The JHF thanks our donors for their generous support in 2020

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The latest version of this document is available on the JHF website at www.unocha.org/jordan/about-Jhf.

Full project details, financial updates, real-time allocation data and indicator achievements against targets are available at pfbi.unocha.org.

For additional information, please contact:
Jordan Humanitarian Fund
ocha-jhfu@un.org
Tel: +962 (0) 79 53 542 27

Front Cover
Location: Mafraq/Jordan
Credit: Future Pioneers for Empowering Communities & ACTED
Caption: A 10-year-old Syrian refugee girl called Zubaida Faisal living in an informal tented settlement on the outskirts of Mafraq.

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Financial data is provisional and may vary upon financial certification.
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FOREWORD

It is my pleasure to share with you the 2020 Jordan Humanitarian Fund (JHF) Annual Report. The report highlights the Fund’s contributions to Jordan’s humanitarian response, which in 2020 included addressing ongoing critical needs of vulnerable Syrian refugees and host communities as well as new needs associated with COVID-19.

As Jordan experienced its first cases of COVID-19, the JHF responded by funding projects that addressed immediate hygiene, health, and awareness needs for refugee and host communities. The Fund also quickly introduced flexibility measures to adapt to the new context of increased needs against logistic challenges associated with curfews and travel restrictions. Throughout, the JHF worked closely with partners to continue priority assistance.

Thanks to ongoing and new donor support, the JHF was able to allocate US$ 10 million to 29 humanitarian projects. Coordination with the humanitarian sector played a critical role in ensuring that the JHF allocated funds to the most critical and underfunded sectors in the Jordan Response Plan (JRP). With the onset of COVID-19, additional consideration was given to the impact of the pandemic on already vulnerable groups.

Throughout the year, collaboration with local organizations reinforced their important contribution to the humanitarian response, including their ability to quickly reach communities most in need with cost-effective, targeted assistance. These partnerships proved particularly valuable in supporting critical responses during the lockdown and movement restrictions during the spring of 2020.

In my capacity as Jordan’s Humanitarian Coordinator and custodian of the JHF, I can attest to the important role the JHF played in quickly adapting to the evolving context, while ensuring that the Fund’s strategic vision and objectives are preserved throughout. With the Syria Crisis now in its tenth year and COVID-related challenges continuing, we will need to redouble efforts to ensure the necessary assistance is available to those in need. This will require pursuing innovative approaches that capitalize on our partners’ comparative advantages to deliver effectively as well as making sure adequate financial resources are available.

During the unprecedented times that we witnessed over the past year, the JHF proved to be an important, cost-effective, gap-filling financing tool that quickly adapted to new needs and circumstances. In 2021, we will work even harder to highlight the added value of the Fund, including its efficiency in reaching those most in need and addressing suffering brought on by new crises, as we saw with COVID-19 in 2020.

Going forward, we remain deeply grateful to our partners – the national and international NGOs as well as our UN and Red Cross/Red Crescent colleagues - for their professionalism and commitment in designing projects and delivering assistance. We also look forward to our continued collaboration with the inter-sector and sector leads to help prioritize JHF’s funding envelopes to maximize the benefits of each allocation. Finally, I want to thank the JHF’s Advisory Board for their constructive and thoughtful engagement in steering the priorities of the JHF.

In closing, I would like to express my gratitude to the Governments of Sweden, Germany, Italy, Canada, Qatar, Cyprus, and the UK for their generous contributions in 2020. I also thank and recognize Belgium, Ireland, and the Netherlands for their previous financial support and ongoing interest in the Fund, and encourage their continued engagement in 2021.

ANDERS PEDERSEN
United Nations Humanitarian Coordinator for Jordan
The JHF quickly mobilized resources to respond to urgent, life-saving needs during the COVID-19 pandemic.

ANDERS PEDERSEN
HUMANITARIAN COORDINATOR FOR JORDAN
This Annual Report presents information on the achievements of the Jordan Humanitarian Fund during the 2020 calendar year. However, because grant allocation, project implementation and reporting processes often take place over multiple years - Country-Based Pooled Funds (CBPFs) are designed to support ongoing and evolving humanitarian responses - the achievement of CBPFs are reported in two distinct ways:

- **Information on allocations granted in 2020 (shown in blue).** This method considers intended impact of the allocations rather than achieved results as project implementation and reporting often continues into the subsequent year and results information is not immediately available at the time of publication of annual reports.

- **Results reported in 2020 attributed to allocations granted in 2020 and prior years (shown in orange).** This method provides a more complete picture of achievements during a given calendar year but includes results from allocations that were granted in previous years. This data is extracted from final narrative reports approved between 1 February 2020 - 31 January 2021.

Figures for people targeted and reached may include double counting as individuals often receive aid from multiple cluster/sectors.

Contribution recorded based on the exchange rate when the cash was received which may differ from the Certified Statement of Accounts that records contributions based on the exchange rate at the time of the pledge.
JORDAN HUMANITARIAN FUND AT A GLANCE

HUMANITARIAN CONTEXT

Humanitarian situation in 2020
Since the start of Syria's decade-long conflict, over one million Syrians have fled into Jordan and now constitute nearly 10 per cent of the country's population. UNHCR has registered 663,507 refugees, with 535,844 (81 per cent) in host communities and the remaining 127,663 (19 per cent) in camps. Jordan's estimated average annual cost of hosting Syrian refugees is US$ 1.5 billion, including humanitarian and cash assistance, subsidized education and health services, as well as indirect costs associated with pressure on electrical, water and sanitation and transport systems. As the Syrian conflict enters its tenth year and the impact of the crisis on Jordan continues to evolve, the need to incorporate longer-term, more cost-efficient responses has become critical.

Palestinian Refugees from Syria
The conflict has also forced over 120,000 Palestine Refugees from Syria (PRS) to flee the country in search for safety and protection elsewhere, in particular in Lebanon and Jordan. As of December 2019, the number of PRS in Jordan reported by UNRWA remained relatively stable at 17,349 PRS (5,355 women, 4,518 men, 7,476 children, including 295 persons with disabilities).

Many more PRS holding Jordanian documents also periodically cross into Jordan but have irregular status, placing them at higher risks for arrest, detention and forced return. Among the most vulnerable PRS are 356 who reside in King Abdullah Park (KAP), who face movement restrictions and other protection concerns. PRS join some 2.3 million Palestine refugees, many of whom have now lived in Jordan for decades.

Non-Syrian Refugees
Jordan also hosts another 90,000 refugees mainly from Iraq (67,188), Somalia (744), Sudan (6,096). Like Syrian and Palestinian refugees, most live in urban areas, adding pressures to the country's economy, infrastructure, health and education systems. With the convergence of various refugee groups and the associated pressure on scarce natural resources and basic services, risks of social conflicts also increase.

Rukban (Northeastern borders)
The humanitarian situation for the estimated 12,000 Syrian Internally Displaced Persons (IDPs) in Rukban on Jordan's north-eastern border with Syria, deteriorated in 2020. With the closure of Jordan's border following the outbreak of COVID-19, services provided by Jordan-based partners were suspended, exacerbating the already dire humanitarian conditions. Against Jordan's harden stance that Syria assist this population, some 19,000 people left the settlement to seek health, assistance and solutions in Syria. Although health services were suspended from March, OCHA Jordan continued to monitor the situation, and advocate for assistance and support for Damascus-led options.

Jordan Response Plan

- **2.15M** People in need
- **1.17M** People targeted
- **$706M** Funding requirement
COVID-19

COVID-19 exacerbated vulnerabilities and increased hardships among refugees and vulnerable Jordanians alike. Nearly 80 per cent of people in Jordan faced job losses or declining working hours, pushing hundreds of thousands into poverty and further marginalizing the poor communities. The crisis also resulted in challenges in accessing health care, education and other basic services, particularly for those already vulnerable.

Despite the Government’s efforts to continue essential services, gaps were evident across key sectors. People with chronic and urgent medical needs experienced delays in accessing health care and essential medications, particularly during the March-April lockdown measures. While gender-based violence (GBV) increased, access to shelters and protective services decreased. Jordanians and refugee students faced challenges in accessing online, quality learning, while violence and negative coping strategies, including child labour (mainly boys) and early marriages (mainly girls), increased.

Women, regardless of employment or socio-economic status, have been disproportionately affected by COVID in Jordan, including increased workloads, more job losses, higher risks of contracting the virus and of gender-based and domestic violence. For the 13 per cent of the population who have disabilities, the COVID-19 crisis exacerbated long-standing challenges in accessing transportation, education and livelihoods. Maintaining medical and rehabilitation care was also a challenge, with a recent assessment indicating that 88 per cent of people with disabilities had difficulty in accessing health care because of COVID-19.

During 2020, humanitarian actors in Jordan reinforced support to the governments’ efforts to mitigate and respond to the COVID-19 pandemic under three pillars: 1) supporting health response; 2) humanitarian assistance for refugee populations in camps, in urban settings and vulnerable host communities; and 3) mitigating the socio-economic impact of COVID-19 by scaling up the United Nation’s development response. The Socio-Economic Framework (SEF) was developed to complement and intersect with the National COVID-19 Preparedness and Response Plan and the JRP.

Location: An elderly Syrian Refugee woman receiving assistance/Jordan.
Credit: International Orthodox Christian Charities
The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations. Map created in Sep 2013.
2020 TIMELINE

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

An increase in COVID-19 cases and a full lockdown imposed by the government.

CERF Underfunded Emergencies (UFE) allocation.

First Reserve Allocation: Responding to Covid-19 in hardest-to-reach areas.

First Standard Allocation: Scaling-up Covid-19 Response with focus on people with special needs.

The implications of the lockdowns and restrictions in movement exacerbated the level of vulnerabilities among refugees and Jordanians.

Second Reserve Allocation: Sustaining sexual and reproductive health services in Azraq camp.

IMC hospital in Azraq Refugee Camp was facing an interruption in services due to a funding gap.

Second Standard Allocation: Response to the critical winterization needs.
2020 ALLOCATION

$10.1M CONTRIBUTIONS

Germany $3.4M
United Kingdom $2.5M
Sweden $0.8M
Qatar $1.1M
Italy $0.9M
Canada $0.7M
Cyprus $0.013M

$8.3M ALLOCATIONS

664.3K PEOPLE TARGETED

For people reached visit: http://bit.ly/CRPS_overview

251.6K Women
8.7K Women with disability

160.5K Girls
7.6K Girls with disability

143.8K Boys
7.5K Boys with disability

108.4K Men
7.4K Men with disability

$2.8M National NGOs
7 Partners
10 Projects

$0.6M United Nations
2 Partners
2 Projects

$0.3M Red Cross/Red Crescent
1 Partner
1 Project

See explanatory note on p.6
Since the start of the COVID emergency, the JHF has been supporting key activities to prevent and respond to critical needs. In 2020, the JHF launched one Standard Allocation with an envelope of $4.5 million. The allocation funded 15 Health, water, sanitation and hygiene (WASH), Protection and Basic Needs projects.

In addition, the Reserve Allocation window was opened twice, supporting five projects that required urgent funding to respond to new needs following the COVID outbreak. The total allocations to date have reached $5.8 million.

