

## JORDAN INTER-SECTOR WORKING GROUP UPDATE

February 2015



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 through the inter-agency portal and at <http://data.unhcr.org/jordan/sectors/>

### I. General / Inter-Sector Update



**Jana Snow Storm:** The second snowstorm in 2015 hit Jordan between Thursday 19<sup>th</sup> February and Sunday 22<sup>nd</sup> February 2015. Low temperatures, freezing rain and snow have affected urban areas and the refugee camps, triggering emergency measures and contingency plans. Robust contingency planning in the camps has meant that flooding, shelter and infrastructural damage was prevented or addressed quickly, with partner staff working throughout the weekend to bring services back to normal. In urban areas, UN agencies and NGOs have provided non-food items, targeted cash and vouchers and emergency shelter support.

All refugees in camps, or 100,000 people, have received tailored winterization support since November 2014. During the Jana storm, 135 individuals required use of UNICEF/Save the Children Emergency Shelters in Zaatari. This also reflects how the vast majority of the 84,000 refugees have now moved from tents to pre-fabs, with 1,200 caravans provided since January 2015. Over 5,742 cubic metres of melt water was removed by WASH partners between 20<sup>th</sup> and 21<sup>st</sup> February from Zaatari alone. WFP provided full deliveries of bread to both Zaatari and Azraq, while ensuring that e-vouchers were filled and the supermarkets were pre-stocked and open.

A report on the Jana storm response is available at <http://data.unhcr.org/syrianrefugees/download.php?id=8221>

**Urban Verification:** February witnessed the launch of the Government urban re-registration exercise. This is a process whereby each Syrian national residing in Jordan outside refugee camps will be issued a new Ministry of Interior (MOI) service document for Syrian nationals. The new MOI service document will allow every Syrian and their family members residing outside camps to continue getting access to services such as health and education in Jordan.

The old MOI cards will no longer be valid once the new service documents are issued, while non-participation could affect the legal status of the individual and limit access to government services. The start dates are staggered by governorate. Amman governorate began on 15<sup>th</sup> February, Irbid from 24<sup>th</sup> February and into March. Start dates in Ramtha, Ajloun, Jerash, Balqa and Mafraq are also following in March.

**Inter-Active Dashboards:** The January inter-active dashboards are now available online. Based on partners' reporting through Activityinfo, the sectoral dashboards are designed to act as a data exploration tool to facilitate operational coordination: <http://data.unhcr.org/jordan/sectors/>

## II. Sector information



### BASIC NEEDS

**Launch of Basic Needs working group:** As a result of the discussions that took place last year, the NFI and Cash WGs were merged into the Basic Needs WG that will cover the coordination of in-kind and monetized assistance distributed to refugees in camp and off-camp settings. The new group met for a one day workshop in order to discuss the new structure and identify the operational objectives of the Basic Needs Sector for 2015. Main points discussed: development of better linkages with other sectors including provision of technical support to other groups; strengthening the efforts to mitigate against duplication; better coordination of needs assessment and development of needs based standards. In addition, the group explored ways to better reflect the coordination needs in the camps. In Zaatari camp, a joint meeting chaired with WFP has been proposed to incorporate discussions on food vouchers in addition to coordination of the NFI distribution.

**Winterization and Jana response:** The camp population in Azraq and Zaatari has received NRC - UNHCR and ECHO funded vouchers to cover winterization needs in addition to regular distribution of winterization items such as heaters and gas cylinders, blankets, clothes, shoes and dates. As of end of February, NRC distributed 23,898 to camp residents covering the total population of Azraq camp. In Zaatari, NRC completed the distribution of 120,949 vouchers winterization vouchers distributed to 18,778 families. The vouchers were meant to cover winterization needs including gas refills. Based on NRC statistics the vouchers were used to buy over 19,000 gas refills during February, and were also used to buy food and hygiene items.

As of 2<sup>nd</sup> March 2015, 162,807 individuals were assisted in off camp settings through winterization cash programs and in-kind provision of gas heaters, cylinders and refill, mattresses, blankets and other non-food item. In addition, UNHCR made available cash grants for emergency responses through a network of Community Support Committees (CSCs) to cover urgent needs during the Jana Snowstorm while other agencies such as PU-AMI, ACTED, INTERSOS and IRJ provided emergency cash and mobilised their teams to distributed needed items such as clothes, blankets and refills in addition to repair tools and materials.

