

# Emergency Appeal Operations Update

## Jordan: Population Movement

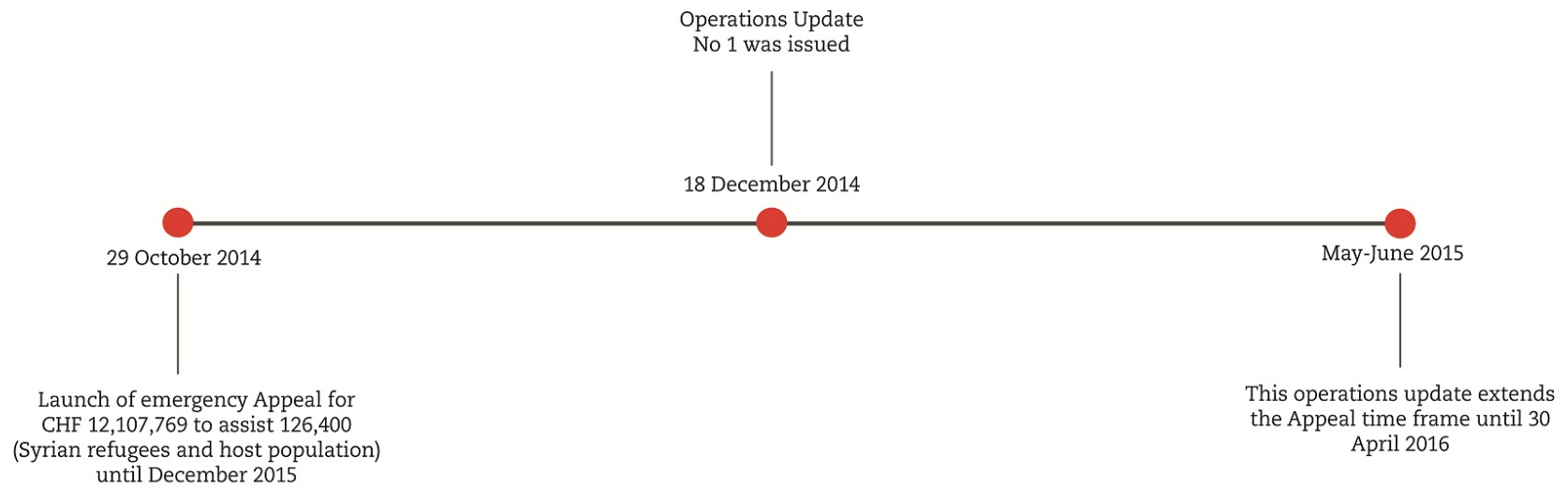
Emergency appeal n° MDRJO001		GLIDE n° OT-2014-000138-JOR
Operations update n° 2		Timeframe covered by this update: October 2014 to April 2015
Emergency Appeal operation start date: 1 October 2014		Timeframe: 19 months and end date is 30 April 2016
Appeal budget: CHF 12,231,510	Appeal coverage: 27%	Total estimated Red Cross and Red Crescent response to date: CHF 3,269,827
Disaster Relief Emergency Fund (DREF) allocated: None		
N° of people to be assisted: 126,400 (Syrian refugees and host population)		
Host National Society: Jordanian Red Crescent (JRC)		
<ul style="list-style-type: none"> <li>• Number of Branches: 10</li> <li>• Number of Training Centres: Three (First Aid Training Centre, Vocational Training Centre and Madaba Training Centre)</li> <li>• Number of volunteers: 600 volunteers, out of them 200 are active volunteers</li> </ul>		
Red Cross Red Crescent Movement partners actively involved in the operation: American Red Cross, Australian Red Cross, British Red Cross, Canadian Red Cross, Danish Red Cross, Finish Red Cross, French Red Cross, German Red Cross, Icelandic Red Cross, Irish Red Cross, Iraqi Red Crescent, Kuwaiti Red Crescent, Netherlands Red Cross, Qatari Red Crescent, Spanish Red Cross, Swedish Red Cross, Emirates Red Crescent, and as well as IFRC and ICRC		
Other partner organizations actively involved in the operation:		
<ul style="list-style-type: none"> <li>• Government Institutions: Ministry of Interior, Ministry of Health, Ministry of Education, Ministry of Planning and International Cooperation, Ministry of Social Development, Ministry of Labour, Royal Jordanian Medical Services</li> <li>• UN agencies: WFP, UNICEF, UNHCR, UNRWA, UNFPA, UNOCHA, WHO</li> <li>• International organizations: Norwegian Refugee Council, MEDAIR, ACTED, CARITAS, World Vision, Mercy Corps, Save the Children, Danish Refugee Council, IRD, MSF, MdM, IRC, IMC, Handicap International, MdM, and others</li> <li>• Jordanian organizations: JHAS, Save the Children Jordan, Institute for Family Health</li> <li>• Private companies: Islamic Development Ban, Khawatir TV</li> <li>• Other: ECHO, Japanese Government, Italian Government</li> </ul>		

### ***This second Operations Update highlights:***































- *Major achievements made since the launching of the Appeal in October 2014 up to April 2015.*
- *Time frame extension of the Appeal from 15 months to 19 months (up to end of April 2016) and revision of budget from CHF 12,106,275 to CHF 12,231,510*
- *The intention to revise the Appeal budget and activities in September/October 2015*
- *Calls for additional support from partners to fill the most critical funding gaps and to begin preparation for the next winter season.*

Click to view the [interim financial report](#) and [revised summary budget](#)

