

Humanitarian-Development Nexus in the Middle East:

Interim/Final Report¹

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The originals of supporting documentation can be sent to the Civil Society International and Humanitarian Aid (ZGI + HUI) unit.

Contract number: 2857-01/2020

| Contract partner in Austria | Local project partner |
|---|--|
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Project title: Promoting resilience of refugees and vulnerable host communities in Jordan – PRO-JORDAN

| | |
|--------------------------------------|--|
| Country: Jordan | Region/place: Amman, Irbid, Azraq refugee camp |
| Duration from: 1 November 2020 | to: 31 October 2023 |
| Report as at (date): 31 October 2021 | submitted on: 31 January 2022 |

Financial statement per (date) (euros)

| Total costs | Cleared items | Submitted for examination | Open items |
|------------------|---------------|--|------------------|
| EUR 1.111.000,00 | EUR 0,00 | Period 01/11/2020 to 31/10/2021 EUR 62.143,30 (ADA 90,00 % EUR 55.928,97) | EUR 1.048.856,69 |

¹ Delete inapplicable items

Date, author of report: 31st January, 2022. Shatha Obaid (Project Coordinator) and Silvia Sanjuan Munoz (Program Officer).

1. Brief description of project progress² (German, max. 1 page)

Die zehnmonatige Verzögerung bei der Genehmigung des Projekts durch das Ministerium für Planung und Internationale Zusammenarbeit (Ministry of Planning and International Cooperation, MoPIC) hat zu einem verspäteten Beginn der Durchführung aller Projektaktivitäten geführt.

Während des Genehmigungsverfahrens wurden neben der kontinuierlichen Kommunikation mit dem MoPIC und anderen betroffenen Behörden und der Bearbeitung ihrer Rückmeldungen alle administrativen Prozesse und Vorbereitungsarbeiten zur Gewährleistung einer effizienten Projektdurchführung abgeschlossen. Dazu gehören insbesondere die Einstellung des Projektkoordinators und des Projektleiters, die Ausarbeitung der verschiedenen Aufgabenbeschreibungen (ToR), die für die geplanten Konsultationen und Schulungen erforderlich sind, sowie die Ausarbeitung des detaillierten methodischen Plans, des Arbeitsplans, des Beschaffungsplans und der finanziellen Vorausschau.

Die Auswirkungen von COVID-19 auf die Projektdurchführung waren minimal, da i) die eigentliche Projektdurchführung erst Ende August begann, als die COVID-19-Situation im Land unter Kontrolle war, und ii) bei der Planung der Projektaktivitäten bereits Vorsichtsmaßnahmen zur Minimierung des Risikos einer COVID-19-Ausbreitung berücksichtigt wurden.

Die Fortschritte bei den Aktivitäten und Ergebnissen werden wie folgt zusammengefasst:

- Die interne Baseline des Projekts ist abgeschlossen.
- Im Rahmen von Ergebnis 1 haben die Fallmanagementaktivitäten sowohl in städtischen Gebieten (Amman und Irbid) als auch im Lager Azraq begonnen und insgesamt 162 Haushalte erreicht. Die ToR für die Informationskampagne zu Schutzfragen wurden entwickelt. CARE hat sich mit dem zuständigen Ministerium und dem UNHCR über die Bargeld-Soforthilfe abgestimmt, und der Versorgungsplan liegt vor.
- Vorbereitungen für die Entwicklung der Wertschöpfungskettenstudie (Value Chain Study), der ersten Stufe für die unternehmerische Komponente des Projektes im Rahmen von Ergebnis 2 und ein wichtiger Schritt für die Auswahl der Unternehmen, die durch das Projekt unterstützt werden sollen, wurde getroffen. Darüber hinaus wurde ein Aufruf zur Einreichung von Bewerbungen für diese Projektkomponente gestartet, auf den mehr als 1.700 Bewerbungen eingegangen sind. Die ToR für die Bereitstellung von Hydrokulturanlagen im Lager Azraq wurden unter Mitwirkung mehrerer lokaler und internationaler Expert*innen fertiggestellt. Eine Analyse des bestehenden CARE-Freiwilligenprogramms wurde abgeschlossen, die die Grundlage für ein verbessertes Freiwilligenprogramm mit dem Ziel der Beschäftigungsfähigkeit bilden wird.
- Als Teil der Aktivitäten unter Ergebnis 3 wurden das Trainingsprogramm und eine Ausschreibung für potentielle Mitglieder des neuen Gemeinschaftskomitees entworfen.

Zum Ende des Berichtszeitraums stehen alle Projektkomponenten und die meisten Projektaktivitäten kurz vor dem Beginn der Umsetzung. CARE hat einen aktualisierten Arbeitsplan entwickelt, der darauf abzielt, die zehnmonatige Verzögerung durch eine effizientere Umsetzung aufzuholen und alle Projektaktivitäten in der verbleibenden Projektlaufzeit abzuschließen.

² The brief description must be submitted in German. The other parts of the project report and any additions should be written in English. Consultation with the unit Civil Society International and Humanitarian Aid (ZGI+HUHI) is required for documents in other languages.

