1,255 students (50% female) to and from the examination centers to take Tawjihi complementary exams which ran from 30 June to 25 July.
- In the last two weeks of July, UNICEF conducted a ToT for the 'Teacher of the Future' course. The need for distance learning has put pressure on teachers to adjust their pedagogy to meet the increasing demand for the use of technology and the various platforms offered by national governments and partners. In response, UNICEF Regional Office for Middle East and North Africa, and UNICEF Jordan Office, with the support of Education

Development Trust, have developed a framework for an extensive teacher professional development programme. The 'Teacher of the Future' course is built on international research on best practice in making professional development impactful, using a wide range of different approaches to training to ensure that participants can and will be supported to improve their classroom practice. The training in July was attended by donors, I/NGOs, UN agencies, and teacher training institutes. The training aimed to familiarize stakeholders with the course, as well as with the methodology and approaches that can be further adapted and delivered at the country level.

- On 20 July, UNICEF conducted a Learning Bridges orientation workshop attended by 49 UNRWA staff. UNRWA plans to implement Learning Bridges in the 2022/2023 academic year. UNRWA teachers will be able to access the Learning Bridges online training course available on the Ministry of Education (MoE) teacher training portal from the start of September 2022.
- A joint MoE-UNICEF Assessment Committee began the assessment process of approximately 80 schools from all directorates as part of the Learning Bridges competition. The competition aims to encourage public schools in Jordan to implement Learning Bridges and promote best practices to support teaching and learning. The assessment is expected to be finalised and endorsed by early September, and results announced in October.
- UNESCO, in partnership with Luminous College (LTUC) and with support from the Government of the Republic of Korea, supports Syrian refugee and vulnerable Jordanian youth with scholarships to access BTEC-level II-TVET programmes in three disciplines (Business, Creative Media Production, and Information Technology). On-the-job-training opportunities to facilitate access to the labour market and improve future employment prospects are also provided. Out of 180 students who registered for the programme in 2021, 166 (45% Syrian; 55% Jordanian; 55% female) successfully completed courses and accomplished a one-month on-the-job training with a diverse pool of public and private employers. Students also received a laptop, which they will use to work as freelancers or on their own business projects. On July 26, UNESCO and LTUC organized a graduation ceremony at the LTUC Amman Campus to celebrate the students receiving their graduation certificates.
- In coordination with UNHCR's partner JOHUD, 97 students (43% female; 68% Iraqi; 32% Jordanian) received homework support classes.
- UN Women supported 38 women in Za'atari and Azraq refugee Camps to enhance their reading and writing skills through literacy courses. In addition, 106 children (49% female) were supported with after-school classes to enhance their Maths, English, Science, and handwriting skills. In addition, 20 women were supported to enhance their digital literacy through the Second Chance Education online learning platform.
- By 6 July, approximately 116,500 students (49% female) in 161 UNRWA schools in Jordan had completed the 2021/2022 academic year. Graduation ceremonies for 1,500 TVET (Technical and Vocational Education and Training) students (39% female) and 350 students (93% female) from the teacher qualifying college were held in July.
- COOPI provides cash assistance to support children aged 12-17 years who have dropped out or are at risk of dropping out of school due to child labour. In July, 100 students (46% female) benefited from cash assistance support, covering May and June school participation.
- The Save the Children Consortium Syria Crisis Response in Jordan project provided inclusive education and socio-economic support to 280 out-of-school children (41% female; 75% Syrian) in host communities and refugee Camps.
- Collateral Repair Project (CRP) provides education programmes in two community centres in Amman. In July, 452 (48% female; 74% refugees) Syrian and non-Syrian youth, including vulnerable Jordanians, received support across several programmes, including preschool; day care; yoga and life skills; academic support and tutoring in maths, Arabic, English and IT; as well as well as afterschool activities including art and music.
- The Noiva Jordan provided educational capacity building for facilitators. In Mafraq, a training on motivational interviewing benefitted two Jordanian community volunteers (100% female) to work with Syrian children and their families. In the Jordan Valley, a three-day training on Arab-UP curriculum and methods, benefitted seven Jordanian community volunteers (100% female) in coordination with Ma'addy Charity Association, Karam Al Mehsen Association (Deir Allah) and Al Mahba Fe Allah Association (Deir Allah).
- NRC provided Learning Support Services (LSS) to 595 students (40% female; 42% Syrian) across six schools in Amman, Zarqa, Mafraq, Irbid, and Ramtha. NRC also commenced remedial classes at the end of July across 17 schools in Azraq and Za'atari Camps. Remedial classes are expected to benefit 650 students (50% female).
- Caritas Jordan (CJ) conducted face-to-face learning classes for its Literacy and Numeracy programme in Irbid and Mafraq, benefitting 200 refugee mothers. A community awareness campaign was conducted in Madaba, Balqa'a and Zarqa, benefitting 450 students (52% female) and 282 parents (50% female). CJ conducted two face-to-face good parenting awareness sessions benefitting 120 Syrian parents (100% female) across Madaba, Irbid, Amman,

