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Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced

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Catalogue of Attention and Inclusion Practices for FDP in the EU influence area

- JORDAN -

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1 Policies, laws and treaties affecting attention and inclusion strategies towards VGs of FDP

Jordan is historically known for welcoming refugees from war-zones neighboring regions and politically unstable countries to its land (Palestine, Iraq, Syria) as well as labor migrants (Yemen, Egypt, Sudan, Somalia, and Other). Nearly 31% of Jordan population, estimated around 9.5 million by the national census in 2015, were foreign nationals. The total number of refugees in Jordan as of September 2016 is 2.7 million persons (De Bel-Air, F. 2016)¹. This refugee influx has a huge positive impact on Jordan since opportunities to advance its national development has been highly presented and recognized. It also has crucial negative impacts especially when it comes to economy, safety and quality of life (Nasser & Symansky, 2014)².

Based on UNHCR Factsheet published in February 2019

Refugee Country of Origin	Number of Refugees
Syria	666,260
Iraq	67,453
Yemen	14,689
Sudan	6,149
Somalia	759
Other	1,705

- 751,015 Refugees in Jordan
- 83.6% living in urban areas
- 57 nationalities in Jordan
- 140,002 refugees live in camps: ZAATARI (78,994), AZRAQ (53,967), EMIRATI JORDANIAN CAMP (7,041).

The following pages will present current policies Conducted in Jordan regarding VGs:

Policies in Jordan

Since the issue of refugee crisis in Jordan is a crucial one, Refugee law, however, is not recognized in Jordan (Barnes, 2009³, p. 18; Stevens, 2013, p. 2⁴). According to the Jordanian Constitution, Article 21(1) provides that “political refugees shall not be extradited on account of their political beliefs or for their defense of liberty.”⁵ However, Jordan has not enacted any legislation that regulates refugee status nor for the ones who seek asylum for political reasons⁶.

¹ <https://cadmus.eui.eu/handle/1814/44065>

² Nasser, R., & Symansky, S. (2014, January 5). The fiscal impact of the refugee crisis on Jordan. Washington, DC: The United States Agency for International Development

³ <https://www.unhcr.org/research/working/4981d3ab2/realizing-protection-space-iraqi-refugees-unhcr-syria-jordan-lebanon-anne.html>

⁴ Stevens, Dallal. 2013. 'What Do We Mean by Protection?', International Journal on Minority and Group Rights, 20: 233-62.

⁵ Constitution of the Hashemite Kingdom of Jordan, as amended, <http://www.parliament.jo/node/137> (in Arabic), archived at <https://perma.cc/4D2K-CYDL>.

⁶ Please refer to Library of Congress (Refugee Law and Policy: Jordan)

Furthermore, Jordan is not a signatory of (1951 Convention) which relates to the Status of refugees or its 1967 Protocol⁷.

In addition, domestic legislation pertained to refugees is not constituted (Barnes, 2009, p. 18; Stevens, 2013, p. 2). Therefore, refugees in Jordan are subject to Law No. 24 of 1973 concerning Residency and Foreigners' Affairs⁸. In this article, refugees in Jordan are treated as foreigners and there is no distinction between Refugees and the ones who do not have Jordanian nationality. Article 4 states that a travel permit is issued to refugees by the country of their residence and is considered as valid documentation allowing them to enter Jordan. Article 10 states that the general security director gives recommendations to the Minister of Interior to issue regulations concerning the travel documentation that Jordan may grant to refugees within its borders, "despite there not being any regulations addressing the conditions under which those refugees can be admitted into the country" (Refugee Law and Policy: Jordan)⁹.

Based on the International Labor Organization (ILO) (2015) report, refugees in Jordan lack adequate legal protection:

Jordan law makes limited references to asylum seekers and refugees. Despite having the highest ratio of refugees to citizens in the world, Jordan has not signed the Refugee Convention of 1951 or its subsequent 1967 Protocol. Several concerns are usually cited over Jordan's non-signatory status, including the politically and socially complex—and yet unresolved—Palestinian refugee issue, popular sentiment against refugee integration, lack of resources and capacity to provide for refugees, and misinformation about the perceived social and economic burden of refugees and related questions of national security .

In practice, Jordan avoids the official recognition of refugees under its domestic laws and prefers to refer to Syrian refugees as 'visitors', 'irregular guests', 'Arab brothers' or simply 'guests', which has no legal meaning under domestic laws, and was the same for Iraqi refugees under the MOU. This was further confirmed in an interview with the MOL [Ministry of Labor], Labor Inspection department¹⁰

Jordan Policies with Refugees from Different Nationalities

Palestinian Refugees in Jordan

Although there are no recent estimates on the actual number of Palestinian refugees residing in Jordan, approximately 44 % of the population consisted of Palestinian refugees and displaced persons (Hanssen-Bauer et al. 1998)¹¹. Thirteen refugee camps for Palestinians expelled out of their countries were constructed in Jordan: five

<https://www.loc.gov/law/help/refugee-law/jordan.php>

⁷ Refer to UNHCR for the Office of the High Commissioner for Human Rights' Compilation Report – Universal Periodic Review: Jordan 1 (Mar. 2013), available at <http://www.refworld.org/pdfid/513d90172.pdf>,

⁸ Please refer to <http://www.e-lawyerassistance.com/LegislationsPDF/jordan/residencyLawAr.pdf>

⁹ Please refer to Library of Congress (Refugee Law and Policy: Jordan)

<https://www.loc.gov/law/help/refugee-law/jordan.php>

¹⁰ International Labor Organization, Access to Work for Syrian Refugees in Jordan: A Discussion Paper on Labor and Refugee Laws and Policies 11–12 (2015), <https://data.unhcr.org/syrianrefugees/download.php?id=8919>

¹¹ As it may be noticed, recent studies on Palestinian refugees decreased after the Syrian refugee crisis spread all over the world. Please see: https://prd-idrc.azureedge.net/sites/default/files/openebooks/231-0/index.html#page_29

established between 1949 and 1956 and eight after 1967, housing nearly 283,000 Palestinian refugees (UNRWA 2004)¹². Following the 1990 Iraqi invasion of Kuwait, approximately 300,000 Palestinian refugees entered Jordan from Kuwait and other Gulf States (Kossaifi 1996)¹³. Since Palestinian refugees were the first refugee influx in Jordan, the country did not apply article 24 on them. To the contrary, Jordan has practiced article 3, point B of the 1954 Law on Palestinian refugees which stipulates that 'any person with previous Palestinian Nationality except Jews before the date of May 15, 1948 residing in the Kingdom during the period from December 20, 1949 and February 16, 1954 is considered a Jordanian citizen (UNRWA)¹⁴. Thus, based on this law, those refugees were given Jordanian citizenship. The positive outcomes of such unique legal status allowed them to legally work in public and private sectors, vote, acquire socio-economic services, and own properties. Moreover, this law allowed the 1948 refugees to keep their refugee status, as recognized by UNRWA (Hejoj, 2007, p. 121)¹⁵. On the other hand, the refugees from Gaza were not granted citizenship rights. They were treated as foreigners based on article 24 and, therefore, were forced to apply for residence and work permits (Zureik 1996)¹⁶. Based on UNRWA's report in 2004, more than 1.78 million registered Palestinian refugees lived in Jordan. Nearly 17 per cent live in ten 'official' camps, and another three per cent live in 'unofficial' camps not recognized by UNRWA. Those refugees are denied the rights guaranteed under the 1951 Refugee Convention when they seek asylum (Bidinger et.al 2015, p 290¹⁷). On the other hand, during the Syrian civil war, Palestinian refugees in Syria suffered extreme injustice in host countries. They are 'not recognized as humanitarian refugees, and do not receive the same access to healthcare and other services. The denial of the right of return, coupled with illegal or at least unfriendly policies, have left Palestinians in limbo, sometimes unable to find even the temporary sanctuary that they must be afforded as part of a massive refugee exodus, as seen now out of Syria' (Bidinger et.al 2015, p 288¹⁸). Moreover, the focus on those segments decreased when the crisis in Syria erupted. The global support and care was and is still directed towards Syrian refugees. That is why recent research studies or care practices left those refugees out of the game for the time being.

Iraqi Refugees in Jordan

According to the United Nations High Commissioner for Refugees (UNHCR), Iraqi displacement became the 'largest population movement since 1948 [the year of the Palestinian diaspora] in the Middle East' (Twibell, 2012, p. 237)¹⁹. Internationally, the largest number of Iraqi refugees lives in Jordan. According to UNHCR (2013), about 450,000, or 14% of Jordan's population registered Iraqi refugees. And this refugee population shows little sign of decreasing.

12 <https://www.unrwa.org/where-we-work/jordan>

13 Kossaifi, George. 1996. "Poverty in Western Asia: A Socio-Political Approach". In: Poverty Preventing and Eradicating. Volume 1. UNDP, New York, September 1996

14 <https://www.unrwa.org/content/jordanian-nationality>

15 Hejoj, I., (2007). "A Profile of Poverty for Palestinian Refugees in Jordan: The Case of Zarqa and Sykhneh Camps." 20 J. Refugee Stud. 120-145

16 Zureik, E. (1996), Palestinian Refugees and the Peace Process, Institute for Palestine Studies, Washington, D.C.

17 Bidinger, S., et al., 2015. Protecting Syrian Refugees: Laws, Policies, and Global Responsibility Sharing, Boston University School of Law, <https://www.bu.edu/law/files/2015/08/syrianrefugees.pdf>

18 Ibid.

19 Twibell, T. S. (2012). The development of gender as a basis for asylum in United States immigration law and under the United Nations refugee convention: Case studies of female asylum seekers from Cameroon, Eritrea, Iraq and Somalia. Georgetown Immigration Law Journal, 24, 235–267. Retrieved April 22, 2013, from LexisNexis database.

Most Iraqi refugees live in Amman, Irbid and Zarqa (Davis, 2010, p. 46)²⁰. Of course, some of these Iraqi refugees are rich and they reside in west Amman areas. Jordan, approximately, pays \$1 billion yearly for the Iraqi refugees and 'has called for increased aid to help their health, transport, sanitation, and security' (Harper, 2008, p. 177)²¹. Although Jordan has limited resources, the kingdom consented to host Iraqi refugees following another unique open policy towards these refugees (Barnes, 2009, p. 14²²). And since refugee law is not recognized in Jordan, and there is virtually no domestic law pertaining to refugees, Iraqi refugees must be treated as foreigners according to article 24 'which limit Iraqi rights' (Barnes, 2009, p. 14²³). If Iraqi refugees 'deposit and maintain large sums of money in Jordan, or meet stringent employment requirements', they are allowed a residence permit (2009p. 20). On the other hand, work permits are almost difficult to be obtained by Iraqi refugees due to requirements of active residency.

Syrian Refugees in Jordan

The most recent refugee issue in Jordan targets Syrian refugees who, since 2011, started to enter Jordan as their safe haven. Jordan's policy response, at the beginning of the refugee influx, was characterized as an emergency approach. However, this policy shifted towards sustainable long-term approaches (Carnegie Endowment for International Peace).

