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A mapping of social protection and humanitarian assistance programmes in Jordan

What support are refugees eligible for?

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Key messages

- Around 655,000 Syrian refugees are currently registered in Jordan and are unlikely to return to Syria in the near future. With many living outside camps, they struggle to meet basic needs such as shelter and food.
- Vulnerable Jordanians benefit from various government-run social protection schemes depending on the type and extent of their vulnerability, but these programmes do not support refugees in need.
- Humanitarian organisations give cash and food transfers to refugees, as well as providing education and employment programmes, and legal and psychological support. Several also address the lack of safe and affordable shelter and meet specific needs in winter, but much of this support is ad hoc, with low coverage.

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1. Introduction

Jordan has a large inflow of refugees from nearby countries, particularly from Syria. Currently around 660,000 Syrian refugees are registered with UNHCR (UNHCR, 2016)¹ while the total number is estimated to be around 1.4 million (Danish Refugee Council, 2016). Displacement is often protracted (Crawford et al., 2015) and it seems unlikely that the Syrian conflict will be resolved anytime soon. There is, therefore, an urgent need to explore forms of support beyond short-term humanitarian assistance. Compared to other countries in the Middle East and North Africa (MENA) region, Jordan has a relatively well-developed social protection system – but to what extent are refugees able to use or negotiate access to state support and how does it compare to programmes run by donors and INGOs/ NGOs?²

This report presents a desk-based review of existing national social protection and humanitarian assistance programmes run by the Jordanian Government, donors and INGOs/NGOs. It provides an overview of the social protection and humanitarian landscape in Jordan and it does so through a refugee eligibility lens. For each programme, we clearly state whether refugees are eligible for assistance. The mapping is part of a broader study examining how social transfers can be used to support refugees.³

The main output of this report is a mapping table (Annex 1), which provides an overview of existing programmes identified by the research team, including both national social protection schemes and international humanitarian interventions. The table shows key details for each programme, including core design criteria, delivery processes and eligibility criteria – specifically in relation to refugees. It provides a general overview of the social protection and humanitarian assistance landscape in Jordan, as well as details of specific programmes.

In addition to the data shown in the mapping table, this document highlights some key statistics on Jordan by way of background (Section 2). Section 3 provides an overview of the current state of social protection in Jordan and synthesises information on the main national actors, programming objectives and challenges. Section 4 discusses the different types of interventions included in the mapping, comparing them in terms of key design details and impact (where information is available).

The exercise is based on desk-research and key-informant interviews with the Norwegian Refugee Council (NRC), the Danish Refugee Council (DRC), the World Food Programme (WFP) and Save the Children, conducted by phone between June and September 2016.

1. <http://data.unhcr.org/syrianrefugees/country.php?id=107>

2. For the purposes of this mapping, social protection is defined as programmes implemented by public, private and international actors to provide vulnerable individuals and households with financial and other support.

3. Add link to ODI project page

2. Some background data on Jordan

Jordan is classified as an ‘upper-middle income’ country (World Bank, 2016). During the past decade, its economy has grown rapidly and GDP per capita has almost doubled (UN Data, 2016). This period of growth has led to a subsequent drop in poverty rates, due in part to income gains, but also as a result of government interventions (see for example, Jordan’s National Agenda Plan, 2005).

Jordan continues to be affected by the security situation in the neighbouring Syrian Arab Republic (Syria) and the continuous influx of Syrians into the country, in addition to the enduring crises in places such as Iraq and Gaza. Most of Jordan’s refugee population is made up of Syrians fleeing the ongoing violence in their country – although the number of refugees has dropped significantly since the large-scale arrivals witnessed in the first half of 2013, partly because of the difficulty of getting to Jordan through disputed territories along the southern Syria border.

Approximately 20% of Syrian refugees reside in refugee camps, while the remainder live in non-camp settings

(Verme et al., 2015). According to UNHCR official planning figures for December 2015, around 1 million refugees and asylum-seekers were assisted by UNHCR (Table 1). The largest numbers of Syrian refugees reside in the northern governorates of the country – Amman, Irbid and Mafraq Governorates alone host more than 76% of the total Syrian refugee population in Jordan. Syrian refugees constitute 52% of the total population of Mafraq, 12% of Irbid and 7% of Amman (Stave, Hillesund and ILO, 2015).

According to the Jordan Population and Housing Census 2015, the total population of Jordan is approximately 9.5 million, with 42% under the age of 18 (Hashemite Kingdom of Jordan: Department of Statistics, 2016). Non-Jordanians comprise 30% of the population and the number of Syrian refugees stood at 655,217 in May 2016 (3RP, 2016). Around 90% of Syrian refugees in Jordan live below the poverty line, compared to 14.5% of the national population (3RP, 2016).