## Major events since the Appeal Launch



## Snapshot of RCRC Movement achievements

<p><b>JRCS/IFRC</b></p> <ul style="list-style-type: none"> <li> 31,203 Syrians and Jordanians reached with community health</li> <li> 3,000 households reached with unconditional cash in 2014</li> <li> 145 staff and volunteers trained (CBHFA, CTP, NDRT, GBV)</li> <li> Disaster preparedness</li> </ul>	<p><b>JRCS/German RC</b></p> <ul style="list-style-type: none"> <li> 714 HH reached with winter items</li> <li> 7,464 Baby kits; 13,628 Women Emergency Kits distributed and 1,400 hygiene vouchers</li> <li> 1,877 people reached with CBHFA; 664 people trained in First Aid; 24 women in English and handicraft</li> </ul>	<p><b>JRCS/French RC</b></p> <ul style="list-style-type: none"> <li> 7 urban micro projects to be launched</li> <li> Upgrading 300 houses and 7 schools</li> <li> 1,000 people to be targeted in PSP; 175 people already reached</li> </ul>	<p><b>RCRC Hospital in Azraq</b></p> <ul style="list-style-type: none"> <li> 869 patients</li> <li> 4,322 caseload</li> <li> 95 patients</li> <li> 57 births</li> <li> 845 caseload</li> <li> 267 patients</li> </ul>
<p><b>JRCS/Kuwait RC</b></p> <ul style="list-style-type: none"> <li> 4,000 hygiene kits; 1,080 clothes vouchers; 4,853 blankets; 102 clothes boxes; 4,980 food parcels; 64,000 tonnes of dates; 2,100 hot meals; 1,170,000 kg of bread; 2,000 bags of rice; 1,000 bags of lentil; 167 boxes of oil; 167 boxes of milk powder</li> <li> 600 boys reached with Circumcision procedures</li> </ul>	<p><b>JRCS/Danish RC</b></p> <ul style="list-style-type: none"> <li> 10 Staff and 212 Volunteers trained and 6,305 Youth and children reached with awareness sessions</li> </ul>	<p><b>JRCS/Iraq RC</b></p> <ul style="list-style-type: none"> <li> 18,396 consultations (2,000 special cases) supported through JRCS clinic and hospital</li> <li> 1,500 heaters and fuel vouchers; 2,500 school kits; 4,500 hygiene kits distributed and 3,500 gas vouchers</li> </ul>	<p><b>JRCS/Qatar RC</b></p> <ul style="list-style-type: none"> <li> 1,064 patients reached with Financing medical treatment (Surgeries, dialysis and caesarian)</li> </ul>
<p><b>JRCS/ICRC</b></p> <ul style="list-style-type: none"> <li> 4,100 households reached with Cash Assistance</li> <li> 1,500,000 cooked meals distributed; 1,135,000 essential food and water items and 290,000 essential household items</li> <li> 5,086 people reached with First Aid Courses, Vocational training and workshops; 346 JRCS staff and volunteers participate in TOT workshops; 103 Jordanian and Syrian doctors were trained</li> <li> 200,000 people benefit through infrastructure rehabilitation to improve water access at North Badia</li> <li> Financial, technical and material support to re-establish the 2 JRCS National FA Training Centers</li> <li> Support to Madaba DM Training Center, Establishment of a JRCS Antenna Office in Reweshid for Eastern Border operation and 1 (4x4) vehicle for JRCS Disaster Management Unit</li> <li> 50,817 people reached with Restoring Family Links; Red Cross messages, oral greetings, issuance of travel resettlement documents, delivering books and establishment of transit points</li> <li> Medical equipment for 2 hospitals; 12,000 refugees and 150 WW reached with medical services</li> </ul>			

## Situational Analysis

According to UNHCR, as of 6 May 2015, there were 627,287 registered Syrian Refugees in Jordan and with the recent escalation of the conflicts in Syria and Iraq, refugees are continuing to seek safe haven in Jordan. Multiple humanitarian and UN agencies suggest that between 15-30% of the refugees (100,000-200,000) in Jordan may not be fully registered. On 15 February, the Ministry of Interior (MoI), the Syrian Refugee Affairs Directorate (SRAD), in cooperation with UNHCR began the re-registration exercise for Syrians to maintain their legal status in the Kingdom. To date there has been a low rate of participation partly attributed to the high cost of the required compulsory health certificate among other reasons.

There has been a significant reduction in funding for humanitarian programmes which is further affecting the Government of Jordan's and humanitarian partners' ability to be able to respond effectively to the needs of the Syrian refugees. In March 2015, WFP had to withdraw the offer of food vouchers to around 10% of Syrian families living in the host communities which coincided with an across the board reduction of close to 50 percent in the value of food vouchers.

Since the Ministry of Health's (MoH) decision in November 2014 that Syrian refugees must pay the same rates as non-insured Jordanians for public health services, there has been a significant reduction of Syrian refugees accessing the MoH services.

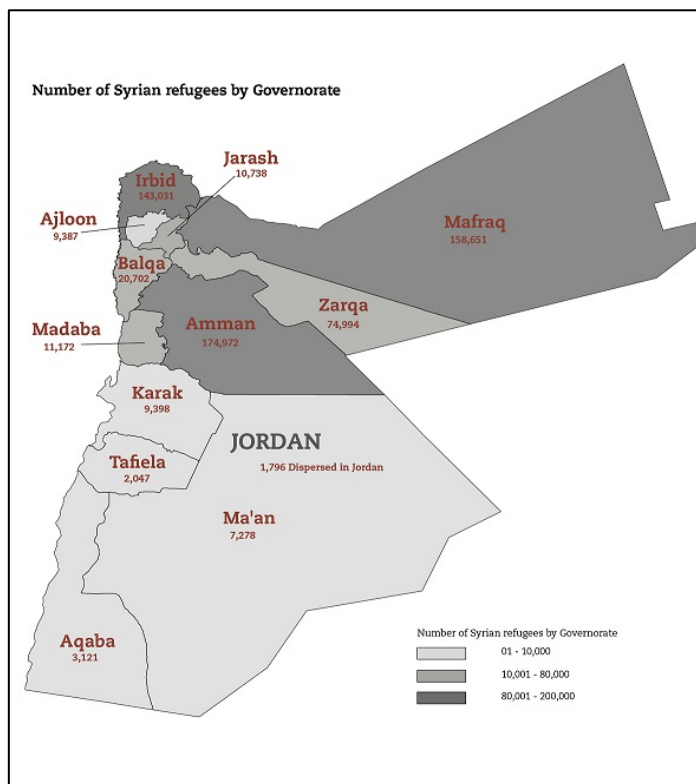
The number of Palestinian Refugees from Syria (PRS) and their families recorded and assisted by UNRWA stands at 15,000 (UNRWA: 30 March 2015). They cannot access assistance reserved for Syrians and they struggle to meet their basic needs, mostly dependent on UNRWA support.

