

Project Final Report for Humanitarian Measures

Contract number: 2694-05/2021

Project title: Education and Protection for Syrians and Vulnerable Jordanians

Call reference:

Contract partner in Austria / Lead Organisation of the Consortium	Local project partner(s)
Name: CARE Austria	Name: CARE Jordan
Address: Lange Gasse 30/4, 1080 Vienna	Address: Mamdouh AL-Sarayha street, #58, P.O. Box. 950793, Amman 111195
Telephone, e-mail: Tel.: +43 (1) 715 0 715	Telephone, e-mail: Tel: +962 65527921
Project officer, contact: Amirah Ahmad (amirah.ahmad@care.at)	Projects Coordinator, contact: Eman Khatib (Eman.alkhatib@care.org)

Country/countries: Jordan	Region/locality: Amman, Mafraq, Irbid, and Zarqa (including Azraq town)
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Financial statement per (31 December 2022) (euros)			
Total costs 1.320.000 EUR	Cleared items. 0	Submitted for examination. 1.311.322 EUR	Open items 8.678 EUR

Date, author of report: 31/03/2023, Eman Al-Khatib

Brief description of project progress¹ (max. 1 page):

All the project activities were achieved successfully, reaching a total of 3,775 direct beneficiaries and 8,917 indirect beneficiaries. The overall objective of reducing vulnerability and increasing resilience of refugee and host community women, girls, men and boys to recover from the protracted Syrian crisis and COVID pandemic was achieved. This was measured by two indicators, in which the achievement rate well-exceeded the target.

Under Result 1 (To improve access to protection services and improved mental health and emotional wellbeing of Syrian refugees and Jordanians), the psychosocial support activities were successful in increasing coping mechanisms as well as improving the social and emotional well-being of the beneficiaries. For women and youth, PSS were highly relevant to their needs, but for men it remained challenging to engage in discussions that did not tie back to economic difficulties (Outcome Assessment, 2022). Specifically, 750 households received Case Management (CM) services of which 34% were female households and 66% were male households. The 50% FHH target was not met because this target was based on a CARE study that showed that a 50/50 split between male and female beneficiaries is possible for implementing case management sessions. However, this study only considered case management for individual beneficiaries and not families. Nonetheless, the in-depth comprehensive case management allowed participants to enrol in various services offered by CARE in partnership with other service providers, depending on service availability. Some of those reached by case managers were referred to receive psychosocial services to enhance their social and emotional wellbeing by participating in recreational and awareness raising sessions, in which a total of 703 individuals participated (555F, 148M). Other individuals participated in Social Emotional Learning (SEL), in which 53 parents participated (37F, 16M). The target was not met because many fathers did not join due to their working hours, and some of the targeted mothers also did not attend for unknown reasons. Nonetheless, SEL was reported as a very effective activity, leaving a substantial impact on the daily lives of both parents and children. Furthermore, 46 individuals (35F, 11M) participated in peer-to-peer support sessions.

Under result 2 (To increase access to education, improved engagement and performance of children at risk of being Out of School (OOS)), the project not only provided needed financial support to children and their families, but also allowed students to improve their academic performance. The project achieved the intended target of 538 children (270F, 268M) from the most vulnerable Syrian and Jordanian families who received Conditional Cash Assistance (CCA), with 50% Syrians and 50% Jordanians. Of these recipients, 526 students (265F, 261M) (97.8%) attended school until the end of the year, exceeding the targeted 450 children (83.6%). Furthermore, 152 children (82F, 70M) received

¹ The report and any additions should be written in English. Consultation with the unit Civil Society International & Humanitarian Aid (ZGI & HUI) is required for documents in other languages.

academic support, exceeding the target of 50 children. Lastly, 50 children (26F, 24M) received social and emotional learning focused on PSS.

Under Result 3 (To increase access to livelihood opportunities for families receiving Cash assistance, to increase self-reliance and contribute to combat OOS), the same families receiving CCA were planned to be enrolled in advanced Vocational Training (VT) sessions covering varying topics like sweets and pastries, mobile maintenance, hairdressing, beautification, assistant furniture carpenter and computer literacy. However, 90 individuals who initially signed up for VT sessions dropped out. The reasons for dropping out ranged from the risk that participants might lose existing work opportunities if they continued with the full VT duration or that they may lose monthly assistance from the Ministry of Social Development (MOSD). Thus, the CARE team received a contract modification from ADA to accept VT participants from CARE Jordan's data base who received Emergency Cash Assistance (ECA) from other projects. The ECA beneficiaries were enthusiastic to participate in the VT, and a total of 153 individuals (145F, 8M) received training and start-up kits to be able to start their own business and be self-income generators. In addition, 20 individuals (10F, 10M) participated in small business development training and received grants to start their entrepreneurial business. Lastly, 18 VSLA groups comprising 373 individuals (344F, 29M) were formed and operated for almost nine months. Participation in livelihood activities under Result 3 enhanced the ability of both women and men to expand their personal projects using new skills gained, get a regular job after participating in the training, open their own business, and open their own home-based project (Outcome Assessment, 2022).

Lastly, under Result 4 (Through engagement in self-care activities, improve the ability of CARE's front line employees to support targeted populations), 98 CARE staff members (95% of national staff) participated in self-care activities that aimed to promote their emotional wellbeing and reduce workplace stress. Staff participated in stress management and retreat activities to improve their work life and relationships with colleagues. This activity was particularly important to address the impacts of COVID-19 lockdown and COVID-induced workplace stresses.

List of Abbreviations	
ADA	Austrian Development Agency
CBOs	Community-Based Organizations
CCA	Conditional Cash Assistance
CM	Case Management
ECA	Emergency Cash Assistance
FAM	Feedback and Accountability Mechanism
FGDs	Focus Group Discussions
FHH	Female-Headed Household
GBV	Gender-Based Violence
HHs	Households
JCLA	Justice Center for Legal Aid
JD	Jordanian Dinars
M&E	Monitoring & Evaluation

MHH	Male-Headed Household
MOE	Ministry of Education
MOI	Ministry of Interior
MOPIC	Ministry of Planning and International Corporation
MOSD	Ministry of Social Development
NCE	No-Cost Extension
NFI	Non-Food Item
NGOs	Non-Governmental Organizations
NHF/KHF	Noor Al-Hussein Foundation/ King Hussein Foundation
POCs	Persons of Concerns
PSS	Psychosocial Support
PWDs	Persons with Disabilities
SBD	Small Business Development
SEL	Social Emotional Learning
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations International Children`s Emergency Fund
VA	Vocational Training
VSLA	Village Saving & Loans Association
VT	Vulnerability Assessment
VTC	Vocational Training Corporation

Detailed description of *project progress*

1. *Project outcome achieved / discernible impact:*

a) *Target groups reached:*

The below table shows the total targets reached by the project without double counting. Nearly all targets were achieved despite some challenges during the implementation of project activities, which are detailed in section b:

Table 1: Overall population reached directly and indirectly

Overall Reached	Women	Girls	Boys	Men	Total
Total number of direct participants	1787	342	322	1324	3775
Total number of indirect participants	1953	2437	2725	1802	8917

Table 2: PWD and elderly reached directly and indirectly

Sub-Populations Reached	PWD	Elderly
Total number of directly engaged people	127	194
Total number of indirectly engaged people	68	111

The target groups received project information through various channels including CARE program staff, other NGOs and partners in the areas of interventions. This information on services related to medical, legal, education, psychosocial support, psychological referrals, cash referrals, and information from the government and other UN entities concerning Persons of Concerns (POCs). Information on available services were directly disseminated to project participants through case management sessions, in which needs were assessed through conducting a Vulnerability Assessment (VA) and an in-depth assessment combined with a service plan for the eligible cases. Eligible cases were those who scored 15+ in the VA for all family members. In addition, information on vocational training, psychosocial support activities, and VSLAs were disseminated through SMS and WhatsApp groups. Due to the cultural context, a 50/50 gender balance was sometimes not achieved, despite being taken into consideration. In Jordan, the male is considered the head of the household in situations where he typically would not be considered as such. For example, the male is the head in divorced settings, if the male is disabled and not earning money, etc.

