

## JORDAN INTER-SECTOR WORKING GROUP UPDATE

December 2014



This update is a coordination tool to improve communication between sectors and up to the Inter-Agency Task Force (IATF). It focuses on processes, rather than achievements. The latter are covered through separate monthly sector dashboards, available on the portal <http://data.unhcr.org/syrianrefugees/country.php?id=107>

### I. General / Inter-Sector Update



**3RP and JRP:** The Jordan Response Plan (JRP) - the nationally led plan for both refugee and resilience programming in 2015 - was finalized in early December. Led by the Ministry of Planning and International Cooperation, the JRPSC constitutes the strategic partnership mechanism for the development of a comprehensive refugee, resilience-strengthening and development response to the impact of the Syria crisis in Jordan. The latest version of the plan and an executive summary are available at <http://www.jrpdc.org/>.

In support of the national process, the inter-agency Refugee and Resilience Response Plan (3RP) was launched at the regional level. Coordinated by UNHCR and UNDP, the 3RP is an inclusive model for delivering an effective, comprehensive, and coordinated response which addresses, through national plans, immediate vulnerabilities, strengthens cohesion and builds the resilience of people, communities and national systems. For more information see <http://www.3rpsyriacrisis.org/the-3rp/>

The **total JRP appeal for Jordan is 2.9 billion USD**. UN agencies and NGOs are appealing for **USD 1.19 billion**, of which **USD 875 million is for refugee programming** and **USD 316 million for resilience programming**. An infographic summarizing intended agency appeals is available at <http://data.unhcr.org/jordan/3rp/>.<sup>1</sup>

**ITS Evictions:** A series of ITS faced evictions in early December, with persons then transferred through Raba Sarhan to Azraq. ITS affected included Al hwaijah, Jaber Al Sarhan, and Zumlat Al Amer Ghazi near Mafraq, with evictions on 2<sup>nd</sup> and 7<sup>th</sup> December. On 9<sup>th</sup> December, refugees in the same areas reported that police visited ITS sites and told refugees they had 1-2 days to leave the sites, although no evictions took place. On 15<sup>th</sup> December in north Badia, authorities visited one site where Syrians were asked to move, but no evictions took place. UNHCR met with the Mafraq Governor's office on 3<sup>rd</sup> December to address humanitarian concerns regarding evictions. Recommended guidelines for evictions were shared during the meeting. In addition, all agencies engaged in reception at Raba Sarhan have set up to with reception capacity. More information is available from the ITS Task Force. The chair of the ITS Task Force is now Catherine Philippe, who can be contacted at [philipp@unhcr.org](mailto:philipp@unhcr.org).

**Service Guides:** Designed to facilitate referrals between partners in urban areas, a revised version of the Services Mapping system is available at <http://data.unhcr.org/jordan/services-advisor/>. The updated UNHCR Services guide can be found at: <http://data.unhcr.org/syrianrefugees/download.php?id=7856> and Arabic at <http://data.unhcr.org/syrianrefugees/download.php?id=7857>.

**Winterization:** As of early January 2015, over 146,000 individuals or 37,321 families have been reached through the coordinated winterizations approach in urban areas, as well as the entire population in camps. An update for January, including the response to the Huda storm, is being issued shortly. The latest dashboard and the Huda response summary are available on the Winterization page of the portal at [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=67](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=67).

<sup>1</sup> It should be noted that the latter is not formally approved or recognized by the Government of Jordan under the JRP, and remains an internal point of reference for the humanitarian community.

## II. Sector information



### BASIC NEEDS

#### Winterization

**Camps:** The winterization response in the camps includes the distribution of gas heaters, gas cylinders and refills, plastic sheeting, high thermal blankets, winter clothes and exchangeable vouchers in addition to shelter maintenance and improvements whenever needed. Additional measures and contingency plans were in place to cope with the expected snowstorm.

**Azraq camp:** In December, 16,500 high-thermal blankets and clothes were distributed covering all residents of the camp. In addition, NRC completed the distribution of additional 8,307 vouchers of 40JD per person and heaters while IOM distributed children shoes to refugee families in the camp. UNICEF in coordination with WFP covered the needs of children's clothes by adding 14JD to the WFP e-cards. Saudi National Campaign (SNC) covered additional needs of winter items such as blankets and dates.