As of 23 May 2015, the number of Iraqis registered with UNHCR stood at 48,041 with the vast majority living in Amman Governorate (89.7%). 20.1% of the Iraqis have special needs which include serious medical conditions, disabilities, unaccompanied children, women at risk and older person at risks among other needs.

Dwindling resources and donor fatigue are further exacerbating the socio-economic situation in Jordan for both the refugees and host communities. Reduced funding for humanitarian programmes is already reducing the ability of the Jordanian authorities and international and national organizations to provide support and assistance to the most vulnerable. As a result we expect to see increased negative coping mechanisms and a greater impact on the physical, mental and psychological well-being of the refugee and vulnerable Jordanians.

This operations update announces the extension of the operational time frame from 15 months to 19 months (up to end of April 2016) and revision of budget from CHF 12,106,275 to CHF 12,231,510. The reason for this revision to accommodate the additional pledges received for the support of the CBHFA delegate (until end of March 2016) and the CTP delegates (until end of April 2016) as well as for monitoring and reporting for the ongoing activities.









A full revision of this Appeal will be conducted in September after further assessing the priority needs of refugees and host communities as well as the capacities of the National Society in addition to the support already provided by other partners to the operation.



## Red Cross Red Crescent action

Below is a summary of support being provided to Syrian refugees in Jordan by the Movement partners.

### Intervention areas by Movement partners (2014 -2015)

Partners   Sector	 Relief (Non Food Items/Cash/Voucher)	 WatSan/WASH/ Shelter/WatHab	 Health (Medical Services/CBHFA/ First Aid/PSP)	 Livelihoods/ Vocational training	 National Society Development / OD	 Restoring Family Links	 Youth	 Disaster preparedness
IFRC	●		●	●	●			●
JRCS	●	●	●	●	●	●	●	●
ICRC	●	●	●	●	●	●		●
German RC	●	●	●	●	●			
French RC		●	●					
Finnish RC			●		●			
Iraqi RC	●		●					
Kuwait RC	●		●					
Danish RC							●	
Qatari RC			●					
Italian RC / Danish RC			●					
Emirates RC			●					
Norwegian / Canadian RC			●					

## Coordination and partnerships

Coordination takes place at different levels: within the RCRC Movement and with other humanitarian actors in the country.

- The RCRC Movement meetings take place twice per month, to ensure general agreement on plans for the current response, implementation, information sharing, as well as contingency planning in case of an increased influx of refugees into the country. These coordination meetings are chaired by JRCS and supported by IFRC, with the presence of the Danish RC, French RC, German RC, Iraqi RC, Qatar RC and ICRC.
- Movement Health Coordination meetings are held on a monthly basis in order to share information, identify areas of joint collaboration and support, agree on methodologies and to avoid duplication
- Other regional Movement Coordination meetings where the Movement in Jordan is represented include the Movement Advisory Platform (MAP). Since March 2015, as per the recommendations of the MAP, the Movement partners participated in developing a **joint Movement Country Plan for Jordan for 2015**, in line with the JRCS Operational plan. This has been completed and submitted to the IFRC MENA Zone office.
- There are regular and ad-hoc meetings at the level of the Head of Delegation and the President of JRCS.
- Cash Transfer Programme partners met in November 2014 to discuss the external audit report produced of the CTP
- The European Commissioner for Humanitarian Aid and Crisis Management visited the IFRC/JRC Cash Transfer Programme on the 29<sup>th</sup> January. For more information about his visit please click on the following links: <http://ec.europa.eu/avservices/video/player.cfm?ref=I098274> and <http://ec.europa.eu/avservices/photo/photoDetails.cfm?sitelang=en&ref=027232#8>
- A tri-partite agreement was signed at the end of April between the JRC, the Finnish RC and IFRC in relation to the RC RC hospital in Azraq refugee camp

- The MENA Region Strengthening Movement Coordination and Cooperation (SMCC) meeting was held in Jordan in May 2015

With regard to other humanitarian actors:

- The Humanitarian Country Team (HCT) meetings are led by OCHA and the Interagency Task Force (IATF) chaired by UNHCR. Both meetings are attended by the HoD as observer.
- The Syrian INGO Regional Forum (SIRF) and Jordan INGO Forum (JIF), where ICRC and IFRC have an observer role.
- The Interagency Community Health Task Force is chaired by IFRC and hosted by JRCS with the presence of INGOs, Jordanian humanitarian agencies and UNHCR
- The recently established Livelihood Working Group chaired by Jordan INGO Forum (JIF), will be co-chaired by IFRC once the group is formally established.
- Participating in working groups based on different sectors such as Basic Needs (merge of the Cash Working group and relief), Host Community Support Platform, Health Working Group, Sexual and Gender Based Violence working group and the Reproductive Health Working Group.
- IFRC participated in the World Humanitarian Summit Regional Consultation for the Middle East and North Africa in March in addition to other various government and donor meetings

To further strengthen Movement coordination in Jordan, the following recommendations are currently in the process of being applied:

1. Increasing and harmonizing the links between the two Movement coordination levels (operational and strategic) in Jordan.
2. Partners have committed to establish a Movement Contingency Plan for Jordan
3. Strengthening coordination among partners for capacity building and Organizational Development through the support of an OD delegate for JRC for 9 months
4. Ensuring representation of JRCS departments/sectors in Movement Coordination meetings. This is in addition to promoting and strengthening the inter-departmental communication in JRCS headquarters (HQ) as well as the coordination between HQ and branches.
5. Promoting joint planning, joint monitoring and joint reporting among Movement partners in-country through the recruitment of a JRC PMER officer.

In addition to the above, IFRC is considering calling for a partnership meeting on Jordan by October 2015.