LIST OF ABBREVIATIONS

| | |
|--------|---|
| ADA | Austrian Development Agency |
| CC | Community Committee |
| EU | European Union |
| ECD | Early Childhood Development |
| FHHs | Female Households |
| GAP | Gender Action Plan |
| GoJ | Government of Jordan |
| IBVs | Incentive Based Volunteers |
| INGO | International Non-Government Organization |
| JORISS | Jordan Information System Response Platform for the Syrian Crisis |
| JRP | Jordan Response Plan |
| MHHs | Male Households |
| MoA | Ministry of Agriculture |
| MoPIC | Ministry of Planning and International Corporation |
| MoSD | Ministry of Social Development |
| NGO | Non-Government Organization |
| NRC | Norwegian Refugee Council |
| SBD | Small Business Development |
| SDG | Sustainable Development Goals |
| ToR | Terms of Reference |
| UNHCR | United Nations High Commissioner for Refugees |
| VTC | Vocational Training Center |

2. Project progress by activities

Qualitative and quantitative analysis of project results outcome(s), compared to project log frame.
Please focus on major results and hard facts. Below, you will have more space for detail on the activities.

| Expected results/ outcome(s), including attribution to SDG target(s) (Which target(s) and objectives, if any, does each result contribute to?) | Results achieved / indicators, including a target value for each indicator; including # of beneficiaries, disaggregation in terms of gender and social determinants | | | Activities implemented to achieve these results | Reasons for deviations (anticipated / achieved results) | → Comments/ steering measures (in the event of deviations) |
|--|---|-------------------------------|-----------------|---|--|--|
| | Baseline: | Achievement so far/ progress: | Target: | | | |
| | | | | | There is an overall deviation in the timeline for project implementation caused by the delay in the project approval by the MoPIC. Still, it is planned to complete the implementation of all the project activities within the approved project period. | |
| ER1. Refugees and vulnerable host-community members are better protected from risks, including those related to the | % of case management clients who report having resolved at least one of their protection concerns | - | - | 75% | The survey to determine the degree of satisfaction of the case management clients will take place on a later stage of implementation. | |
| | # of households received case | - | 162 households, | 1,000 households (half of the | | |

HUMANITARIAN-DEVELOPMENT NEXUS – PROGRESS REPORT

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| COVID-19 pandemic. | management services, including internal/external referrals | | including 62 from Azraq camp | household members being women and girls) | | | |
| | # of individuals who have used cash assistance to address urgent protection needs | - | - | 7,280 individuals (5,780 individuals in the camp and 300 households – involving 1,500 individuals - in the urban centres), including 3,640 women | The schedule for the delivery of cash assistance as well as the list of the recipients of this assistance have been agreed with the corresponding stakeholders: MoSD for urban areas and UNHCR, NRC and camp management in the case of Azraq camp. | Although the initial plan was starting the delivery of the assistance within 2021, given the slot allocation by the organizations coordinating with CARE, the first assistance will be delivered in 2022. | The complete plan for the delivery of the full assistance has been already agreed with the responsible stakeholders. |
| | # of individuals aware of camp and urban protection services and information including on COVID-19, as a result of project participation | - | - | 158,000 | The ToR for the information campaign have been developed. The launching of the ToR, the selection of the vendor and the first stage of the information campaign will take place at the beginning of the next reporting period. The SMS for the campaign have been also purchased. | | |
| ER2. Refugees and vulnerable host-community | % of participants in livelihood support activities ³ | 0 | - | 50% | All the preparatory work for the livelihood activities has been completed. The ToRs for the | | |

³ This includes support to micro- and small businesses, support to home-based businesses (HBB), participation in the volunteering scheme and participation in the hydroponic agriculture pilot in Azraq camp.

HUMANITARIAN-DEVELOPMENT NEXUS – PROGRESS REPORT

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| members have sustainable sources of income, during and beyond the COVID-19 pandemic | who report increased income. | | | | Value Chain Study, for training delivery and for the provision of the hydroponic systems have been developed and in most cases launched. The basis for the professionalization of CARE's volunteer program has been established by extracting lessons learned of CARE's previous volunteering program. | | |
| | # of individuals who have participated in CARE's professional volunteering programme to enhance their employability. | 0 | - | 250 | CARE has analysed the data from volunteers and key information from staff previously engaged in CARE volunteer program. The results from this assessment will establish the ground for the development of the professional volunteering program. The first volunteers will be recruited after Ramadan 2022. | | |
| | # of individuals with enhanced capacities to start/strengthen a small, micro business or home-based business | 0 | - | 97 | The ToR for the Value Chain Study have been developed and launched, and the consultant has started working in the assignment in October 2021. The ToR for contracting a | Although the ToR for the training providers had been developed during the MoPIC approval process, due to the establishment of | |

HUMANITARIAN-DEVELOPMENT NEXUS – PROGRESS REPORT

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| | (HBB). | | | | training service provider to deliver the training to business owners have been completed and are about being launched. A “Call for Applications” was developed and published on CARE Jordan Facebook page, to encourage young people to apply for the entrepreneurship program. More than 1,700 applications have been received | a learning e-platform by CARE Jordan for all training programs, the completion of the ToR (to be conveniently adapted to the e-platform) and final launching was delayed. | |
| | # of refugee households in Azraq camp who have piloted hydroponic agriculture in Azraq camp. | 0 | - | 600 | The ToR for the provision of the hydroponic systems have been developed including the technical inputs from agricultural experts. By the end of the reporting period, the ToR are ready to be launched via public tendering. | During the planning of this activity it has been brought to light the need for additional support to train volunteers (incentive-based volunteers or IBV) in the camp in the constructions and maintenance of the hydroponic systems. | As the involvement of IBVs will require allowances, project savings generated due to the digitalization of the training programs will be reallocated to the hydroponic trainings for IBVs. In case this reallocation exceeds the thresholds for reallocation, a |