Karak and Balqa'a. In addition, a parent teacher committee session was held, with 12 refugee parents in attendance (100% female).

- Relief International (RI) provided 1,166 students (55% female) in grades 7-11 in Azraq and Za'atari refugee Camps with summer camp activities (educational and recreational). In addition, summer camp activities were provided to 1,610 (52 % female; 84% Syrian) vulnerable students across four governorates (Amman, Irbid, Zarqa and Mafraq).
- The Azraq Education and Community Fund operates the Azraq Education Centre in South Azraq, supporting students from pre-kindergarten through to Tawjihi preparation (3-18 years), with a focus on remedial education in Arabic, English, Science, and Maths, as well as art and sport. In July, 350 students (55% female) were supported.
- Care International provided Conditional Cash Assistance (CCA) to 77 students (49% female) who are out-of-school or at risk of dropping out. Through CCA, Care aims to protect children from child labour and early, child, and forced marriage, as well as support enrolment and re-enrolment in formal and non-formal education. Care also provided 390 students (53% female) with academic support services including remedial education.
- World Vision in Azraq Camp continues to offer KG1 and KG2 services for children aged 4 to 6 years. In July, 395 children (49% female) benefitted.



FOOD SECURITY

- In July, WFP provided food assistance to more than 461,375 vulnerable refugees residing in camps and host communities through cash-based transfers. Most refugees come from Syria, with a minority from Iraq, Yemen, Sudan, and Somalia.
- WFP concluded distribution of date packs donated by King Salman Humanitarian Aid and Relief Center (KSRelief) in Azraq, Za'atari Camps and in King Abdullah Park. The distribution was completed by Eid Al-Adha in early July.
- As part of WFP's initiative to transition general food assistance (GFA) beneficiaries from electronic cards to mobile money, WFP conducted 58 face-to-face info sessions reaching 3,229 families (in the governorates of Ajloun, Aqaba, Balqa, Karak, Tafileh). The attendees learnt about mobile wallets and WFP's new delivery mechanism. Following these info sessions, 77% of the families who received the training (2,479) opened an e-wallet. It is planned that 1,954 cases (10,346 individuals) will receive WFP's general food assistance through mobile money in August.
- The Food Security Outcome Monitoring (FSOM) Q1'2022 reports have been finalized and shared with donors. The data collection and analysis for Q2'2022 are complete.
- The Food Security Minimum Expenditure Basket (MEB) has been updated and submitted to the Food Security Sector working group
- WFP is running MEB following the mostly recommended expenditure-based approach, and the preliminary findings will be available by the end of August.



HEALTH

- WHO has announced multicounty outbreak of monkey pox as Public Health Emergency of International Concern. Confirmed monkey pox cases increases from 3 040 in 47 countries during the week of 22 June 2022 to 16,000 in 75 countries with 5 deaths as of 24 July 2022. At regional level, in Eastern Mediterranean Region, there are 25 confirmed cases from 5 countries in EMR. Lebanon, Morocco, UAE, Egypt.
- Ministry of Health (MoH) in collaboration with UNHCR organized a workshop on the 'Refugee Service Guide'. The workshop followed by a few meetings between MOH communication department and UNHCR to finalize the refugee service guide. The expected delivery date of the 'Refugee Service Guide' is end of August 2022