## Operational implementation

### Overview

The update gives an account of implementation progress under each sector. Since the Appeal launch, there has been progress in the implementation of the cash transfer programme (CTP), community based health and first aid (CBHFA) as well as in the capacity building of Jordan Red Crescent Society (JRCS)

### Shelter, settlements and non-food items

**Outcome 4.** The immediate shelter and settlement needs of 4,000 refugee households (20,000 persons) living outside camps within host communities are met during 2014 and 2015

**Progress and challenges:** A total of 1,893 beneficiaries were provided with cash assistance from October 2014 until the end of April 2015. This translates to 9,465 people (one person has approximately five family members). This was made possible through funds received from the French RC/ECHO and British Red Cross (second phase of CTP). A new project (3<sup>rd</sup> phase) funded by ECHO and the Government of Japan to assist 1,339 households started in March 2015 and will continue until the end of November 2015.

Cairo Amman Bank (CAB) and IFRC/JRC developed a process to transfer cash through Iris registration and verification. This is an innovative technology that is more secure and efficient in terms of resources and time. The IRIS technology is where one registers through the IRIS biometric imaging process and cash withdrawals are made from an automated money distribution point through iris scanning, as opposed to using an ATM card. An exit survey conducted during the IRIS registration indicated satisfaction about the process among the beneficiaries both related to the role of the bank and the information disseminated by JRC. The majority reported that the IRIS scan is safer and easier to use, one cannot lose it as the ATM card and there is no need

of a PIN Code. However, there are some beneficiaries who cannot use the Iris Scan due to eye problems, ill health or other mobility issues such as disability or old age. For such cases, the beneficiaries are provided with ATM cards so as to access their money.

As part of beneficiary satisfaction, IFRC and the Jordan Red Crescent team have developed a Case Management service based on particular needs assessments and analyses which point towards a strong need for strengthened case management and referral mechanisms. The Case Management service proposes a holistic and integrated approach where the needs of beneficiaries are looked upon from a multidisciplinary perspective. This holistic approach will ensure the dignity of the beneficiaries by empowering them to take informed decisions themselves regarding their own situations based on the options identified. This of course requires that beneficiaries receive the right kind and sufficient quality of support throughout the process, and for a trained professional to monitor and follow up that they are receiving the appropriate and available services in time. The impact on the beneficiaries' situation will be measured and best practices captured.

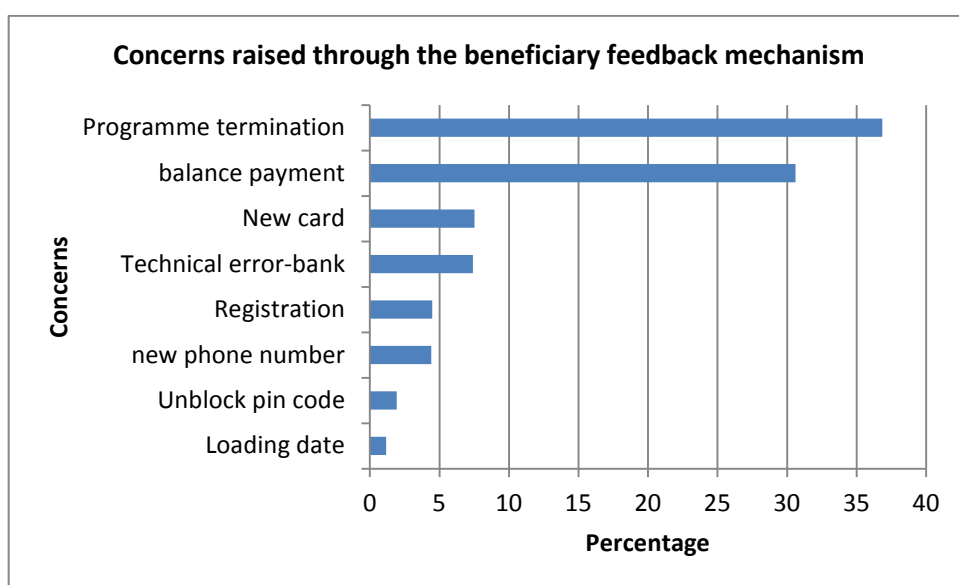


JRC CTP staff conducting a home visit. Photo credit: JRC

To ensure beneficiary feedback is received and issues addressed, IFRC/JRCS will continue conducting post distribution monitoring (PDM) for their cash transfer programme (CTP) in Amman. During this reporting period, the following were the findings based on the last PDM conducted in November 2014:

- The amount of support (50, 100, 120 JoD depending on family size) is too small compared to the cost of rent and utilities, which has increased during the last two years.
- The families are coping by participating in informal labour and taking loans, since they have sold most of their personal assets they came with from Syria
- The beneficiaries said that they will not go to Syria or to the camps when the IFRC/JRC assistance stops, meaning an increase of negative coping mechanisms must be expected.

The complaints mechanism through beneficiary calls to a hotline number operated by the Federation office, has also enabled the CTP team to follow up with beneficiaries' issues and assisting them based on their needs. The assistance included informing them in advance on final payments, referrals to other organizations that could provide them with varied assistance (health, education, etc), balance of payments due, resolving technical errors with the bank system and providing information about UNHCR assistance once they are referred back to the organization after final payments are made to the beneficiaries. An average of 250 calls were made monthly in 2014 while in 2015 an average of 92 calls were made (there were less calls made in 2015 because the number of beneficiaries declined due to lack of funds). Below is an analysis of concerns raised through the beneficiary hotline calls.



From the above graph, the issue raised the most was the beneficiaries' concern what would happen after programme termination (37%). The beneficiaries were informed that they will be referred back to UNHCR where their situation will be re-evaluated to determine if they will still be eligible for support. Another concern voiced by the beneficiaries was in relation to the balance of payment due to them (31%). Using the cash transaction list from the bank and the IFRC/JRCS distribution list, the beneficiaries were informed of the amounts that had been transferred into their accounts. Other queries included issuance of new cards for cash withdrawals in case the beneficiaries had lost their cards or could not use the Iris technology (8%) and if there was a technical error in bank system that caused the beneficiary not to withdraw cash (7%).