Furthermore, girls were also counted this time as separate indicator, which allowed CARE staff to spotlight girls who were at risk to drop out of school and get married at an early age. Persons with Disabilities (PWDs) and elderly persons were counted and assessed as well, as most of the families have one of them, both or more², which ultimately affects the family economic and social situation. With support from CARE, these families were able to receive services focused on their wellbeing and livelihoods.

It was challenging to identify and find potential participating families because many were afraid of losing other forms of aid and assistance. For example, many POCs were afraid of losing UNHCR monthly assistance, which can pause if participants gain employment, receive grants, or receive cash for education.

² Please refer to the Endline Assessment

This also applies for Jordanians, who were afraid of losing MOSD monthly assistances or other government assistances they may be eligible for. Potential participants were also fearful of losing job opportunities if they were enrolled in long-term project activities, as was the case with the VT sessions. In order to overcome these challenges, CARE continued to keep the government and UN entities informed of the situation that these families were facing. This was done through in-depth assessments the program staff conducted and monitoring the socio-political economy Jordan has been facing since COVID-19. Additionally, when almost 90 individuals who received CCA dropped out from the vocational training due to risk of losing job opportunities or other monthly assistances, CARE reached out to the Austrian Development Agency for a contract modification. This modification replaced the VT target group from CCA recipients to ECA recipients of other CARE projects.

b) Activities implemented, changes and amendments

Result 1: People, including those with psychosocial problems, improve their social and emotional wellbeing.

1.1 Conduct Case Management sessions for targeted households to determine their needs, risks, and vulnerabilities.

Case management services, which included information dissemination, vulnerability assessments, and follow up on the service plan for the cases, were provided to participants for nearly the entirety of the project cycle. In total, 750 HHs (253 FHH; 497 MHH) were assessed through in-depth case management services, conducted through phone calls, which allowed the households to express their specific needs and concerns. The 50% FHH target was not met because this target was based on a CARE study that showed that a 50/50 split between male and female beneficiaries is possible for implementing case management sessions. However, this study only considered case management for individual beneficiaries and not families. Therefore, the 50% target for FHH was only an estimate based on this prior case study. Furthermore, once the households expressed their specific needs, the case managers were able to identify the households' current situation covering protection concerns, health conditions, disabilities, education, household characteristics, housing conditions, and legal status.

In addition, the case management team underwent full legal aid training to strengthen their capacity to provide households with legal protection information as well as improve the referral pathway to support program participants in receiving legal services. This was in collaboration with the Justice Center for Legal Aid (JCLA). The training was delivered in-person over the course of three working days. The training tackled the following topics: introduction to the principles of justice and law; legal problems; commercial referral - practical applications; legal protection from violence; personal status; and workers' rights and duties. After the training, JCLA held several virtual awareness sessions for all CARE staff on different legal protection related topics, where the sessions aimed to shed light on the protection issues that require legal assistance. The awareness raising sessions tackled the following topics: work law, legal aid, cybercrimes, documentation, marriage and its effects, divorce and its legal consequences, protection from domestic violence, bullying protection, and home-based business laws and regulations.

1.2 Design the referral plan and conduct the internal and external referrals.

The case managers referred cases to external services in addition to various CARE services like psychosocial support, VSLA, VT, and cash assistance. CARE closely coordinated with Caritas Jordan on CCA referrals and conducted several follow-up meetings in this regard. Following that, CARE's case managers developed 356 service plans based on households' specific needs of the interviewed HHs to be used for coordination, documentation, and following-up on referred services. The service plans led to 730 referrals to internal CARE services and external service providers. External services have predominantly been focused on

educational, legal, medical, and psychological services. Some cases were not referred as they did not meet the eligibility criteria from the vulnerability assessment.

Table 3: Breakdown of Internal and External referrals

External Referral	449
Health	269
Basic Needs (Cash)	136
People With Disability	14
Legal	10
Protection	9
Education	6
Document	2
Livelihood	1
NFI	1
Shelter Maintenance	1
Internal Referral	281
Emergency Cash Assistance	62
Psycho-Social Activities	58
Education support	40
Conditional Cash Assistance	37
Recreational Activities	26
Vocational Training	15
Multiple Payment	15
VSLA	14
Business Development Training	7
Startup Kits	4
Cash for Shelter	3
Total	730

1.3 Assess cases for closure

CARE's case management team conducted phone-based follow-ups for the 750 HHs throughout the project cycle to guarantee the successful closure of referrals, identify service gaps, and respond to possibly unmet needs. Depending on the case status, this step was usually used to make sure that the cases had access to the services that were needed, to ensure a proper closure. The case management team successfully closed 18% of the targeted HHs after ensuring that all the service plans goals have been met.

1.4 Identify and select the participants of psychosocial support (including non-structured, semi-structures and structured)

Most of the PSS participants were identified through in-depth case management. In addition, the psychosocial support (PSS) program database that comprises individuals approaching safe spaces asking for PSS services was also used to identify beneficiaries for offered services. The internal referral to provide

comprehensive services to participants, especially to children and caregivers receiving CCA, was an essential channel to identify PSS participants.

The selection criteria for non- and semi-structured PSS activities were relatively flexible and mainly focused on vulnerability, age, gender, and nationality/status (this was in order to meet government requirements regarding refugees vs. host community members). However, the criteria was more stringent with the structured activities, like peer-to-peer support sessions. The criteria for peer-to-peer support sessions included: suffering from life stressors and anxiety, willingness to commit to attending 8 peer-support group sessions, willing to participate within a group setting, being referred after receiving in-depth case management and/or reported the need to the PSS services. The selection criteria for the SEL sessions for children included: school students aged 9-12 years old; benefiting from the CCA program; living in Amman, Zarqa, or Azraq; willing to commit to attending 10 educational group sessions; and willing caregivers to attend three sessions to develop their own social and emotional skills.

1.5 Conduct recreational and awareness raising activities for selected participants (at least 50% female)

During the project life cycle, the PSS team engaged 703 program participants (555F; 148M), including 574 Syrians and 117 Jordanians and 12 other nationalities in a range of virtual and in-person recreational activities. The PSS team proactively contacted parents of children with disabilities and organized specialized sessions to encourage acceptance and confidence-building for their children. In total, the PSS team managed to reach 21% out of the targeted 25% PWDs. This percentage, however, is likely an underestimation due to the way in which it was calculated in the system. The system cannot account for families with disabilities, rather individuals with disabilities. Therefore, children with disabilities accompanying their parents to the PSS activities sometimes were not counted as such. PWDs were identified with the help of CBOs who helped to identify people with hearing disabilities. To account for these PWDs, PSS counsellors were trained on sign language. Furthermore, CARE's virtual and in-person recreational activities offered opportunities for interaction, stimulation, and socialization to mitigate the negative psychosocial impact of COVID-19 on children and adults. Meanwhile, the awareness raising sessions focused on the promotion of positive coping mechanisms, stress management, home-schooling and managing children's behaviours. More details on participant satisfaction with each of the activities is outlined in Annex 6.

