

**Amman Referral Coordination Working Group**  
**Jordan Paramedic Society (JPS),**  
**Amman – Jordan, 24<sup>th</sup> of November 2016**

**Agenda:**

1. Presentation
    - 1.1 Brief welcome and introductions of participants
  2. Agencies activities updates
    - 2.1 Introduction of new participants
    - 2.2 Updates from participants
  3. Presentations
    - 3.1 Presentation by INTERSOS
    - 3.2 Presentation by Atfaluna for Medical Coverage
    - 3.3 Service Roll Training
    - 3.4 Discussions/Comments
  4. AOB, Wrap up and action points
    - Feedback on one year of Referral Coordination Meetings
    - Next meeting venue
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**Agencies present:**

SC Jordan, CVT, Operation Smile Jordan, HI and HI inclusion project, Medair, PU-AMI, MSFF, QRC, IMC, Caritas, SC International, ARDD, JHAS, IRAP, JRF, JCLA, MECI, JOHUD, Syrians Cross Borders, NHF, WFP, HFA, MPDL, JPS, INTERSOS, Atfaluna for Medical Coverage, DRC, UNHCR

**1. Presentation**

DRC and UNHCR 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. Agencies activities updates**

- 2.1 Introduction of new participants (Operation Smile Jordan, Caritas, Syrians Cross Borders)
- 2.2 Updates from participants

Some of the participants provided updates on their organizations' current services, while the new INGOs/NGOs who joined for the first time the Amman referral coordination meeting presented their current services in the different geographical locations:

- Save the Children Jordan
  - Some of the directorates are accepting nowadays to register children in schools regardless if the children have MoI, ASC or not

- CVT  
Just repeating that they provide services to Syrians. These include Psychosocial support (PSS) and counselling: group and individual and/or family therapy; Physiotherapy: group and individual therapy; Social services, referrals and case management. They also provide sensitization sessions (هي جلسات توعية / رعاية مجتمعية).
- Operation Smile Jordan  
Since 2000, with the support of Operation Smile, Inc. and the Ministry of Health, Operation Smile Jordan has organized medical missions to help children from Jordan and neighboring countries. These medical missions include Jordanian and international teams of healthcare professionals who volunteer their time and talent to provide free medical and surgical care to children suffering from cleft lips, cleft palates and burns. 37 child were provided with surgeries/medical treatment at AlHussein Hospital in AlBaqaa.(Syrian, Jordanian and Palestinian nationality).
- HI  
No updates
- HI Inclusion project  
HI provides capacity building to the employees on how to deal with special needs persons and how to communicate with them. HI receive referrals through emails. All nationalities is benefiting from their services.
- Medair  
For the time being, Medair do not accepting referrals. Currently Medair provides awareness session (women and men support group), they also provide PSS and winterizations.
- PU-AMI  
PU-Ami focal point gave a brief clarification on the ECHO project where she mentioned that this project is a comprehensive protection intervention, jointly designed by DRC, PU-AMI and Mercy Corps. The overall objective is to strengthen a protective environment that better identifies and responds to the protection needs of the most vulnerable persons affected by displacement in Jordan. The area of intervention would be Irbid, Mafraq, Balqa, Zarqa, Madaba, Amman, Maan.
- MSFF  
No updates.
- QRC  
QRC in cooperation with MSF in Ramtha provide services to diabetics and dialysis as well. Currently they are working on the list of names of patients that it has been referred to them from Ramtha.
- IMC  
IMC identified number of families in Salt and Jarash in order to provide them with cash for protection.

- Caritas  
Caritas is operating in seven governorates in addition to Amman. They provide health services, education (remedial and catch up), livelihood, winterization, PSS counseling, and also they have a child friendly space. They accept referrals from other organizations.
- Save the Children International  
No updates
- ARDD  
No updates
- JHAS  
JHAS provides Primary Health services through their health clinics and the Secondary Health services they provide it through some public hospitals that they do have an agreement with them. All the nationalities benefit from their services. 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 the refugees. Currently JHAS is covering the cost of deliveries. They accept referrals via email and the focal point is Haya Alrawajfeh, email address: [madina.clinic@jordanhealthaid.org](mailto:madina.clinic@jordanhealthaid.org)
- IRAP  
No updates
- JRF  
JRF provides Child Protection Services, Social and Psychological support for children and violated women. Their services are open to all nationalities. Their hotlines are 210/ 110
- JCLA:  
Legal aid services help the poor and vulnerable people access the justice system. JCLA is committed to facilitating access to justice, empowering communities, and affecting systemic change through representation, advocacy, and outreach. Current services: Legal consultancy and representation; Legal awareness and empowerment; Advocacy.  
They provide services to all of nationalities, the poor and vulnerable people that do not have access to justice and do not know their rights irrespective of nationality, age or gender.  
Referrals can be done through the Inter-agency form or any referral form that is being used by the organization itself.
- MECI:  
MECI informed that they are participating in the 16 Days of Activism in Amman, conducting AW on different topics, providing PSS to children and related activities, providing various activities families, etc.

