

ISWG Meeting Note

November 2023



Inter-Sector
Working Group
Jordan

ISWG Meeting Note and Action Points

Date / Time / Venue	Sunday, 01 November 2023, 10:00 - 11:30, UNHCR office
Attendees	Inter-Sector Coordinator, Sector Coordinators, Leads/Co-Leads of the Shelter, WASH, Food Security Basic Needs, Education Sectors, Health, Economic Empowerment, UNDP, Protection, Sexual Reproductive Health sub-sectors, Senior Protection and Senior Gender Advisor, UN Women Gender expert and Irbid Field Coordinator.

SUMMARY OF RECOMMENDATIONS AND OUTCOMES

- **Enhanced coordination between Amman and the field:** Establish an effective flow of information between Amman and field operations to ensure efficient communication and collaboration.
- **Ensuring continuity of service delivery:** In light of funding challenges that may cause some organizations to phase out, it is critical to ensure that these organizations provide timely notifications to the relevant sectors. This will help to prevent any gaps in the delivery of services.
- **Gender and protection mainstreaming:** The results of the gender and protection survey will be shared at sector working group meetings. This will help to raise awareness and inform the development of programs.
- **Activity info reporting:** All agencies are encouraged to report on Activity Info (AI) to ensure accuracy of data. Sector chairs and co-chairs should be given full access to raw data on AI and the JFT with a focus on reporting achievements and identifying data gaps, to address them effectively.

The Senior Inter Agency Coordination Officer | UNHCR Representation Ms. Virginia in Jordan opened the meeting by welcoming the audience and passed on the floor to Layal from IACU/UNHCR to introduce the meeting agenda as follows:

- General Updates
- Presentation by the senior resilience advisor Findings of the Health Access and Utilization Survey (HAUS) in urban.
- Operational updates
- AOB

GENERAL UPDATES

Ms. Virginia provided a general update on the following:

1. **Situation in Gaza and the West-Bank:** The region has been heavily affected by the devastating situation in Gaza. Additionally, the situation in the West Bank is extremely tense.

2. **JoSH Meeting Highlights:**

During the JoSH meeting which took place on October 31,2023, the following points were discussed:

- **Update on UNHCR's Representative mission to the US and Canada:** There has been a notable decline in funding. It is crucial to ensure that Jordan remains a priority on the donors' agenda.
- **Coordination and service duplication:** Emphasis was placed on the importance of coordination among organizations to avoid duplicating services.
- **Notification from the organizations that are facing out:** Organizations planning to exit Jordan should communicate their departure to other partners in a timely manner to prevent any gaps in service provision.
- **JRP 2024-2026 Update:** The Jordan Response Plan (JRP) process, involving 10 sectors, 12 line ministries, UN agencies, international NGOs, and local NGOs, was discussed. All logical frameworks have been prepared in collaboration with line ministries. The Ministry of Planning and International Cooperation (MOPIC) has established a core team to ensure consistency and harmonization across the log frames. Efforts are currently focused on finalizing the JRP dashboard. All narratives were drafted in collaboration with line ministries, and MOPIC is now revising these narratives to ensure they adequately reflect the JRP priorities. MOPIC also plans to utilize these narratives at the Global Refugee Forum.
- **Transition to JORISS Platform:** The transition to the new Jordan Response Information System for the Syria Crisis (JORISS) platform is in progress, with completion expected by July 2024. This platform is designed to manage projects and identify funding gaps by sector. ActivityInfo is utilized for project monitoring, while UNHCR is responsible for overall monitoring. The only point of overlap between the two systems is in the submission of appeals. Markers will be integrated into JORISS with specific questions to ensure accurate reflection.
- **Shelter Sector:** The Shelter sector delivered an insightful presentation on Shelter Priorities & Challenges in Jordan.
- **Gender and protection survey:** The Senior Inter-Agency Coordination Officer expressed gratitude to all sectors that participated in the Gender and Protection Survey. The Senior Gender Advisor shared preliminary findings, which highlighted varying sector perspectives on priority activities. Follow-up meetings with all sector Chairs are being scheduled to discuss these findings further.