Following the government-imposed measures to mitigate and control the spread of the virus, most of the ongoing projects’ activities were suspended and the JHF’s partners were unable to continue implementing their projects. The JHF revised 19 projects from 2019 of which nine were repurposed to respond to COVID. The repurposed amount reached $482,000. The 19 projects were extended to compensate for the suspension of some activities during the lockdown period. A total amount of $198,000 was added to five projects to enable partners to reach planned targets.

COVID-19 RESPONSE ALLOCATION TIMELINE

WHO declares COVID-19 outbreak a pandemic
Launched the COVID-19 Global Humanitarian Response Plan
The government imposes an extended nationwide comprehensive lockdown

WHO declares COVID-19 outbreak a pandemic

US$900K Reserve Allocation launched and 4 projects were funded to respond to the urgent needs following the lockdown and movement restrictions

US$4.5M Standard Allocation launched to address the needs of the most vulnerable affected by the repercussions of the extended lockdown

US$2.5 million Standard Allocation launched focusing on winterization needs exacerbated by the pandemic

Protection concerns especially GBV and Domestic Violence have increased due to the deterioration in the overall situation due to the pandemic

The governmental approvals have caused delays in the implementation of several COVID projects
The movement restrictions in the beginning of the crisis have prevented several agencies from participating in the humanitarian assistance

70,000 people provided with in-kind and cash assistance to meet their essential basic needs

500 beneficiaries were provided with support through case-management and Psychosocial Support services

More than 500,000 direct and indirect beneficiaries have access to information and knowledge of the prevention of COVID-19

20,000 WGBM have access to GBV and Legal support community-based interventions

40,000 hygiene and cleaning kits were distributed in camps, informal tented settlements, and host communities

250,000 refugee camps residents have sustainable health due to improved hygiene practices in camps
KEY ACHIEVEMENTS

70,000 people provided with in-kind and cash assistance to meet their essential basic needs

More than 500,000 direct and indirect beneficiaries have access to information and knowledge of the prevention of COVID-19

250,000 refugee camps residents have sustainable health due to improved hygiene practices in camps

40,000 hygiene and cleaning kits were distributed in camps, informal tented settlements, and host communities

20,000 WGBM have access to GBV and Legal support community-based interventions

500 beneficiaries were provided with support through case-management and Psychosocial Support services

CHALLENGES

The JHF’s limited resources have impeded its ability to fund a higher number of projects that address the COVID crisis

Governmental approval processes caused delays in the implementation of several COVID projects

Movement restrictions from the onset of the pandemic have prevented several agencies from participating in the humanitarian response

Location

An elderly woman received assistance during COVID-19 Zarqa/Jordan.

Credit: HelpAge International Jordan/Feda’a Qatatshah

The impact of discreet and timely assistance

"For the first time since asylum in Jordan, we found an organization that takes care of us as older people”

"I first heard about COVID-19 on TV and at the time I felt it was very scary. What we hear about its effects on older persons is harsh, but the hardest thing for me is that I can no longer see my daughters as usual, and the difficulty has increased because I have a fracture in the pelvis that prevents me from moving and doing various chores.” This is what Ms. Fatima Fawaz Al-Fawaz, 92, said.

"More than eight years ago, I left Syria and have taken refuge in Jordan. I lost a lot of family members and friends, and my relations with my children and grandchildren decreased, and I suffer from boredom and loneliness at times, as I have no friends and I can no longer see my children and grandchildren. When the curfew was imposed, my feelings of loneliness, anxiety, and boredom, have increased”.

Fatima is living with her 72-year-old special needs son. Her son has become immobile due to a leg injury. They were both categorized as severe medical cases, and as such were eligible for assistance due to their old age and inability to obtain a basic source of income to support themselves. Fatima was very thankful to Help Age for their support, as they provided cash assistance and NFI’s during the very difficult times of COVID-19. This project is funded by the Jordan Humanitarian Fund-UNOCHA and implemented by HelpAge International in Jordan. The project provided elderly vulnerable people with the assistance they needed during the COVID-19 lockdown period.
RESULTS REPORTED IN 2020

$8.7M ALLOCATIONS

2018
$1.5M ALLOCATIONS
4 PROJECTS
4 PARTNERS

2019
$6.2M ALLOCATIONS
22 PROJECTS
18 PARTNERS

2020
$0.9M ALLOCATIONS
4 PROJECTS
4 PARTNERS

Percentage
103%
73%
69%
92%
92%
102%
104%
99%
101%
100%

PEOPLE TARGETED AND REACHED BY TYPE

<table>
<thead>
<tr>
<th>Type</th>
<th>Targeted</th>
<th>Reached</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host communities</td>
<td>804</td>
<td>872</td>
<td>103%</td>
</tr>
<tr>
<td>Refugees</td>
<td>540</td>
<td>572</td>
<td>104%</td>
</tr>
<tr>
<td>Others</td>
<td>4K</td>
<td>3K</td>
<td>73%</td>
</tr>
</tbody>
</table>

PEOPLE TARGETED AND REACHED BY SECTOR

<table>
<thead>
<tr>
<th>Sector</th>
<th>Targeted</th>
<th>Reached</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter/NFI</td>
<td>99.8</td>
<td>70.6</td>
<td>101%</td>
</tr>
<tr>
<td>Health</td>
<td>52.6</td>
<td>48.6</td>
<td>92%</td>
</tr>
<tr>
<td>Protection</td>
<td>17</td>
<td>23.6</td>
<td>137%</td>
</tr>
<tr>
<td>Education</td>
<td>2.1</td>
<td>4.2</td>
<td>137%</td>
</tr>
<tr>
<td>WASH</td>
<td>2.7</td>
<td>2.9</td>
<td>107%</td>
</tr>
</tbody>
</table>

Results are based on 2020 data and may be underreported as implementation of projects and project-level reporting often continues into the subsequent year.
In 2020, donors generously contributed $10.1 million to the JHF.

The United Kingdom returned to the JHF’s donor group with a contribution of $2.5 million. This funding was used to launch the first Standard Allocation. This was topped up by a $2.2 million contribution from Germany, which later pledged an additional 1.14 million.

Sweden provided $1.6 million, which enabled the JHF to fund four emergency response projects from the reserve window. Italy contributed $0.9 towards the end of the year, while Cyprus and Canada were welcomed as first-time donors to the JHF with contributions of $12,500 and $0.73 million respectively.
DONOR TRENDS

Since inception of the JHF in 2014, donors contributed US $59.4 million. Contributions decreased from US $10.4 million in 2018 to US $5.5 million in 2019 but rose significantly in 2020 with new donors coming on board.

The United Kingdom, which had supported the Fund in 2016 and 2017 returned in 2020.

Germany, Italy and Sweden, long-term donors to the Fund, continued their commitment in 2020. Qatar, Canada, and Cyprus were the new donors to the JHF in 2020. Long-time contributors, Belgium and Ireland, withdrew from the donor group.
First Reserve Allocation: Responding to Covid-19 in hardest-to-reach areas
The outbreak of Covid-19 in March 2020 and the nationwide lockdown significantly impacted refugees and host communities. The JHF immediately released $0.9 million to address needs in the hard-hit locations. The funding was used to procure emergency supplies, support the national contact tracing system, and distribute cash to worst-affected households.

First Standard Allocation: Scaling-up Covid-19 Response with focus on people with special needs
Movement restrictions due to Covid-19 and economic stagnation heavily impacted the livelihoods of vulnerable people. The JHF released $4.5 million in May 2020, targeting the needs of elderly, people with disabilities, SGBV survivors and Syrian Refugees in host communities and camps, as well as impoverished Jordanian households. Projects mainstreamed protection including prevention and response to child abuse and GBV, including a hotline to support survivors.

Second Reserve Allocation: Sustaining sexual and reproductive health services in Azraq camp
At a critical moment when funding was scarce and the sexual and reproductive health (SRH) services in Azraq Camp were at risk of interruption, the JHF released $0.4 million in July 2020. Funding ensured the continuity and scale-up of critical SRH services such as health education, safe deliveries, and the clinical management of rape, as well as comprehensive emergency obstetric and neonatal care.

Second Standard Allocation: Response to the critical winterization needs
With winter approaching, the JHF launched an allocation of $2 million in November 2020 to address the needs of people most at risk from the harsh conditions, such as children, women, elderly, single parents or caregivers, and people with disabilities. Programming included cash-for-rent, health and protection services, shelter and heating. PSEA and assistance to victims were mainstreamed in all projects.

2020 ALLOCATIONS

<table>
<thead>
<tr>
<th>Amount</th>
<th>Category</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0.9M</td>
<td>Reserve allocation</td>
<td>March 2020</td>
</tr>
<tr>
<td>$4.5M</td>
<td>Standard allocation</td>
<td>May 2020</td>
</tr>
<tr>
<td>$0.4M</td>
<td>Reserve allocation</td>
<td>July 2020</td>
</tr>
<tr>
<td>$2.5M</td>
<td>Standard allocation</td>
<td>October 2020</td>
</tr>
</tbody>
</table>
2020 IN REVIEW

ALLOCATIONS BY TYPE in USD million

- Total allocations: $8.3M
  - Standard allocations: $7M (84%)
  - Reserve allocations: $1.3M (16%)

ALLOCATIONS BY STRATEGIC FOCUS in USD million

- S01: Support the government in ensuring the provision of essential and sustainable WASH services to those affected by the Syria crisis.
- S02: Contain the spread of the COVID-19 epidemic and decrease morbidity and mortality.
- S03: Increased equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and Syrian WGBM in impacted areas.
- S04: Decrease the deterioration of human assets and rights, social cohesion and livelihoods.
- S05: Provide all vulnerable groups affected by the crisis with access to improved social protection services and legal protection frameworks in all governorates affected by the Syria crisis.

ALLOCATIONS BY SECTOR in USD million

- Emergency Shelter and NFI: $3.05M
- Health: $1.2M
- Protection: $0.3M
- Water Sanitation Hygiene: $0.06M

PEOPLE TARGETED BY SECTOR in thousands of persons

- Emergency Shelter and NFI: 75K
- Health: 84K
- Protection: 165K
- Water Sanitation Hygiene: 342K

Allocation flow by partner type in USD million

- Total allocations: $8.34M
  - INGO: $4.62M (71%)
  - UN: $2.82M (86%)
  - RC/RC: $0.6M (9%) UN: $0.3M (7%)

- Direct Implementation: $7.3M
- Sub-implementation: $1.02M

Direct Implementation

- $0.3M SO1
- $0.4M SO3
- $1.5M SO5
- $1.3M SO2
- $4.9M SO4

Sub-implementation

- S01: Support the government in ensuring the provision of essential and sustainable WASH services to those affected by the Syria crisis.
- S02: Contain the spread of the COVID-19 epidemic and decrease morbidity and mortality.
- S03: Increased equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and Syrian WGBM in impacted areas.
- S04: Decrease the deterioration of human assets and rights, social cohesion and livelihoods.
- S05: Provide all vulnerable groups affected by the crisis with access to improved social protection services and legal protection frameworks in all governorates affected by the Syria crisis.
1 - Unlikely to contribute to gender equality (no gender equality measure and no age consideration)
2 - Unlikely to contribute to gender equality (no gender equality measure but includes age consideration)
3 - Likely to contribute to gender equality, but without attention to age groups
4 - Likely to contribute to gender equality, including across age groups

Location: An eight year old Syrian refugee girl with disability from Zaatari camp, Jordan.
Credit: OCHA/Amani Salah
2020 IN REVIEW

**Life-Saving, coordinated and effective response:**
Alignment with the Jordan Response Plan (JRP) and the Global Humanitarian Response Plan (GHRP) for COVID-19.