- JOHUD:  
JOHUD support individuals with special needs and elderly persons as well and they are at the final stage of the project. JOHUD also provide rehabilitation services and PSS activities to the persons in need. Nowadays JOHUD is implementing a project with UNICEF-MAKANI Center.
- Syrians across the border  
They provide rehabilitation services to war wounded persons through their rehabilitation center and they provide PSS as well, and incorporate persons into society and provide them with educational courses. They have an agreement with the British Counsel to provide English courses, IT, etc. They accept referrals from other service providers.
- IMC  
IMC just informed that they now have an office in the premises of the Syrians across the border in order to provide their services.
- IFH/NHF  
IFH seeks to improve the wellbeing of families in need by providing integrated **healthcare** medical and reproductive health services, psychosocial and legal counselling, rehabilitation, and the training of care providers that meets the highest professional and ethical standards. The institute pays special attention to the prevention of & response to gender based violence and women's reproductive health and leads national GBV initiatives and interventions, conducts human rights awareness programs, and implements capacity building for community-based organizations and other national and international organizations. IFH works through its 17 clinics and women safe spaces both in the host community and camp settings and is currently operating in Amman, Balqa, Zarqa, Madaba, Jerash and Ajlun governorates in addition to **Azraq** Zaatari, EJC, and KAP Syrian refugee camps.
- WFP  
WFP through its Healthy Kitchen distributes food to benefit the students in the public schools in Azraq city, Balqaa and Zaatri camp. The kitchen benefits the local community by creating opportunities to employ local staff.
- HFA  
The humanitarian Family Aid provides their services in East Amman, targeting all nationalities. They provide food parcels, winterization and rent.
- MPDL  
Movement for Peace operates in Madaba, targeting all nationalities. MPDL provide their services to the persons with disabilities such as, physiotherapy, occupational therapy, treating speech impediment and PSS as well.
- JPS  
Currently, they are working on a project in order to provide services to war wounded persons, such as, surgeries, PT, PSS, etc. In January, JPS will continue to provide various surgeries to the people in need.

- DRC  
In Amman, on going activities in the DRC Nuzha Community Center. DRC signed an agreement with the British Counsel to provide English courses to benefit Syrians and Jordanians.

### **3.. Presentations**

#### **3.1 Presentation by INTERSOS**

A presentation was conducted by INTERSOS. It was clarified that INTERSOS provide cash for rent and cash for protection/documentation based on a criteria in Amman, Madaba, Karak and Irbid. In Amman and Karak INTERSOS provide NFIs.

#### **3.2 Presentation by Atfaluna for Medical Coverage**

Atfaluna for Medical Coverage provide health services to children under the age 18 years old through a private hospitals that they have an agreement with them. They have a network of doctors who volunteer in order to provide various health services to the children in need of medicine, surgeries, X-ray, laboratory services, hearing aid, eye glasses, prostheses, etc. They don't accept referrals for children who suffer from mental disabilities, epilepsy or cancer, however, they provide surgeries to children who suffer from cancer at early stages (remove the tumor). They receive donations from local individuals to cover the medical expenses for each patient. Their partners are: hospitals, X-ray centers, Laboratories, Int'l and local INGOs and any person who want to help.

#### **3.3 Service Roll Training**

UNHCR will organize a training session on service advisor to benefit the focal point of each organization. UNHCR is still waiting to receive the focal points nominated by each organization in order to arrange for such training session in the near future.

### **4.. AOB, wrap up and action points:**

- Participants/focal points were requested to fill out the updated information/focal point of their respectful organization in the list of participant's template.

#### **Action points**

- The next Amman Referral Coordination meeting will be conducted on 22<sup>nd</sup> Dec. 2016 at JOHUD premises in AlHashemi AlShamali.
- a) In order to measure the impact of conducting monthly Amman Referral Coordination Meetings almost for one year, the participants were requested to report/discuss the coordination and cooperation has been achieved between them and number of referrals that were the direct result of new relationships formed in the context of this meeting. In addition, to discuss any challenges, gaps, success stories (if any) they faced while providing the service to beneficiaries until closure of the case.