Table 1: Refugee/asylum-seeker groups in Jordan

| Type of population | Country of Origin | Total in country | Number assisted by UNHCR |
|--------------------|-------------------|------------------|--------------------------|
| Refugees | Iraq | 57,140 | 21,920 |
| | Syrian Arab Rep. | 937,830 | 937,830 |
| | Various | 2,480 | 2,480 |
| Asylum seekers | Iraq | 700 | 700 |
| | Various | 2,480 | 2,480 |
| Total | | 1,000,630 | 965,400 |

Source: UNHCR, 2016.

Note: Refugees are people who flee their own country through a well-founded fear of persecution. Asylum-seekers are formally applying for asylum in a country or awaiting a decision.

3. Social protection in Jordan

The Jordanian Constitution guarantees rights and access to basic social and health services for Jordanian citizens. The country has also ratified the ILO Convention on Minimum Standards of Social Protection, 1952 (No. 102). However, there are still many conventions on employment and health care yet to be ratified, to align the national system with international standards. Moreover, the progressive liberalisation policies that have recently been implemented are arguably jeopardising the improvement and expansion of social protection in Jordan (Phenix, 2016). Despite this, Jordan is considered a strong player in terms of social protection in the MENA region (Zureiqat and Shama, 2015). Many programmes are in place (see Annex 1) and average annual expenditure on social assistance is estimated to be approximately 3.4% of annual public spending (Wartonick and USAid, 2011).

Social protection provision in Jordan involves a multitude of actors and programmes. These include a number of government ministries and departments:

- Ministry of Social Development (MoSD)
- Ministry of Labour
- Ministry of Awaqaf, Islamic Affairs and Holy Places
- Ministry of Education
- Ministry of Health
- Ministry of Finance

There are three government social security mechanisms in Jordan: the Military Pension System, the Civil Servant Pension System and the Social Security System. The latter covers around 72% of workers in the Kingdom (Social Security Corporation [SCC], 2015). The ministries and institutions that implement programmes set their own strategies and legislation, making coordination between programmes and actors difficult.

The main national social protection programme in Jordan is the National Aid Fund (NAF). It is a comprehensive scheme that currently consists of six different programmes. NAF was established in 1986 and functions as an autonomous institution. The individual programmes include regular cash assistance for vulnerable families living below the poverty line and for families with disabled family members. NAF also provides one-off payments in emergencies and for physical rehabilitation. NAF beneficiaries are eligible for free health care and receive insurance cards issued by the Ministry of Health. In general, these programmes are means-tested, in combination with socio-categorical targeting. Refugees are not eligible. There was a total of 99,394 beneficiary households in 2015 (272,650 individuals) and the regular cash transfer alone reached 74,555 families (202,850 individuals) (Nimeh, forthcoming).

The MoSD also offers several protection programmes and has a mandate to support poor Jordanians. Refugees, however, are not eligible for any of the programmes it provides. The MoSD has recently shifted its approach from offering cash transfers to one which integrates community development and financial independence through supporting employment and skills development.

Another important social protection programme is run by the Zakat Fund, administered by the Ministry of Awaqaf, Islamic Affairs and Holy Places. The Zakat Fund delivers cash and in-kind assistance through individual programmes and is funded by donations. It is organised through regional committees, approximately 210 throughout Jordan. It is important to note that only households who do not receive any other benefits are eligible for the Zakat Fund. In principle, refugees are eligible – both Jordanians and foreigners are entitled to regular cash assistance – but we found no evidence of refugees accessing transfers under this scheme.

4. Support provided to refugees

As the mapping table illustrates, there is a wide variety of social protection and humanitarian assistance programmes for refugees in Jordan. Almost all them are implemented by international organisations and INGOs. The influx of Syrian refugees over the past few years has triggered new initiatives and the expansion of existing ones. However, the large number of refugees now living in Jordan, combined with donor fatigue, have resulted in significant shortfalls in funding – such as in the case of WFP food vouchers in 2015.

It is important to note that while many of these programmes were introduced in response to the influx of Syrian refugees, Jordanian residents are also entitled to benefits. This relates to a specific requirement of the Jordanian Government that programming supports vulnerable Jordanians as well as refugees; it stipulates that either 30% or 50% of beneficiaries are Jordanian, depending on the type of support (Andrew Merat, DRC, 18 July 2016).

Humanitarian assistance programmes targeting vulnerable refugees can be grouped into four categories: cash assistance, vouchers and winterisation schemes; education; employment and empowerment; and protection – which will now be discussed in turn.