The 'winterization period' as defined in the Inter-Agency Winterization SOPs will be completed in March. The Winterization Task Group will prepare a final report including lessons learned and recommendations for next year's winterization standards.



### EDUCATION

**Election of co-chair in Zaatari:** NRC will continue to work with UNICEF as field co-chair for the next six months. They will coordinate education-related activities at Zaatari camp and report to the national ESWG.

**Activity Info training:** A training was conducted for members of the ESWG on ActivityInfo. This training was aimed at improving reporting on the database.

**Stay in School campaigns:** Save the Children Jordan conducted stay in school (SIS) campaigns at both camp and host community levels. The campaigns are aimed at encouraging students to remain in school especially after the winter break. Results from the school monitoring show that the average attendance has increased in all locations where the campaigns were conducted. In Zaatari camp, the number increased from 14,550 in December to 15,357 during the first week of school, from 1,239 to 1,242 in EJC and from 1,230 to 1,277 in Azraq camp.

**Azraq coordination structure:** ESWG members working in Azraq camp have expressed an intention to form a coordination structure at the camp, similar to the ones in Zaatari and national levels to improve

coordination of activities. The sector is currently conducting a mapping exercise to find out which actors have a presence at the camp and their activities.

**Activity Info Technical Group (AITG):** To improve the reporting on data base and standardized definition for each indicator, ESWG constituted an AITG comprising of five organizations (RI, FCA, UNESCO, Questscope, NRC and UNHCR). This group will work approximately for two months and guide the sector members for effective and accurate reporting on ActivityInfo to avoid the over reporting.



## FOOD SECURITY

**Appeals on Targeting:** In relation to targeting of WFP food vouchers, 5,213 eligible appeals (excluding duplicates) have been received since the start of the appeals process in October 2014. It is expected that the total number of households re-included following the appeal will be some 29 percent. In that light, WFP is now assisting 85 percent of the registered Syrian refugees in communities. In addition to the 7 percent (37,025 individuals) excluded in October 2014, verification following the e-voucher distributions reduced the caseload by a further 8 percent (51,648 beneficiaries).

A number of local NGOs have been coordinating with WFP in order to distribute food parcels to Syrian refugees no longer eligible for receiving WFP food/voucher assistance following the targeting process.

**One Card:** On 5 February, WFP held a briefing session to explain the OneCard platform to other organisations. Several agencies expressed an interest in joining the platform, particularly following the successful experience with UNICEF and bilateral meetings will be scheduled accordingly.

**JHCO Round Table:** The Jordan Hashemite Charity Organization (JHCO) organized a roundtable discussion hosted by HRH Prince El Hassan bin Talal on 26 February for international organizations providing assistance to Syrian refugees in Jordan. Both the humanitarian community and the Government of Jordan were encouraged to take a much more innovative, integrated and cross-sectoral approach to their response.



## HEALTH

**New health policy:** The Health Sector continues to monitor the implications of the revised Government health policy regarding Syrian refugee access to public health services. Health Sector assistance has been adapted to the new measures. Services related to vaccination and communicable diseases are free for Syrian refugees but many Syrian children are reportedly not presenting for vaccinations. Delivery services for women are of particular concern as current funding levels means that only the most vulnerable can be assisted. After several months implementation of the new policy the Ministry of Health reports a marked reduction in the numbers of Syrians accessing their services; more refugees are returning to camps for health services particularly for deliveries. A number of life sustaining services such as renal dialysis have been withdrawn for refugees with attendant consequences. Even though vaccination is free of charge Ministry of Health reports that there is a marked reduction in the number of children coming for vaccination services. Of concern to many actors delivery services are no longer free and available funding for UNHCR means that only the most vulnerable can be assisted. There is great concern that this will lead to an increase in home deliveries and increased risk of maternal and neonatal morbidities and possibly mortality.

