THE JHF THANKS ITS DONORS FOR THEIR GENEROUS SUPPORT IN 2021

Credits
This document was produced by the United Nations Office for the Coordination of Humanitarian Affairs (OCHA) Jordan. OCHA Jordan wishes to acknowledge the contributions of its committed staff at headquarters and in the field in preparing this document.

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

Full project details, financial updates, real-time allocation data and indicator achievements against targets are available at CBPF Data Hub.

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Front Cover
Syrian refugee children in an Informal tented settlement (ITS)-Outskirts of Amman
Credit:©OCHA/Amani Salah

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FOREWORD

I am pleased to share the 2021 Jordan Humanitarian Fund (JHF) Annual Report with you. The report highlights the Fund’s achievements in responding to the urgent humanitarian needs of the most vulnerable Syrian refugees and host communities in Jordan.

Despite a notable decrease in funding, the JHF has continued to demonstrate its added value to the humanitarian response by supporting some critical sectoral priorities, specifically reaching people with extra vulnerabilities, such as at-risk women and children, refugees from nationalities other than Syrian, and persons with disabilities.

With the Syria Crisis in its eleventh year and the continued socio-economic repercussions of COVID-19, we, the humanitarian community, will need to increase our efforts to ensure the necessary assistance is available to those in need inside and outside the refugee camps. Until durable solutions are found for vulnerable refugees and host communities, humanitarian needs in Jordan will persist.

In view of the decline in funding, at the time of drafting this report, consultations are taking place with key humanitarian stakeholders in Jordan to review the place of the JHF, and the best structures to serve people in need in Jordan in 2022 and beyond.

We are grateful to our partners, the national and international NGOs and our UN and Red Cross/Red Crescent colleagues for their professionalism and commitment in designing projects and delivering assistance. We also recognize the vital 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 Germany and Italy for their generous contributions in 2021. I also thank and recognize Sweden, Ireland, UK and Belgium for their previous financial support and ongoing interest in the Fund.

Ghulam Isaczai
United Nations Humanitarian Coordinator for Jordan
“Thank you for the joy you brought my children!”

Syrian family shopping in East Amman.
Credit: ©ARDD
2021 in Review

HUMANITARIAN CONTEXT

JORDAN RESPONSE PLAN

Led by the Ministry of Planning and International Cooperation, the Jordan Response Platform for the Syria Crisis (JRPSC) constitutes the strategic partnership mechanism for the development of a comprehensive refugee, resilience-strengthening, and development response to the impact of the Syria crisis on Jordan.

Humanitarian situation in 2021

Jordan remains deeply affected by the conflict in Syria, which is still the world’s largest displacement crisis. Jordan hosts the second largest number of refugees globally relative to its population: 1 in 14 people in the country is a refugee.

The aftermath of the COVID-19 pandemic has made Jordanians and refugees more vulnerable. The pandemic strained Jordanian social and economic resources, affecting the capacity of the system to provide a comprehensive response to the needs of the 660,000 registered Syrian refugees who mainly reside in host communities, as well as vulnerable Jordanians.

Protection risk on Syrian Youth

Jordanian authorities have accommodated Syrian refugees, granting access to the education system, certain segments of the labor market, and access to subsidized health care. That said, Syrians continue to face major humanitarian challenges: access to employment remains low and restricted (notably, only 5 per cent of work permits were assigned to women.) A fifth of Syrian refugee households are food-insecure; with 67 per cent vulnerable to food insecurity. Refugees outside camps often spend a high portion of their income on poor housing, while much shelter in camps remain inadequate and unsafe. Women and girls face multiple forms of GBV.

COVID-19 has only compounded economic vulnerabilities and thus, negative coping strategies and protection risk. These coping strategies include reducing spending on essential non-food items, abandoning education, selling their household assets, engaging in early marriage, child labor, or resorting to informal, degrading, or exploitative means for income-generation.