The main challenge for the CTP programme now is to cover the basic needs for 1,339 households for winter (winterization), and to receive further support for 2016, as the present support is only ensured until the beginning of the 2015 winter season. This should be linked to the livelihood component, which would increase the resilience of vulnerable families for next phase of the emergency.

Shelter, settlements and non-food items				
Output Indicators	Target	Achievements		Cumulative
		October to December 2014	January to April 2015	
# of Syrian refugee families living in host communities in Amman receiving unconditional cash grant for essential winterization	4,000	0	0	0
# of Syrian refugee families receiving cash grants for rent and other most essential household items	4,000	1,346	1,893	1,893
# of JRC volunteers and staff trained in cash transfer programming (CTP);	20	0	0	0

## Health

**Outcome:** 30,000 beneficiaries within the Syrian refugee and the host communities in the Governorates of Amman, Ajloun, Jerash, Mafraq and Irbid have improved physical and psychological health related to disease and disaster risk reduction, with a special focus on women and children.

**Progress and challenges:** In October 2014, 16 volunteers were trained as trainers in non-communicable diseases through the facilitation support of the Egyptian Red Crescent. The trainers then went on to train 68 community health volunteers in all the five targeted governorates. In the same month, a volunteer consultant conducted a one day motivational workshop for volunteer supervisors and later trained the community health volunteers on the *Youth as Agents of Behaviour Change* approach.

To mark the end of the first phase of the CBHFA programme, community evaluations were conducted simultaneously in all the 20 communities over a period of 2 days in November. This was done by 69 volunteers with the support of the IFRC Health Coordinator, 5 JRC Field Officer Assistants and the JRC CBHFA Project Officer. In addition, one to two focus group discussions were held in each of the 20 communities.



Photo Left: First aid training for JRC volunteers. Right: Home visits conducted by community health volunteers. Photo credits: JRC

An end line assessment was conducted where a total of 40 households per community were targeted during the 3-day assessments that were conducted simultaneously with the involvement of 69 volunteers. Following the end of all activities, branch managers, trainers and volunteers attended project wrap up workshops to discuss the strengths and challenges and to document lessons learned.

Feedback received from the community evaluations, end line assessments and project wrap-up workshops indicate the need to continue with the CBHFA programme as the targeted communities reported having gained a lot of vital information for their health wealth-being and they would also like to learn more as well as new health topics. A final report on these findings is available and can be shared upon request.

In January and February 2015, CBHFA activities were reactivated in the Governorates of Amman, Jerash and Mafrq with funding from the Australian Red Cross. During this time a total of 11,117 beneficiaries were reached of whom 61% were females and approximately 50% were Syrian refugees. Activities included home visits, group discussions and dissemination of fliers and brochures on the key health topics including heart disease, diabetes, healthy lifestyles, immunisations and violence prevention.

Community-based health and first aid (CBHFA)				
Output Indicators	Target	Achievements		Cumulative
		October to December 2014	January to April 2015	
# of people reached by community-based health services (disaggregated by type of service)	30,000	10,473	11,117	21,590
# of women and girls who receive women emergency kits	1,000	0	0	0
# of CBHFA facilitators active in the last 7 months (disaggregated by sex)	5	5	5	5
# of community health volunteers trained in CBHFA approach and relevant health topics e.g. violence prevention, NCDs, personal hygiene, care of the newborn, respiratory infections, immunizations	80	69	0	69
# of community health volunteers trained in first aid	80	68	0	68

**Outcome:** The secondary health needs of 16,000 Syrian refugees in Azraq Camp are met<sup>1</sup>

**Progress and challenges:** For 2015, the Consortium for the RCRC Hospital in Azraq camp includes the Finnish and German Red Cross Societies, and is funded by ECHO. The hospital offers mainly secondary level health care, focusing on paediatrics and obstetrics/gynaecology and emergency surgery in these fields. Patients are referred to the hospital by the International Medical Corps (IMC) that maintains primary level clinics during the day on weekdays. Patients requiring care beyond which the hospital can provide are referred outside the camp.

In April, the dental unit was opened within the hospital premises. The unit is an IFRC project, with full operational support by the hospital. Within the first two weeks, the clinic had received 161 visits. Patients are referred to the dental unit by the IMC primary health care clinics. Funds for the unit have been donated by the Italian government and the Khawatir TV-programme. The hospital also received support from the IFRC MENA Zone Communication Coordinator for the Syria Crisis who was key in liaising with Taiwan Government and Khawatir TV and ensuring that the media content was in line with the RCRC framework.

#### RCRC Hospital statistics From October 2014 to April 2015

Hospital Services	In Numbers
Patients registered	6,678 people
Inpatients	1,234 people
Births	247 children
Operations	288 operations
X-ray	1,731 people
Laboratory tests	4,893 people
Referrals made from RCRC Hospital	78 referrals (only in 2015)

<sup>1</sup> This number has been revised downwards based on available budget. Please note that this change in target for the RCRC hospital will not affect the IFRC Appeal budget as the hospital budget is separate.

The one year inauguration of Azraq Refugee camp comprised a celebration week of activities which were launched on 30 April. The hospital team was actively involved with its own stand for first aid training, its own football teams in the tournament and a first aid team for the matches.

The hospital operation's current budget is planned for 16,000 refugees however as of 6 May there were almost 18,000 refugees in Azraq camp. The potential budget gaps include medical equipment, clinical consumables, and human resources (HR) costs for local medical staff as well as o in-kind (material) needs.

Secondary health services				
Output Indicators	Target	Achievements		Cumulative
		October to December 2014	January to April 2015	
# of Syrian refugees who have access to secondary health care and services for 15 months in Azraq camp.	16,000	924	5,754	6,678

## Disaster Preparedness and Risk Reduction

**Outcome 1.** JRC's readiness to respond urgently, appropriately and safely to an increase in the influx of refugees or other emergency is strengthened

**Progress and challenges:** No activities have been implemented during the reporting period due to lack of funds. So far since the end of 2013, a total of 59 staff and volunteers have been trained in NDRT. There is a need to train more so as to have an adequate team that will improve preparedness and response capacity of the JRC as well as to provide a disaster response tool to all Movement partners and enhance coordinated responses to future disaster events.