4.1. Cash assistance, vouchers and winterisation schemes

Programmes that involve the distribution of cash or vouchers are common. Many of these only provide ad hoc and one-off payments. One example is the emergency cash benefit programme run by the NRC, which provides a fixed amount of 115 Jordanian Dinar. Most regular transfers are granted for a limited period, such as the three-month cash transfer offered by Oxfam, intended for the purchase of non-food items. Currently, only UNHCR and UNICEF provide regular cash transfers for an unlimited time: UNHCR provides between \$75 and \$400 a month

depending on household size and UNICEF disburses a monthly cash grant of \$28 per child.

Vouchers are also common and used by Save the Children, WFP and NRC. Some organisations have shifted their approach from the provision of specific vouchers to a more flexible use of benefits. For instance, the voucher programme run by WFP uses a credit card which is topped up monthly- sometimes these can be used freely; at other times, only for pre-approved items or at designated retailers. It is then the responsibility of store managers to ensure that customers use funds on the credit card for the products they are intended for. This allows WFP to monitor expenditure and determine how beneficiaries use the card – to withdraw cash at an ATM, to purchase goods or have the choice (Nicole Carn, WFP, 20 July 2016). WFP is currently offering the voucher programme to 95,000 beneficiaries in refugee camps and 430,000 in host communities.⁴ According to an economic impact study conducted in 2014, these vouchers and related partnerships with Jordanian retailers help contribute to economic growth. Approximately 350 jobs were created in the retail industry in 2014 and, to date, electronic vouchers have injected \$560 million into the Jordanian economy (Nicole Carn, WFP, 20 July 2016).

Vouchers or cash transfers are used mainly for purchasing food. Many refugees in Jordan are in debt⁵ (Nicole Carn, 20 July 2016) and some families try to use benefits to pay them off.

Recognising the high demand for support in winter, several organisations such as UNHCR, NRC and Save the Children contribute to a large-scale winterisation programme. These involve the distribution of blankets, heating equipment and clothes, as well as cash transfers. The winterisation initiative is a joint programme coordinated by UNHCR, which gathers support from numerous organisations.

The variety of programmes and organisations involved requires a high level of coordination and regular exchange of information on beneficiaries.

4. 228,000 refugees receive JOD 20 and 205,000 receive JOD 10 per month per capita, depending on vulnerability.

5. The number of refugees in debt by more than JOD 500 doubled between 2014 and 2015.

4.2. Education

Jordan provides universal education, including to Syrian children. However, many schools struggle to cope with the additional 220,000 school-aged Syrian children living in Jordan (Human Rights Watch, 2016). Many run two shifts of classes, often segregated by nationality. Students are required to present a Ministry of Interior (MoI) service card, which can be a further obstacle for refugees.

UNICEF is cooperating with the Ministry of Education to provide additional schooling to prevent the adverse effects of segregation in double-shift schools. UNICEF is also providing capacity building activities for teachers and supporting the development of learning materials.

The NRC runs an education and youth programme, with a total of 6,080 beneficiaries in 2015 (Catherine Osborn, NRC, 13 July 2016). NRC offers catch-up classes in three refugee camps and supports the construction of new learning spaces in urban communities. NRC also works with five formal schools in host communities to increase capacity to host more Syrian children and support school management activities. NRC is planning to expand these activities once it becomes clear how the Jordanian Government plans to incorporate the outcomes of the 2016 London Conference on Syria in the coming school year.

Save the Children UK also provides educational support to refugees. Their programmes include Early Childhood Development (ECD) initiatives as well as basic and informal education. These programmes are in response to the general lack of schooling available to Syrian children and operate primarily in the informal education sector. Refugee children are provided with literacy and numeracy training to enable them to enter the formal education system, certified and recognised by the Ministry of Education. There are two main groups of concern (Amy Schmidt, Save the Children, 28 September 2016): children who want to go to school but are prevented from doing so (by circumstances at home or concerns for safety on the way to school, for instance) and those who do not want to return to school because they are working or because they got married at a very young age. Save the Children focuses on encouraging these groups to continue to learn and advocates on their behalf with donors and the Ministry of Education.

Here in Jordan, the Minister is committed to universal kindergarten through public education systems, but there are not enough physical locations for that to happen for Jordanians, let alone Syrians. So in Zaatari refugee camp, Azraq camp and in the host communities, we run different ECD programmes with the aim of preparing children for entering grade 1.

Amy Schmidt (Save the Children Jordan, 26 September 2016)

4.3. Employment and empowerment

Another group of interventions aims to support the empowerment and independence of refugees. They aim to facilitate official registration processes and access to employment.