Despite hosting one of the largest refugee populations in the world, the Jordanian government still does not have a remarkable or recognized refugee policy. It has not signed any international conventions or protocols related to the Status of Refugees, including the UN's 1951 Convention and its additional 1967 protocol. As a result, Jordanian government is given the agency to respond to refugee influxes through incepting some crucial policies (Carnegie Endowment for International Peace). For example, in 2016, authorizing work permits for Syrian refugees have been recognized as one of the most crucial incepted policies.

Besides, Jordan has progressed in addressing the issue of Syrian refugees following 1998 memorandum of understanding with the UNHCR outlines the extent of Jordan's refugee policy for non-Palestinians. Significantly, Jordan upholds to the major principles and standards of international protection for displaced persons, including the 1951 convention's definitions of refugee and asylum seeker. Therefore, in Jordan Syrian children are allowed access to public education. Also, Syrian refugees had access to subsidized medical care until November 2014. The country respects the legal obligation of non-refoulement principle which is defined in the 1951 convention as "No Contracting State shall expel or return ('refouler') a refugee in any manner whatsoever to the frontiers of territories where his life or freedom would be threatened on account of his race, religion, nationality, membership of a particular social group or political opinion." As endorsing the UN's 1966 International Covenant on Civil and Political Rights, Jordan has committed to not return or expel persons who entered the Kingdom (Carnegie Endowment for International Peace). Yet, Jordan increasingly turned Syrians away at its borders particularly unaccompanied men and Palestinians. However, Syrian nationals are being deported in some instances for violating laws, such as working illegally. Others are deported for posing security problems, usually as a result of political actions, regardless of specific affiliation,

²⁰ Davis, Rochelle. (2010). *Urban refugees in Amman*. Institute for the Study of International Migration (ISIM). Available at: <https://reliefweb.int/sites/reliefweb.int/files/resources/urban-refugees-in-amman%252c-jordan.pdf>

²¹ Harper, Andrew. (2008). 'Iraqi's Refugees: Ignored and Unwanted.' *International Review of the red Cross*. Vol 90, num.869.

²² <https://www.unhcr.org/research/working/4981d3ab2/realizing-protection-space-iraqi-refugees-unhcr-syria-jordan-lebanon-anne.html>

²³ Ibid

UNHCR states that it has access to detained individuals, but such access is limited when the authorities claim national security is involved. Deportations of Syrian nationals, while a violation of international standards, does not necessarily prevent re-entry. Deported Syrians frequently re-enter immediately (Bidinger et.al 2015, p. 299²⁴).

Some legal refugees' rights recognized in international areas related to the United Nations conventions are not endowed to Syrian refugees residing in Jordan such as the rights to housing, employment, public education, freedom of movement, and public relief and assistance (Carnegie Endowment for International Peace). Moreover, Jordan has conducted some restrictions on the protection space for Syrian refugees and their freedom of movement as well as terminating their healthcare provisions (Carnegie Endowment for International Peace). Culturally speaking, some Syrian refugees enjoy working in private sectors without obtaining work permits. Some of them discourage their children to go to schools and encourage them to work in any field. The majority of the Syrian refugee groups welcome early marriage customs. Therefore, in Jordan, these Syrian refugees enjoy many positive outcomes and are hesitant to go back to their home country due to sufficient socio-economic welfare.

As mentioned earlier, limited recent resources are found on Palestinian and Iraqi refugees after the international attention was directed to the Syrian refugee crisis. As a consequence of Jordan's limited obligations under international law, Syrian refugees are legally considered vulnerable. VGs, in this sense, will be defined and attributed according to the Syrian refugee issue. According to WHO, Children, pregnant women, elderly people, malnourished people, and people who are ill or immunocompromised, are particularly vulnerable when a disaster strikes, and take a relatively high share of the disease burden associated with emergencies. Poverty – and its common consequences such as malnutrition, homelessness, poor housing and destitution – is a major contributor to vulnerability.²⁵

Vulnerable groups among Syrian refugees, on the other hand, are recognized as Children and Young Adults, Elderly, Women, and Syrian Refugees with Special Needs. VGs categorization is presented in the following table:

Based on UNHRC 15 January 2019 report of registered Syrian Refugees

VGs	Total	Rate	Gender
Children and Young adult (0-17)	327,270	50%	Male: 25.6% Female: 24.3%
Elderly (60+)	25,602	3.9%	Male: 1.6% Female: 2.3%
Women (18-59)	327,853	23.4%	

Special Need	Total	Rate
Serious medical conditions	58,368	8.9%
Specific legal and physical protection needs	32,748	5.0%
Child at risk	32,078	4.9%

²⁴ Bidinger, S., et al., 2015. Protecting Syrian Refugees: Laws, Policies, and Global Responsibility Sharing, Boston University School of Law, <https://www.bu.edu/law/files/2015/08/syrianrefugees.pdf>

²⁵ https://www.who.int/environmental_health_emergencies/vulnerable_groups/en/

Disability	23,928	3.7%
Single parent	17,683	2.7%
Women at risk	13,405	2.0%
Older person at risk	6,031	0.9%
Unaccompanied or separated child	2,447	0.4%
Total	186,688	28.5%

In addition, VGs should be understood not only in terms of the social and economic circumstances of Syrian refugees within Jordan, but also as a particular consequence of various policies pursued by the government, including the call for Jordanizing public and military sectors of employment, the provision of public services, and wage determination policy.

1.1 Policies regarding VGs

1.2 Implementation of the strategies and policies

As stated earlier, Palestinian refugees—except refugees from Gaza— were privileged with a unique policy that allowed them to get Jordanian passports. This policy positively improved their socio-economic status in Jordan especially when they enjoyed all the privileges (public education, health care, employment opportunities in public sectors) given to Jordanians. As for Iraqi refugees, only the rich among them were given residence permits (Barnes, 2009, p. 20²⁶). At the same time, work permits for Iraqi refugees are prohibited unless they provide proof of residence permits. 80% of wealthy Iraqis have work permits compared with 22% of the poor Iraqi refugees (Al-Qdah & Lacroix, 2011, p. 529)²⁷. As 13.4% of Jordanians suffer from unemployment, it is clear that issuing work permits and securing job opportunities for non-Jordanians is a highly popular problem (Stevens, 2013, p. 24²⁸). Also, Iraqi refugees, who cannot obtain work permits, highly depend on family support and personal savings to survive.

For the Syrian refugee case, UNHCR coordinates the refugee status under the leading efforts of the Jordanian Government. There are also collaborative efforts between donors, UN agencies, international and national NGOs and organizations to implement strategies and policies for Syrian refugees in Jordan. Currently refugee support is mainly provided by UNHCR within the Jordan refugee response. 'UNHCR co-chairs several sectors and their thematic working groups, namely the Basic Needs Working Group with NRC, the Health Working Group with WHO, the Protection Working Group with NRC (as well as the associated Child Protection Working Group with UNICEF and the Sexual and Gender Based Violence Working Group with UNFPA), the Shelter Working Group with NRC and the Livelihoods Working Group with DRC' (ReliefWeb²⁹). UNHCR ensures that assistance is provided in the most effective and efficient way possible in accordance with international humanitarian standards and protection principles (Ibid).

²⁶ <https://www.unhcr.org/research/working/4981d3ab2/realizing-protection-space-iraqi-refugees-unhcr-syria-jordan-lebanon-anne.html>

²⁷ Al-Qdah, Talal. Lacroix, Marie. (2011). 'Iraqi Refugees in Jordan: Lessons for Practice with Refugees Globally' International Social Work. 54(4):521-534

²⁸ Stevens, Dallal. 2013. 'What Do We Mean by Protection?', International Journal on Minority and Group Rights, 20: 233-62.

²⁹ <https://reliefweb.int/report/jordan/unhcr-jordan-factsheet-july-2019>

Recently, almost all funding for refugee response in Jordan has been directed to Syrians and vulnerable Jordanians through the Jordan Response Plan (Ibid). As it was pursued with non-Jordanian groups, Syrian refugees were allowed to obtain work permits 46,000 work permits were issued in 2017 alone. In 2018, authorities continued with implementing strategies that help improve the livelihoods of Syrian refugees by granting new legal work opportunities and improving the education sector. By 2018, labor authorities had issued or renewed at least 160,000 work permits for Syrians. However, for most professions, many Syrians continued to work without work permits. In January 2018, Syrian refugees at Rukban (Unorganized camp on the Jordan-Syria borders) were allowed one delivery of humanitarian aid. It is known that the Syrian refugees there face limited access to food, water, and medical assistance. Authorities had previously announced in October 2018 that they would no longer allow aid to reach the camps from Jordan and did not allow further deliveries after January³⁰.

Based on UNHCR Factsheet 2019, the following table represents the implementation of strategies conducted collaboratively by UNHCR and Jordanian government for Syrian refugees:

Implementation of strategies and policies	Practice and process	Positive Impact	Negative Impact
Protection	-Iris-scanning fraud-proof biometrics for refugee registration. -psychosocial support and emergency cash assistance to SGBV survivors -implementation of prevention activities such as women empowerment workshops, self-defense classes led by refugee women and various awareness activities within communities	- Over 93% of the 657,628 are registered Syrians. - 20,000 unregistered refugees rectified their refugee status.	-Some Syrian refugees refuse to legally register in Iris-scanning-proof biometrics. - Some VGs are denied protection due to illegal refugee status.
Basic Needs	Shift from the distribution of in-kind relief items to the provision of	UNHCR currently provides monthly cash assistance to approximately 30,000 Syrian 2,000Iraqiand700 refugees of other nationalities, targeting	Other Syrian refugee VGs are still unrecognized and not given humanitarian cash assistance due to illegal refugee status.

³⁰ <https://www.hrw.org/world-report/2019/country-chapters/jordan>

	<p>humanitarian cash assistance.</p> <p>-Refugees receive cash through iris-scan biometric technology directly through bank ATMs.</p>	<p>the most vulnerable refugees residing outside the camps</p>	
Health	<p>UNHCR provides comprehensive primary, secondary and tertiary health care services free of charge for refugees in Azraq and Zaatari camps, for vulnerable Syrians in urban areas and for all non-Syrians in urban areas</p>	<p>Health care services are provided to registered Syrian refugees and other non-Syrian refugees.</p>	<ul style="list-style-type: none"> - Changes to Government regulations in February 2018 mean that Syrian refugees are no longer able to access the non-insured Jordanian rate for health and should now pay 80% of foreigner rates. - They may turn to private sector services including access to open drug markets without being properly treated or diagnosed. - shift toward unsafe practices such as home deliveries, illegal medicine and drugs.
Education	<p>UNHCR's Albert Einstein German Academic Refugee Initiative program (DAFI) is the primary conduit for tertiary education.</p> <p>- UNHCR is also collaborating with the Japan International Cooperation Agency (JICA</p>	<ul style="list-style-type: none"> - It enables young refugees to higher education and to complete their bachelor's degree in Jordanian universities. - Undergraduate refugee students are provided with scholarships that cover tuition fees, study materials, transportation, and other allowances. - DAFI scholars receive additional support through close monitoring, academic preparatory and language classes based on students' needs, as well as psychosocial support, mentoring and networking opportunities. 	<ul style="list-style-type: none"> ▪ Scholarships does not cover all young Syrian refugees ▪ It is highly competitive to win a scholarship from DAFI or JIKA. ▪ VGs are not the main target of this education strategy.

