

JORDAN INTER-SECTOR WORKING GROUP UPDATE

March 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/>

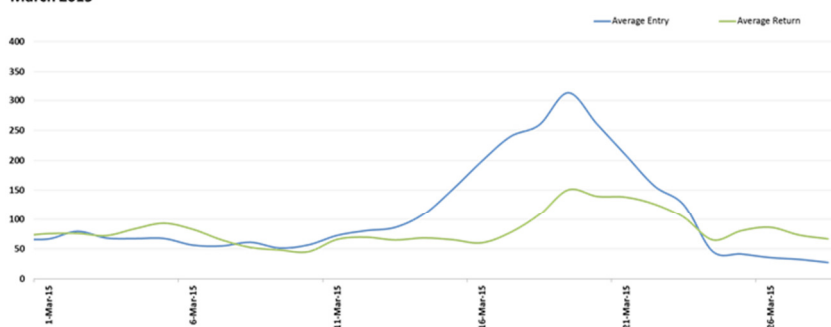
I. General / Inter-Sector Update



Refugee Statistics: As of 28 March, 627,287 Syrian individuals were registered in Jordan. The majority of the refugees, 521,232 individuals (83%) were registered in urban areas. The population of Azraq rose to 17,192 while the population of Zaatari was remained relatively stable at 83,515 individuals. 51.6% of the refugees are children, while 3.5% are elderly individuals over 60.

Borders: There was a spike in the number of arrivals crossing the Eastern border between 12 and 19 March; the number of individuals arriving at the border exceeded 100 per day, peaking at over 300 arrivals for three consecutive days. From 20 March, the average numbers transported to Raba Sarhan reduced to average of 25 individuals per day to date. By 31 March, refugees were reported to be accumulating at the border, with an estimated 1,500 at the berm in Rukban and an estimated 600-700 at Hadalat. *[NB As of early April, this figure has risen to 2,500].* The physical condition of the arrivals is poor. On 27th March the Border Guards requested welcome meals from WFP, who responded with 4,400 welcome meals and 1.8mt of high energy biscuits to the border. UNHCR is sending jerrycans, blankets and sleeping mats. A coordinated response is being provided by UNICEF, IOM, WFP and UNHCR, in liaison with ICRC.

UNHCR Jordan: Average Syrian Entry and Return
March 2015



Urban Verification: Following the launch of the Government urban re-registration exercise, by 29 March SRAD have issued a total of 22,133 MOI service documents, out of which 20,853 were for refugees and 1,280 to other Syrian nationals not registered with UNHCR.

International Days: International Women's Day was celebrated on 8th March with a series of events in Zaatari an Azraq and across the country. For World Water Day on 22nd March, Ministries, UNICEF and partners organized events in both Azraq and Zaatari, and the Princess Alia School. For more information, see <https://www.facebook.com/UNICEFJordan>

Inter-Active Dashboards: January to March inter-active dashboards are now available online. Country-wide and camp specific dashboards are to be released by mid-April. 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

Cash Programming: Delivery of cash assistance to the most vulnerable (excluding specifically seasonal assistance) has increased steadily through the first quarter, with a 78% increase in March over January. The number of active partners increased from 5 to 9.

Winterization Response: The 'winterization period' as defined in the Inter-Agency Winterization SOPs came to a close by the end of March. As the vast majority of winterization activities had been completed by March, the winterization task force members focused efforts on reviewing the data reported through the winterization module. This was done in anticipation of the winterization workshop scheduled for 6 April which will conclude the winterization operations, review lessons learnt and set standards for the 2015/2016 winterization period.

Joint "Needs Based" Working Group in Zaatari: A new Coordination group has been formed in Zaatari – the 'Needs Based Working' Group. This is a combination of sectors, jointly chaired by WFP, UNHCR and NRC, covering NFIs, Vouchers, Food Security, Vulnerability and Targeting, as well as coordination of assessments.

Zaatari Assistance Calendar: the updated calendar for April to June 2015 has been shared, covering e-card upload, food items, Gas Vouchers, shoes, Hygiene and Sanitary materials during this period. Outstanding gaps include diapers: both baby and adult diapers. NRC finished Baby diapers distribution and will start vouchers distribution, with each voucher value at 9.5 JOD. In parallel, SOPs on ad hoc assistance are being revised, together with WFP.

