

ACT Alliance

**Response to the Protracted Humanitarian
Crisis in Jordan (Syrian Refugees, Host
Communities and other Vulnerable Groups)**

Appeal

JOR231

actalliance

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Table of contents

Project Summary Sheet

BACKGROUND

Context and needs.
Capacity to Respond

RESPONSE STRATEGY

Response Strategy
Impact
Outcomes
Outputs
Exit Strategy

PROJECT MANAGEMENT

Implementation Approach
Implementation Arrangements
Project Consolidated Budget
Project Monitoring, Evaluation, and Learning
Safety and Security Plans

PROJECT ACCOUNTABILITY

Code of Conduct
Safeguarding
Conflict Sensitivity / Do No Harm
Complaint Mechanism and Feedback
Communication and Visibility

ANNEXES

Annex 1 Summary Table
Annex 2 Security Risk Assessment

Project Summary Sheet	
Project Title	Response to the Protracted Humanitarian Crisis in Jordan (Syrian Refugees, Host Communities and other Vulnerable Groups)
Project ID	JOR231
Location	Jordan
Project Period	Start Date 1 March 2023 End Date 29 February 2024 No. of months 12
Requesting Forum	ACT Jordan Forum <input checked="" type="checkbox"/> The Jordan ACT Forum officially endorses the submission of this appeal



	List all organisations' names: DSPR, ELCJHL, MECC, FCA and LWF														
Requesting members	<ul style="list-style-type: none"> - Department of Support for Palestinian Refugees (DSPR) - Evangelical Lutheran Church in Jordan and the Holy Land (ELCJHL) - Middle East Council of Churches (MECC) 														
Contact	<table border="1"> <tr> <td>Name</td> <td>Fares Swais</td> </tr> <tr> <td>Email</td> <td>Farisrswais@gmail.com</td> </tr> <tr> <td>Other means of contact (WhatsApp, Skype ID)</td> <td>Faris.swais (Skype)</td> </tr> </table>	Name	Fares Swais	Email	Farisrswais@gmail.com	Other means of contact (WhatsApp, Skype ID)	Faris.swais (Skype)								
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Local partners															
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Project Objectives	<p>Objective 1: Mitigating the economic burdens on targeted population through the provision of food and non food items through unrestricted voucher distribution, food parcels, and winterisation items, enable them to access to education, and health services.</p> <p>Objective 2: Ensure dignified and sustainable livelihoods and economic opportunities, for Syrian refugees and hosting Jordanians.</p> <p>Objective 3: Improving the capacity of protection and community involvement among Syrian refugees and their Jordanian host.</p> <p>Objective 4: Improving the cooperation and networking among church humanitarian actors as well as with local ACT members.</p>														

Target Recipients	<table border="1"> <thead> <tr> <th colspan="9">Profile</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Refugees</td> <td><input type="checkbox"/></td> <td>IDPs</td> <td><input checked="" type="checkbox"/></td> <td>host population</td> <td><input type="checkbox"/></td> <td>Returnees</td> <td colspan="2"></td> </tr> <tr> <td><input type="checkbox"/></td> <td colspan="8">Non-displaced affected population</td> <td colspan="1"></td> </tr> </tbody> </table>									Profile									<input checked="" type="checkbox"/>	Refugees	<input type="checkbox"/>	IDPs	<input checked="" type="checkbox"/>	host population	<input type="checkbox"/>	Returnees			<input type="checkbox"/>	Non-displaced affected population															
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Project Budget (USD)	1,364,573 USD																																												

Reporting Schedule

Type of Report	Due date
Situation report	15 June 2023 <i>First SitRep due</i> Quarterly
Interim Report (narrative and financial)	30 September 2023
Final narrative and financial report (60 days after the ending date)	30 April 2024
Audit report (90 days after the ending date)	31 May 2024

Please kindly send your contributions to the following ACT bank account:

US dollar

Account Number - 240-432629.60A
IBAN No: CH46 0024 0240 4326 2960A

Account Name: ACT Alliance

UBS AG
8, rue du Rhône
P.O. Box 2600
1211 Geneva 4, SWITZERLAND
Swift address: UBSWCHZH80A

Please note that as part of the revised ACT Humanitarian Mechanism, pledges/contributions are **encouraged** to be made through the consolidated budget of the country forum, and allocations will be made based on agreed criteria of the forum. For any possible earmarking, budget targets per member can be found in the “Summary Table” Annex, and detailed budgets per member are available upon request from the ACT Secretariat. For pledges/contributions, please refer to the spreadsheet accessible through this link [00 Appeals reports](#) The ACT spreadsheet provides an overview of existing pledges/contributions and associated earmarking for the appeal.

Please inform the Director of Operations, Nancy Ete and Head of Humanitarian Affairs, Niall O’Rourke to the following email address: Humanitarian Team [<humanitarianfinance@actalliance.org>](mailto:humanitarianfinance@actalliance.org) of all pledges/contributions and transfers, including funds sent direct to the requesting members. Please also be sure to inform us at the time of your pledge of any back donor or other special requirements relevant to the donation. In line with Grand Bargain commitments to reduce the earmarking of humanitarian funding, if you have an earmarking request in relation to your pledge, a member of the Secretariat’s Humanitarian team will contact you to discuss this request. We thank you in advance for your kind cooperation.

