



# **Protection Working Group 2018 ActivityInfo Reporting Guide**

This short guide aims to help organizations participating in the Syria Response in Jordan as Protection Sector actors (including CP, SGBV, and MHPSS sub-sectors) to report activities and progress towards targets on the ActivityInfo database. For any questions about categorization of activities or data entry processes, please contact your Sector or Sub-Sector coordinators or Coordination Associate

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## Registration, Resettlement, and Institutional Support

### REF 1.1 Supporting Government Institutions and Others in Ensuring Security, Transportation and Protection

This project supports government institutions, including Ministry of Interior and its agencies, by ensuring information provision, security, community-based policing, and transportation of refugees within Jordan. It covers strengthening national procedures and institutions (including SRAD and Ministry of Social Development) to ensure that Syrian refugees understand their rights and obligations, when transported within Jordan. The project will support the Jordanian Armed Forces (JAF) to provide security assistance and transport to Syrian refugees, as well as to authorities to provide security services in accordance with the Jordanian law.

**Reporting for this project and related indicators is by UNHCR, UNOPS and IOM only.**

#### Indicators:

- **# of WGBM provided with transportation to and from camps, registration centers, and other locations within Jordan**
  - ✓ **Description:** Providing transportation to refugees within Jordan, including to and from camps, urban areas, medical facilities, borders, governorates, Raba al Sarhan center, or elsewhere, disaggregated by age and gender.
  - ✓ **2018 Target: 77,658**
- **# of Institutional Support Interventions (non-Training) to GoJ**
  - ✓ **Description:** # of institutional capacity building interventions for GoJ - Mol, SRAD, JAF. These are generally significant components of UN support to government, and may include budgetary support, non-training capacity building initiatives, infrastructure, support for staffing, etc. Measured by intervention per ministry or government agency.
  - ✓ **2018 Target: 18**

### REF 1.2 Refugee Documentation, Profiling, and Registration Activities

Syrian refugees are registered and biometrics implemented (Mol/SRAD and UNHCR) and provided information on the importance of civil status documentation, and are able to obtain civil status documents (birth, marriage and death certificates) and ensures the continuous registration and profiling for refugees, reducing duplication of assistance services and preventing fraud. This project also aims to ensure that Syrian refugees have access to civil status documents, including birth notification and registration, and marriage and death certificates. Full and effective understanding of Jordanian law and procedure concerning civil status documents will contribute to improve levels

of civil status documentation amongst refugees, contributing to stronger individual protection, reduction of fraud and exploitation, prevention of statelessness, and contributions towards durable solutions outside of Jordan.

### Reporting for this project and related indicators is by UNHCR only

#### Indicators:

#### # Of WGBM with valid registration (new Ministry of Interior (MoI) Service Document, UNHCR registration)

- ✓ **Description:** Registration, verification and monitoring, # of persons with valid UNHCR registration (proof of registration or ASC) - total # renewals and new registration.
- ✓ **2018 Target: 650,751**

#### # of WGBM enrolled with biometrics

- ✓ **Description:** # of persons with IRIS scan recorded - number of IRIS captured for refugees in order to reduce duplication of assistance services and preventing fraud.
- ✓ **2018 Target: 60,000**

#### # of Syrian girls and boys receiving birth certificates (Camps only)

- ✓ **Description:** Issuance of birth certificates to Syrian girls and boys; this indicator does not reflect legal assistance or cash-for-protection assistance projects, which are included under either the Justice sector, or under Protection REF 1.5 indicators. It only concerns birth certificates, not other forms of documentation.
- ✓ **2018 Target: 13,000**

### REF 1.3 Ensuring Access to Resettlement and Other Durable Solutions Outside of Jordan, including review, assessment and eligibility interviews and infrastructure related to resettlement

**Description:** This project supports the identification and submission of eligible refugees for resettlement, contributing to burden-sharing by the international community. UNHCR, in coordination with stakeholders, will continue to explore resettlement and humanitarian admission options as a protection solution for the most vulnerable Syrian refugees. Through resettlement of the most vulnerable refugees, protection of individual refugees will be ensured, while strain on Jordanian systems and humanitarian actors will be reduced. Counselling will be provided to refugees wishing to return to Syria in order to ensure that spontaneous return movements are informed and voluntary.