Activity Info (AI) and Jordan Financial Tracking (JFT)

- The Senior Coordination Officer stressed on the importance of the Activityinfo training that is currently being conducted by IACU. The reported data on AI is important for us to monitor the interventions, reflect on the achievements made, and focusing our advocacy efforts with donors for projects under funding.
- The IOM officer from IACU Mr. Naseem, delivered a presentation on the JFT status for the first three quarters of 2023. Findings: The total appeal stands at \$973 million, with contributions from 35 organizations. Currently, \$332.7 million has been received, leaving a funding gap of \$641.09 million.
- Most of the funding (79%) comes from the UN, followed by INGOs (15%) and NGOs (6%).
- Over 60 donors have provided funds this year, with the top 10 donors (UK, KFW, Norway, France, ECHO, Canada, Saudi Arabia, European Commission, BPRM, and Germany) contributing a total of \$156.26 million.
- Inter-Agency funding trends for the first three quarters of 2021-2023 are as follows: 2023 (34% received funds), 2022 (42% received fund), 2021 (49% received fund). Despite the decline, it's important to note that the needs remain substantial.
- While we acknowledge indirect funding to CBOs via UN agencies, we emphasize the need for civil society organizations to receive more direct funding from donors.
- All agencies are encouraged to report on AI to ensure higher data accuracy.

- An update on the status of the localization of aid efforts is expected from the localization task force in November 2023. The baseline report is already completed and covers 37 indicators, although continued monitoring may be challenging due to the extensive number of baseline indicators.
- The live dashboard of the Jordan Financial Tracking system could be consulted, but currently, only key points are being shared.
- Sector chairs and co-chairs should be granted full access to raw data, especially achievement reporting and data gaps, to address them effectively.
- The issue of organizations working in silos and not liaising with the sectors was raised. It's crucial to ensure that all relevant organizations report their activities.

3. Findings of the Health Access and Utilization Survey (HAUS):

Dr. Fawad from the Health Unit at UNHCR delivered presentation on The Health Access and Utilization Survey 2023:

1. **Overview of HAUS:** The Health Access and Utilization Survey is conducted annually to measure the health access status of refugees and utilization trends for accessing health services. It is a global UNHCR tool.
2. **Methodology:** The survey involves telephonic interviews with a random sample from the UNHCR database. On average, each interview lasted between 12 to 15 minutes. The Kobo tool was used, and trained enumerators, including 12 females, conducted interviews. A total of 368 Syrian and 566 non-Syrian households were interviewed during the fieldwork period from June 19th to July 2nd, 2023.
3. **Key Areas:** The survey covered demographics, awareness and seeking behaviors, sexual and reproductive health (SRH), children's vaccination, nutrition, and infant and young child feeding (IYCF), chronic diseases, disability, and health access assessment.
4. **HAUS Syrian Refugees:**
 - Head of HHs Demographics: In 2023, 69% were male, and 31% were female.
 - Education Level: In 2023, the education level was as follows: 9% had no formal education, 31% had elementary education, 41% had basic education as the highest level, and 10% had secondary education.
 - HH Members' Demographics: In 2023, 60% of HH members were married, and their education levels were distributed as follows: 28% had elementary education, 37% had basic education, and 16% had secondary education.
 - HH Size: In 2023, the average HH size was 5.8, compared to 5.3 in 2021, indicating an increase. The average income was 231.9 JOD. The level of documentation was optimal, with 97% having a security card, and 91% were issued in their governorate of residence.
 - Knowledge of Subsidized Access:
 - Access to UNHCR-supported HFs: 67% in 2023; 65% in 2021.
 - Access to subsidized healthcare at MoH facilities: 65% in 2023; 63% in 2021.
 - Access to MoH facilities to issue a white card (newly measured): 49%.
 - Understanding of information regarding accessing subsidized healthcare (newly measured): 69% in 2023.
 - Seeking Behaviours:
 - In 2023, 28% stated they needed access, compared to 38% in 2021.
 - 90% paid for health services in 2023, with an average cost of 27 JOD, compared to 37 JOD in 2021.
 - In 2023, 51% couldn't afford user fees, excluding SRH services (which are free of charge).