Throughout 2020, the JHF continued to be an important tool to respond to top priority needs in a coordinated, flexible, transparent and timely manner. Under the leadership of the HC, JHF allocations addressed needs in priority sectors through standard and reserve modalities, targeting Syrian refugees, Palestinian refugees from Syria and Iraq, and vulnerable Jordanians.

Alignment with the Jordan response Plan (JRP)
The JHF remained focused on funding priorities within the JRP, while enhancing responsiveness through the introduction of flexibility measures following the onset of COVID-19 crisis. Allocation strategies, aligned with strategic objectives of the JRP, consolidated efforts to respond and mitigate the impact of the Syria crisis on the country, namely to “Support saving lives, alleviate suffering and increase access to humanitarian response for vulnerable people and those with specific needs”. Project selection criteria reflected the JHF’s inter-sectoral approach.

Enhancing coordination
Strong collaboration with the UNHCR-led refugee response structure supported prioritization of projects. The JHF worked closely with the Inter-Sector Working Group (ISWG) and Sector Leads to identify priorities, avoid duplication, and promote collaboration between organizations to achieve common objectives. Projects were vetted through strategic and technical reviews, with the JRP and GHRP for COVID-19 guiding decision-making. Under the leadership of the HC, the JHF reinforced humanitarian coordination, supported by strategic guidance from the Advisory Board, technical expertise from sectors as well as managerial and coordination support from OCHA.

Localization
Working with a variety of implementing partners, the JHF fosters inclusivity and promotes localization. The Jordanian NGO Forum (JONAF) sat on the Advisory Board, while NNGOs participated in strategic and technical review committees. The JHF actively worked with local partners to strengthen capacities to access funding, with targets for NNGO inclusion in each allocation. It also continued to incorporate Grand Bargain objectives, including to prioritize frontline responders, given their proximity to and knowledge of people and communities in need. In 2020 this included Jordanian responders best placed to reach those most affected by COVID-19.

The JHF has progressively increased the percentage of funds allocated to NNGOs from 25 per cent in 2018 to 34 per cent in 2020. The Fund leveraged the distinct comparative advantages of its partners to promote diversity, reach and collective ownership to address the needs of affected people and communities.

Allocation strategies
Both allocation modalities (standard and reserve) are collective decision-making processes designed to provide strategic and timely funding while promoting a high degree of coordination, quality, accountability, and transparency. Through strategically focused and flexible allocations, the Fund enabled timely humanitarian interventions, addressed emerging priorities, and strengthened humanitarian coordination.

JHF supports the UNHCR-led coordination structure in Jordan by ensuring that funding also targets NGOs that are part of this structure. The HFU works directly with the ISWG and the sector leads to identify priorities for each allocation. These are established in close consultation and coordination with the sectors, taking into account the availability of funding from other sources.

Diverse set of partners
OCHA strives to promote engagement of local NGOs in humanitarian action. Allocation processes collectively identify priorities and the best-positioned partners to deliver against the agreed strategy.

JHF allocations have strengthened partnerships in humanitarian response by allocating funds to both local and international humanitarian organizations, ensuring complementary activities. Fund leverages distinct comparative advantages of its partners, promoting diversity, reach and collective ownership of the response to provide timely and improved access to basic services for affected people.
2020 IN REVIEW

Accountability to affected population
In all projects, the JHF is committed to uphold high standards of transparency and accountability towards the communities served, at all times and throughout all phases of the project management cycle. This process requires partners to ensure that standards are integrated throughout all phases of the work. Systems are designed to include a variety of modes (anonymously, through complaint boxes, in person, or via phone or email).

Enhancing quality of aid
The JHF continues to play a central role in strengthening the quality of humanitarian response, promoting accountability to affected populations, gender and protection mainstreaming, consideration of environmental issues and ‘do no harm’. The Fund also encourages multi-sector projects for a robust, integrated response that maximize benefits from limited resources.

Innovations of the Fund
The JHF works closely with partners to promote and embed innovation. For the COVID-19 response, innovative partnering arrangements were tested. An example of innovation was a PSEA-focused project to improve community-based prevention and response for vulnerable Syrian refugees and host communities. The project included development of Standard Operating Procedure for Specialized Case Management of Sexual Exploitation and Abuse (SEA), alongside comprehensive case management services for SEA survivors.
UNDERFUNDED PRIORITIES

In 2020, the Emergency Relief Coordinator (ERC) Mark Lowcock identified four priority areas that are often underfunded and lack the desirable and appropriate consideration in the allocation of humanitarian funding.

These four priority areas were duly considered when prioritizing life-saving needs in the allocation processes.

Support for women and girls, including tackling gender-based violence, reproductive health and empowerment
Programmes targeting disabled people
Education in protracted crises
Other aspects of protection

Over 80 per cent of JHF-funded projects contributed to gender equality. The JHF works closely with partners to ensure that the different needs of women, girls, men and boys are met, promoting gender mainstreaming and gender equality across all projects.

6 projects addressing gender based violence.
$1.3 million allocated to GBV interventions
84% of allocations contributed to gender equality, including across age groups

In 2020, the JHF’s funded projects that directly targeted 31.4K persons with disability constituting 5% of the total number of beneficiaries. This represents a fourfold increase from the previous year were the total number of targeted PWDs reached 7,764.

The JHF prioritized programmes targeting disabled people,
31.4K beneficiaries
5% of total 2020 beneficiaries

Due to limited resources in 2019 and 2020 the JHF did not allocate funds to the education sector, prioritizing other life-saving and urgent interventions. In 2018 however, an Education project was funded to provide 3,825 students with remedial education and certified non-formal education in both Za’atari and Azraq camps.

$600K allocated in education sector, supporting
1 project, targeting over
4,179 beneficiaries including
1,571 girls and 2,254 boys

$1.6M allocated
8 project, 19% of total allocations
165K beneficiaries targeted

$6.5 million were allocated over 4 years to protection projects reaching 200K beneficiaries.

The funded projects focused on the protection concerns of the most vulnerable refugees and host communities. In addition to SGBV, the JHF funded projects that focus on the elderly population, supporting PSEA inter-sectoral initiative, and the upgrade of a national help-line and case management project.
Support for women and girls
Over 80 per cent of JHF-funded projects contributed to gender equality. The JHF works closely with partners to ensure that the different needs of women, girls, men and boys are met, promoting gender mainstreaming and gender equality across all projects. Throughout the Fund’s six years of operation, the JHF has worked to address the specific needs of women and girls by ensuring appropriate consultation and access to opportunities as well as recognizing their capacities, rights and obligations. Following increases in domestic violence associated with the pandemic and the government-imposed restrictions, the JHF put additional emphasis on the increased vulnerabilities faced mainly by women and girls, including access to protective, health, education and justice.

Persons with Disabilities
Disability inclusion is integrated in all JHF projects with the aim of promoting equal access to assistance and services for people with special needs and disabilities. The JHF has also prioritized disability-specific projects to address underfunding in this area of the JRP. Improvements in tracking disability data in the Grant Management System introduced in 2019 has strengthened portfolio oversight and analysis.

Protection
Over the past five years, the Fund has prioritized protection as an often-underfunded sector. In addition, ensuring that protection is mainstreamed in all projects is emphasized to support the rights and well-being of Syrian refugees as well as vulnerable Jordanians. JHF protection interventions are also aligned with the JRP’s objective of strengthening and expanding national and sub-national protection systems based on international standards. In 2020, the Protection Sector was the third highest recipient of JHF funding, which included projects for SGBV prevention, child protection, legal support for women and children in conflict with the law and PSEA.

In 2020, the JHF emphasized support to the most vulnerable groups, including older people, women survivors of violence and children. This included a strong emphasis on PSEA, including to address the additional risks and needs associated with the COVID-19 crisis. Access to Helplines and Online Case Management Services were funded to respond to needs in the context of limited access and increased levels of SEA and SGBV associated with increasing poverty, family tensions and negative coping strategies, including child labour and child marriage.

The JHF-funded protection interventions are aligned with the GHRP as well as JRP’s objective of strengthening and expanding national and sub-national protection systems that meet the international protection and social protection needs of vulnerable groups in governorates that are affected the most by the Syria crisis.

Education
As a result of limited resources in 2020 and the overwhelming need for protection and other forms of life-saving assistance, the JHF did not prioritize the education sector for funding.
Safe Delivery at Azraq camp hospital

Salwa 26 years, was transported by the Civil Defense to the IMC facility in Azraq Camp. She was about to deliver her fourth child. She already had delivered two children at the IMC hospital and had been very satisfied with the services.

Upon arrival, Salwa was in pain and in labour. She was immediately assisted by the doctors and the midwives, who provided her with health care and calmed her down, to be prepared for delivery. She was given all necessary information.

At 5 in the morning, Salwa gave birth to a beautiful baby boy, who weighed 3.4 kg. Salwa was then transferred to the PNC room for 24 hours, for further monitoring and medical care, which included checking vital signs, observing any bleeding and assisting her to breastfeed, and providing her with meals and supplements. Doctors examined the mother and the baby after delivery and before discharge.

The next day, Salwa was visited by the nutrition team and was provided with education and consultation about breastfeeding, skin-to-skin contact immediately after birth and baby care at home.

Salwa mentioned to the IMC team that she was impressed with how clean and sterilized the facilities were. She went on to say that the service she received was excellent and complete.

This project was funded through the Jordan Humanitarian Fund to fill urgent funding gap which enabled the only hospital in Azraq camp to continue operating.
The JHF measures its performance against a management tool that provides a set of indicators to assess how well a Fund performs in relation to the policy objectives and operational standards set out in the CBPF Global Guidelines. This common methodology enables management and stakeholders involved in the governance of the Funds to identify, analyse, and address challenges in reaching and maintaining a well-performing CBPF.

CBPFs embody the fundamental humanitarian principles of humanity, impartiality, neutrality and independence, and function according to a set of specific principles: Inclusiveness, Flexibility, Timeliness, Efficiency, Accountability and Risk Management.
**PRINCIPLE 1**

**INCLUSIVENESS**

A broad range of humanitarian partner organizations (UN agencies and NGOs) participated in CBPF processes and have received funding to implement projects addressing identified priority needs.

1 **Inclusive governance**

The Advisory Board has a balanced representation of CBPF stakeholders.

**Target**

Maintain equal representation of constituencies in the Advisory Board.

**Results**

Advisory Board has a full composition and a balanced representation.

**Analysis**

Advisory Board members actively engaged in setting the strategic direction of the Fund as well as promoting its added value, including through consultation on the development of the JHF Position Paper. The Advisory Board was also involved in approving the priorities of the Fund for each allocation.