**Reporting for this project and related indicators is by UNHCR only.**

**Indicators:****# of WGBM submitted for third country resettlement**

- ✓ **Description:** Identification and submission of refugees to third countries under resettlement or humanitarian access programs through review, assessment, eligibility interviews and infrastructure related to resettlement of refugees outside of Jordan.
- ✓ **2018 Target: 13,860**

**# of WGBM provided with counseling on spontaneous return to Syria**

- ✓ **Description:** Counselling for durable solutions, including counseling and monitoring on refugees that wish to return to Syria.
- ✓ **2018 Target: 11,000**

**Community Based Protection, Specific Needs, PSS and Outreach**

REF 1.4 Building Community Capacity - for Syrians and Jordanians through community based initiatives including Jordanian Community Centers.

**Description:** This project aims to strengthen the coping strategies of Syrian families and vulnerable affected communities through community capacities. Refugee communities possess capacity to contribute to their own well-being and protection; this capacity will be utilized through increasing refugee volunteers, committees and youth engagement. Youth programmes will focus on activities such as mentoring, conflict prevention and higher education, tailored to the specific needs of male and female youth.

**Indicators:****# of WGBM, including youth, engaged as volunteers**

- ✓ **Description:** Community volunteers mobilized by CBOs, NGOs and government for voluntary and charitable activities. This includes the broad range of programs and projects in which refugees engage on behalf of community concerns or wellbeing, etc. It includes projects for which some minimal form of financial support is given (to address e.g. transportation or communications costs, etc.), but does not include the formal cash-for-work programming with more structured remuneration and formal terms (which are reported under Livelihoods sector).
- ✓ **2018 Target: 14,892**

**# WGBM benefitting from community-based interventions**

- ✓ **Description:** The JRP description reads “Community-based interventions undertaken, including construction, maintenance and rehabilitation of community centers and related infrastructure” – although this indicator will mainly monitor other community-based projects that support community mobilization or

self-management generally (rather than physical-premises-related). That includes interventions support services and care arrangements, prevention of abuse and exploitation, inclusion and information sharing, and awareness raising and advocacy with a critical element being a focus on empowering refugees to contribute to their own protection solutions – as individuals, families, communities, and groups. This indicator does not include general awareness on services, prevention on GBV or CP (See REF 1.5, 1.7 and 1.8).

- ✓ **2018 Target: 30,827**

#### **# of youth engaged in mentoring, conflict prevention and reducing social tension through initiatives engaging youth refugees and host communities.**

- ✓ **Description:** Youth volunteer programs, excluding incentive programs by CBOs, NGOs and government for voluntary and charitable activities. The ‘mentoring, conflict prevention and reducing social tension’ aspects should be construed broadly, such that most structured youth volunteering activities fall under this category (and may include duplications with the first indicator above re: volunteering). It includes projects for which some minimal form of financial support is given (to address e.g. transportation or communications costs, etc.), but does not include the formal cash-for-work programming with more structured remuneration and formal terms (which are reported under Livelihoods sector).
- ✓ **2018 Target: 1,548**

### **REF 1.5 Responding to Needs of Persons with Disabilities, Older People, and Other Vulnerable Persons through Referral Systems, Targeted Assistance, and Outreach**

**Description:** This project aims to ensure that the most vulnerable refugees are identified, referred to, and obtain services addressing their specific needs. These most vulnerable refugees are often marginalized, with reduced access to services due to their vulnerability, and require focused efforts to ensure they are not excluded from critical, specific assistance. The efforts to reach such individuals will include home visits, refugee volunteers and outreach methodologies that address the isolation of women and girls in the homes, and restricted mobility of elderly and persons with disabilities. This project also supports the Vulnerable Assessment Framework (VAF) system to ensure that assistance programmes benefit those most unable to support themselves through work or other means. Through the improved outreach, identification and referrals, the Social Protection Sector will provide specialized assistance to persons with specific needs, including assistive tools and devices and rehabilitation sessions for persons with disabilities and impairments, and emergency financial assistance to those experiencing immediate protection risks.

