

Amman Referral Coordination Working Group

EMOPS room Khalda UNHCR, Amman, 21st of January 2016

Agenda:

1. Presentation.
2. Round table discussion on referrals needs in Amman, based on DRC referral workshop.
3. Draft ToRs of the referral coordination group.
4. Presentation of existing referrals related tools (Aid Advisor) and discussion on potential modification for Amman.
5. Wrap up and action points.

Agencies present:

UNHCR; DRC; HI; IMC; JOHUD; MEDAIR; MPDL; NEAREAST; NRC; ARDD-LEGAL AID; OXFAM; IRD; CVT; UNRWA; MSF.

1. Presentation

UNHCR and DRC presented the objectives of the meeting and highlighted reasons for starting up the Referral Coordination Group in Amman.

Presentation of the documents related to Referral Coordination Group (ToRs, Draft of the Referral Workshop Report by DRC):

2. Round table discussion on referrals needs in Amman, based on DRC referral workshop.

DRC briefed the participants about the Referral Workshop organized by DRC in Amman on 28th of October 2015. The main challenges and recommendations were summarized:

- Creation of a Referral Coordination Group for Amman and surrounding areas
- Establishment of referrals focal points per each organization working in Amman, Balqa and Madaba (someone in the organization who has a global idea in terms of in-out referrals).
- Review and improvement of existing referral tools.
- Develop regular trainings on referral mechanisms and related issues.

Comments from participants: Irbid/ Mafraq referral coordination set up small tasks forces by area/ theme – an example that could be replicated for this group (ARRD-LA).

3. Draft ToRs of the referral coordination group.

UNHCR presented the draft ToRs for the group: its main objectives were discussed, leaving the further detailed description to be sent by email.

a/Objectives

- **Share information that facilitates the delivery and the monitoring of services to refugees;** Thematic briefing sessions, updates by partners, refresher briefings, etc : beyond what is accessible online, ensuring that even short term project information on capacity to receive, salient new services (opening of CFS, feeding centers, Helpdesks) is shared in a timely manner.
- **Ensure that effective systems are in place for the referral of cases between service providers/humanitarian actors:** efficient use of IA referral forms (generalize its use, or at

least ensuring that information that need to appear in a referral – is there), use/ update of referral pathways, drafting and updating of FAQs. Overall, this meeting should also help to identify gaps (comment/addition from IMC).

- **Develop Operational Tools** : a good example is the Service advisor (which was created as part of the Irbid group), tweak it, adjust it, suggest new ways that technical tools can support, etc
- **Build capacity of humanitarian agencies**; in view of the rotation of international staff, building capacity of national and Arabic speaking staff is essential: training, coaching, case conferences (before or after the meeting) - it all participates in building a strong local referral network.
- **Liaise with Country-wide Sector coordination mechanisms** – this should be a two way communication channel: updates from Referral group on challenges, while ensuring that key points/ updates shared at each sector level is known to our field/case worker staff.

Participants noted that:

- **Small thematic groups**: this could be alleviated by having a rotating theme for each referral coordination meeting. This would improve the identification of gaps (IMC).
- Identification of **Gaps in services delivery** should be part of the ToR.
- **Follow-up and feedback after referrals** is a regular challenge, it needs to be improved.
- **Trainings** on standard the definition referrals and on standard mechanisms should be offered to this group, along with other documents (key contacts for referrals per area of expertise and location).
- This groups intends to cover **all nationalities and services available to refugees**.

b/ Frequency/level of attendance

- Organizations agreed to have initially **bi-monthly meetings** and to re-evaluate this frequency in 3 months.
- Meetings will be organised at **the case worker / referral focal point level** and will be conducted in Arabic (with minutes and documents circulated in English).
- Participants to **hand over the objectives/processes to national staff** during the next meeting with clear roadmap.