		<p>- A total of 728 students are now currently pursuing their higher education under DAFI program.</p> <p>- In 2017 and 2018, a total of 16 Syrian students in Jordan were granted JISR scholarships and departed to Japan</p>	
<p>Community Empowerment and Self Reliance</p>	<p>Following the London Conference on the Syria crisis in early 2016 and the issuance of the Jordan Compact, the Government of Jordan waived the fees required to obtain a work permit for Syrian refugees in a number of occupations open to foreign workers and simplified the documentation requirements</p>	<ul style="list-style-type: none"> - employers were encouraged to regularize their workers. - over 123,000 work permits were issued for refugees since early 2016 allowing refugees to look for jobs. - UNHCR and the International Labor Organization (ILO) inaugurated the first employment office inside a Syrian refugee camp in August 2017. - a number of different initiatives to support economic inclusion of refugees, including support to livelihoods partners, using UNHCR data to identify Syrian refugees by geographical location, skill, occupation, age and gender. - bridging gaps between refugees and Jordanians. - Nuzha CSC in Amman is the first center to cater for all refugee communities and with representatives from different nationalities and religious backgrounds. It offers a range of activities each working day, including activities tailored to women, children, people with 	<ul style="list-style-type: none"> • VGs are not yet a main target in this strategy. • Limited if no job opportunities target VGs.

		disabilities, older persons and the youth.	
Durable Solutions	Number of Syrian refugees are resettling outside Jordan	<p>- In 2018, a total of 5,005 refugees resettled in over 13 countries (the United Kingdom, Canada, Spain, Sweden, Switzerland, Netherlands, France, Belgium, New Zealand, Italy, the U.S. and Australia).</p> <p>- UNHCR is continuing to explore a venue in 2019 for expanding the number of potential resettlement countries, advocate with traditional countries to increase their quota commitments, as well as looking to complementary pathways to resettlement including through education, family reunification and work mobility schemes</p>	<ul style="list-style-type: none"> • There is no indication of the number of VGs resettling outside Jordan.
Access to Energy	<p>UNHCR's main goal in Jordan's Syrian refugee camps is to ensure that all refugees are able to satisfy their energy needs for cooking and lighting in a safe and sustainable manner, without fear or risk to their health, well-being and personal security.</p> <p>- In line with Jordan's strategy to become a green economy by 2020, UNHCR provided access to clean and renewable energy in refugee camps, as Jordan is now home to</p>	<p>- The solar plant in Azraq refugee camp was inaugurated in May 2017 while the one in Zaatari camp opened in November 2017.</p> <p>- Solar plants help UNHCR to save an average of approximately \$6 million per year in electricity bills.</p>	<ul style="list-style-type: none"> • There is no indication of the number of VGs benefiting from energy resources.

	the first refugee camp in the world powered by renewable energy.		
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Housing: ReliefWeb addressed the negative issues found in implementing and securing shelter for Syrian refugees in Jordan. The findings are addressed as follows:

- 69% of Jordanian respondents considered access to housing in their community to be inadequate, as did 51% of Syrians.
- More male (63%) than female (56%) respondents perceived access to housing as inadequate.
- An equal proportion of Jordanians and Syrians (44%) rated challenges to housing in their community as 'very urgent', with a further 36% of Jordanians and 32% of Syrians considering these 'extremely urgent'.
- 83% of Jordanians and 77% Syrians identified access to housing as a cause of tension in their community.
- When asked to indicate key reasons behind housing-related tension, the majority of Jordanian respondents (66%) cited a lack of housing, while Syrians most commonly cited high housing costs (51%).³¹

The Syrian refugee influx to northern Jordan has directly increasing rental prices and which led to an acute lack of housing. This negative outcome has forced many Syrian refugees to share houses with others, borrow money to cover rents and utility bills, and improvise makeshift shelters with limited access to basic services. As a result, a social tension between Jordanian and Syrian groups aroused. Therefore, a pressing need for more housing support to be provided to Jordanians and Syrians struggling to secure adequate housing in Jordanian host communities should be indicated and solved. Adequate housing does not simply constitute a roof and four walls, but also the right to live in security, peace and dignity (ReliefWeb).

1.3 Formal and Informal care practices from the host or transit communities

UNHCR coordinates the refugee status under the leading efforts of the Jordanian Government. There are also collaborative efforts between donors, UN agencies, international and national NGOs and organizations to implement strategies and policies for Syrian refugees in Jordan. Currently refugee support is mainly provided by UNHCR within the Jordan refugee response. 'UNHCR co-chairs several sectors and their thematic working groups, namely the Basic Needs Working Group with NRC, the Health Working Group with WHO, the Protection Working Group with NRC (as well as the associated Child Protection Working Group with UNICEF and the Sexual and Gender Based Violence Working Group with UNFPA), the Shelter Working Group with NRC and the Livelihoods Working Group with DRC' (ReliefWeb³²)

³¹<https://reliefweb.int/report/jordan/housing-and-tensions-jordanian-communities-hosting-syrian-refugees-thematic-assessment>

³² <https://reliefweb.int/report/jordan/unhcr-jordan-factsheet-july-2019>

1.4 VGs' experiences:

VG Identification	VG Experience
<i>VG#1: A Woman afraid from dealing and integrating with others</i>	She has two daughters and two sons, and she is separated from her husband. Her economic situation is not good in Jordan, but at the same time the community around her is welcoming. She plans to immigrate with her family to America. One of her sons affected by the war in Syria. His leg had been broken; he did not get the right help from the hospital and physicians, so he cannot be as normal people. Her sons started working at an early age with few salary or payment. She always has a stress and cannot sleep well at night; she takes some medicine to sleep.
<i>VG#2: A woman afraid of telling the truth about his feelings toward his neighbourhood</i>	She escaped the war in Syria. She wanted to protect her children from the obligatory military service with the regime. Her youngest child was receiving mental health support in Jordan. She has no plans to go back to Syria.
<i>VG#3: A woman has a leg injury</i>	She has a disability in her left leg since she was 11 months. She faced both good and bad experiences with the hosting community. She is well integrated in her community, and active as a volunteer in different places
<i>VG#4: A man not receiving appropriate treatment</i>	He entered Jordan to get medical care, because his leg was injured during the war. He lost his leg during the war. He has five married sisters, and currently he is living with his mother in Jordan. He sees the reception community in a positive way, and they share the same values and religion with him. He plans to continue his education
<i>VG#5: A Woman has mental illness</i>	She has 4 sons and 3 daughters. She was not living a happy life in Syria, and she left her country because of the war. Her physical and mental health situation is bad. She has no plans for the future; she only wants to have a better life for her children.
<i>VG#6: A Woman afraid from dealing and integrating with others</i>	She entered Jordan illegally without a passport. She lives now in Irbid city in a place called Hakama. She is a Muslim, and she has 7 children. Her physical and mental statuses are not stable. She is only planning to have a better education and future for her children
<i>VG#7: A Woman suffers from tough living conditions</i>	She is married and she has 4 children. Her life in Syria was good and stable unlike her life in the host country where she suffers from tough living conditions and bad mental and physical state. She plans to have better health care and education for her family.
<i>VG#8: A displaced Woman</i>	She had seven children. She is a Muslim. She has a very positive experience with the authorities in the host community. She plans to immigrate to another country to have better living conditions.
<i>VG#9: An Uneducated Woman</i>	She is an asylum seeker. She is a Muslim. She lives with her husband. She didn't complete her university degree because of the war, and she is not working now. The reception community treated her in a good manner. She has no plan to go back to Syria.
<i>VG#10: A Displaced Man</i>	He left Syria with his family because of the war and the shelling. He has been through good and bad experiences in the host community. He is not optimistic about the future and has no plans.
<i>VG#11: A Woman with severe financial situation</i>	She was treated in a kind manner in Jordan and feels respected in the reception community. She has some family members in Jordan. She does not work, and her financial situation is bad. Her mental status is affected because of the war and the hard-living conditions, but she hopes for a better life with her family. The woman had a very bad stress around one year, were her son being deported back to Syria before leaving

	for Germany. She takes care of grandchildren while the dad and mom lost in Syria. kids stay for 8 years with her in Jordan without their parents. She joined the women union organization to help the kids to engage with the new community.
<i>VG#12: A Woman with severe financial situation</i>	She has three sons and one daughter, and she was working as an Islamic education teacher in a school. She moved to several places before settling in Jordan, and she prefers her life in Jordan. The financial living conditions are hard, but the community around her is welcoming and is helping her. She is receiving mental health support, but still hoping for a better future for every Syrian. Her son killed in Syria while she was in Jordan. Her family separated in different countries. Her husband and one son in KSA while another one in Germany and the youngest one with her in Jordan. Also, she was a rescuer helping injured people in Syria.
<i>VG#13: a woman who exposed to racism</i>	She left Syria because of the war and the lack of peace. She studied Arabic language in Syria, and in Jordan she had a scholarship to study media. Her relationship with her mother was not stable which was an issue that affected her. Their financial situation was good in Syria. She worked in different places in Jordan, and her current economic situation is acceptable. The community around her is caring. She had good and bad experiences with people because she is a Syrian. But all in all she prefers living in Jordan, and building a future for her life in Jordan.
<i>VG#14: a woman whose husband was killed</i>	her husband was killed by the Syrian regime. Her life in Syria wasn't safe. She was happy with her life in Syria before the war, but in Jordan she has a hard economic situation. She is a Sunni Muslim, and she feels free to practice her religion in Jordan, unlike Syria. She only plans to work hard to make her children educated.
<i>VG#15: a disabled woman</i>	She is an asylum seeker who escaped Syria because of the war. Her child was injured during the war, and he has a disability in his lower limb. Her mental health is very bad. She only plans to have her children educated.
<i>VG#16: a woman with psychological problem</i>	She is suffering from depression and is under psychiatric treatment. She lives with her family in Jordan. Her economic situation is not good. The reception community is very welcoming and helped her a lot.
<i>VG#17: an injured man</i>	He entered Jordan to get medical care, because his leg was injured during the war. He lost his leg during the war. He has five married sisters, and currently he is living with his mother in Jordan. He sees the reception community in a positive way, and they share the same values and religion with him. He plans to continue his education.
<i>VG#18: an injured man</i>	He was dropped out of school because of the war. He has experienced bad medical care for his condition, and he doesn't seem to trust the organizations. He plans to have a better health and to get married.
<i>VG#19: A woman responsible for a son who needs extensive medical care</i>	One of her sons is suffering from atrophy in the brain. She moved to Jordan upon her husband's request because of the war in Syria. She entered Jordan illegally, and stayed in the camp, before leaving and living in the hosting community. Her family is still in Syria. The community is welcoming. She is planning to go back to Syria if the situation would be improved. My son who has a disability in the brain didn't have the proper medical care, because of the difficulty to move from one city to another because of the checkpoints, and the shelling. His medical condition was affected in a negative way because of the war. We had to give him the wrong medicine that caused him seizures