As a consequence, there are rising protection concerns, including sexual harassment and assault, emotional and verbal abuse, domestic violence and early marriage. Violence levels and intensity have notably increased since the onset of COVID-19.

Refugees from nationalities other than Syrian

In addition to Syrian refugees, Jordan hosts 56 other nationalities of refugees and asylum seekers – predominantly Iraqi (67,188), Yemeni (14,774), Sudanese (6,096) and Somali (744).

Similar to Syrian refugees, most of these people live in urban areas and face similar economic and protection vulnerabilities.
Palestinian refugees from Syria

The conflict in Syria forced 120,000 Palestine refugees from Syria (PRS) to flee the country searching for safety and protection elsewhere, mostly in Lebanon and Jordan. PRS have entered Jordan in 2011/2012, when the border was open to Palestine and Syrian refugees alike.

However, in 2013, Jordan, already a host to 2.3 million Palestine refugees registered with UNRWA, introduced a policy of non-admission for PRS.

Their lack of legal status and corresponding protection risks in Jordan are a source of major concern to UNRWA and the humanitarian community.

The number of PRS in Jordan has remained stable over the past years, with 17,349 PRS (5,355 women, 4,518 men, 7,476 children, including 295 persons with disabilities) recorded with UNRWA as of December 2019. Of them, 356 reside in King Abdullah Park (KAP), where their movement is restricted, and they face several protection concerns.

People living in Informal Tented Settlements

In addition, vulnerable out-of-reach communities (VOC), living in Informal Tented Settlements are located throughout the Kingdom. These communities are usually, but not always, Syrian refugees and also Jordanian, Palestinian, Iraqi, Pakistani and Egyptian. Most ITS’ are located in remote areas, these communities are mobile and move to access work.

People living in tented settlements face a range of vulnerabilities; in most instances, they are migrants or refugees who work in seasonal and low-skilled labor, live in makeshift shelters exposed to harsh weather conditions, and lack access to basic infrastructure, including water and sanitation.

Furthermore, due to their high rates of movement and their location in remote areas, informal tented communities are often unable to access services such as healthcare and education.

VISION STATEMENT

We take note that the situation of the Fund will be reviewed in 2022, to collectively determine the best way forward to serve vulnerable people in Jordan in the context of decreasing funding.

The refugee crisis and the socio-economic effects of the COVID-19 pandemic are driving ongoing humanitarian needs among vulnerable people in Jordan, the JHF will continue to respond to urgent humanitarian needs of vulnerable people in Jordan including refugees of all nationalities and host communities.

Since its inception, the Fund aimed to ensure effective delivery of humanitarian assistance by providing humanitarian partners with rapid, timely and flexible funding, and adopt an inclusive approach to respond to new and preexisting vulnerabilities in a way that is gender sensitive and serves the diverse needs of women and men, boys and girls.

The JHF promoted principled and quality programming, including compliance with the IASC Accountability to Affected People (AAP) commitments ensuring that partners consider the appropriate operational steps for engaging with affected communities when developing projects, and to enhance the use of Cash and Voucher Assistance (CVA) as a dignified and flexible response option where possible.

Finally, the JHF supported localization efforts, by promoting funding to local organizations best placed to respond to the needs of communities.

Looking ahead to 2022, and considering a possible wind down of the JHF, the Fund will aim to leave a legacy of best practices in terms of prioritization and empowering local organizations to respond to the needs of vulnerable people.
**Contributions received towards the end of the year will be utilized to fund projects in 2022.**

**2021 IN REVIEW**

- **Jan**: Contributions Allocations
- **Feb**: Deterioration in the socio-economic situation and the restriction measures to mitigate the spread of COVID-19 raise protection concerns.
- **Mar**: A Standard Allocation was launched to cover the growing needs of refugees and host communities.
- **Apr**: Contribution received from Germany
- **May**: Contribution received from Italy*
- **Jun**: A Reserve Allocation to support the health clinic in Za'atari camp.
- **Jul**: Underfunding of the SRH clinic in Za'atari
- **Aug**: Contribution received from Qatar*
- **Sep**: 2.3
- **Oct**: 0.6
- **Nov**: 0.5
- **Dec**: 0.15

