



**Irbid Coordination Meeting, co-chaired by NRC**  
**Tuesday, March 1, 2016, 10:00 a.m.**  
**at UNHCR-Irbid**

**In attendance:** ACCTS, Action Contre La Faim, CARE, DRC, German Red Cross, Handicap International, ICRC, Intersos, International Orthodox Christian Charities, IRC, IRD, JOHUD, Lutheran World Federation, MSF-France, Noor al Hussein Foundation / Institute for Family Health, NRC, Save the Children International, Terre des Hommes, UNHCR, WFP

**Health Update**

**Cash Update**

**Security Update**

**Services Advisor Update and Short Presentation by Intersos on Service Mapping**

**Presentation: JOHUD's Activities in Jordan**

**Protection Update**

**Food Update**

**Partner Updates**

1. Urban Coordination page of Syrian Refugee Response portal for Jordan
  - Minutes of all Meetings available on this site – also for Amman and Mafrag
  - [http://data.unhcr.org/syrianrefugees/working\\_group.php?Page=Country&LocationId=107&Id=72](http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=72)
2. Health Update
  - Polio campaign - National Polio campaign will take place 27-31 March for children under five from all nationalities in all health care centres from Sun-Thu from 8 am- 3pm. UNHCR will send text messages, put the message on the helpline, and announce in the registration areas of UNHCR. Unicef is preparing flyers, banners, posters, radio spots and television advertisements. Agencies should help mobilize for the next coming polio campaigns. Agencies should request reasonable quantities of flyers to distribute and should accompany distribution with awareness-raising.
  - Vaccination services - Some POCs reported challenges in accessing vaccination services in some health centres. UNHCR contacted all health directors and emphasized that vaccination services are available for all nationalities free of charge. Please report to UNHCR any similar scenarios.
3. Cash Update
  - 441 cases countrywide (126 in Irbid, Jerash, and Ajloun) could not withdraw January-February assistance due to issues with the new EyeCloud system – rate of 1.8% exceptions on EyeCloud system
  - They have been sent an SMS to approach the nearest CAB branch with their ASC and valid passports or MOI card in order to collect the balance
  - One-time winterization money is still in the accounts – has not been zeroed – will still be able to be collected.
4. Security Update
  - On 27 February, after meeting between US and Russia, ceasefire in Syria started at 24:00 hours. So far successful with minor violations.
  - Around 11 February mortal shells from Syrian fighting fell in empty areas in Ramtha / no casualties or material damage reported.
  - Heavy fighting two weeks ago between regime and opposition forces in southern part of Syria to control Naseeb and crossing points.
  - Riot and demonstration by drivers against the anti-smuggling checks launched by Jordan authorities at the Al-Emeri (Jordan/KSA) border, blocked the road in front of Ramtha Sub-Governorate.

## 5. Services Advisor Update

- Olivia Cribb – Associate Coordination Officer, BO-Amman;
- Workshop with partner NGO participation held on 24-25 February in collaboration with Oxfam, King Hussein Foundation, and Peace Geeks – a Canadian group that has invested volunteer hours in creating this services mapping tool
- Website will be available in approximately 2 weeks for organizations to start entering their info
- Activities are separated by sector and sub-sector; info includes type of assistance, hours of operation, start date, intake criteria, registration type requirement, nationality, accessibility, coverage, referral method, feedback mechanism, etc.
- Now intended mostly for use by service providers; Will become mobile app for refugees; in final stages hope to map government hospitals, schools, etc.
- UNHCR can help people map their coordinates if they haven't done so already.
- Comparison to RAIS Referrals module – Services Advisor is for public information; won't have explicit focal points. But Referrals module in RAIS v2 will track referrals to see if they've been assisted, a more systematized manner than using numerous Excel spreadsheets. Referrals module should be ready in the next month. NFI distributions will continue to be recorded on RAIS v2 Assistance module.

ACTION POINT: Partners should identify focal points for the Services Advisor tool. Training will take place on it and will be announced by the UNHCR Coordination Unit.

ACTION POINT: Partners should share any template that they use for collection of 4Ws information, as UNHCR and the creators of the new Services Advisor system will analyse these while creating the new Services Advisor.

## 6. Intersos Presentation on Mapping

- Luca Sangalli – [pm.irbid.jordan@intersos.org] – Project Manager, Intersos
- Inform refugees and service providers about services available to refugees in Irbid – on all levels, from UN Agencies to NGOs and CBOs, mosques and churches
- Mass information – Enough info, the right info – 3000 copies of newsletter will be distributed monthly
- Plan to present and explain humanitarian assistance to refugees, with an in-depth list of services, general list of service/news, beneficiaries' section, linked social media. Describe processes related to evaluation of eligibility and distribution of aid.
- Agencies should fill out the services mapping form that Intersos has created and distributed, in order to be included in this leaflet.

## 7. Presentation: JOHUD's activities in Jordan

- Raneem Al Saidi – Case manager
- Services for Syrian and Iraqi Refugees – providing persons with disabilities (PWDs) medical equipment, rehabilitation, special education, psycho-social support, peer empowerment
- Cases are assessed through phone calls and home visits
- Hearing and speech impairment, visual impairment, mental impairment, physical/mobility impairment, learning difficulties, autism
- Gap – severe special education cases, as most organizations in Jordan prefer to treat mild to moderate cases, where they can see results more quickly
- Rehabilitation – physiotherapy, occupational therapy, speech therapy
- In-home care for elderly patients and shelters
- Elderly club, Peer support group, counseling (group and individuals – peer empowerment: parents and child center – helping parents of children with disabilities
- Comment from Handicap International – HI has inclusion department for PWD which has for example cooperated with ACTED and Oxfam to make sure that toilets in Azraq and Zaatari are accessible– in cooperation with INGOs and UNHCR – UNHCR has put pressure on all NGOs to bind every assistance actor to take PWD into consideration.