Registration is one of the greatest challenges for refugees. To access assistance from UN organisations, refugees need to present their UNHCR Proof of Registration, and a MoI service card is required to access basic services provided by the Jordanian Government. Refugees that leave camps without a Jordanian guarantor are unable to obtain these documents and are, therefore, particularly vulnerable. They lack access to basic services and much of the donor assistance, and risk deportation. DRC estimates that at least 15,000 refugees are in this situation (Andrew Merat, DRC, 18 July 2016). A few INGOs and NGOs (including the DRC) focus specifically on unregistered refugees.

DRC runs several community centres, where both vulnerable refugees and Jordanians receive help with paperwork and legal issues, and where they can learn important life skills. A committee composed of Syrians and Jordanians is involved in making decisions on the types of events and trainings, in line with DRC's approach to enhancing social cohesion.

In terms of employment, important policy changes have been implemented since the 2016 London Conference on Syria. The Government of Jordan has introduced a number of measures – as part of its obligation to provide 200,000 work permits – to enable Syrian refugees to work legally. So far, these work permits only cover a few sectors and workers are tied to specific employers (except for the agricultural sector, where work permits are tied to cooperatives). The permit fee has been waived for the first year and the government has introduced a grace period of 90 days for employers, during which they can employ refugees informally while they go through the process of obtaining work permits for them.

The education programme run by NRC is targeted at young Syrians and includes technical training that aims to prepare participants for work in tailoring, hairdressing or information technology. This programme is offered in Azraq camp, Zaatari camp and the Emirates-Jordanian camp. Other employment programmes focus on facilitating self-employment – the DRC's livelihood programme, for instance, supports the establishment of small businesses through grants and training.

They attend a financial literacy training course, at the end of which they are invited to submit a proposal to start a small business or continue an existing small business. Those grants are very small scale [...] the maximum is JOD 400, but then they are followed throughout the process and helped along the way [...] to keep their businesses afloat

Marieta Fitzcharles (DRC, 18 July 2016)

The DRC scheme is mostly self-targeted (anyone who is interested can join) and offered to an equal share of Syrians and Jordanians; more than half of the recipients are women. At the time of interviewing, 30 grants had been handed out, mainly for businesses related to food production or tailoring services (Andrew Merat., DRC, 18 July 2016).

4.4. Protection

Finally, there are several programmes that focus on protection concerns. For instance, the DRC offers counselling programmes in its community centres in Amman and southern Jordan. These programmes include life skills training and psychosocial support activities, and provide safe areas for children as well as for men and women. They offer a variety of services, depending on individual needs (Andrew Merat, 18 July 2016). They are available to vulnerable Jordanians as well as to refugees (30% and 70%, respectively). The inclusion of Jordanians is a government requirement and an important element of DRC's approach, which aims at enhancing social cohesion and understanding across different groups. DRC also addresses protection concerns through partnerships with local NGOs such as the Jordan Hashemite Charity Organisation. Through these relationships, work in community centres is complemented by connecting individuals in need with further opportunities for support (Andrew Merat, DRC, 18 July 2016).

Protection is also addressed by the NRC, which helps refugees find appropriate shelter, both in camps and within host communities. In the refugee camps, NRC cooperates with UNHCR in maintaining and improving accommodation. The urban shelter programme is the core element of NRC's work in Jordan and an important addition to their cash for rent scheme (Catherine Osborn, NRC, 3 July 2016); it involves cooperation between NRC, landlords and refugees. NRC advises refugees on questions relating to rent and monitors lease agreements. It also finances the renovation and completion of unfinished housing units to make them habitable. In return, landlords are required to accommodate Syrians rent-free for a period of eighteen months.

[...] we are doing renovations which can allow you to target a large number of refugees [...] It also removes some of the protection risks that are associated with shelter projects because you are not moving people from another location where they may be registered, where they may have some sort of community protection networks [...] where they are able to access services...

Catherine Osborn (NRC, 13 July 2016)

Appropriate and long-term shelter is crucial for enabling access to services. A safe and stable place to stay offers a foundation for education and work; each relocation to a different district entails complicated and lengthy processes for renewing documents (Catherine Osborn, NRC, 13 July 2016).

Psychosocial support is one of the focus areas of Save the Children UK. They welcome refugee children to 'child-friendly spaces' in camps and in host communities. Here, refugee children can spend time with others, drawing or playing and, to some extent, reflecting on their experiences during the conflict. Save the Children also offers training to those who work with and support children suffering from the effects of violence. Parents, teachers and volunteers are taught to identify specific issues and to offer appropriate support to traumatised children. In addition, Save the Children runs 'youth-friendly spaces' in Zaatari camp, offering similar services to older children. In total, approximately 1,000 children a day access support in one of their nationwide centres (Amy Schmidt, Save the Children, 26 September 2016).