**Follow up actions**

The Composition of the Advisory Board is to be revised annually. OCHA Jordan recommends retaining the same Advisory Board composition for 2021, with a second UN agency to nominate another representative.

2 **Inclusive programming**

The JHF review committees have the appropriate size and balanced representation from the key constituencies and sector representations.

**Target**

Depending on the size of the sector, the number of members varied from five to seven members.

**Results**

Membership of the Sector Reviewing Committee (SRC) varied from five to seven members, with participation from various organizations as well as a gender focal point. The SRC played both a technical and strategic role in reviewing project submissions.

**Analysis**

Inclusiveness was promoted through the allocation process, whereby partners are involved in the development of the allocation priorities and participate in assessing and recommending proposals to be funded. The Humanitarian Funding Unit (HFU) continued to focus on establishing and expanding strategic partnerships with national and international NGOs, promoting equitable representation of constituencies. The JHF actively participated in, facilitated and supported the work of the Technical Review Committees.

**Follow up actions**

The JHF will maintain the same approach in selecting the members of the Strategic and Technical Reviewing Committees and ensure that support is provided for these committees as needed.
**PRINCIPLE 1**

**INCLUSIVENESS**

### 3 Inclusive implementation

CBPFF funding is allocated to the best-positioned actors, leveraging the diversity and comparative advantage of eligible organizations.

**Target**

30% of the JHF funding is allocated to capable and active national actors, 60% to INGOS, and 10% to UN and Red Cross/Red Crescent agencies.

**Results**

89% of JHF funding was allocated to national and international partners (12 INGOS and 7 NNGOs), 7% to UN agencies, and 4% to a Red Crescent agency.

**Analysis**

The JHF eligibility assessment process guides access to JHF funding. The JHF prioritizes NGOs for funding, complemented by UN and RC organizations where they have the needed expertise or have better access to respond.

**Follow up actions**

HFU will continue to provide information and support for prospective and confirmed partners. While focusing on support to NGOs, the JHF will maintain its flexibility in supporting UN organizations where they are better placed to provide assistance.

### 4 Inclusive engagement

Resources invested by OCHA’s HFU supports the capacity of local and national NGO partners, for example through trainings, workshops, communication materials to national partners.

**Target**

More local and national partners have capacity and are eligible to access the JHF and successfully implement their projects. Focus on localization of aid (30% of JHF funds go to NNGOs). The Fund provides training and coaching before allocations, and actively supports capacity-building initiatives for the national partners.

### TRAININGS

<table>
<thead>
<tr>
<th>Training type</th>
<th>organizations type</th>
<th>number of organizations trained</th>
<th>number of people trained</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coaching</td>
<td>INGOS</td>
<td>12</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>NNGOs</td>
<td>8</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>20</td>
<td>51</td>
</tr>
</tbody>
</table>

**Results**

The sessions mainly targeted new partners and provided information on the Fund’s registration and allocation processes. In addition, new and existing partners were provided with the necessary guidance and coaching on coordination with the humanitarian community, proposal writing, and reporting.

**Analysis**

The HFU supports partners with the registration and completing the application process, with briefing sessions and coaching for local partners. The JHF strategy paper outlines priorities of the Fund. It was shared widely and explained to partners.

**Follow up actions**

The JHF will continue efforts to increase the number of national partners, ensuring they have appropriate capacities and structures in place to effectively implement projects. The Fund is also working to ensure representation of NNGOs in the coordination structure and the Humanitarian Partners Forum (HPF), Jordan’s equivalent to the Humanitarian Coordination Team (HCT).
PRINCIPLE 2

FLEXIBILITY

The programmatic focus and funding priorities of CBPFs are set at the country level and may shift rapidly, especially in volatile humanitarian contexts. CBPFs can adapt rapidly to changing priorities and allow humanitarian partners to identify appropriate solutions to address humanitarian needs effectively.

5 Flexible assistance

CBPF funding for in-kind and in-cash assistance is appropriate.

Target

The flexibility of the JHF was demonstrated through prioritizing cash assistance as a flexible modality of assistance, with $3.2 million allocated to cash projects. The JHF also demonstrates flexibility by facilitating project revisions and reprogramming based on contextual changes.

Analysis

The JHF promotes cash as an efficient modality to reach people in need and encourages partners to participate in the cash working group. The JHF works closely with cash working group to ensure compliance with standards and cash modalities.

Follow up actions

The JHF will continue to advocate for the most appropriate, efficient and dignified modality of assistance. The Fund remains committed to deliver on Grand Bargain commitments and support cash assistance in responding to humanitarian needs.

6 Flexible operation

CBPF funding supports an enabling operational environment (common services).

Target

The JHF does not support common services at the country level.

Results

The JHF does not support common services at the country level.

Analysis

The JHF promotes cash as an efficient modality to reach people in need and encourages partners to participate in the cash working group. The JHF works closely with cash working group to ensure compliance with standards and cash modalities.

Follow up actions

The JHF will continue to advocate for the most appropriate, efficient and dignified modality of assistance. The Fund remains committed to deliver on Grand Bargain commitments and support cash assistance in responding to humanitarian needs.
7 Flexible allocation process

The JHF responds to needs identified in the JRP and gaps in funding through the most appropriate modality based on the objectives of each allocation, emphasizing timely and efficient operational impact. The JHF responded to unforeseen needs and critical gaps by activating two Reserve Allocations in 2020. The first allocation responded to the impacts of COVID-19, with four projects funded to address risk communication, additional hygiene requirements and increased vulnerabilities. The second reserve allocation responded to a critical funding gap for the Azraq camp hospital.

Allocations
$2M
$0.5M
$25K

Analysis
At the start of 2020 over 90 per cent of the available funding was allocated through Standard Allocations to respond to priority needs and increasing vulnerabilities in host communities and camps. COVID-related urgent needs and critical health gaps covered through the reserve windows reduced the overall per cent for the standard allocations to 85.

Follow up actions
The Fund will continue to support two allocations a year and will work with donors to ensure timely contributions.

8 Flexible implementation

At the onset of the COVID-19 emergency, the JHF quickly adjusted to the new environment with a renewed emphasis on flexibility. Steps were taken to simplify funding requirements, while maintaining accountability though measures to allow stakeholders to continue life-saving assistance to those in need the most.

Flexibility measures introduced by the JHF include:

1. Reprogramming of existing projects to shift resources to priority locations and prioritize COVID-19 prevention and response.
2. Cost extensions for projects to scaleup the needed critical activities.
4. Flexibility in reporting timelines and no cost extensions (NCEs).
5. Updating of the online management system (GMS) to accommodate these changes.

Target
The JHF applies the most appropriate modality to strategically respond to needs. A total of $1.3 million (15 per cent) was allocated through the reserve modality and $7 million (85 per cent) to two standard allocations.

Results
85 per cent of available funds allocated through standard allocation and the remaining through the Reserve allocation.
PRINCIPLE 2
FLEXIBILITY

Results
In response to the pandemic, the JHF introduced flexible, streamlined measures to reprogrammed or extended projects. The Government of Jordan imposed measures, impacting ongoing JHF projects, with several JHF partners unable to implement activities. Nine projects totalling $482,000 were repurposed to respond to COVID and 19 projects were extended to compensate for the suspension of the projects during the lockdown period. A total of $198,000 was added to five projects to support partners to achieve their planned targets.

Flexibility in Cost Extensions: The JHF allows extensions to support scale-up of critical activities as long as the extension is requested one month before the project’s end date. The extension must also be processed through the respective revision process and approved by the HC.

Analysis
JHF flexibility allowed for adaptation to respond to the significant changes in context and operational constraints. Flexibility was applied to 19 projects, including five cost extensions, eight reprogramming of activities and 17 no cost extensions.

Follow up actions
The JHF will continue to timely support and process guidance to partners requiring project revisions, taking due consideration of contextual changes and operational obstacles.

NUMBER OF REVISIONS IN 2020

Reasons for No Cost Extension/NCE
- Programmatic Delays/COVID-19: 15
- Staffing/Recruitment Delays: 7

Allocation Type by Region
- Standard allocations: $2M
- Reserve allocations: $0.5M
- Standard allocations: $25K
PRINCIPLE 3

TIMELINESS

9 Timely allocation

Allocation processes have an appropriate duration based on the objectives of the allocation timeline.

**Target**
The average duration of the Standard Allocations is 50 days and 15 days for Reserve Allocations.

**Results**
The average duration of all Standard Allocations was 31 days from project submission to partner signature. The average duration of all Reserve Allocations was 14 days.

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Category</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>From allocation closing date to HC signature</td>
<td>Standard Allocations</td>
<td>36</td>
<td>44</td>
<td>31</td>
</tr>
<tr>
<td>of the grant agreement</td>
<td>Reserve Allocations</td>
<td>21</td>
<td>9</td>
<td>14</td>
</tr>
</tbody>
</table>

**Analysis**
The JHF disbursement of funds was timely, with 31 days for the Standard Allocation, under the target of 50 working days and 14 days for the Reserve Allocations, below the 15-day target.

**Follow up actions**
The JHF will ensure that timelines are respected by all applicants and the process is accurately reflected on the Grants Management System.

10 Timely disbursements

Payments are processed within 10 working days from the date of OCHA Executive Officer’s approval of a grant agreement to first payment disbursed to the partner’s bank account.

**Target**
10 days from Executive Officer signature of a proposal to first payment.

**Results**
The average number of days required from OCHA EO’s signature to the first payment was five days.

**Analysis**
The time it takes to process the first disbursement was under the target timeframe.

**Follow up actions**
The Fund will continue to remain rapid and agile in funds disbursement.

AVERAGE WORKING DAYS OF PAYMENT PROCESSING

Average working days from EO signature of a proposal to first payment

- 2018: 9 days
- 2019: 8 days
- 2020: 5 days
11 Timely contributions

Pledging and payment of contributions to CBPFs are timely and predictable.

Target
Two-thirds of annual contributions to be received before the first half of the year

Results
48 per cent of annual contributions were received before the first half of the year. However, the duration between pledges and contributions varied between less than one month to over three months.

Analysis
The HFU continued to advocate with donors to consider funding contributions during the first half of the year, highlighting the benefits of being able to more predictably plan allocations based on early pledges and contributions. In 2020, the JHF received $10 million from seven donors, representing an increase in contributions from 2019. The number of donors contributing to the Fund also increased in 2020.

Follow up
With support from headquarters, the HFU will accelerate its resource mobilization efforts, including reaching out to donors to advocate for predictable contributions to provide for more strategic implementation of allocations and timely responses.
**PRINCIPLE 4**

**EFFICIENCY**

Management of all processes related to CBPFs enables timely and strategic responses to identified humanitarian needs. CBPFs seek to employ effective disbursement mechanisms, minimizing transaction costs while operating in a transparent and accountable manner.

**12 Efficient scale**

CBPFs have a significant funding level to support the delivery of the HRP.

**Target**

CBPFs have enough resources to support the delivery of the humanitarian response. As a modest fund, the JHF has received an average of $10 million annually. The magnitude of needs in Jordan, along with capacity for delivery indicates that the Fund could be significantly increased. OCHA and the HC are committed to mobilize additional resources to expand the JHF.