#### **Indicators:**

##### **# of WGBM receiving assistive tools or devices**

- ✓ **Description:** Provision of assistive tools (SN), and care centers addressing persons with disabilities. Assistive tools includes mobility aids, Visual aids, hearing aids, computer software and hardware, such as voice recognition programs, screen readers, and screen enlargement applications. This does not include rehabilitation, PSS, recreational activities, counselling or training.
- ✓ **2018 Target: 6,087**

### # of households and WGBM with protection concerns receiving urgent or emergency cash assistance

- ✓ **Description:** Refugees with protection receiving one-time or limited-period cash assistance based on protection-related criteria. This does not include monthly financial assistance programmes implemented as Basic Needs support through the Basic Needs Working Group, nor does it include the “cash-for” programming under Health or Shelter Working Groups. Examples under this indicator includes UNHCR’s Urgent Cash Assistance programming, SGBV cash programming and the documentation-related cash programming by consortium members.
- ✓ **2018 Target: 11,521**

### # of WGBM referred to specialized assistance and follow-up

- ✓ **Description:** Referrals for specialized services between organizations and governmental entities. Indicator records any referrals made by organizations to service providers, including NGOs, UN, government, or other service providers, this indicator emphasizes the value and importance of referrals to ensure appropriate and efficient service provision.
- ✓ **2018 Target: 51,475**

### # of WGBM participating in awareness activities concerning obligations and services

- ✓ **Description:** Providing information and awareness concerning obligations and services. This includes mass communication campaigns, distribution of printed materials or leaflets, attendance at awareness sessions on protection services, or individual counseling on services. This indicator excludes several types of awareness sessions, however: SGBV and CP and legal services awareness/sensitization (reported under REF 1.7, 1.8 and Justice Sector) are reported directly in those projects.
- ✓ **2018 Target: 263,328**

## REF 1.6 Improving Well-being through Safe Spaces, Community Centers, and Psycho-social Support Interventions

**Description:** This project aims to provide specialized programming for supporting community-based activities, and promoting adaptive coping strategies, stress reduction and effective management of anger and frustration. Interventions may include focused individual, family or group activities delivered by trained and supervised workers, ensuring focused interventions are provided to address distress concerns in children; strengthening interventions to ensure dignity and inclusion of children, men, and women; strengthening coping strategies of Syrian families and host communities, including through Safe Spaces and Community Centers that provide an accessible, safe and dedicated location.

**Indicators:****# of WGBM accessing sustained and structured PSS services (level 2 & 3)**

- ✓ **Description:** Providing specialized programming promoting adaptive coping strategies, stress reduction and effective management of anger and frustration. Interventions may include focused individual, family or group activities delivered by trained and supervised workers, ensuring focused interventions are provided to address distress concerns and strengthening interventions to ensure dignity and inclusion of children, men, and women.
- ✓ **2018 Target: 79,095**

**# of WGBM accessing safe spaces and community centers**

- ✓ **Description:** Refugees accessing safe spaces and community centers on the monthly basis. Reporting is based on the monthly numbers
- ✓ **2018 Target: 80,356**