VG#20: a woman with tough life conditions	She does not have a good relationship with her family in law, because they were treating her very bad. She was left alone in her village when the war started, and she was suffering and feeling afraid before her husband came and took her to Jordan. Her life now is good, and she hopes for a better future for her children. She separated from her husband in the last 3 years.
VG#21: A woman with severe financial situation	She has two daughters and two sons, and she is separated from her husband. Her economic situation is not good in Jordan, but at the same time the community around her is welcoming. She plans to immigrate with her family to America. One of her sons affected by the war in Syria. His leg had been broken; he did not get the right help from the hospital and physicians, so he cannot be as normal people. her sons started working at an early age with few salary or payment. she always has a stress and cannot sleep well at night; she takes some medicine to sleep.
VG#22: Disabled man	He was forced to leave Syria, to get medical care in Jordan, because he lost his arms in the war. His economic conditions are not that good both in Syria and in Jordan. He has 3 daughters. One of his daughters was affected by the explosions, which caused delays in her pronunciation, so she needs special speech training and special school. The authorities were treating him in a good manner. He is not optimistic for the future.
VG#23: a woman who has psychological problem	Two of her neighbors passed away, because they were shot by the regime. So, her family decided to leave for Jordan. The reception community was kind to her. She plans to immigrate to Canada to have a better life for her children
VG#24: a woman has physical and mental health problems	she has 4 sons and 3 daughters. She was not living a happy life in Syria, and she left her country because of the war. Her physical and mental health situation is bad. She has no plans for the future, she only wants to have a better life for her children.
VG#25: a woman seeking asylum	She wanted to protect her children from the obligatory military service with the regime. Her youngest child was receiving mental health support in Jordan. she has no plans to go back to Syria.
VG#26: a woman seeking asylum	She entered Jordan illegally without a passport. She lives now in Irbid city in a place called Hakama. She is a Muslim, and she has 7 children. Her physical and mental statuses are not stable. She is only planning to have a better education and future for her children.
VG#27: a woman suffers psychological problems	She was displaced to several camps inside Jordan. She was a victim of sexual abuse. She was raped by a Jordanian man who was working in a local association. Her mental status was severely affected. She suffered from depression, and problems with her husband because of what had happened to her. She has no plans to return to Syria, and she plans to immigrate to another country.
VG#28: a woman whose son was killed	Her son passed away after being shot by the military. Her economic situation is not good, and she isn't receiving assistance from the organizations. She doesn't interact with the community around her.
VG#29: a woman seeking asylum	Her husband abandoned her, and one of her children was captured by the military in Syria. The transit to Jordan was hard. Her mental health condition is not stable. She has no future plans rather that finding a wife for her child.
VG#30: a woman seeking asylum	She came to Jordan to escape the lack of peace she experienced in Syria. Her husband and sons were captured by the regime more than once, her brother also passed away

	because of the war. She has a positive experience with the reception community. She has a plan to immigrate to Canada
<i>VG#31: a woman suffers from physical and mental health problems</i>	She is married and she has 4 children. Her life in Syria was good and stable unlike her life in the host country where she suffers from tough living conditions and bad mental and physical state. She plans to have better health care and education for her family.
<i>VG#32: a woman has tough conditions</i>	She had a great life in Syria, but she lost everything during the war. Her mother and brother passed away because of a shell that landed on their house. And her father is lost until now. She managed to have a scholarship and study media in Jordan. Regardless of what she has been through, she hopes to go to Canada and have a better life.
<i>VG#33: a woman seeking asylum</i>	She had seven children. She is a Muslim. She has a very positive experience with the authorities in the host community. She plans to immigrate to another country to have better living conditions.
<i>VG#34: an injured man</i>	He left Syria, because he was injured during the war. He lost his toes due to the injury. His life was good in Syria, and he was planning to get married before the war. He thinks of going back to Syria, if the situation would be improved.
<i>VG#35: Asylum seeker woman</i>	She is an asylum seeker. She is a Muslim. She lives with her husband. She didn't complete her university degree because of the war, and she is not working now. The reception community treated her in a good manner. She has no plan to go back to Syria.
<i>VG#36: Asylum seeker man</i>	His social life was good in Syria. He left Syria with his family because of the war and the shelling. He has been through good and bad experiences in the host community. He is not optimistic about the future and has no plans.
<i>VG#37: injured man</i>	He is an asylum seeker. His life was very good in Syria, but he left his country because of an injury from the war. He is disabled because of the injury, and his daily life is hard due to the difficulty to move. The reception community is very kind to him. He plans to travel to any European country to have better medical care.
<i>VG#38: injured man</i>	He is 58 years old and claims refugee status based on a serious injury during the war. His status has been approved immediately by Jordanian authorities. He is working as a concierge and suffering from metallic foreign bodies (shrapnel) in his chest. Accordingly, he didn't receive the required surgeries and, therefore, he is suffering from serious medical problems such as breathing disorders. He seems like a person who do not like to integrate and communicate with others; even his same country migrants
<i>VG#39: Asylum seeker</i>	He left his country because of the war. His life in Syria was excellent. He is currently working as a security guard. He is married and he has one child. He isn't planning to go back to Syria.
<i>VG#40: disabled woman</i>	She has a disability in her left leg since she was 11 months. She faced both good and bad experiences with the hosting community. She is well integrated in her community, and active as a volunteer in different places.

1.5 Other stakeholders' experiences

NGOs and INGOs in Jordan are crucial stakeholders who appeared at the beginning as philanthropist mediums. Following the socio-economic and political challenges that Jordan encounters recently relating to the refugee crisis, stakeholders has played and still play a remarkable role in integrating, refugees with people in the host country as well as presenting developmental projects and services including legal assistance (ARDD-Legal Aid) health care (SAMS), after-school programs (UNHCR), financial support for tertiary education (DAFI) to mention a few.

The collaboration between NGOs and INGOs with the Jordanian government reached its peak in the Syrian refugee crisis. There is very little literature and research studies on the number of NGOs and INGOs operating in Jordan and the obstacles they face through their operation in the country. Those stakeholders are not guaranteed political infiltration and the Jordanian government also has the right to inspect violations conducted by stakeholders, follow elections of executive committees, and organize their leadership to prevent activities that might threaten the regime (Wiktorowicz 2002: 84³³). Stakeholders in Jordan know their stance and, in order to improve and develop their roles, they always welcome collaboration with the Jordanian government. This collaboration also gives them the opportunity to be consulted by the government about development, challenges, solutions and goals, and to jointly "design and implement development policies and programs, all of which may encourage governments to learn from NGO approaches" (Batley & Rose, 2011³⁴; Brass, 2012b³⁵; Brautigam & Segarra, 2007³⁶).

The following experiences were generated from interviews with diverse NGOs and INGOs in Jordan.

Positive experiences of Stakeholders:

- Collaboration with Jordanian government to implement, design and plan developmental and humanitarian projects.
- Monitor and identify issues that the Jordanian government had failed to address sufficiently.
- Advocate policy solutions to local challenges.
- Easy access to and share of information about Refugees, Syrian refugees, VGs and FDP between stakeholders, researchers, public and private sectors and government
- Support and find financial aid to sustainable and prosperous projects (educational, psychosocial, health, empowerment and other basic needs) targeting Refugees, Syrian refugees, VGs and FDP.
- Assist Syrian refugees in camps and in urban areas.
- Ensure that VGs have access to a quality education, health care, psychological support, empowerment, and legal aid to mention a few.

³³ Wiktorowicz, Quintan, 2002. "The Political Limits to Nongovernmental Organizations in Jordan," *World Development, Elsevier*, vol. 30(1), pages 77-93, January.

³⁴ Batley, R. and Rose, P. (2011). "Analyzing collaboration between non-governmental service providers and governments." *Public Administration and Development*, 31 (4) (2011), pp. 230-239

³⁵ Brass, J.N. (2012b). "Blurring boundaries: The integration of NGOs into governance in Kenya." *Governance: An International Journal of Policy Administration and Institutions*, 25 (2) (2012), pp. 209-235

³⁶ Brautigam, D. and Segarra, M. (2007). "Difficult partnerships: The World Bank, states and NGOs." *Latin American Politics and Society*, 49 (4) (2007), pp. 149-181

- Cooperate to defend Human Rights, fight terrorism, help victims of war and support refugees in Jordan.
- Provide vocational training and job placement, as well as income-generating activities for Refugees, Syrian refugees, VGs and FDP.
- Raise awareness and engage in national dialogue to bridge the gap between refugees and host groups.

Challenges facing Stakeholders

- Sometimes, civil society challenges and questions the roles, services, and projects provided by stakeholders.
- Sometimes, services do not meet the quality promised by stakeholders.
- Absence of a good management to services in some cases.
- Lack of trust between stakeholders and beneficiaries which to the most extent results in access to false information.
- Sometimes, refugees adhere to participate in developmental service and projects if there is no financial aid presented at front.
- Some of the external donors impose their program without considering the needs of the beneficiaries.
- Sometimes, unqualified staff runs developmental and humanitarian projects affect the satisfaction of the beneficiaries.
- VGs sometimes are not the main target of most of the presented projects and plans.

2 Identification of potential key criteria to evaluate strategies and practices for attention and inclusion of VGs of FDP37

2.1. *Actor-oriented criteria to evaluate policies and practices of attention towards Vulnerable Groups (VGs) of forcibly displaced people (FDP)*

In this section, we synthesize existing needs on targeting the most vulnerable groups and forced displaced people in Jordan due to humanitarian crises, in which Jordan is considered a low or middle-income country. More specifically, the study aims to consolidate findings on the practices used to identify and prioritize vulnerable people, households and communities in humanitarian emergencies, including those displaced from their original country. The review investigates vulnerability assessment as a means of identifying target beneficiaries of humanitarian aid criteria that illustrate how standards can be achieved.

NEED	PRACTICE	CRITERIA
PROTECTION	1. The practice prepares for legal registration	Actors conduct awareness sessions especially for VGs and FDPs.

³⁷ Result 3.1. Catalogue of actor-oriented criteria to evaluate strategies and practices for the attention and inclusion of VGs of FDP Result 3.2. Preliminary study of approaches to integrate actor-oriented criteria in the evaluation of strategies and practices for the attention and inclusion of VGs of FDP

- 2. The practice supports for minimizing the number of illegal placements

 - Actors facilitate the registration process in terms of time, cost and distance.
 - Actors provide assistance at registration stations.
 - Actors provide training to authorized employees to make them aware on how to deal with uneducated people who cannot read and/or write and disabled people.
 - Actors collect information and statistics about beneficiaries of illegal status.
 - Actors facilitate the inclusion of illegal beneficiaries without penalty.
 - Actors setting up action plans to prevent illegal entry.
 - Actors develop learning practices to inform beneficiaries about the possibility of a penalty due to an illegal status.
- 3. The practice ensures providing psychological support

 - Actors ensure that mentors are aware of all psychological aspects of migrants.
 - Actors facilitate accessibility of migrants to psychiatric clinics.
 - Actors provide all required services to migrants with psychological issues.
 - Actors conduct training and awareness sessions to ensure inclusion and integration of migrants.
 - Actors conduct awareness sessions for community service centers to make them aware of how to deal with migrants.
 -
- 4. The practice ensures that beneficiaries are aware of human rights laws in Jordan

 - Actors conduct awareness sessions of rules and laws that protect the human rights of migrants.
 - Actors conduct surveys and meetings to highlight negative practices that break human rights rules.
 - Actors provide legal support to migrants who exposed to human rights problems.
 - Actors spread the culture of respect among inclusion communities by media and awareness sessions.
 - Actors cooperate with authorities to review the activities that guarantee preserving human rights.