For further information, please contact:

Middle East and North Africa

ACT Regional Representative, Rachel Luce (Rachel.Luce@actalliance.org)
Humanitarian Advisor, George Majaj (George.Majaj@actalliance.org)

Visit the ACT website: <https://actalliance.org/>

Niall O’Rourke

Head of Humanitarian Affairs
ACT Alliance Secretariat, Geneva

BACKGROUND

Context and Needs

Jordan is a middle-income country with 11.2 million people, including 3.4 million non-citizens (refugees and migrant workers). The country hosts the second-highest share of refugees per capita in the world, putting unprecedented pressure on its budgetary and natural resources, infrastructure, and labour market. Over the past decade, Jordan's stagnating economy has failed to create jobs to meet the requirements of its rapidly growing, and largely urban, population. Furthermore, Jordan is a semi-arid country, facing chronic water scarcity and a growing set of climate hazards. Since 2012, Jordan has accepted hundreds of thousands of Syrian refugees fleeing conflict. As of April 2022, 674,458 Syrian refugees were registered with UNHCR in Jordan, of which 542,199 live in host communities. Today, Jordan hosts 1.36 million Syrian refugees (including the registered refugees in UNHCR), this represents nearly 15% of Jordan's total population; that is demonstrating Jordan's tremendous commitment towards refugees within its borders. However, with the twelve years of the Syria crisis which is recognized as one of the worst humanitarian crises in 21st century, Jordan remains committed to its moral obligations and bearing more than its fair share of the response through meeting the short and long term needs of Syrian refugees, which are exhausting Jordan's absorptive capacities¹.

Further to above, the Syria crisis with its multifaceted impact has exacerbated various aspects of life in Jordan including security, economy, and social factors amongst others that is felt by Jordanians within in host communities, where the percentage of refugees is the highest (90%); all of these factors are playing a role in increasing the vulnerability of both Syrian refugees and Jordanians².

The increased vulnerabilities with the additional strain on Jordan's resources are acting against the macroeconomic growth hindering performance and development. While Jordan's GDP was growing, prior to Syria crisis, at an average rate of 15.2% during period 2006-2010, this growth has declined by nearly 69% since the onset of the crisis. The costs of hosting Syrian refugees has direct and indirect pillar, with 90% of Syrian refugees living among host communities and adding pressures on schools, hospitals, electricity, health services, resources, sanitation systems and jobs have escalated due to the increase of beneficiaries, especially in the Northern parts of the Kingdom. These indirect impacts of the Syria crisis have also affected Jordanians living in host communities, as their quality of life has been severely impacted.

The Jordanian Response Plan (JRP) was planned for 2020–2022. Its top priority has been to empower local systems to address challenges, including through ensuring protection of the dignity and welfare of Syrian refugees and vulnerable Jordanians impacted by the Syria crisis (Jordan Ministry of Planning 2020)³.

There are key priorities to support Syrian refugees in Jordan

Livelihood: Access to employment remains low (135,000 work permits issued) and restricted in terms of sectors. Only 5% of work permits were assigned to women. The perception that works permits will impact assistance, lack of civil documents, stigma, and transportation and childcare arrangements is limiting refugees' access to work. More than 65% of women need livelihood assistance

¹ [Jordan Response Plan for the Syria Crisis 2020-2022 - Jordan | Relief Web](#)

² [UNHCR - Jordan: Syrian refugees in Jordan: A decade and counting \(brookings.edu\)](#)

³ [Jordan Response Plan for the Syria Crisis 2020-2022 - Jordan | Relief Web](#)

Food Security: About 21% of Syrian refugee households are food-insecure, and 67% are vulnerable to food insecurity. COVID-19 compounded their economic vulnerabilities and led to an increase in the number of people adopting negative coping mechanisms. Food prices are on the rise while food availability is decreasing. The top barrier to accessing food is the inability to afford essential food items.

Shelter: Refugees living outside of camps spend a large portion of their income on expensive, unsafe accommodation. Refugees in camps often occupy hazardous, inadequate, or overcrowded shelters.

Protection: Women and girls face multiple forms of gender-based violence. The most significant threats include sexual harassment and assault, emotional and verbal abuse, domestic violence, and early marriage. Violence levels and intensity have notably increased since the onset of COVID-19. In addition Women and girls are subjected to increased denial of economic resources and education and movement restrictions.

Health: Refugees lack of medical and health care and access to basic health care.

Education: More children are likely to miss out on education and are at risk of permanently dropping out.