* Contributions received towards the end of the year will be utilized to fund projects in 2022.
2021 IN NUMBERS

**$3.4M**  
**CONTRIBUTIONS**

<table>
<thead>
<tr>
<th>Country</th>
<th>Allocations in US$</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany</td>
<td>2.3</td>
</tr>
<tr>
<td>Italy</td>
<td>0.6</td>
</tr>
<tr>
<td>Qatar</td>
<td>0.5</td>
</tr>
</tbody>
</table>

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**56.9K**  
**PEOPLE ASSISTED**

- **16.7K** people in JARASH  
- **16.7K** people in AMMAN  
- **12.6K** people in JARASH  
- **7.6K** people in MAFRAQ

---

**1.5K**  
**PEOPLE ASSISTED WITH DISABILITY**

- **76 people** in AL MAFRAQ  
- **73 people** in AL AQABA  
- **20 people** in MAFRAQ  
- **12 people** in AL AQABA

---

**ALLOCATIONS BY CLUSTER**

<table>
<thead>
<tr>
<th>Cluster</th>
<th>Standard allocations</th>
<th>Reserve allocations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>0.9</td>
<td>0.2</td>
</tr>
<tr>
<td>Protection</td>
<td>0.9</td>
<td></td>
</tr>
</tbody>
</table>

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**$2M**  
**ALLOCATIONS**

- **$30.7K** in ALBALQA  
- **$27.7K** in MADABA  
- **$13.9K** in ALKARAK

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**56.9K**  
**PEOPLE ASSISTED**

- **$657K** in AL MAFFAQA  
- **$28K** in MADABA  
- **$247K** in ALAQABA

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**$1.4M**  
**International NGOs**

- **$376.6K** in ALMAMAR  
- **$114K** in ALKARAK  
- **$27K** in MADABA

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See explanatory note on p. 6
Donor contributions

The JHF was only able to mobilize US$3.4 million between January and December of 2021, thanks to Germany and Italy’s continued support alongside Qatar. There were no carryovers from 2020, as the Fund allocated all contributions to the COVID-19 response and other humanitarian needs. The limitations in funding limited the JHF’s response to the needs in Jordan.

In 2021 the JHF witnessed an evident decline in donor commitments, this is due to donor fatigue, rising humanitarian needs regionally and globally, coupled with the impacts of COVID-19 on donor countries annual budgets. These factors have limited the Fund’s response in 2021 to a smaller Standard Allocation that only covered six projects and one Reserve Allocation in August.

The overall contributions to the Fund declined between 2018 and 2021 – from $10.4 million in 2018 to $10.1 million in 2020, down to only $3.4 million in 2021. Given the reduction in contributions, and despite haven been a vital tool to humanitarian response in Jordan in previous years, the Fund has only contributed 0.4 per cent to the overall JRP requirements in 2021.

The JHF was unable to utilize the contributions that were received from Italy and Qatar in November and December respectively. The carryover will be allocated to 2022 projects.
In 2021 the JHF observed a significant drop in donor contributions, with the withdrawal of several long-term donors including Belgium, Sweden, Ireland and the withdrawal of newer donors Canada and Cyprus who contributed to the JHF in 2020 following the COVID-19 outbreak.

The current depletion of resources has been a result of donor fatigue concerning the Syria crisis, coupled with donor countries' budgetary cuts due to the economic repercussions of COVID outbreak, and exacerbated by donors drawing their attention to other crises in the region (Yemen, Lebanon and Afghanistan).

These reasons mentioned above have resulted in shifting the donors’ focus away from supporting the humanitarian assistance in Jordan for refugees as well as the hosting communities.