	<p>5. The practice that support migrants to defense themselves</p> <ul style="list-style-type: none"> ▪ Actors conduct training sessions for women to learn them about how to defense themselves due to sexual harassment activities. ▪ Actors ensure that disadvantage VGs and FDPs are aware of the legal issues related to self-defense. ▪ Actors ensure that trainers and mentors are following specific guidelines during the training of women and children. ▪ Actors take into consideration the culture of migrants regarding dealing with women and children.
<p>NEEDS</p>	<p>1. The practice ensures in-kind assistance and support to migrants</p> <ul style="list-style-type: none"> ▪ Actors ensure to deliver in-kind services, supplies, and free help to migrants. ▪ Actors establish centers to assemble volunteers to provide in-kind support to migrants. ▪ Actors conduct training to volunteers in order to make them aware about the needs of migrants. ▪ Actors make sure that in-kind support and assistance are delivered to needy migrants. ▪ Actors take into consideration to deliver in-kind support to with some cooperation of the inclusion community. <p>2. The practice encourage organizations and migrants' associations for cash assistance</p> <ul style="list-style-type: none"> ▪ Actors build guidelines and setup rules of the cases that required cash assistance with enough justification to each case. ▪ Actors ensure that cash assistance will go to migrants directly without the intervention of a third party. ▪ Actors provide a monitoring strategy to ensure that migrants spend the cash assistance on basic needs. ▪ Actors conduct awareness sessions to prevent migrants from losing their cash assistance due to fraud or theft. ▪ Actors cooperate with community associations to spread the culture of NOT taking advantage of migrants.

	<p>3. The practice ensures that assistance and support are targeting VGs and FDPs</p>	<ul style="list-style-type: none"> ▪ Actors build a database that keep identities of VGs and FDPs. ▪ Actors ensure that recipients are among the VGs or FDPs. ▪ Actors setup guidelines and rules of how to classify migrants as VGs or FDPs. ▪ Actors cooperate with community associations to monitor the classification of migrants. ▪ Actors conduct visits and meetings with VGs and FDPs to make sure regarding their current status.
<p>HEALTH</p>	<p>1. The practice ensures effective and quality health services</p>	<ul style="list-style-type: none"> ▪ Actors cooperate with authorities to provide healthcare centers dedicated to migrants. ▪ Actors develop guidelines to measure the quality of delivered healthcare services. ▪ Actors ensure that healthcare services are provided on time. ▪ Actors ensure the availability of mobile units that provide emergent health services. ▪ Actors conduct surveys and questionnaires to collect feedback from beneficiaries. ▪ Actors ensure that beneficiaries receive proper health services and medicine. ▪ Actors cooperate with several health organizations to provide volunteers doctors, nurses and assistants.
	<p>2. The practice assists with the cost of health services</p>	<ul style="list-style-type: none"> ▪ Actors have enough knowledge about the cost of healthcare services in Jordan. ▪ Actors ensure that migrants pay fair fees and/or cost for medical services. ▪ Actors inform migrants with the cost of the healthcare services according to their health issues. ▪ Actors encourage associations and health organization to assist migrants with the healthcare cost. ▪ Actors cooperate with authorities to provide health insurance and/or free services for disadvantage migrants such as children, elderly, disabilities, and pregnant.

3. The practice assists higher education institutes to deliver quality learning to migrants.

- Actors collect statistical data about the educational needs of migrants that allow them for better economic inclusion.
- Actors cooperate with higher education institute to develop programs that cope with the needs of migrants and/or future rehabilitation of their original country.
- Actors conduct visits to higher education institutes and survey migrants' students to be aware of the quality of the learning process.
- Actors setup guidelines to measure the quality of learning that migrants receive in higher education institutes.
- Actors assist migrant students with learning materials, sources, and group sessions to facilitate their inclusion in the learning process.
- Actors ensure that migrants who obtain scholarships are committed in their higher education institute.
- Actors ensure the fairness of allocating scholarships among migrants. There should be rules and guidelines for competition among applicants.

4. The practice Monitors and Mentor migrants during their study in the higher education institute.

- Actors propose guidelines to evaluate the academic achievement of migrant students.
- Actors network with higher education institute to access the academic records of migrant students.
- Actors conduct mentoring sessions for migrant students with expert volunteers according to their academic achievements.
- Actors help migrant students to register specific modules that will help them in finding jobs in the Jordanian market.
- Actors monitor the attendance of migrant students in their classes.
- Actors encourage migrant students to network and partner with other students to facilitate their social inclusion.
- Actors conduct awareness sessions to make migrant students aware with culture, political,

	<p>and social issues with focusing on negative and positive practices that would facilitate their learning process and prevent them from punishments.</p>
<p>COMMUNITY EMPOWERMENT</p>	<p>1. The practice facilitates migrants to get work Permissions with reasonable cost and effort.</p> <ul style="list-style-type: none"> ▪ Actors conduct meetings with the ministry of labor to explain the needs of migrants to obtain work permissions, which guarantee fairness, rights, and regulate work at different industries. ▪ Actors conduct meetings with legislatives to minimize the cost and effort required to apply and obtain work permissions by migrants. ▪ Actors motivate employers to pay part of the cost required to obtain work permission by migrants. ▪ Actors conduct training sessions to migrants to make them aware about rules and regulations to apply for work permissions. <p>2. The practice helps migrants in obtaining jobs and ensure the availability of enough vacancies</p> <ul style="list-style-type: none"> ▪ Actors encourage civil association to hire migrants in part-time jobs that requires minimal skills with low wages. ▪ Actors promote the distinguished skills of migrants such as their ability to plant new crops, manufacture new products, or create new industry. ▪ Actors conduct seminars to make migrants aware of jobs that are inadmissible by local community. ▪ Actors make migrants aware with the culture, skill-requirements, and nature of job market in Jordan. <p>3. The practice encourages employers of migrants to regulate their work</p> <ul style="list-style-type: none"> ▪ Actors conducting meeting with employers, chamber of commerce and ministry of labor in order to make them aware about the importance of regulating migrants' works in terms of minimizing crime, bringing income to the government, preserving the rights of migrants, and bringing benefits to migrants such as health insurance and social security. ▪ Actors encourage migrants to obtain work permissions and make them aware about the benefits of regulating their work.

4. The practice provides assistance to support migrants seeking for jobs

- Actors promote the migrants' labor rights through TVs, newspaper, social media, posters, and public meetings.
- Actors encourage religious men to promote the migrant's rights in mosques during the Friday sermon and Sunday prayers.
- Actors conduct training sessions to make migrants aware with the available methods to search for jobs in Jordan including agencies, websites, mobile applications, associations and others.
- Actors provide mentoring for migrants to choose jobs that fir their skills or education level.
- Actors provide the means for migrants to promote their skills to potential employers.
- Actors provide support and assistance to migrants who want to invest in Jordan (Self-Employment).
- Actors encourage migrants' investors to hire migrants or creating a partnership by providing the means for networking them.

5. The practice ensures Economic and Social inclusion process

- Actors conduct media campaign, meetings with community figures, and seminars to minimize the effect of negative beliefs about employing migrants.
- Actors conduct mutual meetings among locals and migrants to explain their fears from competition, availability of capital investments, investment opportunities, and other issues that bridge the gap between the two groups.
- Actors provide guidelines that briefly educate migrants about the nature of Jordan economics, available resources, investment opportunities, and governmental laws.
- Actors cooperate with civil associations to provide internships to youth migrants, so that they can gain experience in the industry and facilitate economic and social inclusion among them.

6. The practice enhances the skills for Youth and disadvantage migrants

- Actors conduct training sessions for youth migrants to educate them with essential skills such as soft skills, entrepreneurship skills, and other skills that might help empower them in Jordan.
- Actors conduct special training for disabilities, uneducated people, and elderly. The training focuses on soft skills, usability and accessibility of technology and internet, and educate them about their possible opportunities in the job market.

7. The practice assists Disadvantage people such as patients, elderly, and children to handle economic and social inclusion issues.

- Actors conduct meetings with ministry of labors, municipalities, schools, and universities to educate them the needs of this group in term of access tools, special treatments, and physical needs to facilitate their social and economic inclusion.
- Actors work with civil and international organizations to seek for fund to buy assistant tools for disadvantage people.
- Actors assemble volunteers from civil community and train them to assist and support disadvantage people by helping them in their daily activities.

**SUSTAINABLE
SOCIAL
ENVIRONMENT**

1. The practice helps families to reunite and ensure that family members, who are living in different countries, have the facilities to communicate and meet regularly

- Actors provide legal support to migrants about the family-reunion process in Jordan and make them aware of the legal means to reunite with their overseas family members.
- Actors train migrants with the existing facilities to communicate with their family members including telecommunications, internet, mobile apps and others.
- Actors encourage migrants to regularly communicate with their family members as a type of psychological and mental support.
- Actors conduct meetings with legislatives, government agencies, and community figures to explain the positive aspects of facilitating the legal procedures of family reunion process.

INTEGRATION

2. The practice breaks the gaps between migrants and their neighboring people.

- Actors educate migrants with the culture of the hosting community and encourage them to respect their habits, which will minimize conflicts among neighbors.
- Actors encourage migrants to attend social events such as Friday and Sunday prayers, and communicate with their neighbors.
- Actors conduct regular meetings between migrants and their neighbors in order to explain the difficulties that migrants experience.

3. The practice ensures that students are integrated in their schools.

- Actors provide orientation and advising sessions to migrants' school students to make them aware about the new environment, system, and culture.
- Actors cooperate with schools' managements and teachers to explain the difficulties that migrants' students face.
- Actors assemble volunteers to follow the academic performance of migrants' students.
- Actors encourage teachers to conduct special sessions for low-performance students in order to strength them and facilitate their integration.

1. The practice helps migrants in finding suitable houses or shelters and assists them with associated problems.

- Actors regularly collect information about number family members living in the same place, their special needs, suitable living environment, and their need to schools, universities and other services.
- Actors help migrants to find suitable places by making them aware with the available means to find a place, renting cost, legal issues, and the existing services in the area.
- Actors encourage international organizations to support migrants financially in order to meet their needs in renting suitable places.

2. The practice ensures that migrants have fair access to essential life services such as energy, water, sewage, etc.

- Actors conduct meeting with municipalities in order to guarantee the availability of essential services to migrants; especially those who are living in unorganized areas.
- Actors discuss the possibility of investing in green energy with community companies to supply

	<p>power to migrants who are living in unorganized areas.</p> <ul style="list-style-type: none"> ▪ Actors ensure that migrants received their essential needs of water fairly, especially in unorganized areas. ▪ Actors report shortage of essential services to the authorities and legislatives to handle emergent situations.
<p>3. The practice ensures that schools admitted migrants' students and provide them the required level of education.</p>	<ul style="list-style-type: none"> ▪ Actors report unfair refuse of admission to migrants' students to the ministry of education, since this act is against the law in Jordan. ▪ Actors ensures that the number of students per class in migrants' schools meets the national standards in Jordan. ▪ Actors encourage migrants' students to attend their schools and make their parents aware about the consequences of absence. ▪ Actors conduct meetings with school managements to collect information about the performance of migrants' students and the quality of education they receive. ▪ Actors ensure that the materials are suitable to migrants' culture or religion.
<p>4. The practice ensures that migrants are living in a secure and safe environment.</p>	<ul style="list-style-type: none"> ▪ Actors conduct awareness sessions with the cooperation of policemen and women to educate migrants about how to report an illegal action and the break the gap between migrants and law enforcement authorities. ▪ Actors conduct training sessions to women to give them self-defense skills. ▪ Actors aware police authorities to make regular patrols on neighborhoods that inhabited by migrants. ▪ Actors dedicate a center to receive complaints and feedback on security aspects, cases, and conflicts with law enforcements. ▪ Actors conduct meetings with police officers to report and explain negative practices of law enforcement men or women.