ACT Jordan Forum members continue to serve Syrian Refugees and needy (Iraqi and Palestinian refugees) in Jordan through responding to their continuous needs. Survey conducted by Forum members in September 2022 showed the pressing needs to food and non-food items, in addition to their needs that relate to developing and upgrading their capacity in managing their health problems and the knowledge and skills in nutrition management in a new living communities adding to this refugee women needs whom suffered a lot comparing with other refugees segments, their needs in the area of psychosocial, and protection from Sexual and Gender Based Violence (SGBV), early marriage and other protection issues. It was identified that the most serious protection risks Syrian refugees and Jordanians stem from lack of livelihoods and social protection and are being compounded by increased refugee vulnerabilities caused by the COVID-19 pandemic. Risks manifest in refugee families returning to Syria due to the 'push factor' of lack of income in Jordan, as well as negative coping strategies arising from lack of income such as skipping meals, lack of access to services and decent shelter, and early marriage of female youth or child marriage. The survey involved more than (2000) women who reached a high degree of frustration, anxiety, loss of hope, and depression, shows their needs for socio-economic empowerment, in this regard, the ACT Jordan Forum through this appeal will include programmes that will respond to refugees and their host needs through:

1. Providing basic needs (food, and non-food items such warm clothes, blankets, and heaters) to Syrian, Iraqis refugees and their Jordanian host living either in make-shift camps or within the host communities.
2. Conducting Peer Health Educator Training for refugee women including members from the host communities to upgrade their knowledge on basic health knowledge to safeguard the wellbeing of family members and transfer the gained knowledge to other peers in their communities through home visits, awareness sessions and conduct free medical days to secure refugees and their host with medical free medical tests, and medicines, and refer serious cases for further treatment.
3. Enrolling women and men in soft vocational training provided with work kits to practice their gained skills at home (sewing, Installation of solar panel and home care training.), training on self-employing through training on " How to Start Your Own Business" (SYB), production kitchens as source of income generation. Aside from refugee women needs,

there will be focus on children of both genders. Research and studies stress their needs for development, protection training and providing communities with children clubs and forums especially for girls who suffered exploitation, dangers, and loss of education opportunities. A new livelihood approach called “Graduation out of Poverty”, was established to enhance refugees and their host self- reliance and living conditions and prospects for temporary local integration. The programme will position refugees - particularly women and people with a disability - as the main actors in their own protection interventions with tailored programme supports enabling refugees to take up leadership and meaningfully participate in the programme where it will target the poorest of the poor families through a package of services towards households such as consumption support, cash for protection, small business grants, wage subsidies, soft and life skills training, awareness sessions on protection, cash for work permits.

4. Contribute to access to education through paying tuition fees for school and Universities students.
5. Initiating network cooperation among Diakonia church related organizations working in Jordanian soil.
6. The strategy also will include capacity building of Members staff, and volunteers besides networking with concerned government bodies and NGO'S.

Capacity to respond

ACT Jordan Forum was part of ACT Jordan Syria Lebanon forum which was established back in 2012. In 2020 These forums were split into 3 forums and now its is acting as ACT Jordan Forum. DSPR Jordan has been working on appeals since 2012, MECC has been working with host communities and Iraqis since 2003, and Syrian refugees since 2012, ELCJHL has been working with Syrian refugees and host communities since 2003 and with the appeals since 2020. All requesting members have long experience in working with refugees since decades either with Palestinian refugees at their camps and areas, or with Iraqis and their host in Jordan through different programmes that reached to women, children, young people, people with disabilities, and elderly through different programmes. ACT Jordan Forum members are also members of UN clusters such as livelihood, and protection clusters, and attending their meetings. Also coordinating with Ministry of Social Development for better access to their data base, cooperation, and services. The ACT Jordan Forum members in Jordan, and their work on the ground, has observed the increasing needs of directly and indirectly affected populations including host communities and other refugee population, especially among children and youth. In responding to the humanitarian needs of vulnerable people affected, ACT Jordan Forum will continue to provide humanitarian assistance. Sectors of response include Food security, health, Education, Basic needs, NFIs, livelihoods & early recovery, child forums, SGBV, psychosocial, and capacity building. ACT members in Jordan will coordinate their work collaboratively in the ACT Jordan Forum. This is an appeal led by 3 local members in Jordan enhancing the localization concept, locally led response, members will also contribute to building capacities of local CBO's, CRO's and other NGO's who are involved directly in serving the targeted beneficiaries through several training courses, T.O.T courses, and how to work under emergency.

MECC interventions cover:

Given the facts of the current needs as described above and the increasing vulnerability ratio of directly affected people either by protracted crises or by economic collapse, MECC managed to respond to the needs of the people according to received funds from different sources and outreach people living in hardship conditions in camps located nearby Al Mafraq area not far from the Syrian borders. Additionally, MECC currently implements a livelihood programme for women in Jordan targeting Syrian and Iraqi women as well as vulnerable women from the host communities.

MECC's intervention will be on Food security and livelihoods in a programme that includes solar panels, sewing and embroidery, elderly home care, and health that includes awareness sessions.