## 8. Protection update

- Urban verification - According to the up-to-date statistics provided by BO Amman (as of 29 February 2016), the total number of registered Syrians issued with the new MOI cards is 75,168 individuals in Irbid Governorate, 7,284 individuals in Jerash and 6,268 individuals in Ajloun. These totals amount to an average of 56% of Syrian refugees registered as residing in Irbid, Jerash, and Ajloun. The document return still continues, with an approximately 30% of collected documents still kept in Raba Al Sarhan and yet to be returned to Syrians.
- Census/ unregistered Syrians - Question from ACF – Government's census numbers (343,479 Syrians in Irbid governorate, for instance) are more than twice UNHCR's numbers for registered refugees -- what will UNHCR do about unregistered Syrians? -- Syrians can undergo MOI process without UNHCR registration. There are many investors, students, etc. who were already in Jordan when the crisis started and are not registered with UNHCR.
- Canada/USA RST followup - Question from ACF – All 25,000 Syrian refugees from the region have now landed in Canada, as of previous weekend. 9000 Syrians will be resettled to USA from Jordan camp and urban. Phone calls have mostly been completed for this process and interviews are ongoing. Due to longer security clearance process, resettlement could take six months to two years for accepted USA cases.
- Update on Berm Situation - Question from ACF – This question is best answered by UNHCR BO-Amman as this area does not fall within Irbid AOR.
- London conference and livelihoods – Question from ACF – The issue of work permits (announced at the conference) is being discussed in the media and followed up with on UNHCR's side.

## 9. Food Update

- The assistance value for the extremely vulnerable was increased from 15 JD to 20 JD. The vulnerable cases stayed at 10 JD. Funding is confirmed for the foreseeable future. Camps are still receiving full assistance (20 JD + daily bread distribution).
- EyePay system was launched in King Abdallah Park camp, allowing beneficiaries to redeem their e-vouchers with their iris scan, without the use of a physical card. Beneficiaries were advised to keep their cards in case the iris doesn't work or in case funding from other sources is delivered through the card.

## 10. Partner updates

- IRD – Health Support for Iraqi and Syrian Refugees (HSISR) program was extended for six months (1st Mar 2016 – 31st Aug 2016) and will continue with the outreach activities. HSISR figures for the period from Jan till end of Feb 2016: for Irbid 1146 Home visits, 1350 Referrals & 578 Exit interviews – for Ramtha 826 Home visits, 963 Referrals & 419 Exit interviews. 10 field volunteers in Irbid + 1 Supervisor, 9 in Ramtha + 1 Supervisor. 3 reproductive health sessions were conducted during Feb 2016 in Irbid reaching 75 beneficiaries (60 SYR, 15 JOR).
- CARE – Fairouz – OCHA project 1570 Syrians receiving 130 Emergency Cash Assistance by single-payment e-cards in Irbid. Started in January, ends in May. Looking for disabled and homebound recipients in Irbid and Ramtha. Lists can be sent. Fairouz is FP for referrals. Invalid MOI accepted in life-threatening situations. Only urban. Need ASC even if invalid. Even if receiving MFA, still eligible.
- MSF – France – Antenatal care, maternal care. Increased capacity for NICU from 9 to 14 beds. Accept premature babies 32 weeks and upwards. Antenatal rounds Sunday to Wednesday. Please provide registration number and all documents, except in emergency, for referrals to JHAS. Don't do elective surgeries except in emergencies. Mental health increased to 5 psychologists (2 expats, 3 national), covers 3-15 years of age. Emergency C-sections are covered for Syrian refugees and Jordanians.

- IRD – community mobilization in urban – 6 activities in February for Iraqis – reached 167 Iraqi beneficiaries and 62 Jordanians – activities for Syrians in Ajloun, 550 beneficiaries (SYR) and 15 JOR.
- NHF – primary health, reproductive health, fixed clinic in Ramtha. Increased number of new patients since closure of MDM activities. Women’s center in Irbid. Jerash and Ajloun clinics were previously funded by UNFPA, now funded by Spanish.
- NRC - has resumed the shelter activities in the northern governorates of Jerash, Ajloun and Irbid. Will be giving a presentation on shelter project at the next meeting.
- LWF - Education: In progress to sign MoU with MoE for four years project of WASH construction units and rehabilitate 60 WASH units. Also, 75 learning spaces in schools will be rehabilitated. The project will include also soft component which train MoE staff in ToT of Child Protection, Non- Violent Communications and Sport, games and movement topics. Hygiene awareness sessions will be conducted as well. Protection: PSS activities in Zaatari camp ongoing. Cash and Voucher: Cash distribution activities in Irbid is active now.
- Intersos – finalized winterization for 2000 beneficiaries in Irbid for cash assistance. In-kind. Referrals for severe cases accepted. – will share contacts. UNICEF and Makani project. Informal education, life skills. Opening 40 Makani centers in Irbid. Woman-supported networks. Focusing on capacity-building networks. Report on child labour in ITS in final phases, should be published soon.

**Next Meeting:**

**Thursday, April 7, 2016, at 10:00 a.m. at UNHCR-Irbid**

**Agenda:**

- NRC Shelter Project Presentation**
- EyeCloud Common Cash Facility Presentation**
- Co-Chair Election (info to be circulated by email)**
  - **NRC will step down at end of term.**
- Sector Updates**
- Partner Updates**

[Minutes by Katherine Dunn]