**Results**

More contributions would optimize the strategic relevance and cost-efficiency of the Fund. The JHF contributed just 2 per cent of the total JRP budget of 2020.

**Analysis**

As requested by the Secretary-General of the United Nations and based on high-level discussions during the Grand Bargain and World Humanitarian Summit, donors are requested to channel their financial contributions through CBPFs, equating to 15 per cent of the total funding need per HRP. In comparison to the JRP requirements, the JHF is a very small fund that is not able to meet the 15 per cent of target set at the World Humanitarian Summit.

**Follow up actions**

The Fund provides only a modest contribution to the JRP requirements. Additional resource mobilization is needed to make the JHF more cost-efficient and allow for more strategic allocations. Additional efforts are needed to demonstrate the added value and impact of the Fund.

**13 Efficient prioritization**

CBPF funding is prioritized in alignment with the HRP.

**Target**

All funded projects address HRP strategic priorities. At least 90 per cent of value of funded projects is linked to HRP projects.

**Results**

Except for UNRWA’s projects, which targeted Palestinian Refugees from Syria which are outside of the JRP, 100 per cent of resources were aligned with the JRP and GHRP for COVID-19.

**ALLOCATION BY HRP STRATEGIC OBJECTIVES**

- **$8.3M** in total allocations
- **1.5M** to **S01**
- **1.3M** to **S02**
- **0.3M** to **S01**
- **0.4M** to **S03**
- **4.9M** to **S04**

**S01** To support the government in ensuring the provision of essential and sustainable WASH services to those affected by the Syria crisis.

**S02** Contain the spread of the COVID-19 epidemic and decrease morbidity and mortality.

**S03** Increased equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and Syrian WGBM in impacted areas.

**S04** Decrease the deterioration of human assets and rights, social cohesion and livelihoods.

**S05** To provide all vulnerable groups affected by the crisis with access to improved social protection services and legal protection frameworks in all governorates affected by the Syria crisis.
**PRINCIPLE 4**

**EFFICIENCY**

### 14 Efficient coverage

CBPF funding reaches people in need.

**Target**

The JHF funded projects from different sectors and implementing partners in priority geographical areas. Partners reach and support all target beneficiaries. In 2020 the targeted beneficiaries reported from previous years will exceed planned beneficiaries.

**Results**

The reported projects reached 97 per cent of target beneficiaries due to changes in several projects due to COVID-19

<table>
<thead>
<tr>
<th>People Targeted and Reached by Gender and Age</th>
<th>Standard allocations</th>
<th>Reserve allocations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>15.2</td>
<td>10.9</td>
</tr>
<tr>
<td>Boys</td>
<td>10.5</td>
<td>17.4</td>
</tr>
<tr>
<td>Girls</td>
<td>14.5</td>
<td>14.9</td>
</tr>
<tr>
<td>Men</td>
<td>10.9</td>
<td>17.4</td>
</tr>
</tbody>
</table>

### HFU DIRECT COSTS AGAINST TOTAL ALLOCATION

- **Total Allocations:** 8.3M
- **HFU Direct Costs:** 0.4M (6%)

### 15 Efficient management

CBPF management is cost-efficient and context appropriate.

**Target**

The JHF operations (direct cost) is five per cent of contributions to the Fund. JHF staffing is compliant with the CBPF guidelines.

**Results**

HFU operations costs is six per cent.

**Analysis**

The HFU is adequately staffed and functions in an efficient and effective way.

**Follow up actions**

The HFU continues to be adequately staffed in 2021

### 16 Efficient management

CBPF management is compliant with management and operational standards required by the CBPF Global Guidelines.

**Target**

JHF Operational Manual updated based on the latest version of global CBPF guidelines.

**Results**

The risk management framework was updated in 2020 and shared with Advisory Board for endorsement.

**Analysis**

The HFU will work on ensuring that all the JHF partners have an in-depth understanding of the Jordan operational manual.

**Follow up actions**

Continuation of the orientation sessions to partners.
PRINCIPLE 5

ACCOUNTABILITY AND RISK MANAGEMENT

CBPFs manage risk and effectively monitor partner capacity and performance. CBPFs utilize a full range of accountability tools and measures.

17 Accountability to affected people

CBPF-funded projects have a clear strategy to promote the participation of affected people.

Target

All JHF-funded projects promote Accountability to Affected Populations (AAP). Partners are required to ensure that AAP is mainstreamed throughout projects by ensuring community participation and feedback and complaint mechanisms are in place. Proposals are reviewed by AAP and PSEA experts and are part of the strategic and technical review committees to promote adherence and compliance to guidelines.

Results

All proposals include an AAP component that is reflected in the proposal design, as well as project implementation, reporting and monitoring. Partners are required to report any suspicion of sexual exploitation or abuse or misconduct.

Analysis

All JHF-funded projects are required to include promotion of AAP including ensuring that beneficiaries are consulted from the design of the project until the implementation and monitoring. PSEA and gender are also emphasized for JHF funding.

Follow up actions

The JHF will follow guidelines and policies, conduct frequent information sessions for partners and incorporate expert guidance in all relevant areas of fund operations.

ACCOUNTABILITY TO AFFECTED PEOPLE

- 29 TOTAL PROJECTS
  - Yes: 2
  - Partially: 11
  - No: 0

2 The project includes the provision of accessible and functioning feedback and/or Complaint mechanisms for beneficiaries
1 The project partially includes the provision of accessible and functioning feedback and/or Complaint mechanisms for beneficiaries
0 The project does not include the provision of accessible and functioning feedback and/or Complaint mechanisms for beneficiary
PRINCIPLE 5
ACCOUNTABILITY AND RISK MANAGEMENT

18 Accountability and risk management for projects

CBPF funding is appropriately monitored, reported and audited.

Target
95 per cent compliance with operational modalities, as per OCHA assurance dashboard (may not be applicable for audits falling outside of the reporting timeframe).

Results
The JHF ensured full compliance with the operational modalities for disbursements, monitoring visits, and frequency and number of reports.

Analysis
In line with CBPF operational modalities, JHF-funded projects were in line or exceeded monitoring requirements in 2020. Spot checks exceeded requirement, while compliance with reviewing and finalizing narrative reports was 100 per cent. Auditing compliance was late because of delays with the global agreement for auditing firms. With the long-term agreement now secured, the backlog audits can proceed.

Follow up actions
The JHF systematically monitors partner compliance with operational modalities and updates the assurance dashboard accordingly. During COVID-19 and as part of the flexibility measures introduced, the HFU undertook remote project monitoring.

PROGRESS ON RISK MANAGEMENT ACTIVITIES

<table>
<thead>
<tr>
<th>PROGRS ON RISK MANAGEMENT ACTIVITIES</th>
<th>High risk</th>
<th>Medium risk</th>
<th>Low risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Monitoring</td>
<td>4</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>monitoring conducted</td>
<td>4</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Financial spot checks</td>
<td>4</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Final narrative report</td>
<td>3</td>
<td>14</td>
<td>1</td>
</tr>
<tr>
<td>28 reports Submitted</td>
<td>3</td>
<td>14</td>
<td>0</td>
</tr>
<tr>
<td>Final financial report</td>
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<tr>
<td>projects audited</td>
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<td>12</td>
<td>1</td>
</tr>
</tbody>
</table>

ACCOUNTABILITY AND RISK MANAGEMENT
PRINCIPLE 5

IMPLEMENTATION BY PARTNER RISK LEVEL TYPE

<table>
<thead>
<tr>
<th>IMPLEMENTATION BY PARTNER RISK LEVEL TYPE</th>
<th>UPDATED RISK LEVEL BASED ON PERFORMANCE INDEX</th>
<th>NUMBER OF CAPACITY ASSESSMENT CONDUCTED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>High risk</td>
<td>Medium risk</td>
</tr>
<tr>
<td></td>
<td>Low risk</td>
<td>Ineligible</td>
</tr>
</tbody>
</table>

1 Capacity assessment is created and conducted in 2019
2 Capacity assessment is only revised in 2019, regardless of what year it was created
3 Capacity assessment is created, conducted and revised in 2019

6 New Capacity assessments conducted during the year
PRINCIPLE 5
ACCOUNTABILITY AND RISK MANAGEMENT

19 Accountability and risk management of implementing partners

CBPF Funding is allocated to partners as per the identified capacity and risk level.

Target
Distribution of funds according to partner risk level in 2020: Low 15 per cent; Medium 75 per cent; High 10 per cent.

Results
In 2020, the JHF funded eight (37 per cent) low-risk partners, 12 medium-risk partners (56 per cent), and two high-risk partners (7 per cent).

Analysis
Risks are managed through: 1) Partner Capacity Assessments that includes due diligence requirements to determine eligibility to access the Fund; 2) Monitoring after a partner receives a grant to review performance throughout project implementation, which feeds into the implementing partner’s performance indicators and which links to risk level and future funding decisions; 3) Reporting: the frequency of reporting is linked to the operational modality and the risk level of the partner; 4) Financial Controls / Audits: that applies to all partners to ensure compliance, with most funding allocated to partners with demonstrated capacity.

Follow up actions
Assurance modalities will continue to be applied across the Fund to minimize the number of high-risk partners, including by ensuring appropriate capacity.

ACCOUNTABILITY AND RISK MANAGEMENT

IMPLEMENTATION BY PARTNER RISK LEVEL TYPE

UPDATED RISK LEVEL BASED ON PERFORMANCE INDEX

NUMBER OF CAPACITY ASSESSMENT CONDUCTED

1 Capacity assessment is created and conducted in 2019
2 Capacity assessment is only revised in 2019, regardless of what year it was created
3 Capacity assessment is created, conducted and revised in 2019
FUND PERFORMANCE

PRINCIPLE 5

ACCOUNTABILITY AND RISK MANAGEMENT

20 Accountability and risk management of funding

Appropriate oversight and assurances of funding is administered through CBPFs.

Target

The JHF risk management and accountability framework is regularly revised and fit for purpose. Fraud, corruption and diversion cases are addressed in compliance with CBPF global guidelines and procedures prescribed by the JHF operational manual. JHF partners are informed of CBPF risk management protocols and JHF procedures. Whenever a case of potential fraud is identified, the JHF informs the HC, the Advisory Board, the Donor community and starts an official (forensic) investigation.

Results

Two cases of suspected non-compliance were processed based on CBPF global guidelines, respective SOPs and the JHF operational manual. The cases are managed by the Fund Manager who maintains frequent contact with OCHA’s Oversight, Compliance & Fraud Management Unit.

The JHF ensures that appropriate control mechanisms are in place to prevent fraud and misuse of funds through due diligence, capacity assessment, spot checks, monitoring visits, AAP processes.

The risk of fraudulent activities in the Jordan operating context is generally low, due to accessibility to all geographical areas and established monitoring and follow up procedures. In addition, the Jordanian government endorses and oversees all projects from all donors in country, with all partners registered and known to the government and humanitarian community.

Analysis

OCHA, the HC, and the Advisory Board have a responsibility to ensure funds provided to the JHF are used for the purpose intended. The JHF is committed to working with all stakeholders and to address concerns that arise.

Follow up actions

The JHF will continue the same approach of vetting partner and ensuring all applicable processes. The HFU will continue to manage all suspected and non-compliant cases as per the guidelines and in close coordination and support with the Oversight and Compliance unit and Office of Internal Oversight Services (OIOS).