CARE have also set up a protection programme, as part of their Emergency Response scheme. This includes direct psychosocial support in community centres, counselling and information sessions, and referral to other organisations. In addition, UNICEF has set up 'child- and adolescent-friendly spaces' in camps and in host communities, where psychosocial support is provided to those who need it. UNICEF also plays an important role in coordinating protection programmes implemented by different actors.

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Key-informant interviews

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World Food Programme: Nicole Carn, 20 July 2016

Save the Children Jordan: Amy Schmidt, 26 September 2016

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<https://www.wfp.org/countries/jordan>

Annex 1: Mapping of social protection and humanitarian assistance

| Programme name | Nature of intervention | Programme objectives | Target group and targeting process | Programme funders | Programme implementers | Core design parameters | Eligibility of refugees and long-term displaced | Delivery process | Additional information |
|---|------------------------|---|---|----------------------|--|---|---|---|--|
| National Aid Fund | | | | | | | | | |
| Cash assistance | Cash transfers | Basic needs | Criteria: income below poverty line; 16 categories including widows, orphans, families of prisoners, families with disabled members, etc. Wages of up to JOD 150 earned by each son / daughter not considered when calculating income | Jordanian Government | NAF | Recurring monthly payments, JOD 40 to JOD 180 | Refugees are not eligible | Services provided through local offices | Conditionalities: immunisation, school attendance, avoid violence, avoid begging. Targets poorest families amongst vulnerable Jordanians. Semi-verified means-test in combination with categorical targeting, depending on programme |
| Urgent cash assistance | | Support to families in case of shock | Generally, income less than JOD 250. Individual decisions on a case-by-case basis, in cases of a major shock | | NAF | One-off payment awarded to households: JOD 100 to JOD 1200 | | | |
| Handicapped care cash assistance | | Support to poor families who bear extra costs due to disability (treatment, facilities, etc.) | Family income less than JOD 450. Granted to families caring for a child with a disability | | NAF | Monthly payment of JOD 20 to JOD 80, depending on family income | | | |
| Physical rehabilitation cash assistance | | Cover costs of rehabilitation equipment | Family income less than JOD 250, not receiving any other benefits. Targeted at poor families where the household head or at least one child is disabled | | Ministry of Health assesses the need and chooses a suitable device to be purchased | One-time payment of up to JOD 600 | | | |
| Health insurance card | Free health care | Basic health care | Beneficiaries of programmes under the NAF | | Ministry of Health | One-off payment of up to JOD 600, depending on recommendation by Ministry of Health | | | |

| Programme name | Nature of intervention | Programme objectives | Target group and targeting process | Programme funders | Programme implementers | Core design parameters | Eligibility of refugees and long-term displaced | Delivery process | Additional information |
|-------------------------------|------------------------|---|--|--|--|--|---|---|--|
| Zakat Fund | | | | | | | | | |
| Monthly cash assistance | Cash | Provide basic support to those most in need | Targeted primarily at the extremely poor (who do not receive any other benefits). It does not exclude Non-Jordanians | Ministry of Awqaf Islamic Affairs (funded through private donations) | Headquarters and 210 voluntary committees throughout the country | Benefit level: 30 JOD per month plus JOD 5 per household member; not capped; paid monthly through the Islamic Bank | The Zakat Fund does not exclude Non-Jordanians and it also supports Syrian households in poor communities. In 2014, food support worth approx. JOD 200,000 was distributed to Zaatri Camp (IDS, 2015) | Delivery organised mostly through local Zakat committees – 210 voluntary committees across Jordan | Giving donations to the Zakat Fund is considered an Islamic obligation and every Muslim is required to donate 2.5 % of his assets a year |
| Occasional in-kind assistance | In-kind | | | | | | | | |
| Orphan cash assistance | Cash | Support to children living in orphanages | Orphans | | | Sets up a bank account and covers living expenses for 3-12 months | | | |
| Rehabilitation assistance | Services | Re-integration of unemployed | Poor individuals with some experience or skill who need support in becoming more productive | | | In-kind support: food and clothing vouchers, school material | | | |
| Emergency cash transfer | Cash | Support in case of a specific urgent need | Poor people, including foreigners | | | One-off payments. Benefit level is determined by the type of emergency | | | |
| Medical care programmes | Care / services | (Partially) cover medical costs for those in need | Target group: poor without / with limited access to free public health care | | | In-kind: check-up services and medication | | | |
| Student assistance | Cash / subsidies | Help with covering education costs | Students from poor families | | | Assists with tuition fees | | | |