The recreational and awareness-raising activities included but were not limited to:

- **Let's Learn Embroidery:** During January and February 2022, the CARE team coordinated with Ynabeei Al Kawther, a local community-based organization (CBO) in Zarqa, to reach out to interested community members to provide them with a virtual workshop on embroidery. CARE selected this CBO due to the high number of people it served, its location in a vulnerable community, and CARE's positive previous experience working with them in other outreach activities. The workshop was provided by a skilled community member identified by the local CBO, and targeted Jordanian and Syrian women who ultimately enjoyed and benefited from it. CARE decided to conduct this workshop because embroidery can reduce stress, improve concentration, boost creativity, and strengthen attachment to culture and heritage. The trainer taught participants the basic skills and techniques of embroidery, oriented them on the needed tools and its functions, and explained the needed skills for this type of art. To ensure proper engagement of participants, CARE distributed embroidery kits for each participant at the CBO. The kits contained needles, thread, scissors, and special embroidery fabrics. One participant noted, "I enjoyed learning this. I liked the idea of learning something new and it made me feel relaxed and relieved." One Syrian participant expressed her gratitude after completing the training, stating, "I decided to dig deep and learn more to become professional in this art."
- **Origami...the art of paper:** The CARE team also conducted a virtual workshop for the community members on Origami, which can help develop hand-eye coordination and mental concentration. This training taught participants the basics of Origami and its techniques; supported participants in making their own art pieces; and ultimately assisted participants in developing hobbies and increasing the sense of personal achievement, which positively affects their mental health wellbeing. CARE also

distributed Origami kits to the participants to make sure they got the best use of the training, apply the skills practically, and avoid adding any financial burden on them.

- **16 days of activism against GBV-2021:** As part of CARE's annual campaign for the 16 days of activism, virtual awareness sessions were conducted to discuss the types and effects of GBV, its negative influence on the community, and how to prevent it. Participants also discussed violence during the COVID-19 pandemic from a personal and community-wide level.
- **Welcome Ramadan Iftar:** During the holy month of Ramadan, CARE organized two Iftars for 138 Jordanian and Syrian families who benefit from various CARE services, including cash assistance and psychosocial support programming. The Iftars took place in North Azraq and South Azraq to promote the social cohesion between beneficiaries from different nationalities, provide the participants with leisurely time to decrease the effect of daily life stressors, and enhance children's mental health wellbeing through various activities (e.g. face painting, distributing gifts, and in general creating a carnival-like atmosphere after more than a year of isolation from COVID-19).
- **"International Refugee Day" celebrations:** In June 2022, CARE Jordan celebrated World Refugee Day under the theme, "Person has the right of being safe at any place and any time." The safe spaces in all urban centers joined the international community to celebrate refugees and highlight the challenges they are facing. In-person activities for mothers and children were conducted to promote social cohesion between host community members and refugees as well as create a fun and enthusiastic atmosphere for children on this day. The activities were interactive and included awareness-raising sessions, refugee success stories, traditional food exchange, hand printing, and more. One Syrian refugee noted, "It was a great day. We felt valued, and our achievements, even if we are refugees, are recognized." In addition, one Jordanian participant said, "It was a nice day. We interacted with different people from different nationalities and we realized we are facing the same challenges." The following topics were discussed during the awareness sessions:
 - **"How to deal with teenagers":** These virtual sessions targeted both men and women to discuss sensitivities around teenage years, unconditional acceptance for teenagers, and basic skills to encourage teenagers' development and promote positive behaviour.
 - **"Positive Parenting":** These virtual sessions targeted both men and women to discuss the meaning of positive parenting, unconditional acceptance for the children, and the basic skills to encourage children's achievements and to promote positive behaviour.
- **"Mother's Day" celebrations:** In March 2022, CARE safe spaces in the four governorates celebrated Mother's Day by conducting a "from me to my mom" activity. The PSS team provided the children with stationery and crafts tools and asked them to make their own customized card to give to their mothers with a small gift from CARE. Children were very engaged in this activity. The happy and joyful moments that children and mothers shared contributed to reducing stress levels and positively impacting mental wellbeing.

1.6 Conduct peer-to-peer group sessions (50% female):

Forty-six (46) program participants (25F; 11M), out of which 39 were Syrian and 7 were Jordanian, participated in in-person peer support sessions at Irbid and Zarqa safe spaces. The specialized PSS counsellor used different manuals such as "writing therapy" and "life story" manuals to empower participants, help them develop new positive coping mechanism, narrate their personal stories, share sensitive experiences, and confront negative feelings with positive coping mechanisms that can lead to healing. The manual consists of 8 sessions and each session utilized a participatory approach. One Syrian participated stated, "I'm very happy that I joined this group, I learned a lot and when I gather with my neighbors for coffee, I tell them all the new things I learned. One of the most important things that I learned is how to understand and to deal with my feelings which used to cause me troubles in communication with others, especially my husband. I look forward to completing the sessions and learning more, since I was married when I was young, and nobody enlightened me about such things!"

Another participant stated that those around her noticed a difference in her demeanour on the days she would have her peer-to-peer sessions, "The sessions were very interesting and informative. When I have

a session, you can notice that there is something different in me. My husband and my kids noted that I'm very excited in the morning when I have a session..."

1.7 Conduct SEL focused PSS with children and parents (50% female)

After providing the PSS team with specialized training on Social Emotional Learning (SEL) and developing a 10 session-manual for the children, and a 3-session manual for the parents in cooperation with a specialized trainer, the participant selection process started. The team identified the CCA children who will participate in the SEL program. In total, 50 children (26F, 24M) participated in the SEL sessions. The selection criteria for the children were prepared by CARE and included the following: children should be CCA beneficiaries; children aged between 9-12 years old; committed to going to school; live in Amman, Zarqa, or Azraq Town; willing to commit to attending 10 educational group sessions to develop social and emotional skills.

The sessions covered the main five elements of the SEL model, including self-awareness, self-management, decision making, social awareness, and relationship skills. The training was interactive with many practical activities that were designed to improve understanding of the concept of the SEL module and its 5 core elements. The training specifically tackled the following areas: definition of SEL; the five main elements of SEL; the importance of SEL for children in their personal, academic, and future career life; and practical steps to improve their 5 core SEL skills. Children showed high level of engagement and good commitment in attending the sessions and doing their homework. One student said, "These were the best 10 days in my life. I learned a lot, I met new friends, and I loved our instructor a lot." Another student commented, "All the sessions were important but the one about the responsibility touched me the most, I like to be more responsible, and I would like my family to see me like that."