DSPR interventions cover:

Food security, health services such as awareness sessions on health and nutrition, conducting free medical days, and referral system. Livelihood programme that includes graduation out of poverty approach that includes consumption support, cash for protection, small business grants, soft life skills training, wage subsidy, livelihood assists, and awareness raising on protection, production kitchens, and Start Your Business training courses. Protection programmes that include psychosocial support sessions, SGBV sessions, and establishing children forums. Capacity building of voluntary committees who will be working with DSPR on livelihood programmes.

ELCJHL interventions cover:

Food security through food vouchers, education through paying part of tuition fees for colleges and schools' students, Health needs such as provide chronic medicine, and medical tests.

ACT Jordan Forum members adhere to Core Humanitarian Standards as to all humanitarian policies that ensure adequate intervention on time and in dignity and to do no harm to any beneficiaries. Additionally, the members policies and procedures which are in place ensure the execution of any activities with utmost efficiency and accountability.

ACT Jordan forum in Jordan, as well as in the new ACT MENA forum have dedicated staff working in the field are well equipped with potential experience to work under stress and under different conditions as well as meeting the programmes 'end results. The efficiency and accountability of the forum members contribute toward impactful cooperation with its partners.

RESPONSE STRATEGY

The Results Framework should be annexed to this appeal proposal

This appeal builds upon work undertaken in previous appeals. The current situation of Syrian refugees and their hosts showed the importance of continue serving the targeted beneficiaries especially after the COVID 19 pandemic where it has a great negative impact for years to come. This appeal focuses on very important needs that varies from direct assistance such as food and non food items, education programmes, protection programmes especially towards women and children where they are considered the most vulnerable segments of refugees. Livelihood programme remains the highest priority that will be approached to empower refugees and host to secure better life and gain the needed skills to do so. The appeal will also focus on health issue through raising awareness on health issues, provide medical assistance and referrals. The forum members adopt a participatory approach where they involve refugees on all programmes and activities that are designed for them. Formulating voluntary committees from refugees themselves to support members and refugees will be also an important approach of the forum members. The members are also coordinating with Church related organizations and churches in supporting the work of the members through providing their beneficiaries database, provide facilities to implement the needed programmes, and coordinating with them to reach to the neediest people and serve them.

Please refer to the Appeal Results frame work for more details.

Goal

Enhancing the living conditions and responding to the urgent needs of Syrian refugees, host communities and vulnerable groups in Jordan

Outcomes

Outcome 1.1: Syrian Refugees and vulnerable crisis-affected populations in Jordan, meet their food and non food item needs and have improved access to education, and improved knowledge, skills, and attitudes and seek better health services throughout the year.

Outcome 2.1: Syrian Refugees and vulnerable crisis-affected populations in Jordan, have improved self-reliance, access to sustainable livelihood opportunities and increased resilience.

Outcome 3.1: Syrian Refugee and vulnerable crisis-affected populations in Jordan have improved capacity for protection and community involvement.

Outcome 4.1: Cooperation and collaboration among humanitarian church related organizations enhanced.

Outputs

1.1.1 People affected by the conflict both refugees and their host communities have access to their food requirements.

1.1.2 People affected by the conflict both refugees and their host communities have access to their non-food requirements.

1.1.3 Refugee and host community beneficiaries have access to education at elementary schools and higher education.

1.1.4 Refugee and host community beneficiaries have improved access to services and better knowledge regarding health and hygiene issues and referrals.

2.1.1 People affected by the conflict both refugees and their host communities have access to livelihood and economic opportunities.

3.1.1 People affected by the conflict both refugees and their host communities have access to protection programs and community involvement related to topics such as GBV, Early Marriage, Gender Equity and Psychosocial support.

4.1.1 Directors of local church humanitarian entities will meet and develop a local cooperation network.

Exit strategy

For the time being, focus largely remains on providing life-saving assistance, while focusing on very crucial programmes such those in psychosocial support, protection, and livelihoods, will have long-term benefits and aid in the normalization process, when the recovery phase becomes possible. Where possible, organizations are building the skills and capacities of Syrians, as well as stakeholders in refugee host communities through providing programmes that will improve the resilience of refugees and their hosts such as entrepreneurs programme where young refugees can start or scale up their business, adopt the graduation out of poverty approach to target the household as a whole through designed programmes such as consumption support, soft and life skills training, grants to start home based business, cash for protection, saving mechanism, and linkage to the labor market for employment. By the time these programmes are implemented, refugees will have the capacity and ability to sustain themselves even they did not receive external support.

Due to the continuing nature of the crisis, it has become particularly important to address the needs and stabilization priorities in host communities.

ACT Forum members will build the capacity of local communities and staff from the local targeted areas who will be responsible for the implementation of activities in the future. Once the project ends, those people might be better positioned than other peers to provide more informed support about basic health and hygienic awareness for other community members. Additionally, trained staff will transmit their knowledge to other volunteers who will be working in similar projects in the

future. Members will continue to identify ways to ensure programme sustainability through the support of local partners and in similar activities. Furthermore, the coordination and capacity building of all project stakeholders will sustain the interventions.