**Health Facility Readiness Assessment:** EMPHNET supported by WHO presented findings on the Health Facility Readiness Assessment conducted in June and July 2014. The objectives of the assessment were to measure service availability and readiness of 45 MOH operated comprehensive primary healthcare facilities and 15 hospitals in four northern governorates and one central governorate and to measure the load of Syrian refugees accessing these health facilities. Main recommendations include: improve availability of various guidelines and training of staff; assess the causes of low scores in screening for cervical cancer and managing STIs; establish regular feedback from the MOH to the health directorates, and from health directorates to health centers; provide more attention to human and material resources at CHCs; enhance health education and counseling services; Integrate mental health services into primary healthcare centers;

support access to internet for all staff in CHCs and hospitals; provide education, training, and resources to ensure proper waste management, specifically in CHCs in North Badia of Mafraq governorate.

### **Response to Jana Storm**

**Zaatari:** Implementing contingency plans, JHAS services ensured oxygen cylinders were refilled, ambulances with four wheel drive were allocated to the camp clinics, and the Zaatari warehouse was replenished by medications and supplies to cover a period of one week. Emergency staff were in place, based on a 24hr roster. Primary health care services supported patients at the JHAS clinic and by JHAS mobile team in the assembly points. At the UNFPA/JHAS clinic, staff were available as scheduled for delivery and referral purposes. No shortage in supplies and equipment. Electricity was maintained. Nineteen normal deliveries took place over 19th to 21st, while 6 cases were referred with obstetric complications.

**Azraq Camp:** The primary health care clinics (IMC) functioned normally during the storm with a skeleton team available 24/7 including the referral hub officers and staff (ambulance drivers/ para medics and referral hub officers); the community volunteers were also mobilized. Hospital (IFRC) functioned as normal, No major health incidents reported during the storm period.

**Urban:** JHAS clinics in urban areas opened with full capacity by Saturday 21st, except Madina which had reduced staff. Referral focal points were present in referral hospitals and were able to follow up on the emergency admission cases. Referral Hub staff were on duty to respond/ advise for all referrals. JHAS Info Line for the south of Jordan received many calls and facilitated the admission for deliveries and emergency cases.

### **Nutrition sub-working group**

**Technical recommendation for fortification:** UNICEF presented mechanisms to strengthen micronutrient intake via flour fortification and salt iodization.

**MAM treatment:** Refugee boys and girls still being screened at Raba Sarhan are coming from inside Jordan, rather than from the borders or other governorates. In December 2014, 355 children were screened: 3 MAM, 2 SAM. The malnutrition rate measured by MUAC is 1.4%.

**Nutrition survey:** Following the presentation of the Nutrition Survey at MoH in December, revisions to the content are being made, with vaccination data revised. UNICEF, WHO, MoH and potentially CDC will do a coverage evaluation survey (to assess routine immunization).

**IYCF friendly framework:** UNHCR Global/Save the Children are working to develop an IYCF friendly framework. Jordan has been identified as a pilot country. The pilot will include three days of training (including a half-day for other sectors), ongoing support and an evaluation at the end of 2015.

### **Mental Health and Psychosocial Services sub-working group**

The sub-working group started suggesting training package to be provided for organizations providing MHPSS services; the training package and the plan of the training will be discussed and finalized during March, in addition to that, the MHPSS WG is currently in the process of completing the Annual Review of the group's TORs that will be finalized and disseminated shortly.

### **Reproductive Health (RH) sub-working group**

**Service delivery:** Zaatari camp: full time pediatrician has been hired from UNFPA/JHAS clinics. In KAP: UNFPA/IFH will start providing reproductive health services in KAP pending MoH approval. Azraq camp: IFRC will provide 24/7 emergency obstetric services, while UNFPA/IMC will provide primary level reproductive health services. Ramtha clinic: with UNFPA support JHAS will provide reproductive health services in Ramtha clinic, 3 days a week

**Capacity building:** IFH supported by UNFPA will start implementing the reproductive health training plan for 2015, starting with clinical management on sexual violence. The first training will be conducted from 15<sup>th</sup> to 19<sup>th</sup> March. UNFPA support sexual reproductive health trainings for health care providers and CBOs

**Guidance:** RH map has been updated with partners. A new service guide will be released in Arabic to inform refugees, vulnerable population and service providers on available reproductive health services. The SGBV health sector action plan was also discussed during RH SWG meeting and final feedback submitted.