**Sexual and Gender Based Violence [SGBV]****REF 1.7 Preventing and Responding to Sexual and Gender-Based Violence**

**Description:** Survivors have access to quality specialized GBV services, including case management and multisector services ( legal, health, safety and security, psychosocial), and measures are in place to prevent and reduce risks of SGBV, whilst capacity of service providers, humanitarian and national government actors is strengthened on SGBV core principles, survivor centered services and referral pathway. Prevention of and Response to SGBV services will adhere to minimum standards set in the SOPs. Forms of SGBV including domestic violence and early/forced marriage continue to persist at high levels in the country of asylum, to which cultural attitudes as well as social and financial pressures contribute. People with specific needs face additional challenges to access specialized SGBV response services. GBV case management is a structured method for providing help to a survivor. It involves one organization, usually a psychosocial support or social services actor, taking responsibility for making sure that survivors are informed of all the options available to them and that issues and problems facing a survivor and her/his family are identified and followed up in a coordinated way, and providing the survivor with emotional support throughout the process (See: 2017 Case Management Guidelines). It includes direct provision of psycho-social support through counselling, empowerment of survivors, coordination of referrals to other services upon wishes of survivors (such as health, security, legal, and livelihoods support); and maintenance of confidential data concerning SGBV incidents. Through this component, government and non-government actors will be trained on SGBV.



**Indicators:****# of WGBM (including survivors) accessing SGBV prevention and response services in safe spaces**

- ✓ **Description:** Number of individuals (disaggregated by sex and age) accessing specialized GBV prevention and response services in Women and Girls Safe Spaces, or other static facilities and mobile safe spaces. Number includes individuals accessing services, people at risk and survivors but it is not representative of the number of survivors or SGBV incidents. This indicator reflects the total number of GBV beneficiaries reached in Women and Girls Safe Spaces or other facilities, regardless of the specific kind of activity of service provided to them. It includes one to one services and group activities. The aim of this indicator is to capture GBV beneficiary numbers while avoiding double-counting of beneficiaries that participated in several activities of the same kind and/or received several services<sup>1</sup>.
- ✓ **2018 Target: 21,535**

**# of WGBM sensitized on SGBV through awareness raising and outreach activities**

- ✓ **Description:** Sensitization requires a discussion/interaction with participants (no mass information and/or leaflet distribution). Awareness raising activities through direct contact initiatives/information sessions. These awareness raising activities are conducted through direct contact with the affected community, either with individuals or in group sessions. They should be culturally appropriate and aim at increasing their knowledge of GBV. Topics can include information on available services and how to access them; risk identification and reduction strategies; sexual and reproductive health; women's rights; infant and young child feeding practices; positive coping strategies; life skills; and hygiene promotion. Example: awareness raising sessions with beneficiaries throughout the 16-day-campaign against GBV. This indicator is reporting on activities outside the WGSS or other static-mobile facilities. This indicator will be disaggregated by sex/age. Indirect beneficiaries (e.g. reached through mass media campaigns) should not be included in this indicator.
- ✓ **2018 Target: 99,347**

**# of service providers, humanitarian actors and government counterpart trained on SGBV**

- ✓ **Description:** Provision of training to direct service providers and/or non-direct service providers in order to strengthen quality of SGBV prevention and response. These trainings do not target beneficiaries. This can include different topics ranging from GBV basics to case management, clinical management of rape and GBV guidelines. This indicator will be disaggregated by sex.
- ✓ **Target 2018: 2,946**

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<sup>1</sup> A WGSS is hereby a place (either formal or informal) where women and girls feel physically and emotionally safe. "Safe" in this context refers to the absence of trauma, excessive stress, violence (or fear of violence) or abuse. WGSS also provide a place where women can access confidential services, discuss issues and concerns with other women and professional staff. Safe spaces also provide an entry point for women and girls to access referrals to other safe and non-stigmatizing GBV response services. (See: 2015 UNFPA 'Women and Girls Safe Spaces – A Guidance Note based on lessons learned from the Syria Crisis')

## Child Protection [CP]

REF 1.8 Providing quality child protection services to the most vulnerable children in Jordan.

**Description:** Access to quality child protection services for the most vulnerable children in Jordan, including working children, early married children, child survivors of violence, and children with disabilities. The shift away from psycho-social support to the community-based child protection for Syrians and Jordanians will ensure that interventions take into account the protracted nature of the conflict and the needs of Syrian and Jordanian children and youth. While not the primary focus of these interventions, all interventions will contribute to preventing children from becoming associated with groups that promote violence. Interventions in this sheet include crucial specialized services for Syrian and Jordanian children to prevent and respond to the needs of the most at-risk children and child survivors. Six child protection priority areas have been identified, including: unaccompanied and separated children (and children deprived of parental care), child labour, prevention of violent extremism among youth and adolescents, violence against children, children in conflict with the law and children with disabilities.