In addition, 53 caregivers (37F, 16M) of the children who attended the SEL training also participated in 5 customized training sessions at Amman, Zarqa and Azraq city, with an average of three parents' sessions for each cohort. The training dedicated to parents was in-person and placed importance on active participation from parents to meet the goals and objectives of SEL. The parents training tackled the following areas: definition of SEL; identifying the 5 core elements of SEL; highlight the importance of SEL for children and adults in their personal, academic, and career lives; and provide the parents with practical steps to improve their 5 core SEL skills. Parents appreciated the sessions and stated that it gave them insight to reflect on themselves and on their children, and how to support their children to acquire those skills. Parents also stated that they witnessed a change in their children. One mother commented, "The sessions were not only important for our kids, but also were crucial for us as we must realize that our children are growing up and we need to treat them in a different way and acknowledge their feelings and capacities."

Most of the caregivers who participated in the sessions were mothers. The PSS team could not engage all the targeted parents, as many fathers did not join due to their working hours. The remaining mothers (13) also did not show up as originally anticipated. Thus, the target of 100 parents was not met.

Result 2: Reduced protection risks, and improved social and emotional learning competencies of children at risk of OOS:

2.1 Identify, assess and select CCPE beneficiaries

The selection criteria for the children were prepared by CARE Team and included the following:

- Between 8 and 17 years old
- Have financial and social vulnerabilities
- At risk of dropping out of school, engaging in child labor or early marriage, or have already dropped out of school
- Demonstrated desire to continue or return to school, and likewise, parents/caregivers must show commitment to supporting their children to attend school
- Refugees (referrals from case managers upon their in-depth assessment)

- Jordanians (from the MOSD) who meet the eligibility criteria after conducting the education vulnerability assessment

2.2. Distribute conditional cash assistance to CCPE beneficiaries

During the school year, the CARE education team successfully completed the delivery for all CCA payments for 538 students (270F; 268M) in a timely and dignified manner. This included 269 Syrians and 269 Jordanians. A total of 1,000 USD was delivered to each student throughout the school year covering the educational expenses (i.e., transportation, school fees, school supplies, private lessons, and internet bundles) from November 2021 till June 2022.

2.3. Follow up with schools and caregivers on students' attendance to school and academic performance

The education team at CARE continuously followed up with caregivers and schools during the project lifetime, either by phone or by conducting school visits. These follow-up processes aimed to learn more about the students' academic progress and retention. The team conducted 615 school visits to check on students, and phone calls for 4097 students. Follow-up to the same student occurred multiple times. At the beginning of the school year, four replacements occurred because of a lack of commitment to school. The table below shows the number of schools visits and follow up calls done by the education team.

Table 4: Number of schools visits and follow up calls done by the Education team.

Type of follow ups	Gender		Total
	Female	Male	
School visit	312	303	615
Phone Calls	2031	2066	4097
Total	2343	2369	4712

By the end of the academic year 2021–2022, 8 additional students were replaced. Therefore, in total, 12 students (9 Syrians and 3 Jordanians) were unable to complete their education for several reasons, including migration, moving to a location where CARE Jordan is not operating, and failing to bring the required paperwork for registration. The program team worked to replace out these students with other vulnerable students who are in need and eligible for cash for education. Of those who received CCA, 526 (265F; 261M) (97.8%) students retained and continued their education this school year. The number of replacements throughout the year was very low, indicating i) the ability of the program to meet recipient needs and ii) the intensive follow-up done by the CARE education team throughout the scholastic year.

2.4 Provide academic support to participating children

Through the implementation of the follow-up activity, the education team followed up on the status of children who have been referred under ADA project to MADRASATI, an initiative launched by Queen Rania Al Abdullah to improve the physical and educational environment of Jordan's most neglected public schools to receive academic support. Students were given tablets and KUTUBI accounts, a platform to develop Arabic and English language skills, to help them develop their literacy abilities by giving them access to a vast digital library of stories. Throughout the project, a total of 257 students were referred to benefit from academic support activities. This includes 155 students in grades one through six, and 102 students in grades seven through twelve. Remedial classes implementation for students from grades one through six began in the

second semester for the school year 2021-2022. The implementation started in-person and was conducted in the Ministry of Education (MoE's) public schools. It shifted to online implementation during summer break. Out of the 155 referred students from grades one through six; 152 students benefited from the remedial education classes (105 Syrians and 47 Jordanians, 70 boys and 82 girls). The target of 50 children receiving academic support was overachieved because MADRASATI referred well beyond the originally targeted 50 children. The other 102 students in grades 7-12 (75 Syrians and 27 Jordanians, 52 boys and 50 girls) who were referred started their remedial classes in the fall of 2022 and will complete the support by June 2023.

During the reporting period, the education team conducted monitoring visits to public schools and followed up on the students who were referred under the ADA project to receive remedial education. Remedial programs are desperately needed to help support and improve children who are falling behind academically or who aren't mastering specific competencies, which will lower the high repeat rates and school dropout rates.

Result 3: Targeted household recipients of Cash Assistance and livelihoods support are able to protect and start rebuilding livelihood assets.

3.1 Conduct vocational programs for Syrians and Jordanians

Under the Economic Empowerment program, CARE's technical team conducted a procurement process through a public tender, and the Vocational Training Corporation (VTC) was selected. CARE's original plan was to offer Vocational Training (VT) to CCA recipients to enhance their living conditions. However, CARE witnessed a high drop-out rate among participants due to the long period of training (six weeks) and fear of losing chance of work if they decided to continue attending these trainings. Thus, CARE expanded outreach, with ADA approval, to recipients of Emergency Cash Assistance (ECA) with low socio-economic conditions and who had income below the poverty line. Female-headed households, large and expanded families, and families with disabled persons and elderly were specifically targeted to be enrolled in the VT. The individuals needed to have good physical and mental capacity for the training as well as commitment and willingness to participate in these trainings. The VT courses took place between July-November 2022, where each course consisted of six training weeks. These courses enabled the participants to learn and gain new knowledge and techniques to help them start their own business and facilitate their access to the labor market.

3.2 Distribute start up kits to the participants of the vocational training program

At the end of the training cycles, 153 participants (145F; 8M) were enrolled in VT and received start-up kits to start their own business and depend on themselves instead of heavily relying on assistance and aid from others. Two PWDs were enrolled in the VT. The following tables show the breakdown of participants:

Table 5: Sex and nationality disaggregated data of VT participants

Syrian Participants (141)		Jordanian Participants (12 BNFs)	
Female	Male	Female	Male
137	4	8	4

Table 6: Number of participants in each VT course/type of kit received

Name of Course	Participant Numbers
Sweets & Pastry	5
Mobile Maintenance	3
Hairdressing Training	2
Computer literacy	3
Beautification Training	136
Assistant Furniture Carpenter	4

Total	153
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3.3 Conduct small business development trainings for Syrians and Jordanians

In May 2022, out of over 200 candidates, 33 were accepted to participate in the online committee interviews based on their scores via phone call interviews and 27 inception visits had been conducted, and based on these visits, 20 final participants (10F; 10M) had been selected in June 2022 for small business development (SBD) training and receiving grants. The SBD training took place between 26 June to 7 July 2022, and it aimed to demonstrate best practices in business management strategies and tactics for new business owners. The training included different topics on marketing, developing a business plan, and identifying a business model.