| Programme name | Nature of intervention | Programme objectives | Target group and targeting process | Programme funders | Programme implementers | Core design parameters | Eligibility of refugees and long-term displaced | Delivery process | Additional information |
|---|------------------------|---|--|------------------------|--|--|---|---|---|
| Social Security Corporation | | | | | | | | | |
| Partially contributory social insurance system (old-age pension, disability pension, survivor pension, funeral grant) | Cash | General support, income security | Employees in the formal sector are registered and receive benefits | Partially contributory | Jordanian Government | Various | Only workers in the formal sector who are registered with Social Security Corporation (SSC); refugees generally not part of the target group | | Social security is mandatory for all working entities in Jordan. Total number of beneficiaries in 2013 was 1 million. Data shared with NAF who then complements income of beneficiaries who live below the poverty line |
| Unemployment saving accounts | Cash | Temporary financial assistance | Former workers now unemployed through no fault of their own | | | Duration: 3 to 6 months. Receive share of last reported wage. Month 1 = 75%, Month 2 = 65%, Month 3 = 55%, Month 4-6 = 45% | | | |
| Ministry of Social Development | | | | | | | | | |
| Handicapped Affairs Programme | Care | Support people with disabilities by providing care, shelter, diagnostics etc. | Disabled youth and adults | Government | Specialised centres and offices throughout the country | | Only targeted at Jordanians, but refugees can access services in certain situations (abused women and children). According to IDS (2015), 7% of abuse cases reported in 2013 involved Syrian refugees | MoSD services are provided by specialised centres throughout Jordan | |
| Community Development and Combating Poverty | Cash | Support with securing housing and income generating activities | | | | | | | |

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| Family and Childhood Protection | Care | Protect vulnerable children | Orphans and children from broken homes | | | | | | |
| Social Defence | Care | Care and protection services | Abused women and children, juvenile offenders | | | | | | |
| UNHCR | | | | | | | | | |
| Cash Transfer Programme | Cash | Basic support | Assessment based on home visits and eligibility is re-assessed regularly (max. 12 months) | Several donors are listed but not specified per programme | UNHCR | Monthly cash assistance (range: USD 75 to USD 400 depending on household size and vulnerability) | Program targeted at refugees, no group is specified | Beneficiary's identity verified through iris scanning technology, transfer delivered through ATM System (Cairo Amman Bank), no card required | |
| Winterization Programme (urban) | Cash | Assist in purchase of re-usable items protecting against the cold such as blankets, warm clothing, gas cylinders | | | UNHCR | Per capita transfer of USD 103 if first time beneficiaries, USD 68 if received winter assistance before | | | Beneficiaries 2015: Approximately 30,000 Syrian refugee families and 8,844 non-Syrian refugee families |
| Winterization Programme (camp): Zataari camp and Azraq camp | In-kind | Support protection against the cold | | | UNHCR | | | | |

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| UNICEF | | | | | | | | | |
| Education | Education | Enhance education opportunities for Syrian children, support the Jordanian Government in providing education | Syrian children. UNICEF and the MoE identified 98 schools in camps and host communities | Several donors | UNICEF in cooperation with the Ministry of Education and other partners | Capacity building for teachers and administrators, training counsellors, establishing learning space and providing basic education supplies | Yes - Syrian refugees (children) | | |
| Child cash transfer | Cash | Covering children's basic needs | Children from most vulnerable Syrian refugee families in host communities. Through vulnerability assessment framework (VAF) approach | Several donors | UNICEF | Monthly transfer of approximately USD 28 per child | | Distribution based on UNHCR's cash transfer mechanism, using Cairo Amman Bank ATM network; iris scan identification replaces ATM cards | Between February and August 2015: 56,000 girls and boys from 15,000 families assisted |
| Child protection | Services | Protect and support children affected by violence and abuse | Vulnerable Syrian children, unaccompanied and separated children | Several donors | UNICEF | Several services aiming at a child-friendly legal system / case management support for children in contact with the law, reunification, general safety and capacity building | | | |
| Assistance Program for Palestinian refugees (UNRWA) | | | | | | | | | |
| | Care | Provide access to health care for Palestine refugees who do not have Jordanian citizenship | | UNRWA | UNRWA | | Palestine Refugees | | |