HUMANITARIAN-DEVELOPMENT NEXUS – PROGRESS REPORT

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| | | | | | | | budget reallocation will be timely requested to ADA. |
| | % of target group participants demonstrating knowledge of gender equality and women’s economic participation. | 0 | - | 75% | The training on gender equality and women’s economic participation will be addressed to the participants in the livelihood trainings and their relatives. As the participants have not been selected yet, there is no progress in this target during the reporting period. | | |
| ER3. Women, youth, and adolescents from refugee and vulnerable host communities take an active role in community leadership, protection and social cohesion, during and beyond the COVID-19 | % of women and youth community committee members who have meaningfully participated in decision-making processes in their communities. | 0 | | 75% of women and 75% of youth | The first steps in improving the capacities of the members of the Community Committees and in establishing new Community Committees have been taken. This indicator will be measured by the end of the project to be able to assess the involvement of the women and youth of the Committees in decision making throughout the project implementation. | | |
| | % of community initiatives driven by women and/or | 0 | - | 50% | The development of initiatives by the Community Committees will start after the trainings, which are currently on the | | |

HUMANITARIAN-DEVELOPMENT NEXUS – PROGRESS REPORT

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|-----------|---|---|---|-----|---|--|--|
| pandemic. | female youth. | | | | design stage. | | |
| | # of community committee members trained and supported to develop social cohesion and protection initiatives. | 0 | - | 84 | A Call for Applications to get involved in the new Community Committees, including eligible criteria for applicants, has been designed along with the curriculum and ToR for the trainings. | | |
| | # of adolescent girls and boys engaged in learning exchanges with community committees in urban areas and Azraq camp. | 0 | | 120 | The exchange with girls and boys by the Community Committee will take place on a later stage in project implementation. | | |

Narrative Report: For the following points 3-11, please observe the limit of max. 20 pages (excluding photos and annexes)!

3. Project goal achieved/discernible impact

Project approval by the relevant Jordanians authorities

After the submission of the project on the Jordan Response Information System for the Syria Crisis platform (JORISS) – which is the first step for the approval of a project by the Ministry of Planning and International Cooperation (MoPIC) - an exchange and feedback process between the MoPIC and CARE started. The MoPIC requested additional information and justification for some of the project activities. The comments from the MoPIC led to a minor change in one activity, which did not affect the content or expected impact of the same.⁴ CARE was then requested to resubmit the project to JORISS in May 2021. In June 2021, after the initial approval by the MoPIC, the project was referred to other relevant ministries and Jordanian authorities for their feedback.⁵ CARE Jordan initiated an intensive process of coordination and meetings with the relevant authorities which allowed the confirmation of all approvals in early July 2021. The project was then presented to the MoPIC technical committee for its final review, and the final approval was at last granted on August 26th, 2021.

This process caused a ten (10) months delay in the project implementation, which required the frequent update and revision of the project budget, work plan, and procurement plan. CARE has seized this delay in receiving the official approval for a thorough preparation and planning for the execution of the project activities (Annex A).

COVID-19 context

In March 2021, Jordan witnessed an increase in the number of Coronavirus infections due to the 2nd wave of the virus, which led to the Government of Jordan (GoJ) to enforce social distancing regulations and mandatory mask wearing in business establishments, public transportation, and government facilities. In May 2021, given the improvements in the epidemiological situation, the GoJ announced a three-phase plan aimed at the gradual opening of all sectors by September 2021.

The impact of the COVID-19 in the project implementation has been minimal given that i) the actual implementation of the project started only at the end of August, when the COVID-19 situation in the country was under control, and ii) the planning of the project activities already takes into consideration the precautionary measures to minimize the risk of COVID-19 spreading. Moreover, CARE Jordan has incorporated in its operation safety measures including social distancing, use of masks, limiting face-to-face meetings, and adoption of virtual systems for all project activities.

Baseline Assessment

The internal baseline assessment was conducted by CARE Jordan Program Quality Department between April and May 2021 (Annex 1). The baseline assessment served as a basis for the detailed planning of the project implementation, and determines regular data monitoring, collection, reflections and adjustments throughout the project's implementation.

⁴ The MoPIC requested to reconsider activity 3.2 (Strengthen leadership and active participation in community decision-making of 60 women and youth), as it was not considered as a priority, particularly its implementation in Azraq camp. For the purpose of responding to the MoPIC's demands but still keep the activity in the project, CARE merged activity 3.2 with activity 3.1, in the re-submission to the MoPIC.

⁵ Specifically, the Ministry of Social Development (MoSD), Ministry of Agriculture (MoA), Technical Vocational Institute (VTC) and Directorate of Syrian Refugee Affairs.