Reported incidents

1 open cases

0 closed cases

Ongoing cases

1 open cases

Reported cases: # of incidents (allegation, suspected fraud, confirmed fraud, theft, diversion, looting, destruction, etc.) in 2020, either open or closed.

Ongoing cases: # of incidents for which measures (inquiry, assurance, measures, settlement etc.) were still ongoing as of 31 December 2020.
This section of the Annual Report provides a brief overview of the JHF allocations per sector, targets and reported results, as well as lessons learned from 2020.

The cluster level reports highlight indicator achievements against planned targets based on narrative reports submitted by partners within the reporting period, 1 February 2020 to 31 January 2021. The achievements indicated include reported achievements against targets from projects funded in 2016 (when applicable), 2018, 2019 and/or 2020, but whose reports were submitted between 1 February 2020 and 31 January 2020. The bulk of the projects funded in 2020 are still under implementation and the respective achievements against targets will be reported in the subsequent JHF reports.
ACHIEVEMENTS BY SECTOR

HEALTH

SECTOR OBJECTIVES

Objective 1: Increased equitable access, uptake and quality of secondary and tertiary healthcare for Jordanian and Syrian WGBM in impacted areas

Objective 2: Contain the spread of the COVID-19 epidemic and decrease morbidity and mortality

LEAD ORGANIZATIONS

UNHCR, WHO

Allocations in 2020

- **ALLOCATIONS**: $1.6M
- **PROJECTS**: 6
- **PARTNERS**: 5
- **TARGETED PEOPLE**: 84,448
  - WOMEN: 38,031
  - GIRLS: 5,350
  - MEN: 35,728
  - BOYS: 5,339

The total allocations for the Health sector reached $1.6 million providing medical assistance to 534,448 beneficiaries.

Six projects received funding: the organizations implementing these projects are: International Medical Corps (1), Jordan paramedic society (2), MEDAIR (1), Qatar Red Crescent Society (1), Royal Health Awareness Society (1).

Throughout 2020, the health sector in Jordan continued to face increasing needs and vulnerabilities which were amplified by the COVID-19 crisis, with a high demand for services from refugees coupled with rising healthcare costs, of both services and supplies. The health sector’s response strategy for humanitarian programming remained for the immediate, life-saving and short-term health needs of individual refugees and host communities. However, in 2020 the unexpected surge of the pandemic resulted in health fears, confusion and above all scarcity in the Jordanian health sector.

The priorities that were indicated in the first Standard Allocation focused on supporting health care for priority cases from Jordanian host communities and Syrian refugees based in the urban area and in the ITS.

In 2020 the JHF launched a first Reserve Allocation to respond to the critical gaps and emerging needs that were a result of COVID-19, the Jordan Paramedic Society in partnership with the Ministry of Health were developing a platform to update, inform and spread awareness in the Jordanian community.

The second Reserve Allocation was open to respond to the critical gap in funding faced by International Medical Corps and their fundamental role in the provision of health care support in Azraq camp, running the one and only hospital within a camp of 40,403 residents and ensuring continuous access to quality sexual and reproductive health services in Azraq camp hospital.

Within this framework, the projects that the JHF funded have adequately responded to the increasing needs and funding gaps that faced the health sector in Jordan. The projects that were funded have been instrumental in covering gaps in secondary and tertiary health care, supporting the referrals from the camps and host communities and solidifying the provision of cash-for-health assistance which is a modality that strengthens resilience in Syrian refugees and vulnerable Jordanians. In addition, the JHF has also funded a kidney dialysis project for Syrian refugees through the Qatari Red Crescent Society.
ACHIEVEMENTS BY SECTOR

HEALTH

Results reported in 2020

**ALLOCATIONS**

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1.5M</td>
<td>$0.08M</td>
</tr>
</tbody>
</table>

**PROJECTS**

<table>
<thead>
<tr>
<th></th>
<th>5</th>
<th>1</th>
</tr>
</thead>
</table>

**PARTNERS**

<table>
<thead>
<tr>
<th></th>
<th>4</th>
<th>1</th>
</tr>
</thead>
</table>

**PEOPLE TARGETED**

<table>
<thead>
<tr>
<th></th>
<th>Targeted</th>
<th>Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>21.5K</td>
<td>20.1K</td>
</tr>
<tr>
<td>Men</td>
<td>20.5K</td>
<td>18.8K</td>
</tr>
<tr>
<td>Girls</td>
<td>5.3K</td>
<td>4.8K</td>
</tr>
<tr>
<td>Boys</td>
<td>5.2K</td>
<td>4.8K</td>
</tr>
</tbody>
</table>

**PEOPLE REACHED**

<table>
<thead>
<tr>
<th></th>
<th>52,581</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>48,568</th>
</tr>
</thead>
</table>

**OUTPUT INDICATORS**

<table>
<thead>
<tr>
<th>Output Indicator</th>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of WGBM provided with lifesaving, secondary and tertiary health care with cash assistance or direct intervention</td>
<td>Women</td>
<td>1946</td>
<td>3086</td>
</tr>
<tr>
<td></td>
<td>Girls</td>
<td>252</td>
<td>310</td>
</tr>
<tr>
<td></td>
<td>Men</td>
<td>491</td>
<td>704</td>
</tr>
<tr>
<td></td>
<td>Boys</td>
<td>207</td>
<td>360</td>
</tr>
<tr>
<td>Number of WGBM have access to knowledge and up-to-date information on COVID-19</td>
<td>Women</td>
<td>20015</td>
<td>18261</td>
</tr>
<tr>
<td></td>
<td>Girls</td>
<td>5000</td>
<td>4000</td>
</tr>
<tr>
<td></td>
<td>Men</td>
<td>20025</td>
<td>18029</td>
</tr>
<tr>
<td></td>
<td>Boys</td>
<td>5000</td>
<td>4000</td>
</tr>
</tbody>
</table>

1 Results are based on 2020 data and may be underreported as implementation of projects and project-level reporting often continues into the subsequent year. For explanation of data see page 6.
ACHIEVEMENTS BY SECTOR

SHELTER AND NON-FOOD ITEMS

SECTOR OBJECTIVES
Objective 1: Decrease the deterioration of human assets and rights, social cohesion and livelihoods
Objective 2: Improve access to affordable and adequate housing for the most vulnerable among Syrian refugees and Jordanian communities

LEAD ORGANIZATIONS
UNHCR, (Basic Needs) and NRC (Shelter)

Allocations in 2020

<table>
<thead>
<tr>
<th>ALLOCATIONS</th>
<th>PROJECTS</th>
<th>PARTNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3.8M</td>
<td>14</td>
<td>11</td>
</tr>
</tbody>
</table>

As the Fund responded to the needs arising due to the COVID-19 pandemic the first Standard Allocation, also responded to the Basic Needs through five projects with a total of $1.7 million. The five projects all focused on COVID-19 response, all projects had a Cash component, to substitute the most vulnerable that lost their livelihoods due to the government-imposed lockdowns and restrictions. The most apparent need in the country at the time was the unavailability of cash, especially for the most vulnerable; the most vulnerable groups had no means to pay rent or buy food or any basic necessities for themselves or their families.

SHELTER

International Orthodox Christian Charities (1) and Save the Children Jordan (1).

The second Standard Allocation, as discussed above responded to the winterization needs to support the most vulnerable through the winter season. However, even within the Shelter sector, the response also covered COVID-19 components.

Within this framework, the projects that the JHF funded have adequately responded to the increasing needs and funding gaps that faced the shelter and NFI sector in Jordan. The projects that were funded have been instrumental in covering gaps and solidifying the provision of cash assistance, which is a modality that strengthens resilience in Syrian refugees and vulnerable Jordanians.
ACHIEVEMENTS BY SECTOR

SHELTER AND NON-FOOD ITEMS

Results reported in 2020

<table>
<thead>
<tr>
<th>ALLOCATIONS1</th>
<th>PROJECTS</th>
<th>PARTNERS</th>
<th>PEOPLE TARGETED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>$0.4M</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2019</td>
<td>$2.9M</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>2020</td>
<td>$0.9M</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

OUTPUT INDICATORS

<table>
<thead>
<tr>
<th>Output Indicators</th>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number and proportion of people most vulnerable to COVID-19 who have received</td>
<td>Women</td>
<td>14,279</td>
<td>14,408</td>
</tr>
<tr>
<td>livelihood support, e.g. cash transfers, inputs, technical assistance etc.</td>
<td>Girls</td>
<td>15,395</td>
<td>13,224</td>
</tr>
<tr>
<td></td>
<td>Men</td>
<td>12,680</td>
<td>12,923</td>
</tr>
<tr>
<td></td>
<td>Boys</td>
<td>15,671</td>
<td>14,477</td>
</tr>
<tr>
<td>Number of individuals provided with support towards meeting their winterization</td>
<td>Women</td>
<td>5,935</td>
<td>4,682</td>
</tr>
<tr>
<td>and basic needs</td>
<td>Girls</td>
<td>5,719</td>
<td>3,957</td>
</tr>
<tr>
<td></td>
<td>Men</td>
<td>5,167</td>
<td>4,409</td>
</tr>
<tr>
<td></td>
<td>Boys</td>
<td>5,877</td>
<td>3,844</td>
</tr>
<tr>
<td>Number of Jordanian and Syrian refugee WGBM supported with access to adequate,</td>
<td>Women</td>
<td>1,143</td>
<td>1,161</td>
</tr>
<tr>
<td>affordable and secure housing in host communities.</td>
<td>Girls</td>
<td>939</td>
<td>1,205</td>
</tr>
<tr>
<td></td>
<td>Men</td>
<td>1,126</td>
<td>1,048</td>
</tr>
<tr>
<td></td>
<td>Boys</td>
<td>927</td>
<td>1,241</td>
</tr>
</tbody>
</table>

1 Results are based on 2020 data and may be underreported as implementation of projects and project-level reporting often continues into the subsequent year. For explanation of data see page 6.
**Amal - Syrian refugee woman living in Al Karak governorate**

During a check up call to a beneficiary of ARDD’s COVID-19 assistance project, Amal told the case manager that her family was facing serious financial difficulties after her husband had lost his job. She indicated that the family often had no bread, and she did not know how they would survive.

Following her visit to ARDD, Amal spent the night praying for help from God. The next morning, she received a call from ARDD to let her know they would visit and provide financial assistance. “I couldn’t believe it, I fell down with tears of happiness. I knew that the help was an answer to my prayers and would help feed our children”, the woman said.

After receiving the assistance (JD 75), she called the case manager to thank her, not only for the assistance, but because it had been provided in a humane, dignified and efficient way at a time when it was needed most. The family used the money to buy food, but more importantly it gave them hope for better days ahead and strength to carry on. Amal said to the case manager “You were sent to us like angels of mercy.”
SECTOR OBJECTIVES

Objective 1: To provide all vulnerable groups affected by the crisis with access to improved social protection services and legal protection frameworks in all governorates affected by the Syria crisis.

Objective 2: Protect, assist and advocate for refugees, IDPs, migrants and host communities particularly vulnerable to the pandemic.