The participant's final evaluation assessed their performance and business plans, and results showed that most of them gained the necessary skills to start and develop their own small businesses, as most scored more than 80%. The 20 participants that were enrolled in the SBD training were divided as follows:

Table 7: Program Participants in SBD

Syrians		Jordanians	
Female	Male	Female	Male
8	5	2	5

3.4 Distribute financial grants to the participants of the small business development training program

After the conclusion of the training, the grants contracts were signed and CARE's technical team proceeded with all the required procedures internally to distribute 60% of the grants to SBD training participants in August 2022. Then the team conducted monitoring visits to the 20 participants to inquire on their purchasing process and collect invoices that confirmed that they started their own businesses through buying all the required materials. The rest of the grant amounts were distributed later in October and were followed by follow up visits. These participants are expected to be linked to available mentorship programs across CARE's projects to follow-up on the development of their project and ensure sustainability.

3.5 Mobilize community members to form VSLA groups

For the first time since CARE started the VSLA activities, CARE enforced the global VSLA model (see Annex 8), with the following primary characteristics: self-selection, voluntary participation, no incentives, and participants can drop out at the very early stages of forming the VSLA group. The usual VSLA intervention is to enhance the likelihood of participation by encouraging interaction with others and building positive social cohesion among the group participants. Through this project, the participants managed to benefit from this intervention by finding sustainable solutions for their living situations. The participants were from the most vulnerable communities in Amman, Zarqa, Azraq, Irbid and Mafraq who had been negatively impacted from the pandemic.

In August 2021, the CARE team developed the implementation plan for the mobilization phase and the forming of the VSLA groups. Because participation in VSLAs is 100% voluntary and intervention during the group's establishment process is not allowed, all of the targeted VSLA beneficiaries (300 members) could not be divided equally in a specific number of groups. That is why 18 groups were formed instead of the intended 20. However, the target beneficiary number was exceeded, with a total of 373 (344F; 29M) beneficiaries. The locations of the VSLA groups were divided as follows: 7 in Amman, 3 in Irbid, and 8 in Zarqa. About 17% of total beneficiaries were Syrian, 82% Jordanian, and 1% other. The number of group members ranged from 15-25 members per group.

In the mobilization phase the VSLA team contacted the participants of the CCA and others who benefited from CARE services and conducted orientation sessions with them explaining more about the VSLA

and how it is important as a starting point for development in their livelihood. Within the mobilization stage, there were some challenges facing CARE's project officers:

- There was clear refusal in Mafraq, even after conducting many mobilization sessions. None of the attendees were interested to join, which was likely due to the relatively more rigid nature of the communities in Mafraq and lack of acceptance from the community to participate in VSLAs.
- There were frequent withdrawals during the mobilization period. This is because individuals sometimes expected financial support from CARE by participating in the VSLAs, despite the CARE team informing them of this during orientation.
- The team also targeted CCA recipients as well as any other beneficiaries from the project to form VSLA groups, but many were not interested because of the nature of the VSLAs which required weekly meetings at the CBO to deposit their savings.

These challenges were addressed over time as new members joined the VSLAs, replacing those who dropped out, and eventually the groups stabilized.

3.6 Support VSLA groups through at least one cycle

The VSLA participants were enrolled in these groups for the full cycle of nine or twelve months. The participants were enrolled in monthly meetings to follow up on the group's activities, and nominate one person to be the group treasurer and another to manage the loans and cash flows. In order to improve beneficiary skills in establishing and managing VSLA groups, the CARE team provided training sessions. CARE's VSLA staff conducted three training sessions on the first three modules of the VSLA methodology: leadership & elections, constitution development, and first share purchase savings meeting. The CARE team also provided the trainees with successful examples of other groups implementing VSLAs and success stories of beneficiaries who established their own business as a result of the VSLAs. The training targeted all eighteen groups, including the newly established VSLA groups in CBOs in Zarqa/AlHalabat (established on Jan 5, 2022) and those in Amman (established on Feb 7, 2022)

Result 4: CARE's staff improved their self-care awareness and stress management skills that are important to avoid burnout:

4.1 Conduct self-care activities for front-line staff about team building activities, stress management, and individual consultation sessions.

The CARE People and Culture team, with support from an external consultant (Talentology), conducted this activity for all CARE Jordan staff. The theme for the one-day retreat was about stress relief and management, along with some team building activities. Some of these activities included a lecture on stress and games like pass the cup of water, karaoke, and identifying colleagues with specific characteristics using a unique set of questions. CARE staff feedback was very positive with most participants scoring the activity between 8.7 to 9 out of 10, according to the report shared by consultant with the People & Culture Department.

The intended target of 147 staff members was not met because the total number of CARE Jordan staff reduced from the time at which the proposal was written. Now, CARE Jordan has 103 national staff members. Thus, the activity reached 95% of staff (98 out of 103 national staff members). CARE's HR Team collected feedback from staff, in which there was a total of 65 respondents. Staff were asked about to what extent the staff self-care/team building activities enhanced their wellbeing: 14% to a very large extent; 27% to a large extent; 36% to a moderate extent; 14% to a mild extent; and 9% disagreed

The following recommendations for future stress management activities were noted:

- More well-being activities, particularly outdoor ones, are welcome.
- More interaction with all employees through psychosocial activities.
- Promote a positive work environment: Organizations can foster a positive work environment by promoting open communication, creating a supportive and inclusive culture, and recognizing and rewarding employees for their contributions.
- Increased trainings and workshops on stress relief
- More stress management training

c) Modality of assistance:

CARE's modality of assistance proved to be efficient, credible, and transparent. The value of cash-based assistance was 479.404 EUR (conditional cash transfers and grant distribution). The value of in-kind assistance was approximately 50.209 EUR (start-up kits for 150 beneficiaries), and the value of service-based assistance is approximately 162.225 EUR (psychosocial one day session, peer-to-peer support groups, SEL for parents and children, vocational training, small business development trainings, and VSLAs).

The selected modalities of assistance were informed through comprehensive quantitative and qualitative data from baseline and endline assessments as well as the internal monitoring and evaluation conducted by the Program Quality team. Furthermore, the mixed modality of assistance also allows CARE to meet varying needs of the most vulnerable people.

d) Participation and Accountability:

The target groups received project information through CARE program staff, other NGOs and partners in the areas of interventions, case management sessions, and through SMS and WhatsApp groups. CARE Jordan has a well-established Feedback Accountability Mechanisms (FAM), which is fully operational remotely using CARE's contact center. Project beneficiaries can report their feedback through the unified number, social media, and feedback and complaint boxes established in the field at CARE's community centers. The FAM system aims to provide a safe, non-threatening and easily accessible mechanism that enables even the most powerless to make a suggestion or complaint. On the part of CARE, this requires the team to address and respond to all feedback and complaints, and to be timely and transparent in all decisions and actions.

At project start, staff and/or partners introduced FAM channels. The FAM awareness video is regularly shared with the beneficiaries through WhatsApp and SMS, and posters with information on how to raise feedback and awareness about SEA are distributed at CARE centers placed in areas where beneficiaries can easily see/read them.

CARE Jordan is operating the FAM system at the country office level per service, not project level. MEAL/Accountability staff are responsible for the day-to-day operation of the various channels, including directly receiving and processing feedback and complaints. All feedback is shared regularly with program managers who then address or respond to the feedback within a 10-day time limit. The most common feedback/complaint regarding the CM service was the delay in conducting the CM sessions and the delay in receiving the recommended services. For PSS activities, project beneficiaries requested more sessions and to enrol more people in them. For CCA, many individuals requested to be listed as one of the beneficiaries of this service and expressed dissatisfaction with being removed from the beneficiary list. Regarding the vocational training, beneficiaries requested intensive and more frequent training. Further, there was dissatisfaction with the lack of responses to their queries and attempts to communicate with the program officers. For SBD training, the most common feedback was related to the delay in receiving the grants. Lastly, regarding VSLA, there was no feedback or complaint from the members of this program.