Azraq NFIs Update: Solar lamps distribution: 2,949 lamps were distributed to the same number of families. Further distributions will take place in early April. Distribution of IMC HK and JEN clothes was underway at the end of March. Gas refill: Village 3 and Village 5 replenishment sites have been opened to facilitate the refill at the end March. Heater refills for cookers have now shifted to a 30 days cycle.



EDUCATION

Joint Education Needs Assessment (JENA) in host communities report: REACH finalized and shared results of the Joint Education Needs Assessment which was conducted in 2014 on the access of education for Syrian refugee children and youth in host communities. This nation-wide assessment was designed by the Education Sector Working Group in partnership with the Ministry of Education. Results from the assessment indicate that 61.6% of school-aged Syrian refugee children are attending formal education, amounting to 63.5% of school-aged girls and 59.8% of school-aged boys. In addition, children interviewed cited lack of resources to pay for school materials and the need to work to earn money for the household as reasons for not attending school. Safety was the biggest concern for non-formal education students, with both boys and girls reporting that they faced harassment on their way to the NFE centres.

The final report is available on the inter-agency web portal,
<http://data.unhcr.org/syrianrefugees/download.php?id=8570>

Civil Defense training: Teachers received training on key principles of safety and first aid techniques including fire extinguishing, first aid, and evacuation in the cases of emergency in schools in Zaatari Camp. The trained teachers will be part of the First Aid Committee.

Stay in school (SIS) campaigns: The campaigns are still ongoing in the camp to encourage children to remain in school, linked to the teachers' strike over nonpayment of salaries by the Ministry of Education. The latter strike has now been resolved.

Azraq ESWG coordination: Following requests from education actors in Azraq camp, an Education working group has been formed, similar to the one in Zaatari, to coordinate education related activities among partners in the camp.

Youth Task Force (jointly under Education/Protection):

20 bicycles were distributed to 20 youth volunteers in Zaatari Camp on March 29, 2015. These bicycles were donated to the youth from the City of Amsterdam and will be used by camp volunteers to facilitate their movement in the camp.

UNFPA and NRC were endorsed as continuing co-chairs of the YTF. Next elections due in six months.



FOOD SECURITY

First round of targeting: Following WFP's first round of targeting in October 2014, 6,127 eligible appeals were received. This equates to 48% of the approximately 12,000 households removed have filed an appeal. The majority of these appeals (6,102, or 99.6%) have now been reviewed, of which 4,800 (79%) were approved, 765 (13%) were rejected and 537 (9%) require more information. The re-inclusion rate is 38%.

Second round of targeting: On 17 March, following briefings with the government, partners and other agencies, WFP informed beneficiaries of the second round of targeting in communities, which will take effect in April. The criteria for this round was developed using data from various sources, particularly the interagency Vulnerability Assessment Framework (VAF) and the 2014 Comprehensive Food Security Monitoring Exercise (CFSME), taking into account proxy indicators that correlate closely with poverty and vulnerability to food insecurity. Accordingly:

- Households with an estimated monthly per capita expenditure above the Jordanian absolute poverty line (JOD68) with no specific vulnerability characteristics associated with greater risks to food security will no longer receive food assistance (around 34,000 individuals);
- Households with an estimated monthly per capita expenditure between JOD30–68 or families with certain vulnerability characteristics will receive JOD10 per person per month, or half the voucher value (around 239,000 individuals);
- Households with an estimated monthly per capita expenditure less than JOD30 will receive the full voucher value, JOD20 per person per month (around 190,000 individuals).

This tiered approach aims to ensure that available funds are targeted at those who need it the most. Refugees who were excluded or whose assistance was reduced to JOD10 can appeal this decision by submitting an appeal form until 30 April 2015, at UNHCR offices in Amman (Khalda), Mafraq, Irbid (Zabdah) or with UNHCR mobile teams; SCI distribution office in Al Hussein, Amman; SCI site in Zarqa (Diwan Alshouneh); or IRW offices in Irbid and Ramtha. If a refugee household does not know which category they are in, cannot physically access an appeals collection site, or has other related queries, they can call WFP hotlines at 079-777-8841 or 079-777-8851, Sunday – Thursday, from 8 am to 5 pm.