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| | Education | | | UNRWA | UNRWA schools | Basic education provided in 174 UNRWA schools, quality control tests conducted regularly | | | |
| Relief and Social Services (RSS) | Cash and in-kind | Address most urgent socioeconomic needs, promote self-reliance | Palestine Refugees: Defined as anyone who lost their home and livelihood as an immediate result of the 1948 conflict or suffered a loss for reasons related to the conflict. Eligible individuals registered with the agency and given a UNRWA registration card. Potential beneficiaries submit a written request for registration. | UNRWA | UNRWA (administered through refugee-led community-based organisations) | Quarterly assistance: food assistance and cash subsidies. Annual per capita value approximately USD 120 | | Fixed and mobile distribution points | |
| | Cash | Additional support in emergencies | | UNRWA | UNRWA | | | | |
| Women's Programme Centres (WPC) | Services | Enable women to engage in economic activity | | UNRWA | UNRWA | | | | |
| Microcredit community support programme (MCSP) | Cash | Enhance socioeconomic status and self-reliance | Women, members of special hardship case families and community based organisations | | | | | | |
| Infrastructure and camp improvement (ICP) | | | | BMZ Germany | | | | | |

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| Oxfam | | | | | | | | | |
| Cash transfer programme | Cash | Cover non-food costs (health care, utilities, transport) | Syrian refugees (70%) and Jordanian host communities (30%). 19 criteria used to determine eligibility (developed by CARE International) | Several donors | Oxfam | Host communities: JOD 80 per month per family, plus JOD 15 per family member. Informal settlements: JOD 20 per household member; cap = JOD 140; recurring for three months | Yes | | |
| USAID | | | | | | | | | |
| Food Assistance | US Aid provides emergency food assistance in Syria and for Syrian refugees in several countries, through two WFP programmes. Not a specific stand-alone programme | | | | | | | | |
| World Food Programme: Food assistance to vulnerable Syrian populations | | | | | | | | | |
| Food Assistance | In-kind | Meet immediate food needs and limit negative coping strategies | Food-insecure refugees in countries neighbouring Syria | WFP | WFP | Average value: USD 21 per capita per month. Support restricted to six months of food assistance | Yes | Electronic vouchers | |

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| Jordan Red Cross | | | | | | | | | |
| Humanitarian Aid | Cash assistance | Enhance dignity and protect Jordanian landlords. Cover most urgent needs (rent and household items) | Selection based on vulnerability and those participating in similar programmes are excluded | Supported by the International Federation of Red Cross and Red Crescent Societies | JRC | Monthly payments over a three-month-period | Specifically for Syrian refugees | Beneficiaries receive an ATM card that is charged monthly | |
| Norwegian Refugee Council | | | | | | | | | |
| Shelter and Basic Needs | In camps: Shelter support and infrastructure maintenance, basic items (cash and vouchers); cash-for-work scheme. Urban areas: financial support for landlords in return for rent-free housing, monitoring landlord-tenant relations | Support basic needs. The urban shelter component is currently the biggest programme run by the NRC | Syrian refugees and host communities; NRC applies VAF to identify those most in need; VAF is widely used in Jordan and based on an elaborate survey conducted during household visits; services are chosen individually depending on the specific situation | Several donors: Norwegian Ministry of Foreign Affairs, Dfid, UNHCR, ECHO and others | In camps: NRC provides goods which are then distributed by camp management (UNHCR). NRC delivers services in urban areas | | Specifically targeted at Syrian refugees and host communities | Distributed through UNHCR in camps, by NRC in urban areas. Cooperation with CBOs | |

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| Education and youth | Learning centres (in three camps), catch-up classes, overseeing classroom construction in urban areas, technical training, etc. | Help refugees to develop a professional skill-set | | | NRC | | | Learning centres for basic education and professional skills | |
| Information, Counselling and Legal Assistance | Counselling on legal issues (registration, civil processes, etc.), advise on housing rights and disputes with landlords | Help refugees to claim their rights and know their responsibilities | | | NRC in close cooperation with three local partners: Justice Centre for Legal Aid, Temki, Jordanian Women's Union | | | Services delivered according to individual demand | |
| CARE International | | | | | | | | | |
| Refugee centres | In-kind and cash | Enhance resilience | Syrian refugees in East Amman, Zarqa, Irbid, and Mafraq and vulnerable Jordanians | | * | | Yes | | |
| Community services | Services | Ensure access to services | In Azraq Camp | | | | | | |
| Save the Children UK | | | | | | | | | |
| Child-Friendly Spaces and Youth-Friendly Spaces (CFS, YFS) | Services | Protect children from physical and psychosocial harm, promote their cognitive, social and emotional well-being | Syrian children | Several donors | Save the Children | Providing children with access to protection services, training teachers and counsellors | Yes | | Partnership with UNICEF (inside camps) and European Commission (urban areas) |