Sexual and Reproductive Health (SRH) Sub-Sector

- Under the auspices of the National Woman's HealthCare Centre, Mobile Medical Units (MMUs) were operational in the underserved areas, including in Al-Mafraq, Jarash, Ajloun, and Irbid, providing sexual and reproductive health (SRH) services to vulnerable communities, including women of reproductive age (15 – 49 years), whom might not have access to those services due to COVID-19 pandemic and beyond. Also, recurrent capacity building

and meetings have been undertaken to target SRH staff. In addition, supportive supervision has been undertaken to ensure sustainable and good-quality mobile SRH services. Moreover, evidence-based protocols were implemented to provide standardized and sustainable mobile services.

- In response to the interruption of access to SRH services caused by the COVID-19 pandemic, a national SRH hotline service was established and is operational. The hotline services aim to enable and empower users to access SRH services in more ways than through a face-to-face consultation with the health care professional and to fill the gaps in information sharing, counseling, and referral services for SRH clients. 23 health providers are trained on the hotline services, and another training will be conducted soon. Each month, nine health providers are ready to answer the calls from 8 AM to 8 AM. The continued advocacy is aiming to promote the uptake of the SRH hotline services by clients across the country. Moreover, the intervention addresses the short- and long-term effects of COVID-19 on SRH service.
- In host communities, IFH conducted virtual awareness sessions targeting Syrian refugees and Jordanians focusing mainly on protective measures against COVID-19 and different topics under SRH, life skills development, and GBV topics. All sessions focused on the definition of sexual and reproductive health, physiological changes during puberty and personal hygiene, various menstrual disorders, polycystic ovaries, anemia, sexually transmitted diseases, family planning methods, Coronavirus its impact on health, as well covering sexual and reproductive health rights and empowerment for decision making.
- The health clinics in Azraq Camp supported by IRC were able to provide quality SRH consultations and services in villages 3, 5, and 6 to ensure and enhance the Syrian refugees' access to safe, accessible, and high-quality services that meet their SRH needs through adapting to the national and global SRH protocols, while at the same time, following the infection prevention and control (IPC) measures to mitigate the COVID-19 pandemic's impact.
- At Za'atari Camp, UNFPA supported the training on Basic life support in obstetrics (BLSO) and Advanced life support in obstetrics (ALSO) delivered for 41 healthcare providers. The aim of this training was to improve the quality of SRH services provided for women and girls and to reduce obstetric complications that may lead to maternal mortality.



LIVELIHOODS

- According to MoPIC, progress of issuance of work permits for Syrians is as below. The report is uploaded at the Livelihoods page of the UNHCR Operational Data Portal here: [link](#).

| Beneficiaries | Total work permits issued | | Percentage of work permits issued (%) | |
|---------------|---------------------------|---------------------|---------------------------------------|---------------------|
| | Jan'16 – 26 Jun'22 | Jan'22 – 26 June'22 | Jan'16 – 26 June'22 | Jan'22 – 26 June'22 |
| Male | 284,369 | 22,961 | 93 | 82 |
| Female | 21,462 | 4,997 | 7 | 18 |
| Total | 305,831 | 27,958 | 100 | 100 |

- The decrease of work permits issued to Syrian refugees in the second quarter of 2022 in comparison to the first quarter (11,132 vis-à-vis 16,826) is mainly caused by the subscription under the Social Security Corporation, which adds some costs to the fees.
- In July, number of beneficiaries engaged with IBV program on July in Azraq Camp has reached 1,638 (45% females), and 3,347 in Za'atari Camp (38% females).
- The procedures that were applied before to COVID-19 are now resumed; refugees holding work permits can leave the camps to work outside and report back to the camp on a monthly basis.
- FAQs on Work Permits for Syrian Refugees in Jordan were finalized through collaboration between the Ministry of Labour, Social Security Corporation, UNHCR and ILO. The documents are shared and uploaded on the Livelihoods page of the Operational Data Portal.
- The Livelihoods Minimum Expenditure Basket (MEB) 2022 was finalized after consulting with the sector partners. The MEB is taking in consideration considered transportation costs, social security subscriptions, and the average cost of three types of work permits: the flexible work permit, CFW and employer-specific work permit.
- COOPI, AIDOS, EFE and ARDD briefed the Livelihoods Working Group (LWG) on the "Saql" project. The project is financed by AICS aiming to respond to livelihood needs and encourage the creation of decent work

opportunities for Syrian refugees and Jordanian communities residing in the governorates of Irbid and Zarqa. It is focusing on the most vulnerable population, in particular women, young people and persons with disabilities. The project supports the creation and strengthens micro and small businesses, entrepreneurial activities in line with the needs of the market in the two governorates. It also promotes economic growth, while respecting standards of decent work.