2015 CFSME: WFP, in collaboration with REACH, is currently carrying out data collection for the 2015 CFSME, mostly focusing on refugees in communities. The questionnaire is fully aligned with the VAF tool. Data collection is scheduled to be completed by end of April, and the report should be out by the first half of 2015.



HEALTH

Irbid Health Referral meeting: the first Irbid health referral coordination meeting on 16 March, in order to facilitate communication and referrals between agencies working in the sector. Seven agencies attended (HI, JHAS, MSF-H, MSF-F, ACF, MDM, and IOM).

KAP/CC Health Support: Awareness sessions by UNHCR and screening by IOM for TB were provided for 131 individuals in King Abdallah Park (KAP) and 122 individuals in Cyber City (CC) on 24 March. 119 chest X-rays were taken in KAP and 74 in CC; 1 suspected TB case was detected.

Immunization: As of 4 March rotavirus vaccine has been introduced in Jordan as part of the national expanded programme on immunization of the Ministry of Health. Refugee children are integrated into the national programme. Rotavirus is a common cause of watery diarrhea in young children.

Azraq Camp: In an effort to consolidate the services and focus on the most crucial IFRC hospital scaled down some services in Azraq as of 1st of March. There will now be no circumcision procedures available (alternative arrangements made); reduced hours for internal medicine and surgery functions (1-2 elective theatre days for surgeons, outpatients reduced to two days per week for both specialties); X-ray and pharmacy reduced from 24/7 to 8 hours a day/ 5 days a week.

The planning for the upcoming polio campaign which is going to take place between 26 and 30 of April took place during March; the difference in this campaign is the targeting of high risk areas only. Ministry of health Mobile team will be arranged to be located in areas mostly visited by Syrian Refugees, a meeting for mobilization for the campaign will take place Mid-April, with flyers will be distributed. An SMS will be sent to the refugees mobilizing them to visit the nearest Primary health care centers all across the country.

Nutrition sub-working group

Joint UNHCR Save the Children mission for the IYCF-friendly framework (integration of infant and young child feeding into each sectoral response) visited Jordan 8-12th of March. A detailed work plan based on their recommendations will be shared shortly.

NWG finalized 2015 work plan and shared with the ISWG; Finalized key messages and now in the process of translating to Arabic.

During March, MUAC screening was conducted 702 children between 6 and 59 months and 98 pregnant and lactating women in Raba Sarhan; 2 severely acute malnourished children were identified and 8 moderately acute cases in children and 3 cases among pregnant or lactating women. All cases were referred and currently being followed up. The overall level of malnutrition based on MUAC was 1.4%. There has been a slight increase in the total number of malnourished cases due to the increased numbers crossing into Jordan, but not in the overall percentage.

Mental Health and Psychosocial Services sub-working group

Evaluation: Antares Foundation presented on UNICEF's planned evaluation of the psychosocial response for Syrian children and their families in Jordan. The evaluation will seek to, inter alia: 1. Assess the added value of the response by comparing the changes in beneficiary children's wellbeing with the well-being of Syrian refugee children not benefitting from (similar) PSS interventions. 2. Analyze key strengths and weaknesses of the response with a view to identifying areas for adjustment and providing recommendations on the direction of future interventions.

Reproductive Health (RH) sub-working group

Service delivery: In KAP: UNFPA/IFH got official approval from MoH to deliver RH services in new structure (caravan) inside the camp.

Capacity building: UNFPA/Jordan conducted 2-day training workshop on Post Abortion Care (PAC), 24-25th

March 2015, 22 doctors, nurses and midwives working at maternity clinics in humanitarian settings completed the training. IFH supported by UNFPA conducted the following trainings:

- A five day training on Clinical Management of Rape was conducted from March 15-19, 2015 in Amman for (26) health providers and local clinics including doctors, nurses and psychologists from different national and international organizations (Save the Children, IMC, JHAS, MDM, Jordan Paramedic Society, NICCOD, IRD) in addition to some of IFH field staff that provide medical or humanitarian assistance to refugees.
- Training on RH/GBV basics, Code of conduct and referral system; two days training was conducted on March 17-18, 2015 targeting local community based organizations with a total number of 22 trainees (females 17, males 5)
- UNFPA/IFH has been providing Community awareness workshops on SGBV\RH issues in in Cyber City EJC, and KAP camps and host community targeting specifically adolescent girls, women and mothers. A total of (54) Awareness sessions were conducted (19 sessions on RH and 35 on GBV issues) targeting (835) Syrian refugees in camps. (6) Awareness sessions were conducted (3 sessions on RH and 3 sessions on GBV) targeting (150) beneficiary in the host community.