Continued commitments of long-term donors Germany and Italy assisted the Fund in continuing its critical response in 2021. Qatar has pledged for 2022 a total amount of $500K.
Allocations overview

STRATEGIC STATEMENTS

**Standard Allocation: Responding to the protection concerns and the health needs of the most vulnerable**

With increasing needs related to COVID-19, Health, and related child protection concerns, in all governorates of Jordan, the Fund launched an allocation of $2 million to respond to priority needs.

The allocation targeted elderly people, persons with disabilities, refugees and children at risk in refugee and host communities.

Due to the limited available finances, the Fund was able to support 6 projects, focused on health and child protection.

**Reserve Allocation: prioritizing vulnerable women and girls**

In August 2021, health services in Za’atari camp faced a critical funding gap, with some clinics forced to shut down even as needs were rising due to the closure of other clinics in the camp because of decreased funding.

The Fund consulted with partners to assess the key gaps and launched this allocation with an envelope of $150,000 in August to respond to the health funding gap and cover the needs of women and girls of reproductive age in Za’atari Camp. This allocation aimed to deliver life-saving and life-sustaining primary health interventions through the Za’atari health clinic for three months.

**2021 ALLOCATIONS**

<table>
<thead>
<tr>
<th>Amount</th>
<th>Category</th>
<th>Launch month</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.9M</td>
<td>Standard Allocation</td>
<td>May 2021</td>
</tr>
<tr>
<td>$150K</td>
<td>Reserve Allocation</td>
<td>August 2021</td>
</tr>
</tbody>
</table>
### ALLOCATION BY TYPE

- **0.2M Reserve allocations**
- **$2M** **TOTAL ALLOCATIONS** (23%)
- **1.8M** **Standard allocations**

### ALLOCATION BY STRATEGIC FOCUS

**S01** To improve the health status of Jordanian host communities and Syrian refugees by meeting humanitarian health needs, promoting resilience, and strengthening the national health system and services.

**S02** 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.

### ALLOCATIONS BY STRATEGIC FOCUS

- **$1.1M** S01
- **$0.9M** S02

### PEOPLE ASSISTED BY TYPE

- **Refugees**: 32.2K
- **Host communities**: 24.7K

### PEOPLE ASSISTED BY SECTOR

- **Protection**: 69.9K
- **Health**: 69K

### ALLOCATION FLOW BY PARTNER TYPE

- **$2M** Total allocations
- **$1.4M** INGOs
- **$0.3M** National NGO
- **$0.3M** RC/RC
- **$1.9M** Direct implementations
- **$85K** Sub-granting
- **$12K** RC/RC
HIGHLIGHTED ACHIEVEMENTS

PROMOTING LOCALIZATION

The Fund has supported localization in Jordan in several ways. The Fund supported the establishment of the National NGO Forum – Jordan National NGO Forum (JONAF) The JHF encourages partnerships when funding INGOs and is a key funding source directly to national organizations. In addition, and since its establishment, the Fund has encouraged national organizations to participate in the humanitarian community and the existing humanitarian structure.

Unfortunately, and due to the funding limitations in 2021, the Fund was only able to fund one NNGO out of the seven funded projects, and two INGOs partnering with local organizations.

EFFECTIVE PROGRAMMING

KEY PRINCIPLES FOR INCLUSIVE PROGRAMMING

Strengthening Accountability to Affected People
In all projects, the JHF is committed to high standards of transparency and accountability towards the communities served, at all times and throughout all phases of the project management cycle. This requires partners to ensure that standards are integrated throughout all phases of the work. The AAP systems vary (anonymously, through complaint boxes, in person, or via phone or email).

The JHF plays a central role in strengthening the quality of humanitarian response, promoting accountability to affected populations, gender and protection mainstreaming, consideration of environmental issues, and the principle of ‘do no harm’.