Additionally, CARE Jordan launched its Annual Assessment 2020 “10 Years into exile: Shock on top of a crisis” on 25 January 2021 (Annex 2), which identified gaps and served to inform the humanitarian response in Jordan by looking at the needs and coping mechanisms of refugees and host communities over time. The Annual Assessment made several noteworthy contributions to understanding communities’ needs and trends related to social protection, gender equality, sustainable livelihoods, education, and durable solutions. Below are some of the recommendations from the assessment of special relevance for PRO-JORDAN project:

- Gather and disseminate data on the vulnerabilities of the host community to ensure that social protection mechanisms are harmonised for refugees and Jordanians alike.
- Given its prevalence, develop and disseminate awareness raising campaigns on verbal and emotional violence and abuse within communities.
- Continue to work with local partners and organisations to address gender violence and challenge social norms to maximize community buy-in.
- Consider the link between women employment and economic abuse when designing livelihood programmes for women or women empowerment programmes.
- When designing livelihood programmes for women, consider restrictions imposed on women by men in the household that stand in the way of them establishing their own business, in addition to considering financial inclusion (Improved access to credit, loans and financial resources)
- Sensitization with Jordanian communities on the impact of refugees on livelihood and work opportunities. It should be made clear why refugees must enter Jordan and the barriers to them leaving, as well as their added benefits as employees and business owners to the Jordan economy.
- Ensure that refugees remain informed on changes related to COVID-19 and its related restrictions, as this is a key factor in their decision-making.

RESULT 1: REFUGEES AND VULNERABLE HOST-COMMUNITY MEMBERS ARE BETTER PROTECTED FROM RISKS, INCLUDING THOSE RELATED TO THE COVID-19 PANDEMIC

Activity 1.1.: Provision of comprehensive case management services in urban centers and Azraq refugee camp, adhering to COVID-19 social distancing measures and responding to COVID-19 related challenges (needs and protection risks)

CARE Jordan started the provision of case management services to refugees in the frame of the project in September 2021 (Amman and Irbid for all refugees, and Azraq Camp for Syrian refugees).

By the end of October 2021, the total outreach is as follow:

| Area/Gender | FHHs | MHHs | Total |
|--------------------|-----------|-----------|------------|
| Amman | 14 | 36 | 50 |
| Irbid | 19 | 31 | 50 |
| Azraq Camp | 38 | 24 | 62 |
| Grand Total | 71 | 91 | 162 |

Following the case management, the social workers follow-up with the outreached cases for referral support services provision (if applicable), internally by CARE services and externally by CARE’s partners. Please find more details on the Case Management process in urban areas and Azraq camp in Annex 3.

All cases outreached by CARE case managers, in addition to referral follow-up for service accessibility and utilization, are recorded in CARE Jordan's COMPAS Information Management System. This digital management tool facilitates the follow-up of the services and provides an overview of every case, including demographic information, and data concerning livelihood, housing, sources of income, economic empowerment opportunities, utilization of CARE cash program, etc.

Activity 1.2: Distribution of cash assistance in urban areas and Azraq camp to address short-term needs

The distribution of Emergency Cash Assistance is organized in cooperation with the Ministry of Social Development (MoSD) in urban areas, and with UNHCR, the Norwegian Refugee Council (NRC) and the camp management in the case of Azraq camp. The beneficiaries of this assistance, as well as the time slots its delivery, are therefore determined by external stakeholders, and do not completely depend on CARE.⁶

The distribution of cash assistance is scheduled to take place in three batches, as detailed below.

- 1) 300 Jordanian households (Amman and Irbid governorates):
 - 150 households between January 2022 and June 2022
 - 150 households between July 2022 and December 2022
- 2) 5,780 Syrian refugee individuals (Azraq Camp):
 - All the 5,780 Syrian refugees will receive the assistance between February 2022 and April 2022, due to the difficult weather conditions.⁷

Activity 1.3: Provision of COVID-19 prevention awareness raising and information

By the end of the reporting period, CARE is developing the ToR for contracting a service provider to design and implement a media campaign that will cover various topics, including COVID-19 prevention, gender equality, gender-based violence, and protection.

As part of this campaign, SMS messages (already purchased by the project), will be delivered to Syrian refugees in Azraq camp.

RESULT 2: REFUGEES AND VULNERABLE HOST-COMMUNITY MEMBERS HAVE SUSTAINABLE SOURCES OF INCOME, DURING AND BEYOND THE COVID-19 PANDEMIC

Activity 2.1: Consolidate employability by scaling-up CARE's professional volunteering program

During the period May 2021 to October 2021, the project team analysed the data from volunteers recruited by CARE Jordan at Amman urban community centre (Al-Hashmi) and at Azraq Camp in the past 5 years, focusing on volunteers' performance, tasks and contractual duration. The aim of this

⁶ CARE is part of the final decision for selecting individuals and households to benefit from the emergency cash assistance.

In the case of the cash assistance in urban areas, the beneficiary list from the MoSD is compared with CARE's data, to ensure that the households are not beneficiary of CARE cash program during the past 5 years.

In the case of Azraq camp this period is reduced to 2 rounds of distribution. The lists of eligible individuals are received from UNHRC, based on UNHCR vulnerability assessment (from Case Management identification). Afterwards, the lists are forwarded to the Norwegian Refugee Council (NRC), where the distribution process will take place at the NRC site with the support of CARE staff.