- The LWG received a brief on a new platform Maluki, which focuses on financial inclusion of women and refugees, helping most vulnerable population (mainly the women and refugees' youth) to build a conscious, purposeful and satisfactory relationship with their money.
- The Graduation Approach Coordination and Advocacy Taskforce task force continues to coordinate consistent and coherent technical implementation of graduation projects in Jordan, avoiding duplication and overlap between different projects in terms of beneficiaries and locations to ensure best utilization of resources and expanded benefits.
- UNHCR provided the frontline staff at the Social Security Corporation with a training on UNHCR mandate and refugees employment legal framework and on CBI services.



PROTECTION

Child Protection (CP) Sub-Working Group

- The theme 'Children begging in streets' was added to the CP SWG Work Plan in June. July saw several meetings hosting discussions on engagement with the MoSD on the theme, also noting that majority of these children are refugees. Children begging is a form of human trafficking and the worst form of child labour, thus needs to be addressed.
- The CP SWG's work in the fourth quarter of 2022 will engage a spectrum of themes cross cutting with Education, Livelihoods and Food Security Sectors. The CP particularly emphasizes on the livelihoods, which has a direct impact on child protection, and thus calls to support the activities strengthening child protection.
- The CP Sub-Sector has assigned a Gender Focal Point to represent the Sub-Sector at the SGFPN and to support gender mainstreaming at the Sub-Sector.
- The CP SWG has finalized its training plan for the rest of 2022.

GBV Sub-Sector Working Group

- The GBV SWG is maintaining its support to the roll-out of the [GBV M&E Toolkit Jordan](#). The toolkit is promising to enhance the quality of GBV programming across the GBV actors.
- The GBV SWG launched the consultation process for the development of the 'Cash and GBV Guidance' aiming to establish a common understanding of the procedures of providing cash assistance as part of GBV case management, to enhance efficient and holistic safety net programming for survivors and those at risk of GBV through high-quality complementary cash-based aid.

PSEA Network

- The 'Jordan Sexual Exploitation and Abuse (SEA) Case Management Services' SOP was finalized and presented by INTERSOS to partners during the PSEA meeting on 7 July. During the same PSEA meeting, UNHCR shared its good practices on PSEA, which include:
 - ✓ Database of Products on Community Engagement: UNHCR created a Fund to bolster the critical work of non-governmental organizations in working with communities to ensure that everyone can access protection and assistance without fear of sexual exploitation or abuse. The database has 40 material types in 30 languages for 20 Age, Gender, and Diversity profiles.
 - ✓ UNHCR Policy on a Victim-Centered Approach (VCA) to Sexual Misconduct: the purpose of the policy is to define a victim-centered approach. Systematically focus on safety, rights, well-being, expressed needs, and choices. Confirm UNHCR's commitment to apply VCA for all allegations of sexual misconduct (SEA and SH).
 - ✓ The e-learning course for partners consisting of five modules aiming to build the partners' capacity to investigate SEA allegations.
 - ✓ Partner Assessment Process PSEA Toolkit is designed to operationalize the UN Protocol on Allegations of SEA involving implementing partners working with the UN.

Cash for Protection Task Force (CfP TF)

- On 27 July, UNHCR provided RAIS training sessions to over 30 participants, with specific focus on protection assistance (including cash assistance) data entries.
- The CfP TF has finalized its key coordination products., which are now available on UNHCR Operational Data Portal here: [link](#).