5. The practice provides psychological support about the future of migrants.
 - Actors conduct workshops to migrants that focus on how migrants can create a good future, talking about rehabilitation process, and the future of their siblings.
 - Actors provide information and guidelines to youth migrants on how to enhance their skills, availability of scholarships funded by international organizations, and how to apply to scholarships.

2.1. Common features for compatible criteria

Previous studies identified several methods or attributes of identifying and targeting vulnerable people in urban humanitarian contexts for consideration, which had evidence meeting the synthesis criteria. These attributes reflect valuable and general practices that act as a framework to induce key criteria to evaluate strategies for the inclusion of VGs and FDPs. Such studies had followed the following evidence-based framework to conclude the best procedures to evaluate standards and practices:

1. Targeting by displacement status: Evidence calls into question the practice of using IDP/refugee versus host population as a targeting delineation in humanitarian programming in urban contexts, where there may be significant underlying vulnerability and poverty among resident populations.
2. Using locally derived assessment tools: Many reports stress the importance of local insight to the process of informing vulnerability assessments whether developing a brand-new context-specific scale or adding locally relevant indicators to a pre-existing tool. Evidence from both gender-based violence (GBV) and food security assessments supports developing entirely new scales or adapting scales with local data.
3. Categorical targeting: Evidence shows that, while targeting by category of person using demographics such as gender or age can be useful, it must be context specific. Defining vulnerable groups by demographic identifier must ensure that those classified are truly the most in need of a humanitarian intervention.
4. Using pre-existing administrative data: Use of pre-existing administrative data must consider that it will often be imperfect in its representativeness, how it was collected and how up to date it may be. Given rapidly changing urban environments and disruptions caused by the crisis itself, pre-existing administrative data should be used with caution, bearing in mind the need to determine the supplementary secondary data needed for identifying vulnerable populations.
5. Self-targeting: Evidence indicates that the self-targeting method is expensive and difficult to maintain long-term or to transition to local authorities. Self-targeting through a physical center is unlikely to reach the most vulnerable who wish to remain hidden.
6. Community-based targeting: Evidence reveals some success in identifying the most vulnerable through community-based targeting, which leverages local knowledge and contextual understanding – critical to urban response. The evidence also shows that to avoid bias, a nuanced understanding of the community, motivating factors for participation and local power dynamics is required.

7. Using a sampling frame: Evidence indicates that the density and heterogeneity of cities necessitates larger sample sizes, more clusters or smaller geographic units during data collection to ensure pockets of vulnerability and diversity are captured to inform targeting.

A major finding after applying this framework is the striking lack of high-quality evidence on targeting vulnerable populations in urban humanitarian emergencies. The final outcomes revealed:

- Minimal information about methods – while some studies (particularly the academic articles) have robust methods sections, many methods sections are sparse and light on detail
- Reports do not always clearly attribute findings to the study results
- Much of the literature informing humanitarian practice does not incorporate experimental design
- While many papers discuss the number of people enrolled or targeted by a program, the actual size of the sample used to evaluate the targeting approach and its representativeness is not clear
- Often an observational approach is taken to evaluate targeting but the methods of observation are not always clearly described
- Descriptions of limitations and risks of bias are nearly always absent in the grey literature reports, which tend to focus more on the effectiveness of a specific intervention for pre-determined outputs, than on formally seeking to evaluate the targeting approach
- The academic papers have more direct focus on evaluating a targeting approach as the main purpose of the research and tend to compare targeting approaches to one another or to an accepted standard, or to perform validity tests; the academic literature scored higher in this review's quality rubric because it mandates a methodology section, requires presentation of data and discussion of limitations (allowing clear evaluation of validity) and has a peer review filter for publication that some grey literature does not.

Specific areas that would benefit from better disaggregated data and focused research include:

- War, conflict and violence: while these may be some of the most difficult situations in which to perform quality research, the dearth of evidence highlights a glaring gap in environments that require effort and funding as populations become increasingly exposed to conflict.
- Age, gender and (dis)ability: future evaluations could specifically aim to investigate and report on the experience of these groups with regard to specific targeting approaches
- Urban shelter: outside the literature base on urban search and rescue, and on engineering assessments, there is a lack of evidence to guide targeting
- User and beneficiary generated data: data obtained through crowdsourcing platforms and social media is often presented as a potentially valuable way of incorporating community perspectives and local knowledge in targeting; however, we found no evidence on these methods in our searches
- Evidence is lacking on how targeting during a humanitarian emergency can emerge from disaster risk reduction efforts, or be folded back into social protection programs post-crisis as an exit strategy

- Absorptive capacity: urban humanitarian response that is moving towards understanding how cities, communities and households can enable the aid response will necessitate better assessments of local absorptive capacity; this includes, for example, the capacity to shelter or host IDPs, or to upgrade the existing healthcare infrastructure.

In this project, our efforts lead us into minimal quality standards that practices should achieve. According to our previous meetings with migrants, stakeholders, and ARUs, we came with the following practices and activities undertaken by inclusion actors:

1. Protection
 - a. The practice prepares for legal registration
 - b. The practice supports for minimizing the number of illegal placements
 - c. The practice ensures providing psychological support
 - d. The practice ensures that beneficiaries are aware of human rights laws in Jordan
 - e. The practice that supports migrants to defense themselves
2. Needs
 - a. The practice ensures in-kind assistance and support to migrants
 - b. The practice encourages organizations and migrants' associations for cash assistance
 - c. The practice ensures that assistance and support are targeting VGs and FDPs
3. Health
 - a. The practice ensures effective and quality health services
 - b. The practice assists with the cost of health services
 - c. The practice prevents illegal distribution or use of medicines and drugs
4. Education
 - a. The practice provides fair admission to youth migrants in higher education institutes.
 - b. The practice provides Scholarships and cost assistance to migrants.
 - c. The practice assists higher education institutes to deliver quality learning to migrants.
 - d. The practice Monitors and Mentor migrants during their study in the higher education institute.
5. Community Empowerment
 - a. The practice facilitates migrants to get work Permissions with reasonable cost and effort.
 - b. The practice helps migrants in obtaining jobs and ensure the availability of enough vacancies
 - c. The practice encourages employers of migrants to regulate their work
 - d. The practice provides assistance to support migrants seeking for jobs
 - e. The practice ensures Economic and Social inclusion process
 - f. The practice enhances the skills for Youth and disadvantage migrants
 - g. The practice assists Disadvantage people such as patients, elderly, and children to handle economic and social inclusion issues.
6. Sustainable Social Environment
 - a. The practice helps families to reunite and ensure that family members, who are living in different countries, have the facilities to communicate and meet regularly

- b. The practice breaks the gaps between migrants and their neighboring people.
- c. The practice ensures that students are integrated in their schools.

7. Integration

- a. The practice helps migrants in finding suitable houses or shelters and assists them with associated problems.
- b. The practice ensures that migrants have fair access to essential life services such as energy, water, sewage, etc.
- c. The practice ensures that schools admitted migrants' students and provide them the required level of education.
- d. The practice ensures that migrants are living in a secure and safe environment.
- e. The practice provides psychological support about the future of migrants' integration

3 Identification of potential good practices

3.1. Characterization of practices

3.1.1. Vocational Education and Training & Higher Education Program for vulnerable Syrians and disadvantaged youth from host communities³⁸

Name and Leading Organization:

Study to Design a Program / Clearinghouse Providing Access to Higher Education for Syrian Refugees and Internal Displaced Persons, Submission: 24th of March 2015, Team: Irene LORISIKA, Leon CREMONINI, Malaz SAFAR JALANI (ENPI 2014 350-391_171014)

Summary:

The project aims to provide services allowing Syrian IDPs inside Syria and Syrian refugees as well as disadvantaged youth from host communities in Jordan, Lebanon, Turkey and Iraq to follow further education with the objective to improve their social-economic perspective in life. Since, in this part we are concerned about Syrian refugees inside Jordan, the focus will mainly be on the project's approach to Syrian refugees, Syrian VGs and VGs in Jordan who benefit from this program. The estimate number of registered Syrian refugees aged between 18 and 24 in Jordan is 77,718³⁹. The number of Syrian refugee students enrolled in Higher Education is 6,057⁴⁰.

Target: The project aims to support 3000 young Syrians (mainly in the age group 18-24) in Syria and disadvantaged youth in host countries in the region (Iraq (KRG), Jordan, Lebanon, Turkey) as well as disadvantaged youth from the host communities.

Objectives:

³⁸ <https://ec.europa.eu/trustfund-syria-region/sites/tfsr/files/20160526-ad-3rd-board-higher-education-2.pdf>

³⁹ Estimation based on United Nations, Department of Economic and Social Affairs (UN DESA), Population Division (2013)

⁴⁰ Syrian Central Bureau of Statistics

1. To support the delivery of bachelor programs on higher education Syrian IDPs, refugees and disadvantaged youth in host communities in Syria, Lebanon, Iraq, Jordan and Turkey.
2. To support the delivery of vocational education to Syrian IDPs, refugees and disadvantaged youth in host communities in Lebanon and Jordan.
3. To support the delivery of distance learning to Syrian refugees and disadvantaged youth in host communities in Iraq/KRG.
4. To set up additional support mechanism for coaching, livelihood, transport and access to university facilities for the students who are participating in these programs.
5. To provide guidance and orientation for the target group to identify the most appropriate education opportunity.
6. To contribute to the wellbeing of young people by providing economic opportunities.

Accessibility issues:

The program attempts to provide equal access to further and higher education in the region for Syrian youth who have finished their Tawjihi exam (Secondary School Certificate) in Syria or in the neighboring countries without being able to continue their University studies or had to abandon their studies as a result of the war and displacements. The program meets the needs of the target group for participating in EQF levels 3, 4, 5 and 6 (or equivalent) education: the program will target university programs at BA level (first university cycle) and vocational education at tertiary level. An intensive cooperation between donors in education and higher education as well as between separate donors under the leadership of UNHCR and UNESO which focuses on all issue's higher education for Syrian refugee students. Since employers in the region have noticed that Jordanian universities do not provide students with skills and training required for the workforce and that they, universities, only focus on academic certificates rather than vocational training, there was a call to focus more on providing vocational training for Syrian refugee students since their studies courses are shorter and hence, they are sooner available on the labor market.