⁷ This is conditional to change in accordance to emergency cash funding projects in the camp.

analysis is to ensure a streamlined approach for engaging volunteers focusing on developing their employability skills, through a combination of formal training, coaching, and practical experience in CARE's various working locations. The data from 351 volunteers and the feedback from 18 CARE staff collected via survey has been compiled and analysed through this assessment process and integrated with the results of the Volunteers Impact Assessment (VIA) study conducted by CARE Jordan in September 2019.

The study will be finalized by December 2021, after which the volunteer program will be upgraded. It is expected that the actual recruitment of volunteers under the new volunteer program will start in April 2022, after Ramadan. At least 120 volunteers will participate in the program in 2022.

Activity 2.2: Provide comprehensive support to small, micro businesses and home-based businesses (HBB), with a focus on supporting COVID-19 response/recovery of women-led businesses

CARE developed the ToR for contracting a service provider to undertake a Value Chain Study (VCS) and Labour Market Assessment (LMA)⁸ addressed to determine key value chains for business development and assess the labour market needs for refugees and vulnerable Jordanians in the targeted project governorates, in light of the refugee crisis and the COVID-19 pandemic. In addition, this research will identify the main barriers refugees face in the process of entering and thrive in the Jordanian labour market, identify the market dynamics and map the supply and demand within promising business sectors in the targeted areas. The study will determine the value chains with the highest potential for growth, profitability and employment for both Jordanians and refugees; given their needs and capacities, and the specific sectors where the refugees are allowed to work. Special emphasis is being placed on finding safe value chains for refugees, where their entry into the market will not cause tension with host communities due to competition. The ToR (Annex 4) were launched at the end of August and the consultant started the assignment in October 2021 by a kick-off meeting with the project team. This research will be concluded by January 2021.

The ToR for contracting a training firm to implement the Small Business Development (SBD) trainings were developed and approved (Annex 5). Due to the establishment of the e-learning platform by CARE and the digitalization of the training curricula, the development of the ToR took longer than initially planned and the launching is taking place at the beginning of the next reporting period.

Furthermore, a "Call for Applications" was published on CARE Jordan Facebook page on 30th September 2021, to announce the Small Business Development program and encourage possible candidates to apply. The main selection criteria are as follows:

- The applicant must be Jordanian, Syrian or refugee.
- To have an e-mail account.
- To own a smart device, computer, or tablet.
- The applicant should own a home-based business (HBB), micro, or small enterprise (registered and unregistered) or should have an innovative business idea. Applicants with ground-breaking community initiatives will be also considered.
- Readiness and interest to fully commit to the training program, including the deliverables demanded by the trainers, for a period of at least 20 days.
- The applicant's residence must be in the provinces of Amman or Irbid.

- Familiarity with the use of e-learning and training applications will be considered (e.g. Zoom, Teams).
- Women and applicants between 20 and 35 years old will be prioritized.

A total of 1,724 applicants have submitted an application, out of which 916 were found eligible as per the selection criteria. In the 2nd stage of the selection process, the 916 eligible applicants will be assessed on their knowledge and understanding of the business sector.

Activity 2.3. Support piloting of hydroponic agriculture in Azraq camp

The ToR for the provision of the hydroponic systems have been developed in coordination with Azraq camp team, and including technical inputs from agricultural experts in Jordan and from the CARE International network. By the end of the reporting period, the ToR (Annex 6) are ready to be launched via public tendering.

During the detailed implementation planning of this activity, and in order to increase the sustainability of this intervention and its impact, it was determined the need to have trainers in the camp to guide the households in the use of the hydroponic systems. For this purpose, a training of trainers on hydroponic production, targeting Incentive-Based Volunteers will be incorporated to this activity. Besides learning how to operate hydroponics, the volunteers will be directly involved in the installation of the hydroponic systems in the camp.

Activity 2.4: Sensitization on gender equality, women's economic empowerment, and protection, reaching 1,282 participants in economic empowerment activities and their (mostly) male family members

The ToR for contracting the service provider for the delivery of this training were developed. The final approval and launching is taking place at the beginning of the next reporting period. It is scheduled to start the sensitization awareness sessions in March 2022, after the selection of the participants in the economic empowerment activities is completed.

RESULT 3: WOMEN, YOUTH, AND ADOLESCENTS FROM REFUGEE AND VULNERABLE HOST COMMUNITIES TAKE AN ACTIVE ROLE IN COMMUNITY LEADERSHIP, PROTECTION AND SOCIAL COHESION, DURING AND BEYOND THE COVID-19 PANDEMIC

Activity 3.1: Support Community Committees for inclusive participation in protection and social cohesion initiatives.

AND

Activity 3.2. Strengthen women's and youth leadership and active participation in community decision-making

Under these activities, CARE Jordan will deliver trainings to a total of (84) Community Committee members: (24) members in urban areas (50% females) from the 2 newly established Community Committees and (60) community representatives from Azraq Camp (100% females). As for the communities initiatives, it is expected to reach-out to approximately 700 individuals (which could include

⁸ As part of the same consultancy, with funds external to the project, a Labour Market Assessment (LMA) will be conducted. This assessment has been requested by CARE and will serve as a main guidance for all livelihoods activities.

playgrounds, gardens, interactive theatre, and specific actions in malls, cultural centres, schools, and residential areas).