Participants noted that:

- Suggestion to organize such meetings on **a rotational basis** to allow for participants to know and visiting other organization's centers and provision of services. (CVT)

c/ Scope and geographical coverage

Participants agreed to:

- Include Madaba and Balqa (central governorates) in this meeting.
- Invite CBOs and local organization to attend next meetings.
- **Learn from the experience/discussion/actions taken by Irbid and Mafraq** referral coordination groups. We are not starting from scratch and could replicate/adjust some of the tools developed in northern Gov.
- **Set up a clear first task/project for the first** meeting at the level of case managers.
- **Clarify the difference between case management and case work** at the first meeting
- Organize this meeting **on a rotational basis**. The next one will be held at DRC center on the 4th February at 9.30 am.

- **Circulate a compiled list of focal points by organization/** sectors (UNHCR to share its lists, and to circulate a template)

4. Presentation of existing referrals related tools (Aid Advisor) and discussion on potential modification for Amman.

UNHCR presented the online Service Advisor. The idea of a comprehensive referrals mapping project began in Irbid and Mafrq through the development of detailed excel tables. This format was then transformed into an online tool in collaboration with Peace Geeks NGO.

UNHCR encouraged participants to upload data to ActivityInfo and explained how the process works. The main interface for the service advisor was also presented.

Organizations were asking questions regarding access to Service Advisor and confidentiality. UNHCR confirmed that contacts of the focal points won't be displayed on the public site but will rather be available through a secured link.

UNHCR informed participants that there is a renewed drive to improve the service advisor. UNHCR in collaboration with Oxfam and Peace Geeks will hold a referral workshop in February to improve the system and upload organizations' information.

Challenges

- Keeping information up to date to the database.

Action points:

- UNHCR/Oxfam/Peace Geeks will organize a workshop to train a small group of INGOs on the services adviser/online tool in Feb 2016. The date will be confirmed in coming weeks. And this small group will take the responsibility to train the larger group of the referral staff/ the focal point in each INGO.
- To wait until the workshop in February to start uploading information to the database.

5. AOB

- Update on MOI stats
- Update on the UNHCR December/january registration mission (update will be circulated in the PWG minutes.
- Documents return schedule (dates will be circulated in the minute)
- Reminder of the Activity info deadline – 8th February
- RAIS 2 training in Arabic on Sunday 24th from 10am to 12om – only for those who have signed new MoU – reply to email sent by Olivia. If not signed – reminder sent to your FP

6. Action points + timeframe

Issue Area	Details	Deadline
Materials	<ul style="list-style-type: none"> DRC circulated by email the Referral Workshop Report October 2015. Organizations can contact Andrew Merat at andrew.merata@drc-jordan.org to get a copy of the document. 	
ToRs of the referral coordination group	<ul style="list-style-type: none"> ToRs to be revised by CVT, DRC and UNHCR and circulate it. UNHCR will also recirculate the list of UNHCR focal points per technical unit and a blank timetable to be fill it up by organization. 	Tuesday 26 Jan
Focal point lists	<ul style="list-style-type: none"> Circulate list of participants to confirm attendance: 2 names – case worker/referral focal point (1st level) and project coordinator/program manager - (2nd level) UNHCR to distribute its focal point list as eg and reference. Organizations to fill the focal point list and sent it back to Alba Lopez lopeza@unhcr.org. 	<p>Wed 27 Jan</p> <p>Wed 27 Jan</p> <p>Sun 31 Jan</p>
Next meeting	<ul style="list-style-type: none"> Organizations agreed to meet monthly. Next meeting 4th February at 9:30. Draft agenda to be circulated by UNHCR/DRC 	Wed 27 01
FAQ	<ul style="list-style-type: none"> FAQ to help case worker to answers basic questions on UNHCR related services - to be circulated for your comments 	
Service Advisor	<ul style="list-style-type: none"> Organize a workshop to train organizations on the services adviser/online tool in Feb 2016 (UNHCR – date to be confirmed) Update Service advisor after workshop 	<p>February 2016</p> <p>February</p>