Guidance: RH SWG annual working plan has been finalized and uploaded to the portal:

http://data.unhcr.org/syrianrefugees/working_group.php?Page=Country&LocationId=107&Id=61



PROTECTION

Urban Verification: Following the launch of the Government urban re-registration exercise, by 29 March SRAD report a total of 22,133 MOI service documents were issued, out of which 20,853 were for refugees and 1,280 to other Syrian nationals not registered with UNHCR. As part of the urban verification exercise, Syrian refugees can also approach UNHCR to request the return of their original Syrian documents which had been confiscated by the authorities on arrival in Jordan. UNHCR traces these documents on behalf of the government and compiles them into batches to be sent out to the different police stations in all governorates. By 29 March, UNHCR received 17,547 family document requests of which a total of 17,242 envelopes containing family documents were found.

Alternative care guidelines and procedures training: UNHCR and UNICEF conducted training on the recently endorsed alternative care guidelines and procedures of unaccompanied and separated children for 27 participants from the Ministry of Social Development and humanitarian child and SGBV protection case managers working in Amman, Zarqa, Azraq and the South.

Family Protection Department (FPD) round table discussions: FPD and UNHCR conducted meetings in EJC and Azraq to discuss the mandate of FPD and to strengthen partnership with actors in child protection and SGBV. A follow up 1 day training was conducted jointly by UNHCR and UNICEF for the Syrian Refugee Affairs Directorate (SRAD) in Azraq Camp on the mandate of Juvenile Police Department and FPD, roles and responsibilities of organizations involved in the prevention and response to child protection and SGBV risks.

Refugee law training: UNHCR's Protection Unit conducted 8 trainings for 218 individuals (78 women and 140 men) including government officials from Ministry of Labour, Refugee Unit of the Ministry of Interior, SRAD in Azraq, UNHCR, NGOs and CBO staff and volunteers in Mafraq involved in conducting home visits. The training of partners is part of UNHCR's outreach and awareness-raising on international refugee law (including the principle of non-refoulement), and covers topics such as UNHCR's mandate, challenges refugees face in Jordan, the UNHCR Code of Conduct and anti-fraud measures. The training of UNHCR staff aimed to improve identification of vulnerable cases and protection needs, including during registration and outreach activities, with a particular focus on SGBV and CP referrals.

[For Mental Health and Psychosocial Services \(MHPSS\), see under Health above.](#)



SHELTER

Shelter WG Strategy and Technical Guidelines: The Shelter and Settlement Strategy for Jordan and the Technical Guidelines for shelter projects outside of camps have been endorsed by the Shelter WG and uploaded to the Syria Regional Refugee Response online data portal. The strategy and guidelines went through a period of review by the Shelter WG and other sectors such as Protection, Gender, and Basic Needs. The five sets of technical guidelines each correspond to one of the shelter projects in non-camp settings included in the JRP. The projects are as follows:

1. Sealing Off Kits
2. Increased Awareness About Housing, Land, and Property Rights
3. Upgrading of Substandard Shelters
4. Completion of Housing Units in Unfinished Buildings
5. Conditional Cash for Rent

ITS Dos and Don'ts: After consolidating feedback from the Shelter WG, ITS task force, and other contributors, the *Shelter WG Recommendations for Informal Tented Settlements: Dos and Don'ts* have been endorsed by the Shelter WG and uploaded to the online data portal.

Monitoring and Evaluation (M&E) Tool for Shelter Projects in Non-Camp Settings: Feedback has been received on the first draft of the standard Shelter WG "Post Activity Monitoring" from the Protection and Gender colleagues. The task force will meet to consolidate the comments, finalize, and share with the Shelter WG for review and endorsement.