The ToR for the trainings are about completion at the end of the reporting period. The trainings will include

- Protection topics: With a focus on COVID-19 impact, including; gender-based violence prevention, diversity, child protection, child, early and forced marriage, domestic violence, intimate partner violence, positive masculinity and engaging men and boys (EMB) in gender equality advocacy.
- Community mobilization: advocacy and methodologies for virtual community mobilization and for implementation of initiatives in topics related to human rights, including protection, gender-based violence, child protection, EMB and positive masculinity.

Moreover, CARE is developing a Call for Applications, including eligible criteria for applicants, for the establishment of the new Community Committees. At the beginning of the next reporting period, the information will be disseminated via CARE Jordan social media and referral stakeholder channels to encourage applicants to apply.

Activity 3.3. Facilitate cross-generational exchange for 120 female and male adolescents with women and youth on civic participation and leadership

This activity will take place once the new Community Committees are established, the community representatives have been trained and the implementation of the community initiatives have started.

4. Nexus Approach

- *Outline which specific contribution the intervention made within the humanitarian-development nexus framework and how the intervention complements other initiatives – including linkages to peace efforts, where relevant and feasible - in a meaningful way.*

The Nexus Approach is embedded in the project design and in the whole of CARE programs in Jordan. PRO-JORDAN therefore complements other CARE Jordan interventions and it is expected that in a further stage of implementation, once all project components are fully operational, new complementarities and synergies will be developed with initiatives from other stakeholders.

The case management, a key activity implemented during the reporting period, is a clear example of the linkages between humanitarian and development approaches provided by the project: by identifying the needs, vulnerability and potential of the clients, the case management provides guidance in the response to urgent protection needs and it also serves as entry point for the involvement in income generation activities. The selection of project participants in urban areas is also contributing to the Nexus approach by enhancing social cohesion and, in a way, promoting peace, ensuring a fair and accountable selection of refugees and Jordanian host community members and their collaborative involvement in project activities. This is particularly relevant in the case of the activities concerning the Community Committees (under result 3), under which the selection criteria for members of the Committees and the curriculum have been developed during the reporting period.

5. Risk Management

- *Did the original risk assessment and the risk management measures (as per Project Document) prove adequate? What is the status of implementation of the measures? How effective were they?*

The risk analysis performed during proposal development has proved to be adequate during the first year of implementation. Still, the delay in the approval by the MoPIC, whose impact had been assessed with a low likelihood, has been much longer than expected, which in principle may affect to the timeliness of the intervention. To compensate for the delay, a contingency plan has been developed collaboratively to distribute the project activities over two years rather than three years, which is the actual life of the project. Additionally, the prompt submission of a commitment letter as soon as a project is in the contracting process with the donor, and a close engagement of CARE staff throughout the process (specifically, the Liaison and Stakeholder Officer) will contribute to avoid this kind of delay in future projects.

Excepting the delay in the approval of the project and a new wave of COVID-19 infections, the other risks identified during proposal development have not materialized, or have not been relevant during the reporting period (for instance, the disapproval by family members of the women’s participation in livelihood activities, given that the selection of participants did not take place during the first year of implementation). The risk concerning the pandemic did not have a direct impact on the project, given the switch from CARE Jordan to virtual implementation modalities and the type of activities implemented during the reporting period since the approval by the MoPIC.

The risk analysis included in the project document remains valid, although the risk concerning the delay in the approval by the MoPIC is not relevant anymore at the time of submission of this report.

| Risk Register (risk assessment at the time of reporting) | | | |
|---|--|---|--|
| Description of the risk⁹ (concrete event, its cause and possible negative impact) | Likelihood¹⁰ (Scale 1-4) | Possible impact¹¹ (Scale 1-3) | Risk management measures planned (to reduce either likelihood or possible impact or both) |
| Political and security situation changes. | 1 | 2 | CARE’s Safety and Security department monitors the situation and triggers pre-defined protocols. |
| (Male) family members disapprove and/or limit women’s participation in livelihood support activities. | 3 | 2 | CARE engages with male family members to promote awareness on gender quality and women’s rights. |
| Tensions or conflict between refugee and | 1 | 3 | CARE provides equitable support to all communities and facilitates joint activities for |

⁹ For the purpose of risk management in the context of projects and programmes, ADA defines risk as the danger of an event occurring that has a negative impact on the achievement of the goals of the respective project/ programme, or those of the implementing organization or ADA. For reference, the ADA Risk Catalogue with standard risks that can arise in the context of projects and programmes is available online and can be consulted on a voluntary basis for the identification and description of risks (<https://www.entwicklung.at/en/media-centre/downloads>).

¹⁰ Enter a value: (1) very unlikely, (2) unlikely, (3) likely, (4) very likely.

¹¹ Enter a value: (1) insignificant, (2) significant, (3) major.

