Meeting Note and Action Points

1. **ISWG Work Plan 2020**
   IACU appreciated inputs of ISWG members to ISWG Work-Plan 2020. The updated draft of Work-Plan will be shared for final feedback. It is suggested that - in case no comments are received by the deadline - the latest draft will be considered the endorsed Work-Plan.

2. **Updates of Inter-Sector Coordination during COVID-19 Outbreak**
   IACU reminded that the Government’s restriction on movement remains in place with only essential personnel with permits allowed access to camps for implementation of critical activities.

   IACU invited ISWG members to discuss ways to further strengthen inter-sector coordination, and particularly to highlight how response is currently provided by various sectors. IACU acknowledged and thanked sector coordinators for their valuable contributions to the inter-sector coordination since the beginning of the crisis and encouraged joint engagement in development of the Contingency and Response Plan and validation of sectors’ activities.

   Basic Needs positively commented on Inter-Sector collaboration, particularly regarding the continuous access to data. Basic Needs also admitted urgency of having the 2020 ActivityInfo database ready to ensure efficient tracking of activities.

   WASH informed about the increased consumption of water related to intensified practicing of hygiene. Generally, coordination of activities among partners is harmonised, communication with the Ministry of Water and Irrigation is well established. The sector is advocating with donors to better address communities in urban.

   Addressing the WASH concern about availability of services in the Informal Tented Settlements (ITSs), UNICEF briefed participants that some WASH services, basic hygiene supplies and awareness raising are available through UNICEF, ACTED, ACF and some other partners. The ITSs’ coordination meetings are reactivated and keep focus on coordination of activities to avoid overlapping and to cover gaps. As well, UNICEF offered its logistics capacity to the partners and opportunity to distribute on their behalf.

   Education outlined its close working relationships with all stakeholders and with the Ministry of Education (MoE) in particular. The sector partners discussed with the MoE their technical support to the development and finalization of its contingency plan. The Education sector continues close coordination with the partners by conducting of weekly WebEx-based meetings. The sector started mapping of assessments conducted by the Education partners. Focus of the sector is to ensure continuity of equitable learning, including printing materials and coordination its delivery with the authorities.
Protection highlighted that partners are elaborating innovative methods of accessing persons of concern and delivering services appropriately. While direct access to the refugees is currently possible only in camps, partners are adjusting to the online services and hotlines, applying different communication methods such as FaceBook and WhatsApp. For example, the SGBV sub-working group is working on updating the referral pathways and Amali application accessible for survivors; the CP sub-working group continues case management and provides support on the phone; different partners are engaged in supporting the community networks; five hotlines and helplines are established to cover all governorates; clinical management of rape mechanisms are set in Azraq and Zaatari camps.

Basic Needs informed about creation of a COVID-19 Response Task Force (CRTF). The CRFT began development of the following products and systems: Identification and eligibility through existing data (VAF home visits and Registration data); Creation of a single pool of families identified as eligible for an emergency response; Use of a standard package for basic needs/social assistance for those not currently receiving assistance; Prevention of duplication through RAIS Coordination Module; Exist Strategy in form of the defined metrics to determine when to end monthly emergency assistance, and Consistent messaging with refugees. Focus of assistance is to provide short term emergency response until situation in Jordan improves.

Shelter informed that interventions in host communities are being adjusted and include cash for rent support; the assistance is aligned with the CRTF standard package. In Azraq camp a self-isolation site was established with availability of all basic services.

Shelter pointed out the challenge common for all sectors and referred to the consequences of the movement restrictions, which negatively impacted accessibility in urban and suspended a number of activities. With few permits issued the time to cover the distribution centres activities will be prolonged. Organizations offered to support each other where needed with staff and logistics capacity.

Shelter suggested that Implementing Partners may use standard package for basic needs in the cash-for-rent projects, thus ensuring full coverage of needs and provision of clear guidance to partners. Basic Needs offered to work in complementarity with various sectors to cover needs comprehensively.

Livelihoods stressed that due to restrictions applied by the authorities in connection to the COVID-19 outbreak, the sector activities remain suspended. Some partners are taking efforts to adjust their transactions to the quickly evolving situation. An initial assessment made by the Danish Refugee Council indicates a clear risk that refugee households will be unable to meet their basic needs unless alternative income streams are identified.

The Livelihoods sector intends to closely engage with the Basic Needs sector to help identify potential households for emergency cash assistance, to conduct the assessment mapping exercise and to explore the potential use of eWallets to facilitate access to cash, thus supporting refugees who are not able to easily access ATMs.

Livelihoods highlighted that it is largely relying on the expected results of the Rapid Needs Assessment (RNA) jointly conducted by WFP, UNICEF, and UNHCR. IACU explained that RNA will interview 800 families in urban areas, both refugees (Syrian as well as non-Syrian) and Jordanians. The survey aims to better understand how the current lockdown impacts access to basic services including health, WASH, education, protection and food security, and that it will compare livelihoods opportunities prior and post lock down. IACU also suggested that assessments and surveys conducted by various sectors can be streamlined through the Needs Assessment Registry which has been put in place to coordinate assessments in view of preventing survey fatigue and to provide a common platform for all stakeholders.

Health informed that all sector activities are aligned with the national contingency and preparedness plan and with the guidance of WHO and MoH. The curfews negatively impacted health services, and the biggest challenge of the sector remains access to the urban population and issuance of permits. Partners are creating innovative
methods of the service delivery, eg. IRC started practicing remote service delivery, MEDAIR is applying cash-for-health in urban, sector is discussing how to engage community volunteers and to coordinate activities through the rapid response teams, the sub-working groups are actively complementing each other, the UNHCR medical response plan is developed in Zaatari and Azraq camps.

The sector is recommending partners to focus on eight pillars of the Contingency and Response Plan and to integrate COVID-19 related activities in the normal plans and to identify essential services in line with MoH protocols.

3. AOB

IACU asked participants’ opinion if the ISWG meeting shall be conducted with a higher frequency. The Education and WASH sectors assumed that the current sector and inter-sector meeting platforms, as well as the monitoring and reporting documents issued by various stakeholders are sufficient to address partners’ needs in information sharing especially also taking into account the increased frequency of meetings within the sectors.

IACU suggested to include coordination of assessments in the agenda of the next ISWG meeting.

IACU offered to create rapid response teams at sectors’ level. These teams may share burden of the sector coordinators and get engaged in information dissemination and other priority activities. IACU added that this idea was discussed bi-laterally with few sectors already and that it was positively received.

WASH asked for clarification about multiple planning documents which are currently being developed through the inter-sector coordination. IACU clarified that OCHA Global Humanitarian Response Plan integrates other country specific plans, however the HPF debates demonstrate that the subject matter caused confusion and requires further clarification including from HQ levels.

WASH was keen to know about the sectors’ engagement in the HPF and HDPG discussions. IACU explained that the sectors’ contributions are submitted by the Secretariat to these fora, but that the ISWG chair was a member of the Secretariat and could/would put forward suggestions; sectors might be invited to present sector relevant topics to the HPF meetings.

The next ISWG meeting will be held on 3 May, 13:00-15:00.

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<tr>
<th>Action Points</th>
<th>Responsible</th>
<th>Timeframe</th>
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<td>IACU to include topic on the Needs Assessment Registry in the agenda of the next ISWG meeting</td>
<td>IACU</td>
<td>by 3 May</td>
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<tr>
<td>IACU to share draft ISWG Work Plan 2020 with sector coordinators</td>
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<td>Sector coordinators to provide input on the draft Work Plan 2020</td>
<td>Sectors</td>
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