

**Amman Referral Coordination Working Group**  
**UNHCR Office, Khalda, Amman – Jordan, 31st of March 2016**

Agenda:

1. Presentation.
  - 1.1 Brief welcome and introductions of participants.
2. INGO's activities updates
  - 2.1 Introduction of new participants
  - 2.2 Updates from participants
3. Presentations
  - 3.1 MECI Presentation introducing their services
  - 3.2 UNHCR presentation on Mol Card
  - 3.3 Discussions/Comments
4. AOB, Wrap up and action points

Agencies present:

ARDD, CVT, FPSC, DRC, HI, IMC, MECI, MSFF, Medair, TdH, STCJ, CARE, IRAP, Oxfam GB, UNHCR, JHAS, ICV.

1. Presentation

UNHCR and DRC have welcomed the participants and introduced the main objectives of the meeting especially for participants who joined for the first time:

- to present the services provided by the various organizations in Amman, Balqa, Madaba
- to strengthen the network of the referral unit among all the organizations working in the same geographical area, in order to ensure provide quality services to refugees and the host community.

2. INGO's activities updates

- 2.1 Introduction of new participants
- 2.2 Updates from participants

- Legal Aid is opening a new office in Azraq Camp.
- IMC is receiving CP referrals for all nationalities (even Jordanians). They also provide the services needed to the Mental Health cases.
- TdH is working in Zarqa. TdH has developed during 4 month awareness campaigns on forced early marriage and a short movie as well.
- ICV they operate in Ramtha, Irbid, Mafraq and they are planning to work in Amman and Zarqa in the near future. They provider services to all nationalities without criteria. They work through CBOs. They provide prostheses. For the time being they do not receive referrals from other organizations until they finalize the list that they already have from HI.
- CVT moved to a new office/location in Al-Abdali area of Amman, behind the Ministry of Industry and Trade (near to the Islamic hospital). The information will be sent with the minutes of this meeting.
- FPSC They provide physiotherapy to PWDs and distributing mobility support.
- Medair provide Cash Assistance to pay deliveries, six months and post-delivery. In addition to Regular Cash Assistance.

- Oxfam GB operate in Zarqa and Balqa. Currently they do rehabilitation for houses and provide emergency cash assistance to be given through several payments based on needs. For those organizations who need to cooperate with Oxfam in terms of referrals have to sign MoUs with them.
- HI is still following up with the existing list of beneficiaries that they already have. Expecting to finalize it end of April.
- IMC Balqa highlighted the need to have more services available in Balqa.
- The criteria to refer Jordanian nationals' cases to MSFF will be shared with the minutes of this meeting. MSF receives people who have broken any part of their body in one condition who needs intervention in the first 6 hours. MSF provides their services to all nationalities.
- JHAS is providing health services through their health clinics located in Amman, Mafraq, Zarqa, Irbid, and Ramtha. JHAS also have mobile clinic which operates in the south in Madaba, Maan, Karak and Tafileh, based on a specific schedule. For example, on Saturday in Madaba, Sunday in Karak and Monday in Maan, etc. JHAS follows a criteria in order to cover the cost of the health expenses related to the refugees who get health/treatment services in the public hospitals or Jordan University hospital. JHAS also has a doctors' committee in which they have the responsibility to refer refugees who needs urgent treatment/or surgery from one public hospital to another. Before covering any cost of health services, JHAS access RAIS system to check some information concerning refugees. JHAS is working in Za'atari and Cyber city camps. Currently JHAS is covering the cost of deliveries. They accept referrals through the inter-agency form and to be addressed to Ruba Jaafar mobile no. 0775006019. JHAS info line (for urgent cases) is 0775006028.
- SC Jordan is now opening a new Makani Center in Wadi Seer, Sweileh, Abu-Nsair.

### 3. Presentations

#### 3.1 MECI presentation on their services

\*\* Question from (HI) if PwDs are included in this project. MECI informed the PwDs are not included but they will share this information with the donors. As MECI works in governmental schools they are not equipped for PWD.

\*\* MECI information that the current project focus on Syrian refugees.

#### 3.2. UNHCR presentation on Mol Card

\*\* The requirements needed to issue the new Mol are: certified lease contract, document to prove his nationality, disease-free certification.

\*\* The cost of the disease-free certification is JOD 5.

\*\*\*Syrian refugees who have documentation constraints should inform UNHCR. At the police station, refugees that do not have proof of identity should be refer to SRAD for a special committee where UNCHR will be present.

#### 3.3 Discussions/Comments

- Voted to conduct the Amman Referral Coordination Meeting on a monthly basis instead of bi-monthly. Approved by the majority of the participants.

### 4. AOB, Wrap up and action points

- Master list of contacts for referrals to be shared with ICV and Medair, and CARE.

- MECI's presentation to be shared with the minutes of this meeting.
- UNHCR shared Olivia Cribb's email and clarified that the organizations who want to have access on RAIS version 2 should sign the MoU.
- UNHCR shared with the participants the UNHCR Help Desk Schedule.
- TdH will present in the next meeting the awareness video on forced marriage.
- CVT's new location to be shared with participants.
- MSF patients criteria to be shared with participants