**Zaatari camp:** all refugee households received blankets and dates as part of the Saudi National Campaign (SNC) as well as clothes for both adults (JEN) and children (UNICEF). In addition, all refugee families will receive NRC vouchers, funded by UNHCR, to procure gas heaters, cylinders, refills and other winter items of their choice by the supermarkets. Involved stakeholders discussed the distribution modalities in order to make sure that winter items and gas refills will be available in a daily basis.

**Urban:** As of early January, 37,321 refugee families and members of the host community received winterization assistance, in kind or monetized, as recorded in RAIS. Out of those, 20,773 Syrian families received UNHCR cash allowance to cover their seasonal needs. In addition, UNICEF have provided 37,847 vulnerable Syrian boys and girls the amount of 18 JD per child, through UNHCR ATM cards. Organizations use the on-line RAIS module to identify beneficiaries and avoid duplication of assistance. Most of the agencies operate at the central and north governorates where the majority of the refugees are concentrated.

**Azraq NRC Exit Interviews Distribution of hygiene kits, clothes and winterization vouchers:** NRC developed two different questionnaires to capture the level of refugee satisfaction related to the distribution process of hygiene kits, high thermal blankets and winterization vouchers, distributed in early November. The forms covered efficiency and staff behavior, and protection concerns related to access to the distribution sites and to the assistance.

- 4<sup>th</sup>/5<sup>th</sup> November distribution: a total of 105 individuals were interviewed (61 male, 44 female). Both males and females were satisfied with the distribution process, no significant delays were reported. Regarding the access, 15 female interviewees reported that access to the distribution site was hard or very hard while 14 male interviewees reported that it was hard. Main difficulties: bad condition of the streets, health issues (first reason for females), long distance and pregnancy.
- 10<sup>th</sup>/12<sup>th</sup> November distribution: A total of 205 individuals were interviewed (110 males, 95 females). Five males and five females reported that they faced problems during the distribution process. More females (30) than men (23) reported facing difficulties in reaching the distribution site, some of the main reasons were the bad condition of the roads, health problems and the distance. The majority reported that they carried their items alone back home.



### EDUCATION

**Election of a new co-lead:** The ESWG is in the process of selecting a new co-lead for the sector. The selected agency will replace Save the Children International, and will work closely with UNICEF in the coordination of all education activities including bi weekly meetings. Two agencies, Save the Children Jordan and World

Vision International have expressed interest in the position. The new sector co-chair will be named at the next ESWG in January.

**Higher education assessment:** UNHCR conducted a participatory assessment in Zaatari on 1) Higher education, 2) Youth, and 3) Community mobilization. The Youth Task Force was heavily involved, contributing to the questions for youth and higher education as well as volunteering staff to conduct the focus group discussions.

**Awareness raising sessions on the importance of examinations:** Students across the country started examinations in December. Save the Children Jordan conducted sessions with students and their parents on the importance of sitting examinations. There are currently 1,390 Syrian refugee children (717 girls and 674 boys) attending school in Azraq.

**2015 workplan:** The education sector is finalizing their 2015 work plan which details activities that will be implemented by actors in the education sector. In January the sector members will finalize this plan and endorse it into effect.



## FOOD SECURITY

**New regular voucher value:** From 1<sup>st</sup> January 2015, the regular WFP voucher value in both camps and communities will be 20 JOD per person per month for 2015. This new voucher value is based on an analysis of what food is purchased by Syrians and the price of this food over the last year. The reduction in transfer value is mainly due to revised commodities, rather than an overall price reduction in the markets, with main changes being the inclusion of eggs, dairy products, and vegetables, while canned meat was replaced with fresh poultry.

**Funding update:** After a funding shortage in early December, WFP launched a hugely successful fundraising campaign which raised enough to cover the full voucher value in December for all registered refugees in Jordan and the region. As WFP continues to rely entirely on voluntary contributions, however, in January the funding levels will only allow for the following voucher values:

- All refugees living in Zaatari and Azraq camps, as well as King Abdullah Park and Cyber City, will receive vouchers for the planned value of 20 JOD per person. The daily distribution of bread in Zaatari and Azraq will continue.
- All eligible Syrian refugees living in Jordanian communities will receive vouchers for 13 JOD per person (65% of the planned monthly assistance).

**Targeting and appeals:** WFP continues to receive and review appeals from refugees who were removed from their assistance list in October. Over 6,400 appeals have been received so far, and review has taken place for 1,260 of those. A total of 847 cases were approved and re-included on the assistance list, while 216 were rejected. Additionally, 38 cases appealed without having been cut from the beneficiary list, and 158 were deemed to require more information before a decision could be taken.