CARE has a zero-tolerance approach toward sexual harassment, exploitation and abuse, and child abuse. Sensitive complaints such as sexual exploitation and abuse have designated focal points for handling and response. CARE Jordan has developed an updated Safeguarding policy which includes PSEA/child protection policies and practices that aims to reduce the risk of, prevent and respond to SEA by CARE employees and related personnel, involved in providing humanitarian or development assistance. The policy ensures that allegations of SEA are reported and responded to in a timely and appropriate manner. CARE also built the capacity of several safeguarding focal points from both genders distributed among the locations on CARE's operations in urban and camp settings.

e) Budget spending / Economy:

There was some underspending concerning activities related to psychosocial support activities. The under spending was because some of the procured goods were less than the allocated budget from the

original proposal. Similarly underspending for vocational training can be attributed to the fact that the expenses per individual were less than expected from the original budget.

Furthermore, there was underspending for VSLAs. At the proposal stage, CARE projected the VSLA activities would be implemented according to the new global model. However, at that time, the CARE team did not have a clear idea nor accurate figures on the new module. This was because the new VSLA model had not been implemented before. Therefore, the team estimated the cost of establishing one VSLA group to be around € 1400 (with a target of 20 VSLA groups). However, after the technical team received training on the new model and started preparation for the implementation, the actual costs came to be lower than expected, which explains the underspending.

Savings from the VSLA budget were reallocated to the E-platform budget line, in which CARE Jordan, in partnership with Better Business, develop digitized training materials. This included designing and creating content, uploading to CARE Jordan's E-Platform, and transforming it into online courses. The online training modules cover four different topics that enhance empowerment programming for Jordan's most vulnerable groups. Specifically, the trainings on the E-Platform cover GBV, leadership, work preparedness and marketing for small businesses. The target beneficiaries for these modules are women, men and youth who are aiming to build their capacities in the most convenient modality. The online modality gives them easy access to different learning opportunities.

Lastly, the 0% burn rate for the Regional Management Unit (RMU) was because they did not participate in the project and thus did not use the amount allocated. At the time of the writing of the proposal, the RMU previously supported the CARE Jordan offices, but this has recently changed, and therefore, this budget line was reallocated within the budget heading.

2. Risk Management

The original risk assessment and risk management measures largely proved to be adequate during project implementation. However, one unanticipated change was procurement delays for the endline assessment and CARE staff stress management activities. This will be accounted for in future projects by including buffer time for situations in which procurement takes longer than anticipated.

To combat unintended, negative environmental effects from the project, CARE Jordan is implementing measures to green administrative and procurement practices, including the digitalization of specific processes; actively promoting practices that reduce office energy consumption; the establishment of an effective recycling system; and raising awareness on the effects of climate change in Jordan.

3. Cooperation/networking with...

CARE Jordan has its partnership with the government through direct contacts with the Ministry of Planning and International Cooperation (MOPIC), Ministry of Interior (MOI), Ministry of Social Development (MOSD) and Ministry of Education (MOE). Additionally, CARE Jordan cooperates with other national and international entities of local Community Based Organizations (CBOs), the Vocational Training Corporation (VTC), United Nations High Commissioners for Refugees (UNHCR), and Noor Al-Hussein Foundation/ King Hussein Foundation (NHF/KHF) for case referrals. Specifically, CARE Jordan coordinated with Caritas for CCA assistance. CARE referred cases in Irbid and Mafraq, and Caritas referred cases in Amman, Zarqa and Azraq.

Furthermore, CARE is participating on a monthly basis in coordination meetings for education, cash and basic needs, vocational and livelihoods, protection and community-based protection working groups meetings. CARE exchanges updates with other governmental, non-governmental, and non-profit organizations participating in these meetings.

4. Nexus Approach:

The Nexus Approach is embedded in the project design of all of CARE's programs in Jordan. Case management, a key activity implemented during the reporting period, is a clear example of the connection between humanitarian and development approaches provided by the project. By identifying individuals and household needs, vulnerabilities and potential, case management provides referral recommendations for livelihood and humanitarian interventions, either under this project or other projects and/or programs provided by CARE Jordan and other stakeholders and partners. The selection of project participants in urban areas further contributes to the Nexus approach by enhancing social cohesion through a fair and accountable selection of refugees and Jordanian host community members under all project activities. Moreover, the Community Committees, which involve members from both refugee and host communities in urban areas, are true catalysts for social cohesion through their collaborative work on advocacy and the development of initiatives to improve their shared communities.

5. Cross-cutting themes (if applicable)

To ensure the inclusion of disadvantaged groups, beneficiaries were identified by CARE's case management team using a vulnerability assessment tool that assigns a score based on health, disability, family size, protection risks, HH characteristics, shelter condition, and legal status. The vulnerability criteria used includes disability/chronically ill HH members, GBV survivors, and individuals at risk of protection violations (eviction, exploitation, and legal protection concerns). This includes children who are out of school or at-risk of CEFM and harmful work. The case management team conducted mobile outreach to ensure that FHH, elderly and PwDs were identified, and their needs were addressed.

CARE's global Gender Equality Framework outlines three crucial areas of change which are individuals' agency, their relations, and the structures that prevail and regulate their day-to-day lives. This project has addressed these interlapping socio-ecological areas by:

Agency: improving women's financial literacy and increasing their savings and income through VSLA participation and cash transfers; improving skills and knowledge gained through small business development and vocational training.

Relations: providing women and vulnerable groups with access to relevant support networks in the community, awareness raising on GBV and providing PSS support.

Structures: improving referral pathways and engaging with all actors and stakeholders in the community to shift harmful and discriminatory gender and social norms through recreational PSS activities, social emotional learning, and outreach with parents.

6. Monitoring / learning exercise:

The CARE Jordan MEAL team conducted various monitoring activities for the project. The feedback received from beneficiaries guides the development and continuous improvement of CARE's standard operating procedures and practices with regards to future project activities and measures the impact on beneficiaries' lives. The regular monitoring and evaluation activities help to have a continuously updated understanding of progress against objectives (effectiveness) and identify actual or potential problems as early as possible to facilitate timely adjustments in project implementation. Using feedback received from beneficiaries, CARE developed the MEAL findings report (Annex 5). Below are the main findings from the quantitative and qualitative analysis using data from phone-questionnaires and Focus Group Discussions (FGDs).

Summary of Key Findings from Monitoring Exercise: *(Detailed findings are included in Annex 5).*

Case Management: In a survey with 114 participants (covering men, women, elderly, PwDs, Syrians and refugees from other nationalities), all respondents cited they felt comfortable speaking with their case manager and sharing their personal information. About 70% of respondents reported that the case management

interview was conducted at a time that is convenient for their needs compared to the time of registration for the interview. Participants were asked if, from their experience with CARE, they think the case management service is inclusive, 89% think CARE is completely inclusive, 9% think CARE is partially inclusive, and 2% think that CARE is mostly not inclusive. Furthermore, most respondents cited that the case management service addressed at least one basic or urgent need (51% of the participants reported completely, 35% reported partially, 2% reported mostly did not, 11% reported that they did not at all). Lastly, most participants improved their living conditions (25% of respondents significantly improved their living conditions, 32% reported that it moderately improved their living conditions, 31% reported that it slightly improved their living conditions and 12% reported that it did not improve their living conditions at all).