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. The handover process is ongoing and expected to be completed by end of May.
- **T-Shelter Flooring:** All T-Shelters in village 3 and 6 (4,903 units total) and 1,994 units in village 5 now have reinforced concrete flooring, with a total of 6,897 units. (792 new floorings in village 5 completed in the month of March 2015.)
- **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:

- 44 tents and 397 prefab caravans distributed.
- Zaatari Camp is currently receiving donations of a new prefab caravan prototype that includes a latrine and kitchenette. This is the only caravan prototype that will be accepted in Zaatari from now on and has been included as part of the 2015 camp strategy. These efforts are part of a more comprehensive plan to restructure and organize Zaatari, create an addressing system, and eventually lay out an improved water and wastewater infrastructure network
- The process for closure of communal kitchens in Zaatari has begun. A Mass information campaign has been implemented at the end of March. Gas cylinders and stoves have been collected by IRD, with 95% of cylinders were returned successfully. All 307 installations are being handed over to security focal points. Partners who have not come forward to request the use of installations as part of their wider activities are encouraged to do so. All installations that are not earmarked for future use will be dismantled.



WASH

Throughout March, the provision of essential WASH services continued to almost 100,000 people, including 52,000 children, in Zaatari, Azraq, King Abdullah Park and Cyber City camps. Achievements included the daily provision of over 4 million litres of treated water, maintenance of sanitation facilities, collection and disposal of over 2.4 million litres of wastewater and 800 m³ of solid waste, as well as the dissemination of key WASH messages in communities and schools.

Host Community support: Work has been completed in one of the infrastructural projects (Zarqa), with work (rehabilitation of water pumping stations) in Zarqa (one), Irbid (one) and Mafraq (two) underway. Work on the wastewater systems has commenced in two of the five projects in Zarqa (upgrade of the sewer-line in Jabal Abyadh and cleaning of Hai Masoum sewerline). Work in all sites, except one, is expected to be completed by August. The three backhoe loaders have arrived in Jordan are in the process of being cleared by the government.

Steps to improve access to adequate water and sanitation were completed in 104 households and work in an additional 34 households is continuing in Marfaq and Torra/Ramtha. In addition, 36 VOCs/ITS have been identified in Mafraq and work is underway to install WASH facilities (water stands and communal latrines).

GIS assessment report: Final comments were received and the report has now been finalised and endorsed by the Ministry of Water and Irrigation. Work on the sanitation vulnerability map has progressed significantly with data collection completed, and the analysis underway.

The WASH in Schools assessment: has been completed in 3,173 schools (in excess of the planned 3041) with second tier verification (Quality Assurance) underway at a selected number of sites, after which, the final report is expected in April. On completion, the database will be shared with the Ministry of Education and the report shared across the sector.

Zaatari Camp Update:

For the water and wastewater networks, much progress was made with the key achievements as follows:

- Contract awarded for Phase Ia of the water network (by ACTED) with work scheduled to commence by mid-April
- Bidding underway for Phase Ib of the water network (by Oxfam) – contractor expected to be selected by 19 April
- The Terms of Reference and design parameters for Phase II of water distribution network have been drafted and are being reviewed by the Task Force, including government representatives
- The designs for the household tanks for the interim wastewater system (all 4 partners) have been finalised
- Significant progress has been made on the finalisation of the Zaatari wastewater network design and the Bills of Quantities, and these are expected to be finalised by 15 April.

The Zaatari Wastewater Treatment Plant was officially commissioned on 3 March at a large ceremony, officiated by H. E. the Minister of Water and Irrigation, with key donors and sector partners in attendance. Finalisation of the outstanding works continued on Borehole 3 in Zaatari and are estimated to be completed by early April. The Ministry of Health is scheduled to undertake their site inspection and to collect a water sample to confirm adherence to drinking water quality standards.

Azraq Camp Update:

In Azraq, work continued on the outstanding superstructures for the latrines to ensure that they are ready for use, should the camp expand to the new villages. In mid-March, the contractor mobilised and preparation works for the Azraq Wastewater Treatment Plant are underway.

UNICEF WASH section has developed a strategy to transition into more cost-effective and more sustainable interventions through the identification of alternative modes of intervention, where possible e.g. engagement of commercial entities with cost recovery options.

III. 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