Members specifically select local staff from the targeted areas and build their capacities through training so that targeted communities have local skills and knowledge beyond the life of the project. Moreover, coordination with municipalities, line ministries, primary health centers, and other local stakeholders is done prior and during the implementation of any project if needed. Alongside skills gained from different vocational courses will provide the ability for targeted beneficiaries to sustain themselves beyond the project's timeline.

If a component of the appeal will not be fully funded, where possible a reduced number of units will be provided, with an appropriate reduction in staff costs. Otherwise, priority will be given to tangible assistance and the provision of life-saving aid and items. Priorities will also be in line with the latest available information from coordinating agencies, such as UNHCR.

PROJECT MANAGEMENT

Implementation Approach

ACT Jordan Forum members adopt the methodology of participation of refugees as well as their hosts where for example Palestinian refugees are hosting thousands of Syrian refugees at their camps as well as other gatherings where they are participating in all programme's phases starting from planning to implementing and then evaluating the outcomes of all the programmes. At all project components, Participation approach became one of the basic requirements of the appeal especially formulating joint voluntary teams who proved to be effective approach in needs assessment and translate it to programmes, and activities. This model is adopted through involving all beneficiaries including their host on designing the programmes and activities based on the real needs of the targeted groups, then to actively participate in the implementation stage, and finally evaluate the outcomes from the implemented programmes to have a better sight for building plans based on outcomes of the evaluation.

Faith actors will be participating based on their capacities on providing database of beneficiaries, provide the needed facilities to conduct the planned programmes as well participate in the evaluation process to set better future. Around 70% of the served families are women headed which makes requesting members focus on women and young girls and adopting programmes that contributes to providing protection through awareness sessions on topics like GBV and early marriage and providing Psychosocial support to those suffering a trauma. In addition, adopting programmes such as production kitchen units, vocational training that enable women to be able to depend on herself for better life.

The project teams would work closely with the local stakeholders to identify the most effective and relevant modalities for the proposed intervention. This could include vouchers, food and non food items, based on needs assessment, in coordination with different segments of the society, churches database and CBO's who are working with refugees, making sure that elderly and people with special needs are included. The voluntary teams will work on raising awareness of refugees on work approaches and networking with local institutions, and CBO's, and providing health awareness sessions for women.

Implementation Arrangements

The implementation arrangements for this project will be managed through a collaborative effort between the requesting members and the ACT Jordan Forum as well as with ACT secretariat. The requesting members will be responsible for providing the necessary technical assistance and support to local partners and faith actors, build their capacities through T.O.T programmes, train

CBO's on how to deal with emergency, while the ACT Forum will be responsible for coordinating and monitoring the project's progress. To ensure successful implementation of the project, the requesting members will work closely with existing service providers (training centers, faith-based service providers etc.) and faith actors to develop partnerships agreements and ensure that the project is in line with the local context. Members will also work closely with UNRWA, UNHCR, and other NGOs through attending clusters meetings to be updated, receiving updated information on the refugee situation, and use stakeholders facilities in conducting its programmes and activities.

Project Consolidated Budget

	Appeal Total	DSPR Jordan	MECC Jordan	ELCJHL
Direct Costs	1,197,606	621,658	489,579	86,369
1 Project Staff	100,262	37,444	59,437	3,381
1.1 Appeal Lead	-	-	-	-
1.2 International Staff	-	-	-	-
1.3 National Staff	100,262	37,444	59,437	3,381
2 Project Activities	985,898	545,037	367,326	73,536
2.1 Public Health	94,596	50,714	13,735	30,147
2.2 Community Engagement	-	-	-	-
2.3 Preparedness and Prevention	-	-	-	-
2.4 WASH	-	-	-	-
2.5 Livelihood	588,707	322,458	266,250	-
2.6 Education	28,175	-	-	28,175
2.7 Shelter and Household items	53,532	39,444	14,087	-
2.8 Food Security	189,897	107,063	67,619	15,214
2.9 MHPSS and Community Psycho-social	25,357	25,357	-	-
2.10 Gender	-	-	-	-
2.11 Engagement with Faith Leaders	5,635	-	5,635	-
2.12 Advocacy	-	-	-	-
3 Project Implementation	26,442	5,790	15,707	4,945
3.1. Forum Coordination	23,624	5,790	12,890	4,945
3.2. Capacity Development	2,817	-	2,817	-
4 Quality and Accountability	42,320	17,609	21,893	2,817
5 Logistics	32,964	12,679	18,595	1,690
6 Assets and Equipment	9,720	3,099	6,621	-
Indirect Costs	127,222	73,789	49,108	4,325
Staff Salaries	77,339	43,952	31,696	1,690
Office Operations	49,883	29,837	17,412	2,634
Total Expenditure	1,324,828	695,447	538,688	90,694
ACT Secretariat management, monitoring and coordination cost SMC -2023 (3%)	39,745	20,863	16,161	2,721
Total Budget / Expenditure + SMC	1,364,573	716,310	554,848	93,415

Project Monitoring, Evaluation and Learning

All members adhere to strict monitoring and evaluation methods. Forum members are committed to ensuring that all activities are being implemented in a timely fashion as per the action plan and that beneficiaries receive quality assistance in a dignified and respectful manner. The reports will be done according to the log frame and reference will be made to the output/activity section.