Equipped JRCs for enhanced response				
Output Indicators	Target	Achievements		Cumulative
		October to December 2014	January to April 2015	
# of families who can be reached with JRC prepositioned stock	2,000	0	0	0
# of JRC staff and volunteers trained in NDRT	30	0	0	0

## Food Security and Livelihood

**Outcome 5.** Livelihood activities of poor 200 Jordanian households are improved through small scale income generating activities at household level.

**Progress and challenges:** No activities have been implemented during the reporting period due to lack of funds. A rapid qualitative livelihoods assessment was developed by British Red Cross in January 2014 for a potential caseload of local and refugee population. It was recommended to undertake an assessment of the current household economy, food security and livelihood status of both Syrian refugee and vulnerable Jordanian households, to update the quantitative work done in November 2012 using the household economy methodology. Donors and UN agencies pointed out at an Inter-Agency meeting that the implementation of a more detailed food security and livelihoods assessment is regarded a priority, especially considering that an exit strategy for the CTP has not been yet addressed. IFRC in Jordan is in communication with the British Red Cross who have the expertise and experience to support such an assessment.

Relevant stakeholders would engage with this assessment initiative, as long as is in-depth and quantitative, well-coordinated, follows harmonization of assessment and monitoring tools, and includes programme recommendations, feeding into the intersectoral approach to authorities to address some of the livelihood barriers for refugees, or at least small scale income-generating interventions for Syrian refugees in Jordan. This exercise will contribute to the technical input/evidence base to -at the least- allow the implementation of livelihoods or conditional cash interventions for Syrian refugees (alongside Jordanians).

Livelihood support of Jordanian families				
Output Indicators	Target	Achievements		Cumulative
		October to December 2014	January to April 2015	
# of Jordanian households provided with cash grant for livelihood project	200	0	0	0
# of people reached with skills based training	200	0	0	0

## National Society Capacity Building

**Outcome 6.** The response capacity of the host National Society is enhanced through strengthened capacity of the National Headquarters and branches.

**Progress and challenges:** With the support of ICRC and IFRC, a consultant in Organizational Development (OD) finalized his 3 month contract at JRCS in February 2015 and a national OD person was contracted for one year. The main outcomes of the OD consultant were:

- Support to the development of the JRC strategic plan and operational plan. The strategic plan is currently in draft and awaiting final approval from the strategic committee.
- Training and coaching the national OD focal person of JRCS during the OD delegate's 3 month mission.
- Supporting JRCS in organizational development, specifically human resources and finance. Although some progress has been made, there are still some specific gaps in terms of HR and finance that require longer term support.

For 2015, plans are underway to recruit an OD delegate so as to continue to support the work started during the period of the OD consultant.

The IFRC Office in Amman organized an Open Data Kit (ODK) training for IFRC and PNS staff. The training took place at IFRC meeting room on 25 March 2015 with 13 participants from IFRC, German Red Cross, Qatar Red Crescent, Danish Red Cross, French Red Cross (Jordan and Iraq). The IFRC IT/Database officer facilitated in the one day training.

The training aimed to familiarize the participants with ODK tools and how to use them. Specifically, the participants were trained on how to build a complete form (questionnaire), how to enter data while in the field as well as the difference between ODK build system and XLS form. Since the training, some of the participants have started conducting data collection using ODK, with technical support from the IT/Database Officer.

Strong JRCS headquarters and branches	
Output Indicators	Achievements
HR system in place	Process ongoing with the support of an OD Delegate and National OD focal person
JRC has an effective, well-equipped National First Aid training facility	The First aid training center have been completed with the support of ICRC, GRC and IFRC. Activities are already on going.
% of active JRC branches	
JRC strategic plan in place and being implemented	Strategic plan to be approved in the second quarter of 2015.
JRC ambulance service operational	
Harmonized PMER tools and processes exist PMER Plan of action exists and being implemented	
# of staff trained in logistics	
# of staff who participated in advanced logistics training	
# of staff who participated in regional logistics training	

## Communications and humanitarian diplomacy

**Progress and challenges:** With support from the IFRC Syria Crisis Communications Coordinator, several communication products were developed, to profile the National Society activities and give voice to the voiceless. Several web stories were published on the IFRC official website and on IFRC Syria Crisis webpage. Activities in Jordan were highlighted also through IFRC [social media](#) (Facebook and Twitter), with thousands of likes, shares, retweets and comments. Key messages and Question & Answers were updated on a monthly basis, published directly on [FedNet](#) and shared by IFRC Newswire. Case studies on the Cash Transfer Programme were also published on FedNet and shared by [IFRC Newswire](#). The IFRC Syria Crisis Communications Coordinator with the IFRC Audio Visual delegate shot one video on CTP. The video was edited in the IFRC Jordan delegation and published on IFRC YouTube channel (<https://www.youtube.com/watch?v=Z1YnKND2VJE>).

The IFRC/JRCS CBHFA activities in Jordan were included in a video which was produced for the Movement communication package to mark the 4<sup>th</sup> year of Syria Crisis, including bios/pictures of a JRC volunteer (<http://www.icrcproject.org/app/syria-women/#home> and <https://www.youtube.com/watch?v=knPnMstjEZk>).

The IFRC Syria Crisis Communications Coordinator supported the IFRC Jordan delegation during several media visits at the Red Cross Red Crescent Azraq hospital and at the IFRC/JRCS programmes dedicated to Syrian refugees.

The Head of Delegation and the Head of Operations maintained networking and donor relations through a variety of meetings, workshops, conferences and events with partners such as the Taiwanese Embassy, EHCO, Italian Government, Embassy of Brunei, Canadian Embassy among others.