Psychosocial Support (PSS): In a survey with 109 participants (covering men, women and elderly across the four governorates and from different nationalities), all respondents reported being satisfied with the service/activities. One key learning was that while most participants did not face any challenges at all, 13% did face challenges related to transportation and the long way to and from the activity. Some challenges were also related to being unable to manage home chores and PSS sessions. Furthermore, 98% of participants were satisfied with the used modality (81% completely satisfied, 17% somehow satisfied, 1% neutral and 1% somehow dissatisfied because the distance between the center and their place of residency was far). All respondents reported that attending the PSS services has increased their social wellbeing (67% increased significantly, 22% moderately and 11% slightly). All participants also reported an increase in their emotional wellbeing (85% increased significantly, 13% moderately and 2% slightly).

Psychosocial Support (PSS) – Social Emotional Learning (SEL): CARE conducted two in person FGDs, one with parents and one with children (mixed gender), at Amman and Zarqa community centers. All parents agreed that they learned about expressing their feelings and how to encourage children to express theirs. Participation in the program affect their relationship with their children positively. The children suggested conducting more sessions like this during the school break. They also suggested to learn about more about life skills.

Conditional Cash Assistance (CCA): The following are findings from a survey with 130 participants (men and women across four governorates from various nationalities). The report shows that while consumption patterns were very similar between refugees and Jordanians interviewed, Jordanians reported higher spending of the CCA on private lessons, transportation, medication, and schoolbooks and stationery for their children. Furthermore, 47% of household heads interviewed stated that their children had previously dropped out of school before receiving CCA. These children left school for a variety of reasons, including the inability to cover costs related to education, to support the family, etc. The heads of households who reported that their child had previously dropped out of school shared that their child faced protection issues in regards to child labor risks (68%), exploitation (41%), risk of abuse (41%), physical harm because of an inappropriate work environment (41%), harassment (22%), bullying (22%), and risks of early marriage (8%). Nevertheless, 100% of the caregivers reported that the child is no longer facing these protection issues after benefiting from the CCA. This indicates that CCA proved to be impactful regarding children staying in school.

Furthermore, after receiving the CCA, 82% of children that used to work are no longer working, however, 18% of out of children that used to work are still working (13 children). These children make up 10% of the total beneficiaries surveyed. They work after school, during weekends, and during school holidays. The main reason those children are working is due to their family's difficult financial situation.

Lastly, the respondents were asked if they were in favor of the idea of children getting married before the age of eighteen before participating in the project and if their view changed after their participation in the project. Before the program, 7 caregivers reported they were in favor of early marriage before the program. After the program, 4 out of 7 respondents who were in favor of early marriage changed their view, 2 of the 7 respondents are against early marriage but are okay with engagement before the age of 18, and only 1 respondent did not change their views about early marriage. This respondent still supports early marriage because the caregiver cannot afford their living expenses.

Vocational Training: From the post-training evaluation, 79% of participants reported that the training contributed to increasing their confidence in themselves and their skills in the labor market to a high degree, and 21% to a moderate degree. Furthermore, 93% reported that the training increased their knowledge and skills in the field they were trained into a high degree, and 7% to a moderate degree. In a focus group discussion with females who dropped out of from the vocational training program, they shared their reasons for their dropping out. Some respondents no longer wanted to participate in the program due to the long hours of training. The women also reported they have other responsibilities in their homes and/or small children they need to take care of. All respondents reported that the training center was very far. Respondents suggested that for future trainings, the training center should be closer or in the downtown area of the city. They also suggested lengthening the training days while shortening the hours per day as well as providing childcare in the training center while they attend the VT. These are key learnings for future VT sessions.

Small Business Development Training: In a survey with 44 participants (men and women from across the four governorates and different nationalities), 55% of participants reported having their own businesses. So, 45% were able to improve and expand their own business using the skills they gained from this training. Moreover, all respondents agreed that the skills they gained in the training boosted their confidence to start their own business or improve their already existing business. In addition, 48% believe their income has increased after the training while 52% do not think so. Also, 52% reported that they can meet their and their own families' needs after the training (11% greatly able, 18% moderately able, and 23% slightly able) while 48% reported that they are unable to meet the needs.

Villages Savings and Loan Associations (VSLA): A FGD was conducted with 8 female members in the VSLA modality. The participants reported that the regular VSLA meetings have a positive impact on the relationship among the members themselves. They got the chance to meet new people and form new connections and friendships. One participant noted that the regular meetings helped some women from the VSLA group market their businesses and sell products to other members or to their family or neighbors. Participants also reported that their participation in the VSLA groups had a positive impact on their saving habits, financial management and life management in general. They also reported that having to attend meetings regularly in a CBO exposes them to learning opportunities as they get invited to events and activities that are being held in the CBO by different organizations. Participants also reported that there is a positive impact on their wellbeing, as they enjoy attending the meetings, getting to know new people, changing their daily routine, and having an outlet from their daily responsibilities.

Furthermore, CARE Jordan carried out an endline **Outcome Assessment**, which was led by an external team of consultants in coordination with CARE's Program Quality team. The assessment employed quantitative and qualitative methods of data collection to allow for sufficient triangulation. The assessment aimed at analysing the progress and the impact that the project has made under all its objectives. Also, it focused on gathering evidence against achieving the planned outcomes. Key learnings from the report include that while the CCA was very impactful in children remaining in school, it is necessary to consider how to achieve sustainability and protection for children in the persistent poor economic situation in Jordan. For the psychosocial support activities, these were successful in meeting their goal of increasing coping mechanisms and improving the social and emotional well-being of beneficiaries. However, while the activities were highly relevant for women and youth, men found it challenging to engage in discussions not focused on economic problems. This means that CARE staff will likely have to continue to be creative in inviting men to engage in these activities. VSLA activities proved to be a cost-effective approach to providing access to finance. Case management sessions were also found to be an essential component of CARE Jordan's success. The strength of the case management system helped to identify the correct beneficiaries for each of the services. The strong relationship between CARE and the targeted communities proved to be key for fostering positive engagement and trust in the activities. For the full report, please refer to Annex 6.

7. Evaluation

No evaluation (internal or external) was planned, budgeted or executed.

8. Lessons Learned

The project team's monitoring revealed various lessons learned and key improvements for future actions. These include providing more opportunities for individuals to participate in psychosocial support activities due to high demand and high need. Furthermore, VSLA's need at least 15 months, with support of allocated field coordinators, to ensure a proper group dynamic is established. In addition, one of the lessons learned includes the importance of a thorough assessment of target beneficiaries for specific project activities. For example, emergency cash assistant beneficiaries were relatively more interested in the VT course compared to recipients of CCA, who CARE was originally trying to recruit. The ECA participants contacted CARE regularly and were actively trying to enrol in the VT course, therefore, they represent a better group from which to recruit from for such activities. Relatedly, beneficiaries who dropped out of VT outlined suggestions for future iterations of VT sessions, including a more centrally located training center, offering childcare, and adjusting the length and frequency of the trainings. Please refer to Section 6 which details learnings specific to each intervention.