## **PROTECTION**

**Participatory Assessment:** UNHCR launched an annual participatory assessment exercise, which started with a training of UNHCR and partner staff on the participatory assessment methodology (Age, Gender and Diversity Mainstreaming). UNHCR and partner staff will have discussions with Syrian, Iraqi, Somali and Sudanese refugee communities about their needs, their priorities and their proposed solutions with a view to evaluating ongoing programme activities and to plan for 2016. The participatory assessment will incorporate discussions on SGBV with people with disabilities as well as with men and boys.

**LGBTI workshops:** UNHCR conducted two workshops on responding to the protection needs of LGBTI (lesbian, gay, bisexual, transgender and intersex) refugees – one for UNHCR staff and one for partner agencies. Over 40 UNHCR and partner staff participated.

**GBVIMS and CPIMS training:** UNHCR conducted training on Gender-Based Information Management System (GBVIMS) for partners (20 individuals) and a Child Protection Information Management System (CPIMS) training for UNHCR staff in the field.

### **Child Protection sub-working group**

**Joint CP/ESWG Task Force:** The national Child protection and Education sub/sectors set-up a joint task force to work on violence against children. A balanced membership including governmental and non-governmental, and national and international partners compose this task force. The task force will report to the Child protection and Education groups on regular basis aiming to improve the protection response for children in and out of school, and at home.

**2015 Work-plan:** The national Child protection sub-working group (SWG) finalized its work-plan for 2015. This emphasis is on six thematic area for the group (Unaccompanied and Separated Children (UASC), children with disabilities, violence against children, Children Associated with Armed Forces and Armed Groups (CAAFAG), Worst Form of Child Labour (WFCL) and Justice for children)

**Appointment of gender focal points:** The national Child protection SWG reiterated its commitment to mainstream gender by appointing three new CP/gender focal point at the inter-agency sector gender focal point network

### **SGBV sub-working group**

**16 Days of Activism briefing note:** The SGBV has finalized the campaign's briefing note. It is now available on the web portal: <http://data.unhcr.org/syrianrefugees/download.php?id=8274>.

**Finalization of workplan:** The SGBV SWG has finalized and endorsed the 2015 Work Plan. The SGBV will continue focusing on coordination, prevention and response.

The Forced and Early Marriage Task Force has also finalized the Task Force's Work Plan for the next 6 months. The Task Force will map existing services and tools to address forced and early marriage with a view to strengthen them and ensure that they support prevention and response strategies to address the protection needs of individuals at risk or survivors of forced and early marriage, as well as the associated SGBV incidents.

**Prevention of Sexual Exploitation and Abuse (PSEA):** The PSEA Focal Points Network of the refugee coordination structure met for the first time on 11<sup>th</sup> February. After a discussion on the heightened risks for refugees and the required coordinated response, a group of four PSEA focal points was commissioned to prepare the TOR of the PSEA Focal Points Network. It is expected that the TOR will be endorsed in the next meeting.

**Establishment of new legal service:** In Zaatari Refugee Camp, UNHCR has established a new legal service integrated in two Women's and Girls' Safe Spaces. The services will improve access to legal aid and justice for individuals at risk and survivors of SGBV. Health, psychosocial support, case management are also provided in the centres through NHF and UNFPA.

*For Mental Health and Psychosocial Services (MHPSS), see under Health above.*



## **SHELTER**

**Development of a standard lease agreement by NRC:** A common Jordanian lease agreement is available in most newspaper shops for 0.8JD, however this agreement weighs heavily in favour of the landlord. In efforts to enhance tenure security the NRC Information, Counselling, and Legal Assistance (ICLA) team have developed a lease agreement that will consider both the rights and interests of tenants (Syrian refugees) and landlords. This lease agreement will be made available to partners of the Shelter WG.

**Post-Activity Monitoring tool for shelter projects in non-camp settings:** The **Post-Activity Monitoring** tool has been developed to assess the rates of satisfaction among beneficiaries following shelter interventions. This tool was initiated by the Sector gender focal points following an analysis of Shelter interventions from a gender perspective with focus on the specific needs of women, girls, boys and men. The taskforce has completed the first draft of the standard M&E tool and has shared with the GenCap advisor and UNHCR Protection for review and endorsement.