LEAD ORGANIZATIONS

UNHCR, UNFPA

Allocations in 2020

<table>
<thead>
<tr>
<th>ALLOCATIONS</th>
<th>PROJECTS</th>
<th>PARTNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.6M</td>
<td>8</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TARGETED PEOPLE</th>
<th>WOMEN</th>
<th>MEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>165,224</td>
<td>135,962</td>
<td>7,181</td>
</tr>
<tr>
<td>GIRLS</td>
<td>18,991</td>
<td></td>
</tr>
<tr>
<td>BOYS</td>
<td>3,090</td>
<td></td>
</tr>
</tbody>
</table>

The organizations that received funding under the protection sector are: Arab Renaissance for Democracy and Development (1), HelpAge International UK (2), INTERSOS (2), Jordan River Foundation (1), Oxfam (1), Save the Children Jordan (1).

The first Standard Allocation funded three projects from three different partners to meet and respond to the most critical funding gaps regarding persons with disabilities, child protection and SGBV. The first Standard Allocation was mainly responsive toward any at-risk cases, especially as there was a spike in GBV cases throughout the Kingdom after a lockdown and other measures were imposed.

The JRF project addressed a nationwide response to strengthen and diversify the Helpline and Online Case Management Services in their centre.

The second Standard Allocation was mainly focused on winterization needs as this allocation is done to meet the emergency needs for winter. However, 4 protection projects were funded in the second call and focused on protection from Sexual Exploitation and Abuse, strengthening social protection systems for the most vulnerable Syrian refugees and Jordanians.

The total allocation reached US$100,000 and supported 130 beneficiaries.

In March 2020, HelpAge International UK (HAI) reached out to the HC requesting an emergency funding to cover the needs of older men and women through distribution of cash support and provision of protection services.

Following the HC’s endorsement, the Fund activated the emergency reserve window and allocated a total of USD$138,709 to aid HAI in providing 2,600 vulnerable beneficiaries with essential support during the lockdown period.
ACHIEVEMENTS BY SECTOR

PROTECTION

Results reported in 2020

<table>
<thead>
<tr>
<th>ALLOCATIONS</th>
<th>PROJECTS</th>
<th>PARTNERS</th>
<th>PEOPLE TARGETED</th>
<th>PEOPLE REACHED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 $0.6M</td>
<td>2</td>
<td>2</td>
<td>17,217</td>
<td></td>
</tr>
<tr>
<td>2019 $1.3M</td>
<td>6</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2020 $0.1M</td>
<td>1</td>
<td>1</td>
<td></td>
<td>23,551</td>
</tr>
</tbody>
</table>

OUTPUT INDICATORS

<table>
<thead>
<tr>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>6,355</td>
<td>7,453</td>
</tr>
<tr>
<td>Girls</td>
<td>4,156</td>
<td>5,472</td>
</tr>
<tr>
<td>Men</td>
<td>1,165</td>
<td>1,962</td>
</tr>
<tr>
<td>Boys</td>
<td>1,332</td>
<td>3,531</td>
</tr>
</tbody>
</table>

Number of WGBM with access to protection services in accordance with international and national standards

<table>
<thead>
<tr>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>596</td>
<td>692</td>
</tr>
<tr>
<td>Girls</td>
<td>757</td>
<td>1,387</td>
</tr>
<tr>
<td>Men</td>
<td>615</td>
<td>494</td>
</tr>
<tr>
<td>Boys</td>
<td>2,347</td>
<td>2,252</td>
</tr>
</tbody>
</table>

Number of girls and boys with protection vulnerabilities with improved access to protection services

<table>
<thead>
<tr>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>1,818</td>
<td>2,047</td>
</tr>
<tr>
<td>Girls</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Men</td>
<td>782</td>
<td>978</td>
</tr>
<tr>
<td>Boys</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

Number of refugees, IDPs, migrants and host communities particularly vulnerable to the pandemic receive adequate risk information

<table>
<thead>
<tr>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>6,8K</td>
<td>8.1K</td>
</tr>
<tr>
<td>Girls</td>
<td>4.3K</td>
<td>5.2K</td>
</tr>
<tr>
<td>Boys</td>
<td>3.6K</td>
<td>5.8K</td>
</tr>
</tbody>
</table>

1 Results are based on 2020 data and may be underreported as implementation of projects and project-level reporting often continues into the subsequent year. For explanation of data see page 6.
ACHIEVEMENTS BY SECTOR

WATER, SANITATION AND HYGIENE

SECTOR OBJECTIVES

Objective 1: To support the government in ensuring the provision of essential and sustainable WASH services to those affected by the Syria crisis

Objective 2: Decrease the deterioration of human assets and rights, social cohesion and livelihoods

LEAD ORGANIZATIONS

UNICEF

The funded agencies are: Action Contre la faim (1), Future Pioneers for Empowering Communities Members in the Environmental and Educational Fields (1), Oxfam (1), United Nations Children’s Fund (1), United Nations Relief and Works Agency (1).

The WASH sector was funded in the first Standard Allocation. Funding was allocated to four projects by four different partners, focused on enhancing WASH infrastructures, disseminating knowledge of safe hygiene practices for vulnerable Syrian refugees and Jordanians, providing access to private latrines, with a focus on persons with disabilities.

The first Reserve Allocation funded immediate measures to ensure preparedness and response actions to address the COVID-19 outbreak, including efforts to contain the spread of the virus through distribution of hygiene materials and measures to increase community engagement in the response.

Allocations in 2020

<table>
<thead>
<tr>
<th>ALLOCATIONS</th>
<th>PROJECTS</th>
<th>PARTNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.3M</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TARGETED PEOPLE</th>
<th>WOMEN</th>
<th>MEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>60,181</td>
<td>50,228</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GIRLS</th>
<th>BOYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>115,900</td>
<td>115,953</td>
</tr>
</tbody>
</table>

Results reported in 2020

<table>
<thead>
<tr>
<th>ALLOCATIONS1</th>
<th>PROJECTS</th>
<th>PARTNERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>$656,305</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PEOPLE TARGETED</th>
<th>Targeted</th>
<th>Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>658</td>
<td>882</td>
</tr>
<tr>
<td>Men</td>
<td>683</td>
<td>929</td>
</tr>
<tr>
<td>Girls</td>
<td>663</td>
<td>546</td>
</tr>
<tr>
<td>Boys</td>
<td>710</td>
<td>538</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OUTPUT INDICATORS</th>
<th>TARGETED</th>
<th>ACHIEVED</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of private WASH facilities constructed and ownership transferred to targeted beneficiaries in Azraq Camp</td>
<td>753</td>
<td>1,048</td>
<td>139%</td>
</tr>
</tbody>
</table>

1 Results are based on 2020 data and may be underreported as implementation of projects and project-level reporting often continues into the subsequent year. For explanation of data see page 6.
Refugees in Informal Tented Settlements (ITSs) are at increased risk of contracting the Covid-19 disease due to the overcrowding and poor access to basic services, which challenge people’s ability to apply public health measures such as social distancing, self-isolation and proper hand hygiene practices. The project targeted 79 ITSs, providing access to improved WASH services.

MEET MS. KHADIJA, WASH COMMITTEE MEMBER

Ms. Khadija shared with us stories about her life and the nature of her work in the camp. She used to work on a farm to provide a livelihood for herself and her family. She worked from early morning, and her main focus was performing her daily activities, neglecting health-care aspects. She eventually recognized the need for public hygiene awareness and its importance for society.

FPEC team met Khadija during a field visit conducted as part of the project. Later on, she became one of the active volunteers in the field and one of the WASH committee members. She played an active role in community service and raising awareness on issues related to health care and leadership, continuing to inspire us and the people around her. She was mainly interested in learning as much as possible in order to spread the knowledge and share with her community.

Khadija shows her passion and enthusiasm for serving the community through her consistent engagement with the people around her, providing them with advice related to public hygiene, gaining the trust of local families. Supporting others around her became one of her priorities every day, providing them with support related to public hygiene and how to stay safe while conducting daily activities. That continues to empower her as a community influencer within her community, and within her own family.

Another challenge the community face was that the ITS lack adequate facilities to cover the people’s needs, including a shortage of hygiene supplies. “We distributed goods and health care products, with the support of FPEC, which many families were unable to buy, such as hygiene supplies and sterilizers. Other activities included the maintenance of latrines, which were a challenge to us, and installing facilities to meet the needs of the community. People with disabilities benefited the most from the cash assistance that was provided.

“We thank FPEC for contributing to the spread of awareness and services to the community and linking between other organizations and us” Khadija added.

“I live in a random camp of 38 families (…), the 4 committee members including me were trained to hold awareness sessions with families, followed by conducting group discussions with other families form the community. Constraints continue to arise with the current pandemic but effective adaptation was undertaken, (…)” Khadija said.

Location Jordan.
Credit: FPEC
ACHIEVEMENTS BY SECTOR

EDUCATION

SECTOR OBJECTIVES

Objective 1: To ensure sustained quality educational services for children and youth impacted by the Syria Crisis

LEAD ORGANIZATIONS

UNICEF, Save the Children

Due to other pressing priorities and the limited resources, the JHF did not fund Education projects in 2020.

The reported figures are from an Education project that was funded in 2018 and was implemented by Relief International. The project’s amount was US$ 0.60 million and aimed at serving 2,200 students in both Za’atari and Azraq Camps.

The project covered the gaps in remedial education and certified non-formal education in both Za’atari and Azraq Camps to ensure that children continue accessing education services due to lack of sufficient funding.

The programme which started in 2018 has continued to have an important impact on the students and the community within the camps.

Because of this programme, drop-out students were able to complete their two-year course of study, remedial education students were retained and supported to improve academic performance in formal school, and mothers/caregivers were able to continue their education or access livelihood activities because they had a safe and meaningful program to engage and care for their children.

Results reported in 2020

ALLOCATIONS

<table>
<thead>
<tr>
<th>Year</th>
<th>Targeted</th>
<th>Projects</th>
<th>Partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>600,003</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

PEOPLE TARGETED

3,060

PEOPLE REACHED

4,179

OUTPUT INDICATORS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
</table>
| Number of children and youth benefiting from alternative education services such as non-formal and remedial education (drop-out programme) | 1,050 | 1,647 | 157%
| | 1,050 | 1,656 | 158% |

OUTPUT INDICATORS

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Targeted</th>
<th>Achieved</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of recruited/assigned teachers and education personnel to serve in remedial and drop-out education programs in the camps</td>
<td>139</td>
<td>162</td>
<td>117%</td>
</tr>
</tbody>
</table>

1 Results are based on 2020 data and may be underreported as implementation of projects and project-level reporting often continues into the subsequent year. For explanation of data see page 6.
Islam was born in Jordan’s Za’atari Refugee Camp in 2015—two years after her parents had fled Syria for safety. Islam is an only child and the centre of her parents’ attention. Before COVID-19 prevention measures closed public spaces across the camp, her favorite place was the UNICEF playground. After the closure of the camp’s schools, Islam missed the final months of kindergarten, but her mother hopes she can return to education after the summer.