Visibility and Positioning				
Output Indicators	Target	Achievements		Cumulative
		October to December 2014	January to April 2015	
# of staff trained in Emergency communication		0	0	0
# and type of communication products produced and disseminated		6	12	18
# of representation meetings at international level		0	0	0
# of HD products shared with partners		0	0	0
# of local events hosted by JRC/IFRC		0	0	0
# of local events JRC/IFRC participated in		0	0	0
# of management staff trained in HD		0	0	0
# of JRC staff trained in negotiation skills		0	0	0

## Contact information

**For further information specifically related to this operation please contact:**

### In the National Societies

- **In Jordan:** Rad Al Hadid, Director of Disaster Management Unit, Jordan Red Crescent, P.O. Box: 10001 Amman 11151 Jordan. Tel: 962-6-4773141. Email: [Rad.hadid@jnracs.org](mailto:Rad.hadid@jnracs.org)

### In the MENA Region

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### For Resource Mobilization and Pledges:

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### For In-Kind donations and Mobilization table:

- **In IFRC Global Logistics Services - Dubai office:** Marie-Laure de Quina Hoff Senior Logistics Officer Logistics Coordinator, Phone: +971 4 4572993 ext. 23 Email: [marielaure.dequinahoff@ifrc.org](mailto:marielaure.dequinahoff@ifrc.org)

### For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- **In IFRC MENA Region:** Nadine Haddad, Senior PMER Officer, Mobile +961 70 802 775, Email: [nadine.haddad@ifrc.org](mailto:nadine.haddad@ifrc.org)

### Click here

1. Click [here](#) to return to the title page

## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

## Disaster Response Financial Report

MDRJO001 - Jordan - Population Movement

Timeframe: 29 Oct 14 to 31 Dec 15

Appeal Launch Date: 29 Oct 14

Interim Financial Report

### Selected Parameters

Reporting Timeframe	2014/10-2015/6	Programme	MDRJO001
Budget Timeframe	2014/10-2016/4	Budget	BUDGET9
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		<b>12,231,510</b>				<b>12,231,510</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
American Red Cross		114,582				114,582	
Aram Al-Ihsan		63,266				63,266	
Australian Red Cross		116,998				116,998	
Australian Red Cross (from Australian Government*)		3,988				3,988	
British Red Cross		83,259				83,259	
Canadian Red Cross		38,225				38,225	
European Commission - DG ECHO		1,041,116				1,041,116	
Finnish Red Cross (from Finnish Government*)		109,445				109,445	
French Red Cross (from European Commission - DG ECHO*)		541,117				541,117	
Icelandic Red Cross		8,694				8,694	
Icelandic Red Cross (from Icelandic Government*)		29,107				29,107	
Italian Red Cross		73,612				73,612	
Japanese Government		486,957				486,957	357,516
Japanese Red Cross Society		64,359				64,359	
Red Cross of Monaco		19,918				19,918	
Swedish Red Cross		6,752				6,752	
The Netherlands Red Cross		11,771				11,771	
<b>C1. Cash contributions</b>		<b>2,813,167</b>				<b>2,813,167</b>	<b>357,516</b>
<b>Inkind Personnel</b>							
Danish Red Cross		22,800				22,800	
Japanese Red Cross Society		3,800				3,800	
<b>C3. Inkind Personnel</b>		<b>26,600</b>				<b>26,600</b>	
<b>Other Income</b>							
Fundraising Fees		-1,605				-1,605	
<b>C4. Other Income</b>		<b>-1,605</b>				<b>-1,605</b>	
<b>C. Total Income = SUM(C1..C4)</b>		<b>2,838,162</b>				<b>2,838,162</b>	<b>357,516</b>
<b>D. Total Funding = B + C</b>		<b>2,838,162</b>				<b>2,838,162</b>	<b>357,516</b>

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		2,838,162				2,838,162	357,516
<b>E. Expenditure</b>		-1,879,589				-1,879,589	
<b>F. Closing Balance = (B + C + E)</b>		<b>958,573</b>				<b>958,573</b>	<b>357,516</b>

**Disaster Response Financial Report**

MDRJO001 - Jordan - Population Movement

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Interim Financial Report

**Selected Parameters**

Reporting Timeframe	2014/10-2015/6	Programme	MDRJO001
Budget Timeframe	2014/10-2016/4	Budget	BUDGET9
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**III. Expenditure**

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
A						B	A - B	
<b>BUDGET (C)</b>			<b>12,231,510</b>			<b>12,231,510</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Transitional	7,856,000		650,597			650,597	7,205,403	
Construction Materials	28,000		27,895			27,895	105	
Clothing & Textiles	75,000		4,945			4,945	70,055	
Water, Sanitation & Hygiene	19,500						19,500	
Medical & First Aid	113,800		38,176			38,176	75,624	
Teaching Materials	99,900						99,900	
Cash Disbursement	300,000						300,000	
<b>Total Relief items, Construction, Sup</b>	<b>8,492,200</b>		<b>721,613</b>			<b>721,613</b>	<b>7,770,587</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	180,000						180,000	
Computers & Telecom	11,000		2,544			2,544	8,456	
Office & Household Equipment	3,000		2,513			2,513	487	
<b>Total Land, vehicles &amp; equipment</b>	<b>194,000</b>		<b>5,056</b>			<b>5,056</b>	<b>188,944</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	4,000						4,000	
Distribution & Monitoring	10,000		30			30	9,970	
Transport & Vehicles Costs	63,170		14,538			14,538	48,632	
Logistics Services	9,500		1			1	9,499	
<b>Total Logistics, Transport &amp; Storage</b>	<b>86,670</b>		<b>14,570</b>			<b>14,570</b>	<b>72,100</b>	
<b>Personnel</b>								
International Staff	1,036,000		515,162			515,162	520,838	
National Staff	151,490		62,282			62,282	89,208	
National Society Staff	278,190		75,067			75,067	203,123	
Volunteers	154,020		49,082			49,082	104,938	
<b>Total Personnel</b>	<b>1,619,700</b>		<b>701,594</b>			<b>701,594</b>	<b>918,106</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	62,500						62,500	
Professional Fees	20,000		3,677			3,677	16,323	
<b>Total Consultants &amp; Professional Fees</b>	<b>82,500</b>		<b>3,677</b>			<b>3,677</b>	<b>78,823</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	358,400		99,480			99,480	258,921	
<b>Total Workshops &amp; Training</b>	<b>358,400</b>		<b>99,480</b>			<b>99,480</b>	<b>258,921</b>	
<b>General Expenditure</b>								
Travel	87,500		12,124			12,124	75,376	
Information & Public Relations	102,983		19,991			19,991	82,992	
Office Costs	74,340		19,940			19,940	54,400	
Communications	17,120		8,812			8,812	8,308	
Financial Charges	148,280		21,931			21,931	126,349	
Other General Expenses	3,500		159			159	3,341	
Shared Office and Services Costs	158,874		81,031			81,031	77,843	
<b>Total General Expenditure</b>	<b>592,597</b>		<b>163,988</b>			<b>163,988</b>	<b>428,609</b>	
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies	58,918						58,918	
<b>Total Contributions &amp; Transfers</b>	<b>58,918</b>						<b>58,918</b>	
<b>Operational Provisions</b>								
Operational Provisions			38,280			38,280	-38,280	