Activities:

1. The contribution of Tempus and current Erasmus+ programs which aim at strengthening the capacity of universities to deal with international cooperation projects and the sudden influx of students, as well as grant management.
2. This contribution helps in providing the local universities such as German Jordan University (GU) with the relevant project management skills and familiarization with EU procedures for the financial reporting of large-scale individual grants for students.
3. With the EUR 12 million already allocated from the Madad Trust Fund in support of Higher Education, a first regional project has been awarded after a competitive grant award procedure to the German Academic Exchange Service (DAAD).
4. This program which was implemented since spring 2016 onwards aims to provide circa 300 direct scholarships to refugees from Syria and disadvantaged students from host communities in the neighboring

countries in order to complete their higher education and shorter-course vocational studies. In addition, it is estimated that circa 4000 students will benefit from language access courses.

5. The German Government is active in the region in the field of support refugees in higher education through 2 different programs: the DAFI program and the New Perspectives Scholarship which mainly targets Syrian refugees.

Results:

In Jordan, Higher Education has initiated a program in August 2015 which is funded fully by the EU. Through the support of local public and private sector organizations led by the German Jordanian University in partnership with Yarmouk University, Zarqa University and Al-Quds College, a coordinated response in the field of higher education has been developed. 3,100 students benefit from this program of which 70% of them are Syrian and 30% are disadvantaged Jordanian in academic and language skills training: 750 in distance education and MOOCS, 80 in HND level 5 (=associate degree), 290 in BA and 20 in MD courses. Separately 400 students will receive one-year vocational education under an EU funded UNESCO contract as well as 400 students receiving a 6-month vocational orientation program in Zaatari camp. This program has started in February 2016.

About 650 Syrian refugees, IDPs and disadvantaged youth in host communities have received a certificate in vocational education in Jordan and Lebanon.

Moreover, the EU has also supported students (Syrian refugees and Jordanians) of through the Erasmus Mundus program and has provided capacity building assistance to higher education institutions through the Tempus program.

Jordan is now a partner country of the newly launched Erasmus + program.

Strengths:

1. In Jordan the donor co-operation in the field of higher education is just starting between the German Embassy, DfID, USAID, UNESCO, UNHCR, individual organizations of Higher Education and vocational education and the EU.
2. The GJU is in the current grant contract providing 85% of the funds to students and their living conditions. The GJU has given evidence of 'sound financial management' in previous grant projects under Tempus. The size of the implementation of the programs by GJU as well as their outreach efficiency and cost effectiveness, positions both organizations very well for implementing a further regional program that aims to provide a massive increase of providing study opportunities for Syrian students. The GJU has the absorption capacity to take new partners on board as it has demonstrated with numerous Tempus and Erasmus+ projects. Also, for this project several additional Jordanian universities and vocational training centers have expressed their interest to work with GJU.

Weaknesses:

- 1- The program supports a limited number of vulnerable Syrian refugee students.

- 2- A research under 931 students in Jordan shows that a majority of students favor bachelor's degrees (62%), and to a lesser extent vocational education (16%) and on-line learning.
- 3- The recognition of (certified) copies is a major issue hampering students in the access to formal learning structures in the host countries. For this reason, it is strongly recommended that the host countries address the issue of recognition of prior learning for students with interrupted studies

Difficulties or constrains for its implementation:

- 1- No additional availabilities of international assistance and finance.
- 2- Actors in the region lose interest in providing required information to link to the initiative of this project.
- 3- National accreditation systems need to have the organizational, technical and financial capacity to engage on online education.
- 4- The recognition of prior learning and the accreditation of previously gained certificates and diplomas inside Syria and in particular in the diplomas provided by education establishments under the FSA.
- 5- Higher education institutions are open to using some resources (funding, time, personnel) in projects to support access and study success of vulnerable youth with support from this program.
- 6- The management of expectations, this program aims to serve a limited group of students who are currently registered while at the end of the school year 2015/2016
- 7- Currently the duration of the program cannot be extended beyond December 2019, leaving the education program a semester short of implementation for those who follow a bachelor's degree program and want to start in year 1.

CRITERIA actors or stakeholders are using to assess them as a "good practice":

The recognition of (certified) copies is important to help students get an access to formal learning structures in the host countries.

Duration: 4 years

3.1.2. Improved access to sustainable livelihood opportunities for vulnerable youth and women refugees and host population members residing in Irbid, Jordan: A Market Assessment of Bani Kinanah and North Mazar Districts⁴¹

Name and Leading Organization:

King Hussein Foundation in partnership with **European** Regional Development and Protection Program (RDPP) for Lebanon, Jordan and Iraq.

Summary:

Market assessment in Bani Kinanah and North Mazar is one part of a project that seeks to improve the socio-economic situation of Jordanian and Syrian women and youth by building their skills and experience to better

⁴¹ <http://irckhf.org/en/project/improved-access-sustainable-livelihood-opportunities-vulnerable-youth-and-women-refugees-and>

identify and access job opportunities and build their capacities to plan and manage their own income generating initiatives.

Target:

Jordanian and Syrian women and youth residing in Bani Kananah and North Mazar/Irbid.

Objectives:

- 1- To enhance access to sustainable livelihood opportunities through support to income generation for vulnerable women and young people among the refugee and host population in Irbid.
- 2- To improve the socio-economic situation of Jordanian and Syrian women and youth.
- 3- To build their skills and experiences.
- 4- To better identify and access job opportunities for them.
- 5- To build their capacities.
- 6- To plan and manage their own income generating initiatives
- 7- To identify and address structural barriers that prevent their full participation in the work force.

Results: Access to sustainable livelihood opportunities for vulnerable youth and women refugees and host population members residing in Bani Kananah and North Mazar/Irbid, Jordan is provided.

Duration: 1 year (2018)

3.1.3 Revision of Jordan transitional interim country strategic plan⁴²

Name of leading organization: World Food Program

Summary: This revision of the Jordan transitional interim country strategic plan (T-ICSP) extends the duration of the T-ICSP by one year, from 1 January to 31 December 2019 pending formulation of the full country strategic plan (CSP) for Jordan, which is expected to be presented to the Executive Board at its 2019 second regular session, based on the findings of the most recent sectoral assessments and on subsequent consultations with partners.

Target: 60,000 Food-insecure Syrian refugees and Syrians stranded at the north-eastern border between the Syrian Arab Republic and Jordan (Berm).

Objectives:

To update Socio-economic data in Jordan since the latest figures on poverty, food security, nutrition and related sectors pre-date the start of the current crisis in the (Berm).

Accessibility issues:

⁴² <https://docs.wfp.org/api/documents/b1e7e87aaeac496fa0d95eb112963e68/download/>

Syrian refugees and Syrians stranded at the Berm have access to safe, adequate and nutritious food throughout the year.

Activities:

- 1- Provide unconditional resource transfers to Syrian refugees
- 2- Provide school meals and nutrition-related communication and behavioral change activities to refugee children.
- 3- Provide unconditional resource transfers to vulnerable Jordanians
- 4- Provide school meals and nutrition-related communication and behavioral change activities to children in host communities.
- 5- Provide asset creation and livelihood support activities including through individual capacity strengthening to vulnerable Syrians and Jordanians.

Results:

This outcome has been reformulated because Syrians stranded at the north-eastern border between the Syrian Arab Republic and Jordan (Berm) are no longer assisted by WFP.

Original formulation: Food-insecure Syrian refugees and Syrians stranded at the Berm have access to safe, adequate and nutritious food throughout the year.

New formulation: Food-insecure Syrian refugees have access to safe, adequate and nutritious food throughout the year.

When the T-ICSP was being formulated, WFP expected to continue to assist the estimated 60,000 Syrians stranded at the Berm from Jordan. In line with past practice, these refugees would receive in-kind food assistance from WFP upon registration with the Office of the United Nations High Commissioner for Refugees (UNHCR). 7.The Jordanian Government, however, has expressed a preference for this group to be assisted from the Syrian Arab Republic, so the international community has taken steps to make that possible. Consequently, activity 1 has been reformulated to refer only to unconditional resource transfers to Syrian refugees, omitting any reference to Syrians at the Berm. Related outputs have also been deleted.8. Strategic outcomes 2 and 3: This revision results in no change to strategic outcomes 2 and3 or their related activities.

Strengths: Not mentioned

Weaknesses: Not mentioned

Difficulties and constraints for its implementation:

With the discontinuation of assistance to Syrians at the Berm, the risks faced by the country office –particularly program-related ones –have been reduced significantly.

CRITERIA actors or stakeholder are using to assess them as a “good practice”: Not mentioned

Duration: January 2018 till January 2019.

3.1.4. The Work Permit Initiative for Syrian Refugees in Jordan: Implications for Policy and Practice⁴³.

Name of leading organization:

A Joint Research and Policy Project of the Boston Consortium for Arab Region Studies and the United Nations High Commissioner for Refugees.

Summary:

This report provides a critical overview and analysis of the implementation of the work permit initiative for Syrian refugees in Jordan.

Target: practitioners who are implementing livelihood and related programming for Syrian refugees in Jordan. It is also planned for the general public, especially in academic and policymaking fields, who are interested in work permit initiatives for refugees.

Objectives: to provide a snapshot of the first year of the work permit initiative in Jordan.

Accessibility issues:

“Prior to the Jordan Compact, Syrian refugees almost exclusively found employment in Jordan’s informal economy and informal workers are much more vulnerable to abuses, low wages, and exploitation. The Estimate number of registered Syrian refugees working illegally in Jordan prior to the Jordan Compact ranges from 120,000 to 160,000. To work legally, Syrians had to apply for migrant work permits, which require a passport to register. Due to many Syrians’ legal status and lack of access to identification documents, including passports, registering for formal work was almost impossible before the implementation of the work permit initiative. As a result, only about 3,000 formal work permits were issued to Syrians annually since 2011, highlighting the overall success of stakeholders in registering nearly 35,000 refugees in the initiative by December 2016”.

Activities:

- 1- Evaluation: evaluate the ability to provide 200,000 Syrians with work permits in the coming years, as pledged by the Government of Jordan to its international partners in the Jordan Compact.
- 2- Exploring: explore refugee-level obstacles to work permit access, in addition to the institutional and legal challenges that had to be considered and the rapidly changed in policymakers operate in Jordan’s environment
- 3- Suggestions: suggest approaches in the context of a formal labor environment for Syrian refugees.

Results:

- 1- With the work permit rollout in March 2016, Labor Directorates (LDs) and other Ministry of Labor (MoL) staff began working with a new population with unique needs that they had little contact within the past.
- 2- Humanitarian actors also must now collaborate and work with new government ministries, including (MoL) and Ministry of Social Security (MoSS).

⁴³<https://www.bu.edu/pardeeschool/files/2017/02/Vicky1.pdf>

Strengths:

- The goal is to achieve 200,000 work permits with adequate levels of support from the government and international community.
- The appropriate reorientation of programming which aimed to transit Syrians to the formal labor market.

Weaknesses:

counting all adults of working age irrespective of their ability to work.

Difficulties and constraints for its implementation:

- The legal and institutional challenges for refugee work permit registration.
- the goal to reach 200,000 work permits is complicated and not easy according to both structural and household-level factors.
- The continues changes of labor policy by economic region causes confusion among the refugee population
- Refugees fear losing the humanitarian assistance if they receive a work permit.
- Refugees fear that their working conditions will actually deteriorate if they formalize their contract.