An ADA staff guidance on assessing likelihood and impact along a 1-4 scale and 1-3 scale respectively is available online (<https://www.entwicklung.at/mediathek/downloads>) and can be used on a voluntary basis.

| | | | |
|--|---|---|--|
| host community members. | | | different groups mitigating the risks of tensions. |
| Extreme weather events (e.g. winter storms, flooding). | 2 | 2 | CARE teams in Azraq camp monitor the situation and activate emergency protocols as appropriate. |
| Public health risks, including a renewed wave of COVID-19 infections | 3 | 2 | CARE has adopted strict COVID-19 prevention measures, and adapted methodologies, e.g. online services. <i>Addition with the 1st interim report:</i> <i>CARE has developed a monitoring system functional also during lockdown periods, to track the progress in all interventions and ensure that mitigation measures are put in place whenever necessary. The establishment of a learning digital platform accessible to the participants in CARE training programs will be a step further in the digitalization of CARE's operations and will enable the implementation of trainings even in case of a strict lockdown.</i> |
| Change in the Central Bank of Jordan's policies regarding cash distribution. | 1 | 2 | CARE monitors the Central Bank's policies on cash distributions, and will inform ADA of any relevant changes. |

6. Cooperation/networking with...

The project aligns with the objectives of the Government of Jordan, particularly with the Jordan Response Platform for the Syria Crisis (JRPSC) and with the Regional Refugee and Resilience Plan (3RP). CARE is involved in the regional coordination and planning tool used on the national level as the blueprint for the JRPSC mechanism that seeks to create a joint response to detrimental effects of the Syria crisis between all relevant stakeholders in Jordan.

The main institutions cooperating with CARE at this stage of implementation are the following:

- Ministry of Social Development (MoSD)
Strategic partner for the delivery of Emergency Cash Assistance in urban areas, the MoSD provides the lists of eligible households for this assistance.
- UNHCR
Strategic partner for the coordination and implementation of all activities in Azraq Camp.
- Ministry of Agriculture (MoA)
Support in designing the ToR of the construction of hydroponic systems at Azraq Camp. The MoA will also participate in the evaluation of technical offers for the selection of the provider of the hydroponic systems, as well as in the trainings on hydroponics that will be implemented in the camp.

Moreover, most capacity building activities are implemented in cooperation with external service providers, hired through a transparent procurement process, whose tasks and responsibilities are

clearly defined in the ToR. The Value Chain Analysis will be also implemented by an external service provider.

Further coordination and the establishment of synergies with other stakeholders are expected in the next stage of implementation once all project components are fully operational.

7. Sustainability

- *What specific capacity building measures have been taken?*

Capacity-building for vulnerable Jordanian and refugees entrepreneurs, workers, community leaders and volunteers is at the core of this project. During the reporting period, CARE worked on the preparation for implementation of several capacity building activities, defining ToRs and determining the criteria for the selection of participants. Selection criteria are a key tool to ensure the sustainability of the intervention – e.g., only applicants with businesses, or with innovative business ideas and clear entrepreneurial goals will be considered for the business development component -, as well as to guarantee the fairness and accountability of the selection processes.

Most capacity building activities are addressed to improve the work preparedness of beneficiaries, either as employees (CARE's volunteer program) or as small entrepreneurs, promoting their self-sufficiency. Another key subject in the capacity building performed throughout the project is women's rights and GBV related topics. The integration of gender themes in training programs addressed to other purposes, has proven to be an adequate measure to increase the awareness on local communities on gender equality, and it is expected that will yield a lasting change in the attitude of beneficiaries towards women's empowerment and GBV.

Most capacity building activities excepting the training on hydroponics (which in principle will follow a hybrid system) will be implemented via online, which will help in the improvement of digital skills, of key importance for employability and as a basic life skill in the current context, by project participants.

- *What sustainable impact on the local environment can be discerned?*

It is expected that through trainings, targeted technical assistance and grants the businesses supported by the project will be able to thrive in the challenging COVID-19 context. The professionalization of CARE volunteer program will be integrated in CARE operation and will benefit the volunteers recruited during the project and beyond. The improved volunteer program will maximize employability and it is expected that after completion the participants will have an improved access to jobs. Moreover, by training households and volunteers in the development of the hydroponic activities, they will be able to produce vegetables and potentially generate incomes, without needing external support. With regards to the Community Committee activities, the improvement of the capacities of their members, and of adolescents in the communities, and the facilitation of local initiatives and dialogue, involving refugees and host communities, will foster a participatory and democratic culture at community level that could transcend to the Jordanian society.

8. ADC cross-cutting themes

- **Poverty reduction:**

Poverty reduction is a key theme in the intervention and is at the core of most project activities. It is anticipated that through the complementary approach involving economic empowerment activities (volunteering program, Small Business Development trainings and grants provision, hydroponic systems), and the protection activities (cash support, case management, awareness messages), the

most vulnerable cases will be identified and targeted by the project. Refugee camp residents will have improved livelihoods via the establishment of hydroponic systems. Business development trainings and support to the business via grants and technical assistance, as well as the volunteer program, will provide pathways for refugees and their vulnerable Jordanian hosts to access decent work and sustained livelihoods.

The project has also supported the most vulnerable Jordanian and refugee households from the socio-economic impact of the coronavirus's outbreak through the distribution Emergency Cash Assistance (ECA) to meet their urgent needs.

- **Promotion of democracy and human rights:**

CARE considers human rights-based approach as a cross-cutting element, integral to all activities, with the potential to empower individuals and communities at the grassroots level. The promotion of democracy and human rights will be directly targeted through the establishment of Community Committees and capacity building of their members. Through the project, the Community Committees will be more capable to mobilize their communities (including adolescents), design and implement initiatives and establish a fruitful dialogue with other stakeholders. Moreover, the adolescents involved in community dialogue with the Community Committees will learn about community engagement and participation in decision-making, thereby fostering a new generation of individuals prepared to become active to promote the wellbeing of their communities.