### Indicators:

#### # of WOMEN/MEN GoJ officials, civil society & humanitarian workers trained on CP

- ✓ **Description:** Interventions aimed to strengthen the capacity of existing child protection systems including improving child protection policy guidelines, standards and tools
- ✓ **2018 Target: 6,883**

#### # of WGBM volunteers of the committees trained on child protection issues

- ✓ **Description:** Members of community-based child protection committees trained on child protection issues.

#### # of GIRLS and BOYS participating in structured, sustained child protection activities (not ECD)

- ✓ **Description:** Structured and sustained community-based child protection activities for vulnerable children (age 6 to 17). Activities should include a curriculum or planned set of activities for children over the age of 5, which take place over a period of at least several weeks.
- ✓ **2018 Target: 100,000**

#### # of GIRLS and BOYS participating in structured, sustained child protection activities (only ECD)

- ✓ **Description:** Structured and sustained activities for vulnerable children (aged 0 to 5) using an early childhood development curriculum over a period of at least several weeks.
- ✓ **2018 Target: 50,000**

**# of WOMEN and MEN participating in structured, sustained community-based parenting activities (only ECD)**

- ✓ **Description:** Structured and sustained community based activities for parents and caregivers of children (age 0 to 8) using an early childhood development curriculum over a period of at least several weeks.
- ✓ **2018 Target: 50,000**

**# of WOMEN and MEN participating in structured, sustained community-based parenting activities (not ECD)**

- ✓ **Description:** Structured and sustained community-based child protection activities for parents and caregivers of children aged 9-17. Activities should include a curriculum or planned set of activities for adults, which take place over a period of at least several weeks.
- ✓ **2018 Target: 50,000**

**# of WGBM benefiting from child protection communication campaigns and /or community events (one-off awareness raising events, outreach with CP messages, information related to CP services)**

- ✓ **Description:** Child protection communication campaigns and/or community events (one-off awareness raising events, outreach with CP messages, information related to CP services)
- ✓ **2018 Target: 278,494**

**# of GIRLS and BOYS who are receiving specialized child protection case management and multi-sectoral services**

- ✓ **Description:** Provide child protection case management and multi-sectoral services
- ✓ **2018 Target: 19,068**

## Justice Sector

### REF 1.1 Improving Access to Justice

**Description:** Strengthen national procedures and legal services to ensure refugees and vulnerable Jordanians improved access to justice and legal remedies. This project aims to improve access to legal services by improving awareness of Jordanian law amongst refugees through information sessions and innovative methods of communication with refugee communities, and by providing quality legal services and contributing to a responsive legal aid system. It also aims to strengthen the capacity of justice sector on refugees' rights and international protection. In particular, the project also include a component aimed at strengthening Sharia Courts by institutional support and capacity building, to ensure that refugees have convenient access to court services, particularly those refugees living in camps.

**Reporting Organizations: UNHCR, NRC, ARDD-Legal Aid, JCLA, IRC, Vdt and War Child Canada.**

**Indicators:**

**# of WGBM receiving legal awareness sessions**

- ✓ **Description:** Providing legal awareness through different methods such as information sessions, media campaigns and other innovative method on the most standing legal issues that may affect Syrian refugees life in Jordan
- ✓ **2018 Target: 40,176**

**# of MoJ staff and Judicial council judges trained on refugee law and international protection**

- ✓ **Description:** Training and legal roundtable for justice sector officials
- ✓ **2018 Target: 110**

**# of WGBM receiving legal counseling and/or legal representation**

- ✓ **Description:** Providing legal counseling, mediation and/or legal representation through certified lawyers.
- ✓ **2018 Target: 62, 101**