With support from the Jordan Humanitarian Fund (JHF), UNOCHA and other donors, UNICEF has undertaken blanket soap distributions in camps, delivered household cleaning kits to families, and conducted hygiene campaigns as part of the COVID-19 response. “It is important to teach children when they are young how to properly wash their hands because then it becomes a life-long habit,” Islam’s mother explains. “Otherwise it will be hard to get them to do it when they are older, it has to become a daily routine and a daily habit.” She goes on, “Even at this age, I wouldn’t know the right way to wash hands if it wasn’t for all the handwashing campaigns that have happened in the camp. I didn’t know that it had to be at least 20 seconds of washing before our hands are clean, so I am grateful that we were taught how to do it right.”

Additionally, communities with limited access to WASH facilities and hygiene material are considered particularly at risk, such as those that live in informal tented settlements (ITS). The JHF from UNOCHA supported UNICEF to provide essential hygiene material to households living in ITS.

The generous donation from UNOCHA’s JHF is supporting UNICEF Jordan to safeguard the most vulnerable community members in Jordan from the COVID-19 pandemic through hygiene promotion activities and distribution of critical hygiene materials across the country. Thanks to UNOCHA’s generous contribution, UNICEF and its partners are reaching over 272,000 people with essential services.
ANNEXES

JHF 2020 ANNUAL REPORT

Annex A  About the Jordan Humanitarian Fund
Annex B  Allocations By Recipient Organization
Annex C  JHF-Funded Projects
Annex D  JHF Advisory Board
Annex E  Acronyms and Abbreviations
ANNEX A

ABOUT THE JORDAN HUMANITARIAN FUND

JHF BASICS

The Jordan Humanitarian Fund (JHF) is a multi-donor Fund that was established in July 2014 to support a swift response to humanitarian needs in Jordan through flexible and coordinated funding.

The objective of the JHF is to enable the effective delivery of humanitarian assistance by providing humanitarian partners with a rapid, timely and flexible funding to respond to the current humanitarian situation affecting Jordan.

The JHF reinforces the leadership and coordination role of the Humanitarian Coordinator (HC) by directing funding to needs-based priority sectors and geographic areas. The JHF also aims for a more inclusive approach by working with a variety of humanitarian partners. In doing so, the Fund focuses on the response to the refugee crisis in Jordan in line with the Jordan Response Plan (JRP).

The HC is responsible for the management of the JHF and is accountable for the Fund. In this function the HC is supported by an Advisory Board (AB) comprising representatives of UN agencies, donors, and national and international NGOs, providing strategic direction and advice on the operations and utilization of the Fund. The AB, supported by the HC, determines allocations to prioritized activities and sectors. The AB has oversight of the Fund and ensures that decisions reflect the views across the humanitarian community.

The OCHA Humanitarian Financing Unit (HFU) acts as the Fund’s secretariat, manages the grant allocation cycles and provides technical support to the HC. Sector leads and members feed into the prioritization process by identifying priority needs and target sectors.

What does the JHF fund?

The JHF funds activities prioritized by the different sectors and the Inter-Sector Working Group (ISWG) in Jordan for being the most urgent and strategic interventions that address critical humanitarian needs and gaps. Funding is directed towards priority humanitarian needs, identified through inclusive and participatory processes. One of the areas of focus for the JHF, is supporting women and girls through funding projects that contributes to gender equality, GBV, women protection and assistance for survivors of Gender Based violence. To ensure that the specific needs and rights of crisis-affected women and girls are met, and to achieve effective humanitarian outcomes, it is essential that we have a focus in our allocations on women and girls.

The JHF promotes gender mainstreaming and gender equality across all projects. The JHF has worked to ensure that the needs of women and girls are addressed, including by ensuring appropriate consultation and access to opportunities as well as recognizing their capacities, rights and obligations. The JHF funding is primarily aligned to support the delivery of strategic humanitarian response identified under the Jordan Response Plan.

Who can receive JHF funding?

Country-Based Pooled Funds (CBPFs) are managed by OCHA and made available to national and international Non-Governmental Organizations (NGOs), the Red Cross and Red Crescent Movement and UN agencies.

The JHF supports National NGOs to enhance their capacity to access the fund and supports partnerships with International NGOs with strong capacity. All funded projects are well coordinated with the sectors to avoid duplication and overlap and ensure organizations are working together to achieve a common objective to be eligible to receive JHF funding. NGOs need to undergo a rigorous capacity assessment to ensure they have the necessary administrative, financial and technical capacity to meet the Fund’s accountability standards and efficiently implement humanitarian activities. The JHF currently has 94 eligible implementing partners, of which 25 are national NGOs.

Who sets the Fund’s priorities?

The JHF’s overall funding allocation strategies are developed in line with the strategic priorities of the JRP. The discussion is initiated with the ISWG to inform them about the process and alert them to begin discussions on identifying needs and priorities for the call. It is left to the ISWG to decide among the sector leads where the focus should be (thematic, geographical or sectoral).

Once this is completed, the HC with the Advisory Board, determines what is the most critical priorities that need to be funded. Once this is completed the Allocation document is prepared, defining each sector priority. Projects undergo a rigorous selection process involving the sector technical Review committees.

How are projects selected for funding?

The JHF has two modalities of allocations: the Standard and the Reserve Allocation.

Standard Allocations: The Standard Allocation process allocates the majority of the funds to priority projects in line with the JRP. In preparation for the Allocation, OCHA formulates an allocation strategy paper under the leadership of the HC, seeking inputs from the ISWG as required.
The strategy is aligned with the JRP and based on inputs from the sectors and the Advisory Board. Following a set of criteria, strategic and technical review committees from the relevant sectors consisting of NGOs and UN representatives, will assess the submitted proposals. Only technically sound projects that address key priorities will be recommended to the AB and HC for a final funding decision.

Who provides the funding?
The JHF receives funding from a wide range of donors.
In 2020, the JHF received a total amount of US $10.1 million. The contributors to the JHF for 2020 are Germany, The United Kingdom, Sweden, Qatar, Italy, Canada, and Cyprus.

What rules govern the JHF?
The JHF is guided by the Global Guidelines for CBPFs, which include the CBPF Policy Instruction and the global Operational Handbook. This guidance is reflected in the localized JHF Operational Manual, which also incorporates country-level humanitarian contexts and sets appropriate operational modalities. The Policy Instruction sets out the principles, objectives, governance and management arrangements for CBPFs, while the Operational Handbook provides technical guidance, tools and templates used in the management of CBPFs and according to established guidelines. The JHF Accountability Framework comprises four components: updated with the most recent partner performance information, which complements other components to reflect the overall capacity and risks associated with individual JHF partners.

JHF position paper:
In consultation with the Advisory Board and donors, the HFU developed a JHF position paper for the year 2020 explaining the added value of the Fund and the areas that the Fund will focus on for the year ahead.
ANNEX B

ALLOCATIONS BY RECIPIENT ORGANIZATION

In US$ million

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<th>International NGO</th>
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<td>IRW</td>
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<td>MEDAIR</td>
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<td>TDH IT</td>
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<td>WR Germany</td>
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<td>SCJ</td>
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See Annex D for acronyms
# JHF-FUNDED PROJECTS

## ANNEX C

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## ANNEX D
### JHF ADVISORY BOARD

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<td>Collateral Repair Project (CRP)</td>
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<td>World Associates Global (WA)</td>
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<td>NNGO</td>
<td>Arab Renaissance for Democracy and Development (ARDD)</td>
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<tr>
<td>NNGO</td>
<td>Jordan Hashemite Charity Organization (JHCO)</td>
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<td>Canada</td>
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<td>Sweden</td>
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<td>Donor</td>
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# ANNEX E

## ACRONYMS AND ABBREVIATIONS

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<td>Advisory Board</td>
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<tr>
<td>ACF</td>
<td>Action Contre la Faim</td>
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<td>ACTED</td>
<td>Agency for Technical Cooperation and Development</td>
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<td>AHS</td>
<td>Al Hussein Society for Training and Inclusion</td>
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<tr>
<td>ARCS</td>
<td>ARci Culture Solidali</td>
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<tr>
<td>ARDD</td>
<td>Arab Renaissance for Democracy and Development</td>
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<tr>
<td>BEMOC</td>
<td>Comprehensive Emergency Obstetric and Newborn Care</td>
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<tr>
<td>BEMONC</td>
<td>Basic Emergency Obstetric and Newborn Care</td>
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<td>CARE</td>
<td>CARE International</td>
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<td>CBPF</td>
<td>Country Based Pool Fund</td>
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<td>CEMONC</td>
<td>Comprehensive Emergency Obstetric and Newborn Care</td>
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<td>Danish Refugee Council</td>
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<td>ICMC</td>
<td>International Catholic Migration Commission</td>
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<td>INGO</td>
<td>International Non-Governmental Organization</td>
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<td>INTERSOS</td>
<td>INTERSOS</td>
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<td>IOCC</td>
<td>International Orthodox Christian Charities</td>
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<td>IRW</td>
<td>Islamic Relief Worldwide</td>
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<td>ISWG</td>
<td>Inter Sector Working Group</td>
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<td>ITS</td>
<td>Informal Tented Settlements</td>
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<td>JHCO</td>
<td>Jordan Hashemite Charity Organization</td>
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<td>JIF</td>
<td>Jordan River Foundation</td>
</tr>
<tr>
<td>JOHUD</td>
<td>Jordanian Hashemite Fund for Human Development</td>
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<td>JONAF</td>
<td>Jordanian National NGO Forum</td>
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<td>JPSJO</td>
<td>Jordan paramedic society</td>
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<td>Jordan River Foundation</td>
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<td>National Non-Governmental Organization</td>
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<td>Palestinian Refugees in Iraq</td>
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<td>PRS</td>
<td>Palestinian Refugees in Syria</td>
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<td>PSS</td>
<td>Psychosocial Support</td>
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<td>Persons with Disabilities</td>
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<td>QRCS</td>
<td>Qatar Red Crescent Society</td>
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<td>SGBV</td>
<td>Sexual and Gender Based Violence</td>
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<td>TDH-L</td>
<td>Terre des Hommes Lausanne</td>
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<td>UNHCR</td>
<td>United Nations High Commissioner for Refugees</td>
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<td>UNRWA</td>
<td>United Nations Relief and Works Agency</td>
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<td>UNSCR</td>
<td>UN Security Council resolution</td>
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<tr>
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<th>Definition</th>
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<td>Vulnerability Assessment Framework</td>
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<td>VBIED</td>
<td>Vehicle-Borne Improvised Explosive Device</td>
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<td>VDT</td>
<td>ASSOCIAZIONE VENTO DI TERRA ONLUS</td>
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<td>WASH</td>
<td>Water Sanitation and Hygiene</td>
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<tr>
<td>WR GERMANY</td>
<td>World Relief Germany</td>
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<td>FPEC</td>
<td>Future Pioneers For Empowering Communities</td>
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<td>HelpAge International (UK)</td>
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<td>IMC</td>
<td>International Medical Corps</td>
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<td>Oxfam</td>
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<td>RHAS</td>
<td>Royal Health Awareness Society</td>
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<td>SCJ</td>
<td>Save the Children Jordan</td>
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<td>Terre des Hommes Italy</td>
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<td>UNICEF</td>
<td>United Nations International Children’s Emergency Fund</td>
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