Appeals forms are available at UNHCR and WFP help desks, and can be downloaded here:

[http://help.unhcr.jo/blog/wp-content/uploads/2014/11/Master-full\\_page-appeals-leaflet-Arabic-15-Oct-14.pdf](http://help.unhcr.jo/blog/wp-content/uploads/2014/11/Master-full_page-appeals-leaflet-Arabic-15-Oct-14.pdf)



## HEALTH

**New health policy:** UNHCR and other health actors are monitoring the impact of the cessation of free health services for Syrian refugees implemented in late November. Refugees who are able to afford the new heavily subsidized fees are encouraged to continue approaching Ministry of Health facilities. UNHCR will cover refugees in two categories:

1) Those who cannot afford the non-insured rates – those eligible for cash assistance (currently receiving, on the waiting list, or who have received urgent cash assistance) as they have already been assessed and found to be vulnerable; those referred by other UNHCR units or partners as being vulnerable; and based on medical criteria, such as obstetric emergencies or high risk pregnancies.

2) Those who cannot access MoH facilities due to expired UNHCR certificate or invalid Mol card, for one month after either document ceases to be valid.

UNHCR-supported clinics will no longer cover unregistered Syrian refugees. More information can be obtained from the UNHCR Public Health Unit.

**Continuing TB programme:** IOM has received a grant from the Global Fund to continue supporting prevention, diagnosis and treatment of tuberculosis among Syrian refugees in both Jordan and Lebanon in 2015. In Jordan, the sub-recipient of the grant will be the National Tuberculosis Program. More information can be found here: [http://www.theglobalfund.org/en/mediacenter/newsreleases/2014-12-18\\_Global\\_Fund\\_Approves\\_Emergency\\_TB\\_Funding\\_for\\_Syrian\\_Refugees/](http://www.theglobalfund.org/en/mediacenter/newsreleases/2014-12-18_Global_Fund_Approves_Emergency_TB_Funding_for_Syrian_Refugees/)

**Community health activities:** The Community Health Task Group finalized a compilation of community health activities throughout the country. The final matrix includes an overall summary of activities covering number of organizations, communities and community health workers (CHVs) per governorate, as well as a brief overview of trainings received and topics covered. It is particularly useful for organisations considering community health activities, as it also shows the gaps in governorates where there are very few CHVs in relation to the number of registered refugees, such as in Zarqa and Salt, where there is 1 CHV per 5,786 and 3,338 refugees, respectively.

The document can be downloaded here: <https://data.unhcr.org/syrianrefugees/download.php?id=7807>

### Nutrition

**Survey launch:** On 11 December, the inter-agency nutrition survey for 2014 was launched at the Ministry of Health. Medair presented the final results of the survey and the ensuing discussion revolved mainly around the immunization figures, with mention of the possibility of a separate survey on immunization coverage being done in order to obtain more detailed results for this particular aspect.

**MUAC screening for PLWs:** All JHAS/UNFPA clinics in Zaatari are now screening pregnant and lactating women (PLWs) for malnutrition using Mid-Upper Arm Circumference (MUAC) measurements.

**MAM treatment:** As of 18 December, the number of cases of moderate acute malnutrition (MAM) being treated by Save the Children Jordan in camps stood at the following: 61 children and 10 pregnant women in Zaatari, and 29 children and three PLWs in Azraq.

### MHPSS

**4Ws report:** The 4Ws report mapping MHPSS activities was finalized and launched in December. A total of 47 agencies contributed to the report, which revealed a wider distribution of MHPSS services across governorates than last year, yet still lower availability in the south (43.7% of services are in the central governorates, 44.4% are in the northern governorates, and only 10.7% are in the southern governorates). MHPSS services were found to target mainly Syrians (36%), followed by Jordanians (24%), Iraqis (19%) and others (15%). Only 6% of MHPSS services target MHPSS staff/volunteers. The full report can be downloaded here: <http://data.unhcr.org/syrianrefugees/download.php?id=7764>

**Zaatari stress management training:** IMC and WHO conducted a Training of Trainers (ToT) in Zaatari camp for nine humanitarian workers on stress management and self-care. There will be a second ToT next month, followed by a series of trainings for inter-agency staff in Zaatari.