Staff hired for the programme will be responsible for monitoring activities and reporting discrepancies, challenges, and successes. When appropriate, members will conduct random follow up with beneficiaries through home visits, or phone calls or interviews, to conduct qualitative beneficiary satisfaction surveys to solicit feedback.

When appropriate, programme monitoring will involve several or all the following methods:

- **Repeated site visits:** Programme staff will carry out site visits to observe programme implementation, meet with beneficiaries to collect feedback on initiatives and liaise with partners, allowing the replication of good practices or corrective measures if necessary.
- **Frequent reporting:** Regularly scheduled reporting by programme staff is to be submitted to the programme managers. Feedback will be provided to partners and beneficiaries. Country-level reports will be used by the programme manager to report to various headquarters and to the ACT Alliance.
- **Capacity building training:** The effectiveness of workshops will be examined through pre- and post-training tests, as well as workshop evaluations. Detailed reports will be produced describing the proceedings as well as resulting initiatives and lessons learned.
- **Beneficiary satisfaction surveys:** To gauge the quality of project activities within the target communities, feedback from the beneficiaries will be solicited through beneficiary satisfaction surveys. Information gathered will inform programme implementation and strategy.

Evaluation: Projects are designed to encompass crucial and much-needed relevant relief assistance and to have in place monitoring systems where all components are specific, measurable, attainable, realistic, and time-bound. Coordinated monitoring sessions will be designed to minimise potential disruption to project activities and allow for maximum coordination of forum members, to the benefit of visiting the projects. Evaluation of all projects will be undertaken to evaluate the impact, effectiveness, and sustainability of project interventions.

Specifically, evaluation practices aim to use a combination of qualitative and quantitative methods to evaluate the progress and impact of the project activities. This will involve collecting data on target outcomes and performance indicators to track progress and measure results. We will also conduct surveys and interviews with beneficiaries and local implementing partners to assess their experiences and gather feedback on the project.

Learning: The appeal RM's will capture lessons and good practices from the project to inform future programming and response. RM's will document success stories and identify areas for improvement, and involve implementing partners and beneficiaries in the learning process by providing training on best practices and lessons learned, learnings will be shared with the Forum and the Alliance.

It is planned that the ACT Secretariat will conduct a monitoring visit to the Appeal project locations based on the agreed upon ToR. The forum also will accommodate any FM request to have a monitoring visit during the appeal cycle, based on agreed upon TOR.

Interim and final financial and narrative reports will be prepared based on the guidelines set by ACT Alliance and will be in conformity with ACT policies. During the implementation period, Situation Reports will also be prepared on a regular basis. The project will be financially audited by independent auditing companies per each of the ACT members' policies.

Safety and Security plans

On country level, members always coordinate with national ministries and departments for security issues, and joint work at field level. Also, members are in continuous communication with these bodies for information exchange in different areas. Members experience with concerned governmental bodies resulted to controlling and minimizing threats for both beneficiaries and staff.

Members also have their own plan in the field of training on safety, security and health for local members, staff, and volunteers by:

- Ensuring that all staff members have appropriate security training and awareness before they leave the offices to any target areas. This includes understanding the local culture, knowing the basic protocols, and being aware of any emergency situations.
- Ensuring that all staff members are aware of the areas in which their work is taking place and the local security situation.
- Developing a clear policy on the use of personal protective equipment and ensure that all staff members are equipped with the necessary equipment and tools especially in case of witnessing new wave of COVID-19.
- Monitoring local media reports and ensure that all staff members are made aware of any changes to the security situation.
- Ensuring that all staff members are aware of the local laws and regulations, and that they adhere to them.

PROJECT ACCOUNTABILITY

Does the proposed response honour ACT's commitment to safeguarding including PSEA? All staff and volunteers of requesting members, particularly those involved with the response, will be required to sign the requesting members' Code of Conduct. If you don't have one, members can use [ACT's Code of Conduct](#).

Yes No

As ACT Alliance secretariat is CHS certified, ACT appeals will be implemented with adherence to CHS commitments.

Code of Conduct

ACT Jordan Forum Members will adhere to the Code of Conduct principles, train staff and voluntary teams and refugees on the CoC principles to ensure full application and implementation of it at all project phases. RM's make sure that all volunteers sign on the code of conduct and activate the Complaint Response Mechanism and guarantee that the executive plan included the code of conduct especially in programmes such as SGBV. In addition to that, members guarantee spreading awareness about CoC and providing programmes that are related to health, security and safety, and printing awareness brochures about rights and obligations of refugees.