- **Inclusion of disadvantaged groups such as children, elderly persons, persons with disabilities:**

CARE Jordan prioritizes the most vulnerable groups, such as Female Headed Households, women at risk of, or GBV's survivors, and youth. The inclusion of case management as a first stage in CARE interventions ensure the identification of disadvantaged households and individuals (specially people with disabilities and the elderly) who will then have access to the available programs offered by CARE or will be referred to the services of relevant institutions.

Moreover, the project is addressing the inclusion of youth in the Jordanian labor market through their engagement in the volunteer and business development programs. Adolescents are particularly targeted, in concrete regarding community participation, by the establishment of dialogues and learning with the Community Committees.

- **Gender equality:**

CARE ensures gender equality and women participation throughout every intervention. Women participation is targeted by establishing a 50% female participation in most project activities, which increases up to 60% in the case of the business development and hydroponic components. For this purpose, processes, forms, selection criteria and activity implementation are gender sensitive and adapted to the distinct needs of women. Additionally, the integration of sensitization activities on women economic participation and GBV, for participants in livelihood activities and their family members, will contribute to the project objectives concerning gender equality.

- **Environmental protection and climate change:**

The project does not target environmental protection and climate change specifically. All project activities have a minimal environmental impact. It is assumed that the use of remote modalities in most project activities is downsizing the CO2 production of the project. In the case of the hydroponics, a positive impact is to be expected due to efficient use of resources and reuse of discarded materials (as mattresses). Additionally, environmental problems affecting vulnerable communities might be raised via Community Committees, and will be addressed through training, planning and implementation of community initiatives. In the selection of businesses to be supported via grants and technical assistance, the environmental impact will be taken into consideration.

9. Monitoring/evaluation

As detailed in the section 3 of this report, the baseline assessment was conducted by CARE Jordan Program Quality Department between April and May 2021. Additionally, at the beginning of 2021, CARE Jordan launched its Annual Assessment 2020. Both assessments have fed into the detailed design of the project implementation.

A M&E Plan with project indicators, determining the baseline values, the frequency for data collection, and the tools and responsibilities within the team, has been developed and is in place prior to the approval of the project by the MoPIC. As during the reporting period most activities did not involve working with project participants, there was no need for field monitoring visits.

Due to the COVID-19 context, CARE Austria representatives have not been able to conduct a monitoring visit to the project. However, there is a continuous communication via email, virtual meetings, as well as virtual summits involving the senior management in Jordan and Austria.

10. Public awareness raising locally and in Austria

No public awareness raising activities have taken place during the reporting period. Still, the call for applications for the Small Business Development component and the tender for the development of the hydroponic systems have been made public and both included information about the project, the funding of the project by ADA as well as ADA logo.

11. Lessons learnt/outlook

The main challenges, lessons learned and positive contributions of the project during the reporting period are listed below:

- The obtainment of the GoJ approval for the project, in spite of the measures in place, has caused the project workplan and implementation approach to be revised and updated monthly. CARE has drawn several lessons from this process (commencing the negotiations with the MoPIC during the contracting with the donor and dedicating specific staff for the communication with the relevant institutions) which will be put in place in future projects.
 - The hydroponic systems for Azraq Camp will require training engagement from the households participating in this activity. In order to increase effectiveness and sustainability, it is foreseen to conduct a training of trainers, where the trainees (and then trainers themselves) will be volunteers from the camp (from the Incentive-Based Volunteer or IBV program, for instance) or the beneficiaries of the hydroponic systems.
 - The challenges caused by the COVID-19 pandemic, have become a trigger for fostering digitalization in all CARE Jordan interventions.
 - The delay in the approval of the project by the MoPIC has led to strategies to maximize the effectiveness in the implementation, in an attempt to implement all project activities in the remaining project period (still, an eventual no cost extension may be required).
- *Outlook for next report period*
 - Continue with the case management and identification of cases that needs supporting referral services, either internal or external
 - Distribution of Emergency Cash Assistance for 300 Jordanian households at urban areas (Amman and Irbid), and 5,780 individuals at Azraq Camp

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- Implementation of the trainings and mentorship for entrepreneurs
- Contracting with the hydroponic systems service provider for the construction of four (4) systems at Azraq Camp and the delivery of a ToT for CARE staff, IBVs, MoA representatives, Vocational Training Centers representatives, MoSD representatives
- Training of 600 households at Azraq camp on the construction hydroponic systems by the trained IBVs and CARE Staff
- Initiate the sensitization awareness sessions in parallel with all economic empowerment activities, as participants are identified being family members of the program activities participants
- Pilot the professional volunteering program at CARE Jordan, in collaboration with CARE HR Department.
- Identification of Community Committee members and community representatives at Azraq Camp to participate in the capacity building programs, and equip them with the needed competencies and capabilities to implement community initiatives

LIST OF ANNEXES

- Annex A: Detailed implementation methodology
- Annex 1: Baseline Assessment report
- Annex 2: CARE Jordan Annual Assessment (2020)
- Annex 3: Case Management flow
- Annex 4: ToR Value Chain Analysis
- Annex 5: ToR Business Development training
- Annex 6: ToR Hydroponic systems