**Disaster Response Financial Report**

MDRJO001 - Jordan - Population Movement

Timeframe: 29 Oct 14 to 31 Dec 15

Appeal Launch Date: 29 Oct 14

Interim Financial Report

**Selected Parameters**

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Budget Timeframe	2014/10-2016/4	Budget	BUDGET9
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**III. Expenditure**

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>12,231,510</b>			<b>12,231,510</b>		
<b>Total Operational Provisions</b>			38,280			38,280	-38,280	
<b>Indirect Costs</b>								
Programme & Services Support Recov	746,524		111,908			111,908	634,616	
<b>Total Indirect Costs</b>	746,524		111,908			111,908	634,616	
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee			13,659			13,659	-13,659	
Pledge Reporting Fees			5,765			5,765	-5,765	
<b>Total Pledge Specific Costs</b>			19,424			19,424	-19,424	
<b>TOTAL EXPENDITURE (D)</b>	<b>12,231,510</b>		<b>1,879,589</b>			<b>1,879,589</b>	<b>10,351,921</b>	
<b>VARIANCE (C - D)</b>			<b>10,351,921</b>			<b>10,351,921</b>		

**Disaster Response Financial Report**

MDRJO001 - Jordan - Population Movement

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**Selected Parameters**

Reporting Timeframe	2014/10-2015/6	Programme	MDRJO001
Budget Timeframe	2014/10-2016/4	Budget	BUDGET9
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster response	12,231,510		2,838,162	2,838,162	1,879,589	958,573	357,516
Subtotal BL2	12,231,510		2,838,162	2,838,162	1,879,589	958,573	357,516
<b>GRAND TOTAL</b>	<b>12,231,510</b>		<b>2,838,162</b>	<b>2,838,162</b>	<b>1,879,589</b>	<b>958,573</b>	<b>357,516</b>

# EMERGENCY APPEAL

21/07/2015

MDRJO001 Jordan - Population Movement

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	0			0
Shelter - Transitional	7,856,000			7,856,000
Construction - Housing	0			0
Construction - Facilities				0
Construction - Materials	28,000			28,000
Clothing & Textiles	75,000			75,000
Food	0			0
Seeds & Plants	0			0
Water, Sanitation & Hygiene	19,500			19,500
Medical & First Aid	113,800			113,800
Teaching Materials	99,900			99,900
Utensils & Tools	0			0
Other Supplies & Services	0			0
Emergency Response Units	0			0
Cash Disbursements	300,000			300,000
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>8,492,200</b>	<b>0</b>	<b>0</b>	<b>8,492,200</b>
Land & Buildings	0			0
Vehicles	180,000			180,000
Computer & Telecom Equipment	11,000			11,000
Office/Household Furniture & Equipment	3,000			3,000
Medical Equipment	0			0
Other Machinery & Equipment	0			0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>194,000</b>	<b>0</b>	<b>0</b>	<b>194,000</b>
Storage, Warehousing	4,000			4,000
Distribution & Monitoring	10,000			10,000
Transport & Vehicle Costs	63,170			63,170
Logistics Services	9,500			9,500
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>86,670</b>	<b>0</b>	<b>0</b>	<b>86,670</b>
International Staff	1,036,000			1,036,000
National Staff	151,490			151,490
National Society Staff	278,190			278,190
Volunteers	154,020			154,020
<b>Total PERSONNEL</b>	<b>1,619,700</b>	<b>0</b>	<b>0</b>	<b>1,619,700</b>
Consultants	62,500			62,500
Professional Fees	20,000			20,000
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>82,500</b>	<b>0</b>	<b>0</b>	<b>82,500</b>
Workshops & Training	358,400			358,400
<b>Total WORKSHOP &amp; TRAINING</b>	<b>358,400</b>	<b>0</b>	<b>0</b>	<b>358,400</b>
Travel	87,500			87,500
Information & Public Relations	102,983			102,983
Office Costs	74,340			74,340
Communications	17,120			17,120
Financial Charges	148,280			148,280
Other General Expenses	3,500			3,500
Shared Office and Services Costs	158,874			158,874
<b>Total GENERAL EXPENDITURES</b>	<b>592,597</b>	<b>0</b>	<b>0</b>	<b>592,597</b>
Partner National Societies	58,918			58,918
Other Partners (NGOs, UN, other)	0			0
<b>Total TRANSFER TO PARTNERS</b>	<b>58,918</b>	<b>0</b>	<b>0</b>	<b>58,918</b>
Programme and Services Support Recovery	746,524	0		746,524
<b>Total INDIRECT COSTS</b>	<b>746,524</b>	<b>0</b>	<b>0</b>	<b>746,524</b>
Pledge Earmarking & Reporting Fees				0
<b>Total PLEDGE SPECIFIC COSTS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL BUDGET</b>	<b>12,231,510</b>	<b>0</b>	<b>0</b>	<b>12,231,510</b>
<b>Available Resources</b>				
Multilateral Contributions	3,195,678			3,195,678
Bilateral Contributions				0
<b>TOTAL AVAILABLE RESOURCES</b>	<b>3,195,678</b>	<b>0</b>	<b>0</b>	<b>3,195,678</b>
<b>NET EMERGENCY APPEAL NEEDS</b>	<b>9,035,832</b>	<b>0</b>	<b>0</b>	<b>9,035,832</b>