Safeguarding

ACT Jordan Forum members implement safeguarding in all of their programmes, and reviewing all of their policies and tools to improve the quality of their work and provide the services for their project participants in the correct way, such as reviewing child safeguarding gaps, to help us prevent child abuse, members is working on improving the capacity of their programme staff on safeguarding is everyone's responsibility and everyone needs to play their part to effective create safer cultures. Members keep updating the Safeguarding means taking all reasonable steps to prevent harm, particularly sexual exploitation, abuse, and harassment from occurring; to protect people, especially vulnerable adults, women, and children, from that harm; and to respond appropriately when harm does occur.

Safeguarding commitments will be operationalized within the project by maintaining a safe and secure environment for all participants, especially children. This will be done by implementing the following measures:

- All staff, contractors and volunteers working on the project will be required to sign a Safeguarding agreement, which will outline their commitment to the project's Safeguarding policies and procedures.

- All staff, contractors and volunteers will receive Safeguarding training, which will include information on Child Safeguarding and the Prevention of Sexual Exploitation and Abuse (PSEA).
- All participants, especially children, will be provided with a clear and easily accessible complaints mechanism, so that they can report any Safeguarding-related incidents.
- Regular 'risk assessments' will be undertaken to identify and mitigate any potential risks to participants, especially children.
- All project activities will be monitored and evaluated to ensure that Safeguarding commitments are being adhered to. If a Safeguarding-related incident occurs, a Safeguarding incident response plan will be implemented. This plan will include the following steps:
 - Immediate action to ensure the safety of the victim and any other participants.

Conflict sensitivity / do no harm.

With all staff and volunteers have signed the Code of Conduct, ACT Jordan Forum members are keen to ensure that all its activities are of do no harm. RM's will work to eliminate and minimize possible short- and long-term harm, taking into consideration the CoC principles and providing training for all local field partners with needed training on this. The team will also seek to develop an effective communication strategy to ensure that stakeholders are informed and consulted on the project and are aware of the potential benefits and risks. The team will design monitoring and evaluation processes to track the project's progress, impact, and any risks that may occur during the project cycle. The project team will also develop a contingency plan to address any unforeseen issues or risks that may arise during the project.

Complaints mechanism and feedback

ACT Jordan Forum will continue its work in focusing on handling complaints through complaint response mechanism, conduct CHS training, and building capacities of its field workers, volunteers, board, and staff. Members will intensively work on assessing the training needs of its centers and field staff to plan for their training and upgrade their performance in field of works with Syrian refugees in specific and with local communities in general. The capacity building will also include the Syrian – Jordanian committees as well as other committees such as CRM committees and health committees. Members are always keen to ensure that target groups and stakeholders can address their concerns and voice their opinions with regard to the project in all its phases.

The system will be monitored by a team of moderators, who will review all comments and complaints and take appropriate action. The moderators will be responsible for ensuring that timely and appropriate feedback is provided. They will also be responsible for ensuring that all complaints are addressed in a timely and satisfactory manner. where they can engage in discussions about the project and the staff behavior. This system will be moderated to ensure that all discussions are respectful and constructive. Finally, we will organize regular meetings with target groups and stakeholders to discuss their concerns and provide feedback. These meetings will provide an opportunity for beneficiaries to voice their opinions and offer suggestions on how to improve the project. we will make sure all suggestions are heard and taken into consideration.

Communication and visibility

ACT forum members will continue to work on ways of promoting the ACT Alliance identity during procurement, storage, and distribution. ACT Alliance members acknowledge the source of funding for all projects funded by the ACT Alliance. The ACT Alliance logo is incorporated, whenever possible, on items distributed to beneficiaries, on printed materials used during training and/or distributed during marketing promotions. ACT Alliance's support will be acknowledged verbally during

community events and/or during media campaigns. However, a low visibility strategy will be respected when required by the sensitivity of the issue.

ACT forum members will also commit to the circulation of monthly updates which will include humanitarian situation from the field that will reflect the crisis and the response of the Alliance.