SHELTER

Urban

- Caritas continues implementing two projects focused on cash-for-rent (CFR) and multipurpose cash with the third, new project starting to provide multipurpose cash to additional 300 beneficiaries [Syrian and refugees of other nationalities (primarily Iraqis), and vulnerable Jordanians]. The projects are being implemented through ten field offices across Jordan.
- NRC continues implementing cash-for-rent and shelter rehabilitation activities and is preparing for a new project focused on WASH-related rehabilitation to shelters in host community.
- International Orthodox Christian Charities (IOCC) continues cash-for-rent activities in East Amman, providing rent for a three-month period. The targeted refugee households have been selected, and vulnerable Jordanian households are being identified in coordination with the Ministry of Social Development and via referrals.
- Habitat for Humanity continues its work in shelter rehabilitation, as well as community rehabilitation projects. The organization has completed rehabilitation at 420 households and through 28 community projects and is planning to target additional 80 households and to complete four new community projects.

Azraq and Za'atari Camps

- UNHCR through NRC launched a pilot project 'Refugee empowerment through shelters self-repairs' in Azraq and Za'atari Camps, aiming at reducing the dependency on humanitarian aid and paving the path for a more sustainable shelter repair programme led and implemented by refugees and operated by the local markets.
- This programme will be implemented through a) direct shelter assistance: where the selected households / POCs will conduct the works by themselves and b) indirect shelter assistance: where the selected households / POCs will hire skilled and trained IBVs from the Camp to conduct the repairs on their behalf and pay directly for the services themselves.
The pilot will target the shelter itself (prefab) not the extensions made by the POCs using any materials, or the WASH units.
For this pilot, five households for repair and five households for rehabilitation will be selected based on vulnerability criteria.
- The rodent and vector control including pest control campaign is ongoing in Za'atari and Azraq Camps.

Azraq Camp

- UNHCR through NRC have repaired 156 shelters through the Quick Fix Team for both vacant and allocated shelters, reaching a total of 745 repaired shelters for the year. In addition, installation of concrete floors for 28 shelters was accomplished in coordination with UNHCR and NRC.

Za'atari Camp

- UNHCR in coordination with NRC finalized installation of 6,411 addressing plates across districts. The first phase of labelling market street shops is completing.
- UNHCR through NRC started rehabilitating three shelters and provided five new shelters, based on vulnerability criteria.
- For the first time during this time of the year, Za'atari Camp has experienced high increase of energy consumption during early July.



- In July, UNICEF continued provision of WASH services to all 117,000 refugees in Za’atari and Azraq Camps and in King Abdullah Park (KAP).

Za’atari Camp

- In Za’atari Camp, UNICEF maintained an aggregate supply of clean and safe water of approximately 4,500 m3 per day. Whilst unable to fulfil the water demand from the existing internal boreholes, UNICEF arranged for additional bulk supply from nearby sources to meet the refugees’ needs where a daily average of 1,480 m3 of external water trucking was provided in addition to a daily amount of 300 m3 supplied by the Za’atari town Pump Station. Operation of the wastewater network continued across the Camp with properly collecting and treating daily average of 2,100 m3 of wastewater.
- Soap distribution for families and individuals with babies under two years old took place. Each child received ten soap bars, and totally 36,550 soap bars were distributed for 3,654 individuals.

Azraq Camp

- UNICEF is maintaining around 2,400 m3 clean and safe water daily in Azraq Camp. UNICEF also supported the safe management of wastewater across the Camp by collecting and transporting generated wastewater to the nearest treatment plant. Additionally, 96,226 soap bars were distributed to 32,067 Azraq Camp residents, and the WASH awareness raising messages were disseminated across the Camp.
- During July, UNICEF escalated Menstrual Hygiene Management (MHM) awareness activities in Makani centres where 1,043 adolescent girls were reached with essential messages on proper menstrual hygiene practices.

KAP

- Whilst UNICEF continued providing aggregate supply of clean and safe water of approximately 750 m3 per day and safely managing wastewater in KAP, there were no distributions held in July. UNICEF continued providing WASH services through the UNICEF’s contractors.

C. Contacts and Links

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Refugee Response || Inter-Agency Coordination Operational Data Portal || Jordan: <https://data2.unhcr.org/en/working-group/251?sv=4&geo=36>

Refugee Response || Inter-Agency Coordination Interface || Jordan: <https://iacu.tools/>