### Reproductive Health (RH)

**Expanded capacity in Zaatari:** Following an increase in number of deliveries, the UNFPA/JHAS clinic in District 5 of Zaatari camp has expanded its capacity by adding two additional delivery rooms for normal vaginal deliveries, 6 first stage beds, 6 beds for the third stage, and two portable incubators for neonatal resuscitation.

**Change of clinic address:** IFH moved the location of one of their UNFPA-supported clinics in Dair Alla Jordan Valley, which provides RH services, with GBV and psychosocial services just next to it. According to staff rapid assessment, there are around 8,000 Syrian refugees and 30,000 Jordanians there. After the move, there was a reported increase in the number of refugees accessing services.

**Trainings:** IFH and MoH with UNFPA support provided reproductive health training to 289 Health professional targeting MoH, NGOs, INGOs staff across Jordan. Of the 289 trained, 230 were female and 58 male. The workshops addressed several topics including: MISP, Reproductive health protocols, family planning and counseling



## PROTECTION

**Donor briefing:** On 15<sup>th</sup> December, the protection sector held a meeting with the informal donors group in Amman. The meeting presented sector members with an opportunity to present 2014 achievements, challenges and their priorities for 2015. There were also presentations on the upcoming urban verification exercise and Mol service card issuance in urban areas, Jordan affordable housing project, and Syrian refugee access to health services.

### SGBV

Members of the SGBV working group concluded the '16 Days of Activism' campaign in camps and urban areas. Activities included seminars and workshops, distribution of communication materials, medical/legal sessions, issuance of statements on the campaign, Focus Group Discussions (FGDs), debates, videos, home visits, and recreation activities like plays, flying balloons, plays, puppet shows, art and comedy. All these activities aimed to raise awareness on pertinent issues on the elimination of SGBV. The campaign was officially closed on 10<sup>th</sup> December with a press conference including speeches from HRH Princess Basma bint Talal and the General Secretary of The Jordanian National Commission for Women (JNCW).

### Child Protection

UNICEF has completed a manual on youth/adolescent development program. This manual is available in both English and Arabic and will be shared with sector members. The document details basic life skills, categories of skills, and will be used by agencies offering skills training to youth in Jordan.

An inter-agency workshop was organized by UNICEF, UNHCR and TdH in EJC on 4<sup>th</sup> December to discuss CP and SGBV SOPs and referral pathways. A similar workshop will be held in early February to revise the referral pathways, work on consent and mandatory reporting and clarify the roles of case managers.



## SHELTER

**Monitoring and Evaluation (M&E) Tool for Shelter Projects in Non-Camp Settings:** The taskforce held its first M&E taskforce meeting on the 11<sup>th</sup> December in which the members discussed the plan ahead for the document to be produced. Shelter WG members have shared existing M&E tools, post-distribution monitoring guidelines, and questionnaires to be used as a guide for the document. These will be studied by

the taskforce in preparation for the second meeting on the 18<sup>th</sup> January, during which the first draft of the standard Shelter WG M&E tool will be started.

**Work Plan Matrix:** A work plan matrix has been shared with the Shelter WG in order to set the plans for shelter projects in 2015. This matrix will compile the 3RP/JPR project planned for 2015 with the following information: partner, project name, location, status of funding, steps to be followed, and the timeline. It is still under development and will continue to be updated as plans become clearer.

**3RP Indicators:** A document detailing the 3RP indicators for shelter projects has been shared with the Shelter WG for review and feedback. It will be the standard to monitor the work of the WG in the coming year in both camps and non-camp settings. This will be discussed at the next Shelter WG meeting on the 15<sup>th</sup> January.

**SOK Guidelines:** a taskforce has been formed to develop guidelines for Sealing Off Kits, which is one form of assistance provided by the Shelter WG to Syrian refugees in host communities. The taskforce has prepared the first draft and they will be meeting soon to develop it further and will be updating the Shelter WG on their progress at the next sector meeting on Thursday the 15<sup>th</sup> of January.

**Reviewing the Shelter WG Strategy and Guidelines:** a task force has been formed to review the current Shelter strategy and guidelines. This review will reflect the plans for 2015 and will link with the new M&E tool, work plan matrix, 3RP indicators, and all guidelines. As a part of this review, the strategy will also require that partners have a quality control plan in place for all planned projects. This review is part of the Shelter WG's overall plan for 2015 which will focus not only on quantity of services but also quality.