Annexes

Annex 1 – Summary Table

	DSPR Jordan	MECC Jordan	ELCJHL Jordan																																																																								
Start Date	1 March 2023	1 March 2023	1 March 2023																																																																								
End Date	29 February 2024	29 February 2024	29 February 2024																																																																								
Project Period (in months)	12	12	12																																																																								
Response Locations	Amman, Husn, Jerash, Souf, Madaba	Mafrag-Northern Badia-Irbid-Amman-Madaba-Karak-Balqa	Amman, Madaba																																																																								
Sectors of response	<table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>Public Health</td> <td><input checked="" type="checkbox"/></td> <td>Shelter and household items</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Community Engagement</td> <td><input checked="" type="checkbox"/></td> <td>Food Security</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Preparedness and Prevention</td> <td><input checked="" type="checkbox"/></td> <td>MHPSS and Community Psycho-social</td> </tr> <tr> <td><input type="checkbox"/></td> <td>WASH</td> <td><input type="checkbox"/></td> <td>Gender</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Livelihood</td> <td><input type="checkbox"/></td> <td>Engagement with Faith and Religious leaders and institutions</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Education</td> <td><input type="checkbox"/></td> <td>Advocacy</td> </tr> </table>	<input checked="" type="checkbox"/>	Public Health	<input checked="" type="checkbox"/>	Shelter and household items	<input type="checkbox"/>	Community Engagement	<input checked="" type="checkbox"/>	Food Security	<input checked="" type="checkbox"/>	Preparedness and Prevention	<input checked="" type="checkbox"/>	MHPSS and Community Psycho-social	<input type="checkbox"/>	WASH	<input type="checkbox"/>	Gender	<input checked="" type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions	<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy	<table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>Public Health</td> <td><input checked="" type="checkbox"/></td> <td>Shelter and household items</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Community Engagement</td> <td><input checked="" type="checkbox"/></td> <td>Food Security</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Preparedness and Prevention</td> <td><input type="checkbox"/></td> <td>MHPSS and Community Psycho-social</td> </tr> <tr> <td><input type="checkbox"/></td> <td>WASH</td> <td><input type="checkbox"/></td> <td>Gender</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Livelihood</td> <td><input checked="" type="checkbox"/></td> <td>Engagement with Faith and Religious leaders and institutions</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Education</td> <td><input type="checkbox"/></td> <td>Advocacy</td> </tr> </table>	<input checked="" type="checkbox"/>	Public Health	<input checked="" type="checkbox"/>	Shelter and household items	<input type="checkbox"/>	Community Engagement	<input checked="" type="checkbox"/>	Food Security	<input type="checkbox"/>	Preparedness and Prevention	<input type="checkbox"/>	MHPSS and Community Psycho-social	<input type="checkbox"/>	WASH	<input type="checkbox"/>	Gender	<input checked="" type="checkbox"/>	Livelihood	<input checked="" type="checkbox"/>	Engagement with Faith and Religious leaders and institutions	<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy	<table border="1"> <tr> <td><input checked="" type="checkbox"/></td> <td>Public Health</td> <td><input type="checkbox"/></td> <td>Shelter and household items</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Community Engagement</td> <td><input checked="" type="checkbox"/></td> <td>Food Security</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Preparedness and Prevention</td> <td><input type="checkbox"/></td> <td>MHPSS and Community Psycho-social</td> </tr> <tr> <td><input type="checkbox"/></td> <td>WASH</td> <td><input type="checkbox"/></td> <td>Gender</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Livelihood</td> <td><input type="checkbox"/></td> <td>Engagement with Faith and Religious leaders and institutions</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Education</td> <td><input type="checkbox"/></td> <td>Advocacy</td> </tr> </table>	<input checked="" type="checkbox"/>	Public Health	<input type="checkbox"/>	Shelter and household items	<input type="checkbox"/>	Community Engagement	<input checked="" type="checkbox"/>	Food Security	<input type="checkbox"/>	Preparedness and Prevention	<input type="checkbox"/>	MHPSS and Community Psycho-social	<input type="checkbox"/>	WASH	<input type="checkbox"/>	Gender	<input type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions	<input checked="" type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy
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Targeted Recipients (Per sector)	Health: 3,180 Persons Livelihood: 1,690 Person Shelter & Household items: 8,400 Persons MHPSS/Community Psycho-social: 1,440 Persons Food Security: 15,000 Persons	Food Security: 1,200 HHs Shelter / NFIs: 250 Children, Livelihood: 320 HHs, Health: 150 Women	Health: 345 Persons Food security: 360 HH Education: 100 Persons																																																																								
Requested budget (USD)	US\$ 716,310	US\$ 554,848	US\$ 93,415																																																																								

Annex 2 – Security Risk Assessment

Principal Threats:

Threat 1: Cultural views regarding gender held by the project beneficiaries and/or project staff could impede equal participation in, or benefit from, the project by women and girls.

Threat 2: Any further COVID-19 related restrictions could negatively impact on safety of meetings or training or distribution events

Threat 3: Donor fatigue among related organizations, churches and institutional donors resulting in an overall decrease in funding for the Middle East

Threat 4: Government approvals for projects are not obtained or heavily delayed

Threat 5: High staff turnover due to the decreased funding levels and downsizing the organization size

<i>Impact</i>	Negligible	Minor	Moderate	Severe	Critical
<i>Probability</i>					
Very likely	Low Click here to enter text.	Medium Threat 1	High Click here to enter text.	Very high Threat 3	Very high Click here to enter text.
Likely	Low Click here to enter text.	Medium Click here to enter text.	High Click here to enter text.	High Click here to enter text.	Very high Click here to enter text.
Moderately likely	Very low Threat 2.	Low Threat 4	Medium Click here to enter text.	High Click here to enter text.	High Click here to enter text.
Unlikely	Very low Click here to enter text.	Low Threat 5	Low Click here to enter text.	Medium Click here to enter text.	Medium Click here to enter text.
Very unlikely	Very low Click here to enter text.	Very low Click here to enter text.	Very low Click here to enter text.	Low Click here to enter text.	Low Click here to enter text.