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| Food, Security and Livelihoods | In-kind | | Syrians inside Zataari Camp | | Partnered with WFP | Two-week rations: bulgur wheat, lentils, pasta, rice, sugar and vegetable oil; UNHCR simultaneously provides complementary items | | | |
| | Cash and capacity building | Capacity building and economic empowerment | Vulnerable Syrian and Jordanian families, focus on female-headed households | | | | | | |
| Education | Education | Early Childhood Development, preparation for grade 1; main objective: re-integrate children into formal schooling | Syrian children. Three age groups: 0-6 / 6-14 / 12-24 | | Save the Children helps local schools and community organisations | Early Childhood Development, basic education, informal education | | | Partnering with Ministry of Education |
| UN Women | | | | | | | | | |
| 'Safe Spaces' | Psychological support | Social cohesion and capacity building | 20 awarded participants (Syrian and Jordanian women and girls) | Japan | | | | | |

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| Danish Refugee Council | | | | | | | | | |
| Community centres | Services | Protection of vulnerable Jordanians and refugees. focus: social cohesion | Self-targeted: The aim is to create a space open to everyone | DANIDA, ECHO, UNHCR, DFID, Sida, Norad, IrishAid, NEDA, US State Department, Cida, SDC | DRC through three centres in Amman and southern Jordan. Co-managed with a committee of centre-users (refugees and Jordanians) who contribute their ideas and concerns. Also through a network of CBOs: to make sure the most vulnerable are able to join the centre. | Support and trainings, life skills, legal advice, paperwork, outreach protection team to reach those with limited documentation in their homes | Yes - self-targeted: open to everyone. | n.a. | |
| Emergency cash | Cash | | Target group: vulnerable Jordanians and refugees. Those with a demonstrated protection need or missing documents. VAF Framework is used. Vulnerable Jordanians are suggested by the government and if DRC criteria are also met they are eligible to participate in the programme | | DRC | Flat amount of JOD 115, one-off payment. Not subject to any specific purpose | Yes - programme targeted at refugees and vulnerable Jordanians. 30% of recipients required to be Jordanians | Pre-paid ATM | Due to the advice given by an external consultant DRC is planning to switch from emergency cash to the special needs fund |
| Special needs fund | Cash | | | | DRC | Amount depends on individual requirement of recipient | | Cash in envelopes | |

| Programme name | Nature of intervention | Programme objectives | Target group and targeting process | Programme funders | Programme implementers | Core design parameters | Eligibility of refugees and long-term displaced | Delivery process | Additional information |
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| Livelihoods programme | Cash | | Target group: vulnerable Jordanians and refugees (mostly self-targeted) | | DRC | Approximately JOD 400: small scale business grants are provided; beneficiaries receive financial literacy training courses and are followed throughout the process | Yes - the Jordanian Government expects approximately 50% of recipients to be Jordanian | n.a. | Businesses mostly involve food or tailoring; 30 grants have been disbursed (by July 2016), more than 50% of beneficiaries are women; even split of Jordanians and Syrians |

National Alliance against hunger and malnutrition

| | | | | | | | | | |
|------------------|---------|--|---|---|--|--|--|--|--|
| Jordan Food Bank | In-kind | Support government programmes in addressing hunger and food insecurity | Target group: families and individuals below the poverty line | Jordan Hashemite Fund for Human Development | Food packages are provided at 20 distribution points | | | | |
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Islamic Centre Charity Society (ICCS)

| | | | | | | | | | |
|--|----------------------------------|--|---|--|--|--|--|---------|--|
| | Relief items (food and non-food) | Overall welfare and development, different areas of work | Not clear but duplication of assistance avoided through coordination with government entities | Private donations and return on ICCS investments in health and education | Implemented through 64 ICCS centres around the country | ICCS support addresses health, education and social protection | Refugees are eligible, mainly new arrivals. Currently 20% of ICCS work is with Syrian refugees (Zureiqat, G. and Shama, H. A., 2015) | various | Established by the Islamic Brotherhood Party in 1963 |
|--|----------------------------------|--|---|--|--|--|--|---------|--|

al-Kitab wal-Sunna

| | | | | | | | | | |
|--|--|--|--|-------------------|---|--|--|--|--|
| | Basic relief items (food and non-food) | | | Private donations | Coordinated by the head office and implemented by eight field offices | | Refugees are eligible if they are registered with UNHCR or can present a bail-out card confirming exit from Zataari camp | Rounds of distribution. (In Ramtha: coordination with other groups, service card to avoid duplicity) | |
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