#### **Azraq camp Shelter construction update:**

- Village II: Complete with 1,998 T-shelter units.
- Village III: Complete with 2,619 T-shelter units.
- Village V: 1,128 T-shelters completed; 1,994 T-shelters under-construction.
- Village VI: Complete with 2,284 T-shelter units.

**Flooring:** 2,892 T-Shelters now have reinforced concrete flooring.

**Market:** Construction of the market place is complete for village 3 (50 shops built). Base course and asphaltting for the market area of village 6 is complete.



## **WASH**

Sector Coordination continued at the national level and at the camps level through the overall working group and the technical task forces for specific interventions.

### **Zaatari Camp**

**Recurrent services:** UNICEF WASH supported the supply of some 3,800m<sup>3</sup> of water per day, dislodging of some 2100 m<sup>3</sup> of sewage per day, collection of 750 m<sup>3</sup> of solid waste per day. WASH support activities were provided to refugees both at home, in schools, health centers and the public institutions and spaces in the camp. Routine hygiene promotion activities and WASH blocks cleaning, operation and maintenance activities, KAP survey were undertaken both in communities and schools.

**Construction:** Drilling of Borehole 3 is completed and the well is successful. The construction of concrete blocks perimeter is completed. Construction of guard room and control room are under construction. The completed WWTP commenced operations; though at a limited capacity.

**WASH Planning in Dec. 2014:** Meetings and discussions for the review and finalization of design for the Zaatari Water network were held, including on the possible extension of the system to household level.

UNICEF also had discussions, directly or indirectly support REACH to conduct wastewater assessment in the remaining half of the camp, this data will inform the design and development of the interim wastewater management project for Zaatari. Assessment and design development for the construction of the wastewater lifting station also commenced. Three tenders for procurement of services for boreholes (Zaatari & Azraq) security, operations and maintenance, dislodging services and dislodging monitoring were processed out of which a contractor for desludging is selected while rest of two tenders are recommended to be re-advertised.

#### **Azraq camp:**

##### **Recurrent services:**

- Almost 9000 m<sup>3</sup> chlorinated water is distributed in the camp.
- 260 free residual chlorine tests performed at the trucks level.
- Around 200 free residual chlorine tests performed at the taps level.
- 10 microbiological tests done at the taps level.
- 8 microbiological tests done at J station level
- 3000 m<sup>3</sup> of waste water desludged from the camp
- 2867 m<sup>3</sup> of garbage collected from the camp
- Maintenance tools and materials for WASH committee has been purchased by WV and the distribution will be in the coming month.
- Security guards of 25 people at water stations had been trained on standard operation procedures and monitoring of water quality and quantity. The training included how to use pool tester, the acceptable range for PH and TDS, importance of water test and others.
- There were 1037 participants of hygiene promotion sessions throughout the month until 22nd of December, 2014 including 552 girls, 436 boys, 25 women and 24 men. The session includes different topics: hand washing, hygienic use of latrine, open defecation, personal hygiene, water consumption and contamination.
- Training had been conducted to hygiene promoters to enhance their capacity on how to conduct Child to Child campaign so that they can be able to meet their target and also transfer message effectively.

**Construction:** 6 additional water tanks were installed in J5, J6, J7 and J8 for Village 5 and 6 to add the capacity of the water station as the refugee numbers in the village increased, procurement in process for water tank connection to the main lines. Operation and maintenance as usual, there are 105 cases of damaged facilities that have been repaired by the team. 32 toilet doors had been repaired by modifying door stoppers in a school to reduce the frequency of damages and improve students privacy. In addition septic tanks were disinfected for a purpose of vector control.

**WASH Planning in Dec. 2014:** The sample superstructures for WASH blocks had been reviewed by partners subsequently work order is provided to the contractor that includes all the comments according to final review done by partners, UNICEF and UNHCR. WASH team has been supervising Ongoing construction of Concrete slab by other partner (CMSE). WV will be responsible for the installation of T95 water tanks and pipe laying work at the bore hole location. Contract for Maintenance and operation of the waste water treatment plant in Azraq is signed with EEC from USA.

Hygiene promotion continued with partners at the camps through regular sessions, house to house advocacy, and distribution of hygiene kits at the school and during the training. As joint program with UNICEF health, WASH partners continued work on controlling water related disease and monitoring the reports at the clinics and hospitals in the camps.

### **III. Contact**

For more information, please contact:

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Jordan Refugee Response portal page at <http://data.unhcr.org/syrianrefugees/country.php?id=107>;

ISWG page [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=60](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=60)