- Awareness and Utilization:
 - Awareness of any available services to prevent unplanned pregnancy: 53% in 2023 and 40% in 2021.
 - Heard information about family planning in the past year: 45% in 2023 and 49% in 2021.
 - Advised/provided with any contraceptive methods after delivery (newly measured): 42% in 2023.
 - Currently using any contraceptive methods (newly measured): 33% in 2023.
 - Tried to obtain contraceptive methods in the past year: 26% in 2023 and 29% in 2021.
 - Advancements:
 - Optimal documentation level: 91%.
 - High vaccination coverage rate (MMR – 96%, polio 95%, COVID 82%).
 - Improved service accessibility (92% received services in the first).
 - Improvement of public facilities utilization rate (from 24% in 2021 to 33% in 2023).
 - Improvement of NCD (non-communicable disease) access to medicine (from 25% in 2021 to 46% in 2023).
 - Optimal satisfaction level with services received (97%).
 - Promising but not optimal awareness of public health subsidies (67%).
5. **Areas of Improvement:**
- High fertility rate (average family size of 5.8)
 - Low family planning uptake rate (26%)
 - Low level of complete antenatal care coverage (54%).
 - High C-section rate (31%)
 - Suboptimal Infant and Young Child Feeding (IYCF) practices (52% Early Initiation of Breastfeeding, EIBF)
 - Increased healthcare (HC) costs (43%) as a barrier to access
 - Adoption of negative adaptation strategies, including borrowing money (19%) and discontinuing medication
6. **Recommendations:**
- Demand Side: There is a need for awareness-raising interventions targeting urban refugees nationwide.
 - Supply Side:
 - A second round of workshops with the Ministry of Health is planned, focusing on frontline staff at primary healthcare centers.
 - Reproductive health indicators require further enhancement, with an emphasis on better inclusion of refugees in preventive measures such as ANC (Antenatal Care) and PNC (Postnatal Care).
 - Advocacy efforts should be made for inclusion in growth monitoring programs.
 - There is a need to enhance refugees' awareness of access privileges to improve their inclusion and outcomes.
 - It's essential to better include refugees with disabilities, as 71% of them reported receiving no services.

SECTORS' OPERATIONAL UPDATES:

1. **Protection SWG:** It was decided to create a Protection SWG to discuss issues beyond CP-GBV. Training on PSEA will be conducted, including a presentation on how to mainstream PSEA. All sectors are expected to dedicate 2 hours to conducting this training.

2. **Economic Empowerment: Social Security Cooperation:** Changes were made in social security cooperation, including an increased monthly contribution from 18 JOD to 56.55 JOD for refugees aged 18 to 56. This development raises significant concerns, although the full implications have not been calculated yet.
3. **Economic Development WG:** There are plans for UNDP to co-chair the sector alongside UNHCR.
4. **Shelter WG: UNRWA attended the last WG meeting.** Continued support for cash opportunities is needed, along with a request to lessen restrictions and increase the use of durable shelter materials, especially in the camp.
5. **Climate-Refugee Nexus:** There was no response from sectors regarding the nexus between climate change and refugees.
6. **Preparedness for Jordan in view of the situation in Gaza:** While this hasn't been discussed in JoSH, a meeting with UNCT is scheduled. Jordan is in a stable situation, with a national contingency plan in place. UN agencies should not initiate their contingency plans.
7. **Coordination Between Amman and Field Level (Irbid):** The importance of establishing a robust information flow between the national and sub-national levels was emphasized.

AOB:

- The ISWG retreat is scheduled for November 16th, and the ISWG looks forward to having all of you with us.

ROAD MAP OF ISWG DEADLINES

Based on the above, the road map of the key actions and the respective deadlines were updated:

Action Point(s)	Timeframe	Focal Point(s)	Status	Note(s)
ISWG retreat	16 November	The Senior Inter Agency Coordination Officer	On track	
Training on AI	November	IOM-IACU	On going	