9. Exit strategy and Sustainability:

CARE's programs continue to support vulnerable populations living in Jordan as described in this project and beyond. Periodic follow-up on beneficiaries who benefited from CARE's services, either referred by the case management system and/or outreached through the various mobilization tools and processes, are subject to follow-up stages to measure i) the extent of how beneficial and responsive the service was provided to him/her as an individual or as a family and ii) the extent of its impact on the economic and social living aspects. With the current socioeconomic challenges, people frequently contact CARE's community centers either in urban areas or in the camps to convey new challenges and ask for support to be enrolled in other activities. This is always taking place beyond this project and other projects, that were successfully completed, through CARE's case management cycle. With the digitalization solution currently implemented by CARE Jordan, beneficiaries' files and records are easily accessible through CARE database (COMPAS). These beneficiaries' records are valid for not less than two years and can be followed up easily by having an appointment for the cases reached to CARE through the contact center or by physically reaching to CARE's centers and partners. This allows CARE staff to have this exit strategy in place and sustains the work that CARE is providing on both relief and development sides (humanitarian and livelihood interventions). The start-up kits and grants provided by CARE to the program participants are considered as one of the key sustainable solutions in supporting and growing participants' socio-economic toolbox, especially if it is part of a comprehensive capacity building program on guiding them for ultimate and optimum utilization of these grants / start-up kits.

CARE's partnership with the Jordanian government through the different ministries, like (MOSD, MOI, MOPIC, MOE, etc.), and with UN entities like (UNHCR & UNICEF), as well as with local NGOs and the VTC and other private sectors, allows CARE to keep the links between POCs and local communities open all the time through the follow-up and referrals. The vocational training and VSLA will continue among the local communities and strengthen the relationships among neighbours, link them with local NGOs and CBOs, and introduce them to others for more social cohesion. CARE will continue to follow up with them through other projects and programs.

This project has contributed to the long-term resilience and empowerment of individuals through the nature of the project activities, which focused on enabling individuals to unleash their inner potential. For example, the vocational training has allowed participants to learn skills related to the industry of their interest as well as receive a start-up kit to start their own business and become self-sufficient, instead of depending on assistance from others. Furthermore, the VSLA groups are expected to continue among the local communities and strengthen bonds between neighbours and encourage positive saving practices.

10. Visibility and public awareness raising locally and in Austria, other points:

Public awareness raising activities carried out in connection with the *project*. For photos of project activities, please refer to Annex 7.

Social Media Mentions	
	https://www.facebook.com/297780180262431/posts/pfbid0rT4ib4xBLjc8jAjRAEKPKbXff5ANAO6ECc1zwCeWqwgYjxXwLtxwSc5Nxk77b2cl/?mibextid=cr9u03
	https://www.facebook.com/297780180262431/posts/pfbid0MAX6PjvJaBqofkaaWKHtTBvxYFTidvB2d8qbXRLME1RqYUkGSKPcSUTBJvQ8oP2yI/?mibextid=cr9u03
	https://www.facebook.com/297780180262431/posts/pfbid0NaeRhP7vYaSdWDeunfDVtoxwdrBGGYegEFQtX2pHXHHxX3UdxvZyDR4KBB5DByubl/?mibextid=cr9u03
	https://www.facebook.com/297780180262431/posts/pfbid02zAAntLJEpQU668Px1RvGMfSUBqndRFpdnrqxSPsuPVidnR6Nm67KqPdglveWAGYDI/?mibextid=cr9u03
	https://www.facebook.com/297780180262431/posts/pfbid0ZsFYEB13CB7Bny2eRWdxmQJaRS3aDk5RW6qGqqTkXiwaB2WwFcsNFoEsuZgyzHpsl/?mibextid=cr9u03
	https://www.facebook.com/297780180262431/posts/pfbid032oB1dWKbJPZZkp2qkAu8n1m1P1qX5LRGVDDmdebL9Fqqx9ZSBR9qHeQbkuMHyW4bl/?mibextid=cr9u03
	https://twitter.com/CAREJor/status/1579420778512408576?s=20&t=xft1wh17QafqRWvRgO8SWQ
	https://twitter.com/CAREJor/status/1579388248073596928?s=20&t=xft1wh17QafqRWvRgO8SWQ
	https://twitter.com/CAREJor/status/1577274566442831873?s=20&t=xft1wh17QafqRWvRgO8SWQ
	https://www.facebook.com/297780180262431/posts/pfbid0L9YdgJN1FU6Yg2ZmRkxBxzzwZ6CtU17kxzkc6F1vG8LWgVbFC51Do29VuWu4pobl/?mibextid=cr9u03
	https://www.facebook.com/297780180262431/posts/pfbid0ZsFYEB13CB7Bny2eRWdxmQJaRS3aDk5RW6qGqqTkXiwaB2WwFcsNFoEsuZgyzHpsl/?mibextid=cr9u03
	https://twitter.com/CAREJor/status/1590285370205556737?s=20&t=xft1wh17QafqRWvRgO8SWQ

Website Mentions	
Mamlaka	https://fb.watch/iAwq66d6k6/
Petra News	https://petra.gov.jo

Jordan Times	https://www.jordantimes.com/news/local/care-jordan-organises-iftar-vulnerable-jordanians-refugees
	https://www.jordantimes.com/news/local/growing-psycho-social-economic-pressures-vulnerable-jordanians-refugees-jordan-%E2%80%94-care
	https://petra.gov.jo/Include/InnerPage.jsp?ID=40792&lang=en&name=en_news
Jordan News	https://www.jordannews.jo/Section-109/News/CARE-Jordan-organizes-iftar-for-vulnerable-Jordanians-and-Syrian-refugees-15842
UNHCR	https://data.unhcr.org/en/documents/details/92107
Relief Web	https://reliefweb.int/report/jordan/11-years-crisis-against-all-odds-summary-2021-annual-needs-assessment-january-2022
Al-Ghad	https://alghad.com/%D9%83%D9%8A%D8%B1-%D8%AA%D8%B1%D8%A7%D8%AC%D8%B9-%D9%81%D8%B1%D8%B5-%D9%83%D8%B3%D8%A8-%D8%A7%D9%84%D8%B9%D9%8A%D8%B4-%D8%AA%D9%82%D9%84%D9%82-%D8%A7%D9%84%D9%84%D8%A7%D8%AC%D8%A6%D9%8A%D9%86/
AlRai	https://alrai.com/article/10753390/%D9%85%D8%AD%D9%84%D9%8A%D8%A7%D8%AA/57-%D9%85%D9%86-%D8%A7%D9%84%D9%84%D8%A7%D8%AC%D8%A6%D9%8A%D9%86-%D9%8A%D9%81%D8%B6%D9%84%D9%88%D9%86-%D8%A5%D8%B9%D8%A7%D8%AF%D8%A9-%D8%A7%D9%84%D8%AA%D9%88%D8%B7%D9%8A%D9%86
CARE	https://www.care-international.org/resources/care-jordan-annual-needs-assessment

Vienna, 30 March 2023

Place and date

Andrea Barschdorf-Hager

Name and legally binding signature

Annexes:

1. Progress Report Logical Framework, Updated Risk Register, etc.
2. Financial Report
3. Expenditure Verification Report
4. Confirmation Financial Statement (Bestätigung Abrechnung)
5. MEAL Report
6. Outcome Assessment Report
7. Visibility and Public Awareness (includes photos)
8. Annual Report Summary (2022)