CRITERIA actors or stakeholder are using to assess them as a “good practice”:

“UNHCR efforts have focused on supporting the GoJ to increase the amount of work permits issued to Syrians. Initial successes in work permit registration by LDs, UNHCR, and various humanitarian and development actors has been based on formalizing Syrians who are working informally and regularly”.

Duration: March 2016-January 2017

3.1.5 Syrian Refugees and Social Cohesion in Jordan (Focus groups)⁴⁴

Name of leading organization: Jordanian NGO, WANA Institute

All the information bellow is as its coming from the source

Summery & target:

through this practice two focus group had been generated one by Jordanian NGOs and one by WANA institution with the following aims:

- A- To measure social cohesion in the Jordanian context. In 2015, the Jordanian NGO Generations for Peace conducted focus groups amongst Jordanian and Syrian parents who had developed perceptions of one another based on contact through their children’s schooling. Social cohesion may be considered as a crosscutting issue beside education, welfare, water, employment and livelihoods, and access to municipal services. The NGO REACH defines social cohesion as "not only as a function of community relations and individual perceptions but also as a product of access to resources and state services".

⁴⁴ http://wanainstitute.org/sites/default/files/publications/Publication_SocialCohesion_English_0.pdf

- B- "In order to gain a cursory understanding of providing a limited worker rights to Syrian refugees in Jordan in 2016, in September 2017, the WANA Institute conducted Focus Group Discussions (FGDs) across factories in Amman, Irbid and Mafraq. there have been multiple efforts to assess Syrian refugees' intentions to enter the formal labor market, little has been done to gauge how Jordanian workers perceive the policy".

Target VG and type of host community:

- Jordanian and Syrian parents who had developed perceptions of one another based on contact through their children's schooling.
- Participants were Jordanian factory workers.

Objectives:

- Measure social cohesion in the Jordanian context
- To gain a cursory understanding of providing a limited worker rights to Syrian refugees in Jordan

Activities:

The FGDs were carried out at factories in Amman, Irbid and Mafraq with several discussion groups with average total of eight male and female Jordanian workers. Participants were answered questions related to their attitudes towards potential Syrian colleagues, their feelings with regard to the rights and assistance that has been afforded to Syrian refugees, and their views regarding the contributions of Syrian businesspeople and investors to Jordanian society.

Length: Between August and September 2014.

Results:

Two focus groups give a clear view of how Jordanian Worker Views of Syrian Counterparts, and how Jordanian Worker Views of Labor Integration Policy

- "Several Jordanian workers described Syrians as easy to work with, emphasizing the cultural similarities between the two groups. Others underscored Syrians' unique skillsets, particularly regarding craft occupations such as sewing. Still, others faulted Syrians as 'less reliable' than Jordanian workers, characterizing them as more likely to priorities their 'rights' above their 'duties.'"
- "Jordanian workers demonstrate varying degrees of awareness of Jordan's decision to provide limited working rights to Syrians. When probed on the question of which sectors had been opened to Syrians, some participants highlighted construction and manufacturing, while others claimed that Syrians enjoyed access to all sectors and occupations, without exception".

3.1.6 Transferring E-Business Fundamentals to Syrian Refugees (TEFSR) (Training practice)⁴⁵

⁴⁵ <http://www.hopes-madad.org/event/transferring-e-business-fundamentals-to-syrian-refugees-tefsr/>

Name of leading organization: Yarmouk University funded by HOBES (MADAD)

Application setting: Transferring E-business Fundamentals to Syrian Refugees (TEFSR) program aims to provide Syrian refugees with the necessary skills to start and operate e-commerce businesses using the latest open-source tools and web technologies. These skills are essential to allow refugees to pursue several web and commerce related higher-education (HE) degrees in both ICT and economic colleges, or/and to obtain professional certificates and to facilitate starting their own businesses. TEFSR implemented two courses that cover both web and e-commerce subjects. These courses are tailor-made to ensure the compatibility of the program with Syrian refugees educational and cultural backgrounds. Training-for-trainers (ToT) sessions also had given to a chosen group of students to ensure the sustainability of the project and prolong the intended effects of the program. All project materials are available to program's targeted students and interested parties through a custom bilingual website (Arabic and English) that also announces the program activities and events. The project encouraged attendees to start their own e-businesses and collaborate with local communities to market their products and improve their household incomes.

Duration of the project: 18 months, January 2018 To June 2019. Three academic semesters. In each semester the two courses offered with the total of 45 direct contact hours for each course. At the end of each semester, an intensive and a short ToT course with 20 direct contact hours had implemented. The project has three rounds. Each training round implemented as 3 hours lecture every Saturday for four months.

Implementation:

The two implemented courses in TEFSR program are: web design and application development, and e-commerce courses. Web design and application development course covered all recent open-source web technologies and tools that enabled students to design and implement a fully functional website. The course covered technologies necessary to create dynamic and responsive web sites that interact with users and provide requested information on demand. By the end of the course, the course students were being asked to submit their class project by designing and implementing a fully functional website that demonstrates their acquired skills during the course duration. The course allowed students to obtain professional certificates in web design and development to help them advance their careers and improve their chances to enter ICT and economic higher education fields.

E-commerce course helped students to design and implement an e-commerce website using the latest free and open-source related tools. This course helped student start their businesses to promote their own products or other products available in their local communities. The course explored various aspects of e-business realm and how to implement a successful one using specialized software and tools. TEFSR program focused on the use of open-source tools to allow students to continue working on those tools without worrying about the expensive costs usually associated with commercial tools. Similarly, this course helped students to obtain professional certificates in the field of e-commerce. All students were required to submit a fully functional e-commerce website showing mockup or real products using what they learned inside the class.

Project materials, activities and events were being disseminated on a specially designed bilingual website (supports both Arabic and English languages) to allow students track the program's activities and provide a repository and a reference point for all program lecture notes and other supporting materials. The website ensured that our

project's momentum is reaching a wider spectrum of targeted students' groups that are interested in continuing their higher education in ICT or economics-related studies.

To ensure that our students spread and passed their acquired knowledge to other members of their respective communities, we intend to conduct several training-for-trainers (ToT) sessions at the end of each course. Several groups of students were being chosen and given intensive courses that teach them how to deliver the courses materials effectively to future students with regards to their backgrounds.

Objectives: Providing Syrian refugee and host community with skills that can allow them to pursue several web and commerce related higher education degrees in both ICT and economic colleges, or/and start their own businesses. TEFSR program graduates acquire a broad set of ICT and e-business skills that helps them pursue higher education programs in all related fields including and not limited to: Computer Science, Computer Information Systems, Management Information Systems, Computer Engineering, Software Engineering, Information Technology, Economics, Marketing, and Business and Finance. The project encouraged attendees to start their own e-businesses and collaborate with local communities to market their products and improve their household incomes.

CRITERIA actors or stakeholders are using to assess them as a "good practice": Several quality evaluations had been conducted continually throughout the duration of the project. Before and after each major topic covered in class, students had been asked several broad questions about their current knowledge levels on the topic. Survey should show a significant improvement and show possible shortcomings of the learning methods that could be altered depending on the achieved results and students' feedbacks. Students had examined and evaluated during the program period using both embedded and summative assessments. For each course, the final summative assessment was a course project that is to be required at the end of each course to assess the level of knowledge students have acquired during the course duration.

Difficulties and constraints for its implementation: participants were from different backgrounds, different majors, age, interest and culture. It was a challenge to prepare material and teaching it in a way that fit all participant, made them enjoyed and not boring.

3.1.6 Competency-based Career Focused Training for Syrian and Jordanian Students in Northern Jordan

Identification of stakeholders that made an identification of the practice: GIZ⁴⁶, Yarmouk University (YU)

Criteria actors or stakeholder are using to assess them as a "good practice": NA

Name and leading organization (contact details provided): GIZ mainly

Target VG and type of host community: Syrian Students and disadvantaged Jordanian

Application setting: To help Syrian Refugees to integrate into the local market, to be able to search for job, to be able to sell themselves, it was essential to focus on the learning and development (L&D) (Training and education) to empower them. Furthermore, it is essential to empower them with the needed technical and soft skills needed in the job market. The specialties of this project are to support refugees' community in developing their capacities and

⁴⁶ <https://www.giz.de/en/html/index.html>

skill sets to enroll, adapt and engage with the local Jordanian communities and industries. In addition, the project will try to deal with the difficulties that students have at the university and when entering the job market

Objectives: The aim of the project is to equip and empower audiences (Syrian refugees and selected Jordanians) with relevant technical and hot/needed topics, knowledge, soft skill and entrepreneurship skills that will enable refugees and the Jordanian population to blend in the local market demand. The objectives are:

1. Maximizing opportunities in the labor market and hiring opportunities
2. Helping people with their ideas to reach their maximum potentials through entrepreneurship.
3. Inducting local communities to better welcome Syrian refugees
4. Introducing and blending Syrian refugees in the industry through the in-class and in-premises hands-on

Length: one year

Requirements/ accessibility issues Applicants are:

1. Not required to have a first degree.
2. Required to be in the age of 18 – 30
3. Must submit a CV including relevant experience if any.
4. Letter of motivation and or cover letter.
5. Prove to ability attend all 4 courses (Coordinator to decide on this)

A maximum of 25 students will be accepted per intake. Both, Syrians and Jordanians of both genders can apply for the course e.g., 15 Syrians and 10 Jordanians. After successful completion of the course, each participant receives a certificate.

Performance procedures

The methodology will be a combination of theoretical/conceptual input by professionals in the fields with practical exercises. During the in-house seminars, learning will be supported through group work, role play and other interactive methods. Participants will apply their newly acquired knowledge in a field activity. Project duration will be 4 semesters: 4 months each. Each semester has four courses; the duration for each course is 1.5 to 2 months and two courses will be given at the same time as follows:

- In-house seminars
- Using some Online Courses
- Field training and activities
- Projects
- Presentation of results of field activity and discussion with trainers

Survey also is conducted to measure the performance of the trainers and the contents itself

Difficulties or constrains for its implementation

Mainly absence rate of students, not easy to get practical training by industry, not easy to arrange market visit, internal management of transportation.

Results:

The project is still ongoing but the initial results and good and students' feedback is acceptable.

2.2. *Formal and informal Practices to be avoided*

BAD PRACTICE ⁴⁷: below some of bad practices that could be done by stakeholders during their work with refugee.

- Start questioning immediately without developing or preparing a rapport
- Start questioning without asking the person if he/she has time to collaborate and answer
- Use closed (e.g., crossed legs and arms) or threatening (e.g., towering over or pointing) body language or avoid eye-contact
- Missing some points through the interview because of taking all the notes by the interviewers, which prevent interviewers engaging effectively with people.
- Missing Structuring and preparing the interview around the order of your check-list points.
- Miss opportunities to interview and ask the certain people in order to gather more detailed information
- Use not appropriate questions such as closed, leading or ambiguous questions
- Leaving notes for long time after interview will not help you to remember what they meant or discover so losing the information before reviewing and recording notes

⁴⁷ <https://www.biodiversa.org/709/download>

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Potential Good Practices [Irbid, 2020]

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