**SOK guidelines:** a taskforce has completed the guidelines for Sealing-off Kits, which is one form of assistance provided by the Shelter WG to Syrian refugees in host communities. SoKs are a quick impact measure to mitigate the impacts of cold weather on refugee households. The document will be reviewed by the Shelter WG and endorsed at the next Shelter WG meeting (26<sup>th</sup> March).

**Housing, Land and Property (HLP) guidelines:** a taskforce has finalized guidelines on Increased Awareness on HLP Rights, which is one form of assistance provided by the Shelter WG to Syrian refugees in host communities. The document was endorsed at the Shelter WG meeting on 26<sup>th</sup> February.

**Reviewing the Shelter WG Strategy and Guidelines:** The first draft of the Shelter Strategy and first draft revision of three sets of guidelines have been completed and were shared with the Shelter WG for review. The Shelter Strategy has undergone a final review by the task force and will now be open for last comments to the WG. The Conditional Cash for Rent guidelines have been shared with the Basic Needs WG for review, whilst the guidelines for Upgrading of Substandard Shelters and Completion of Unfinished Buildings are undergoing final corrections and have been re-shared with the Shelter WG for final comments. All documents are expected to be endorsed at the next Shelter WG meeting.

**VAF Tree:** The Shelter VAF tree is in its final format pending configuration of the extraction algorithm by the VAF team. The modalities of VAF partner membership is under development.

**ITS Dos and Don'ts:** the draft Shelter WG ITS Dos and Don'ts have been shared with the ITS task force. After all comments are received from both the Mafraq and National ITS task forces, the document will be finalized and is expected to be endorsed at the next Shelter WG meeting.

**New gender focal points:** Two new gender focal points have been assigned to the Shelter WG; Anne Burlat (FRC) and Zaid Awamrh (PU-AMI), replacing Matthew Richard (UNHCR) and Saname Oftadeh (LWF).

**Azraq Camp Shelter Construction Update:** All T-Shelters in villages 2, 3, 5, and 6 allocated to implementing partners (NRC & Ministry of Public Works and Housing) have been constructed, with a total of 10,023 T-Shelters. 8,029 of these have been handed over to UNHCR and finishing works of the remaining is on-going; handover is expected to be completed by end of May. All T-Shelters in village 3 and 6 now have reinforced concrete flooring, with a total of 4,903 units. Reinforced concrete flooring has been added to 1,202 T-Shelters in Village 5.

**Azraq Camp Market:** All 50 market vendor stalls have been constructed in village 6. The technical team in the field is following up on finishing works and handing over of all 100 completed market vendor stalls (village 3 and 6) from the implementing partner, Ministry of Public Works and Housing.

**Zaatari Camp Update:** 150 tents and 412 prefab caravans distributed.



## WASH

Throughout the month of February, the provision of essential WASH services continued to approximately 98,000 people in Zaatari, Azraq, King Abdullah Park and Cyber City camps, including the daily provision of over 4 million liters of treated water, maintenance of sanitation facilities, collection and disposal of over 2 million liters of wastewater and 800M<sup>3</sup> of solid waste, as well as the dissemination of key WASH messages in communities and schools.

**Zaatari wastewater treatment plant:** The plant is currently processing 700M<sup>3</sup> of wastewater every day, which has reduced the volume of wastewater being transported to the municipal treatment plant by 30%. The plant is expected to be fully operational by mid-March and is expected to process over 90% of the wastewater generated from the camp.

**Planned water supply network for Zaatari camp:** In consultation with the Zaatari Water Network taskforce, UNICEF has confirmed that the planned water network in Zaatari camp will be constructed at the household level which will substantially reduce the costs associated with the provision of water across the camp.

**Borehole water standards:** Confirmation has been received that the third borehole in Zaatari and the new borehole in Azraq meets Jordanian drinking water standards. Once the infrastructure around the wells is completed, the Ministry of Health will conduct an inspection and if successful, the two wells will be fully operational by early March. The authorisation of the third Zaatari well and the Azraq well will mean that the external tankering of water to the two camps will no longer be necessary which will substantially reduce the cost associated with water tankering and ensure more consistent water quality across the two camps.

**WASH in Schools:** The nationwide assessment is underway in 3,041 schools and is scheduled to be completed by late March.

## 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)