



Irbid Coordination Meeting, co-chaired by CARE
Thursday, May 12, 2016, 10:00 a.m. at UNHCR-Irbid

In attendance: Action Contre la Faim, CARE, German Red Cross, Handicap International, ICRC, Intersos, IOCC, JOHUD, Lutheran World Federation, MSF-France, MSF-Holland, Noor Hussein Foundation/ Institute for Family Health, Terre des Hommes, UNHCR, UNICEF, UNRWA, WFP, World Vision

Agenda:

- Roundtable Introductions
- Sector Updates (Education, Protection, Livelihoods, Basic Needs, Food)
- World Refugee Day Preparations 2016
- NRC Shelter Project Presentation
- Partners' Cash Assistance Programs: Complaint Mechanisms
- Partner Updates
- Review of Irbid Coordination Group TORs

[Minutes by Katherine Dunn]

Education Update (UNICEF)

- Focus will shift from informal to certified catch-up programs
- Informal and remedial programs will be viewed as “learning support”
- Catch-up program will focus on 8-12-year-old out-of-school children
- Makani will continue on a smaller scale with a focus on child protection, life skills, psychosocial support.
- Campaign to reach and recruit out-of-school children will begin two months from now.
- UNICEF will forward list of Makani locations to be circulated to whole group.

Protection / Livelihoods Update

- Work Permits – Grace Period continues until 5 July for work permit fees.
- UNHCR will soon circulate updated FAQs on the work permits.
- According to UNHCR, work permit status will not affect eligibility for cash assistance at least through the end of this year
- There has not been a signification increase in WP applications; UNHCR is monitoring the situation in different governorates and identifying any obstacles
- Livelihoods working group was formed in March and is meeting monthly at BO-Amman
- Urban verification update – Numbers as of April 30:

Governorate	Registered Syrians with MOI cards (as of 30/04/2016)	Total # of Registered Syrians (as of 30/04/2016)	% of Registered Syrians with MOI cards (as of 30/04/2016)	% of Registered Syrians with MOI cards (as of 31/03/2016)
Irbid	84,381	138,650 (*)	60.9%	58.8%
Jerash	7,663	10,120 (*)	75.7%	74.8%
Ajloun	6,343	8,542 (*)	74.3%	73.6%
3 gov't TOTAL	98,387	157,312 (*)	62.5%	60.6%
JORDAN (urban)	329,647	517,199	63.8%	

Basic Needs (UNHCR)

- No major update

Food (WFP)

- Countrywide, the number of shops contracted by WFP to accept e-vouchers has increased from 85 to 200; within Irbid governorate, number of contracted shops has increased from 20 to 38
- WFP is in the process of completing the 3rd Comprehensive Food Security Monitoring Exercise for Jordan.

World Refugee Day preparations (UNHCR)

- Theme this year is “Standing Together with Refugees” – hashtag #withrefugees – beginning June 1
- There will be no large commemoration event, given that June 20 falls during Ramadan
- Inform Katherine Dunn (dunnk@unhcr.org) of any activities that your organizations will do independently to commemorate World Refugee Day (June 20)
- Inform Katherine Dunn if your organization would like to display the WRD handprint banner (created in 2015) in the beginning of June. It measures 10m wide by 12m tall.

NRC – Presentation of Shelter Program in Jordan

- Drop-in center and hotline are still open. Referrals number is 0795072803

Complaint mechanisms for Cash Programs – Lessons Learned

- Intersos – overcame high calls traffic and voice mail on complaints phone number by instructing beneficiaries (through flyer) to text their ASC number, upon which Intersos would verify that they were recipients and then call back
- WFP hotline – 9 staff working 9 to 5 at a call center to answer queries; still faces overloads during times of policy changes.
- German Red Cross – puts the complaints phone number in the SMS notifying beneficiaries that they will receive; has not faced problems to date.
- ICRC mobile phone number receives sometimes wayward phone calls but takes time to explain the purpose of the phone number so that others will not block the number with high traffic
- A box for written petitions makes sense if organizations have community centers or drop-in centers frequently visited by refugees
- Organizations have found that refugees generally do not use email.

Partner Updates

- World Vision Japan – Has begun remedial courses at 3 public schools in Irbid.
- GRC – Requests info-sharing for staff recruitment

Review of Irbid Coordination Group TORs

- UNHCR, MSF-F, Care and Intersos reviewed these in a session after the meeting
- A new draft will be circulated by 24 May for feedback

Next Meeting

Thursday, 9 June, 2016, 10:00 a.m.

MSF-France will present its activities in Irbid

Services Advisor Rollout in Irbid

Thursday, 16 June, 2016, 10:00 a.m. – 12:00 p.m.

(Co-Chair CARE will collect Focal Points)