Promoting the Centrality of Protection
The JHF abides by the ‘do no harm’ principle in all projects and partnerships, by prioritizing safety and safeguarding the dignity of people in need. In 2021, the JHF mainly focused on protection projects, especially for children. Per the data offered by the UNHCR, the Syrian refugee population is younger than that of their host country. In 2021, 49 per cent of the total Syrian refugee population were younger than 18. The JHF reached 49,987 young people with protection services through funding 3 out of 7 projects in their First Standard Allocation.

Addressing gender equality and responding to Sexual and Gender Based Violence (SGBV)
The JHF continuously facilitates change by addressing the causes and drivers of violence against women and girls. Due to lack of funding, the JHF could not direct funding this year to projects specifically against SGBV, although this had been a core area of support in previous years.

Including persons with disabilities
The JHF promotes the inclusion of persons with disabilities throughout all of projects and by highlighting their importance in their allocation strategy. In 2021 the JHF assisted 56,888 people with disabilities in their seven funded projects. In previous years, the JHF reached more people with projects that respond specifically to people with disabilities, unfortunately for the year 2021 the depletion of funding, this was not possible.

AREAS OF CONTEXTUAL PROGRAMMING

Advancing Cash and Voucher Assistance (CVA)
The JHF has long promoted cash assistance, promoting dignity and flexibility. In the context of Jordan, many of the People in need who reside in host communities, are in debt or are subject to becoming in debt. Many people thus find cash assistance more beneficial than most other kinds of assistance, especially in the winterization allocation. However, this year the JHF was unable to launch a second Standard Allocation due to limitations in funding. In 2021 the JHF was did fund one cash- for-health project to assist in the strengthening resilience for people vulnerable to COVID-19. For all vulnerable people such as the elderly and vulnerable households.
SECTOR ACHIEVEMENTS

**48K** Women and children accessed protection services in accordance with international and national standards.

**36K** women, boys, and girls attended Information sessions on child labor and child marriage.

**$2** million were allocated to

7 health and protection projects

implemented by 7 partners.

**4,576** WGBM accessed primary health care services and **355** were referred to secondary and tertiary health care

**3K** Kidney dialysis life-saving sessions provided for beneficiaries

**849** deliveries conducted in presence of skilled Attendant
Lessons learned and best practices

**Decreased funding and the need for improved advocacy**
In 2020, the JHF will review its standing and consult the possibility of closing the Fund with its shareholders.

**Strategic focus of the JHF**
With limited funds in 2021, the Fund had to be very focused in its approach, concentrating on protection concerns and SGBV. Based on community feedback the Fund would like to focus more on cash assistance, however funding limitations limited cash allocation this year.

**Encouraging the growth of National NGOs**
The JHF noted the need to improve sector coordination and capacity growth of the National NGOs.

After the launch of the Fund's Standard Allocation of 2021, there was a lack of NNGO applicants. This indicates a need for NNGOs to be better integrated into the sectors, as well as internal capacity-building. Previously, the JHF was able to support such efforts however due to the lack of funding this was not possible in 2021, and only a small portion of funding went to NNGOs.

As the humanitarian community considers the Fund’s closure, there must be space to reflect on NNGO integration in the broader humanitarian system and how best to facilitate the best-placed NNGO responders going forward.
PROVIDING HEALTH SERVICES FOR DISABLED OLDER PEOPLE

Hassan comes from a village near Aleppo, Syria, where he worked as a farmer. However, after fighting broke out Syria, Hassan, his wife, and their four children fled to Jordan, arriving at Jordan’s Azraq Refugee Camp in 2015.

Hassan, is over 70 years old and began experiencing problems with his hearing after arriving in Jordan. His hearing loss caused him loneliness and isolation because of his inability to communicate.

Hassan learned about IOCC’s services for refugees with impairments and disabilities in the camp. He visited IOCC’s hearing clinic and visited an audiologist. He remembers, “When I came to IOCC’s site, I was very comfortable with IOCC’s services and the welcome I received from the staff and volunteers.”

Based on his hearing test and determined level of hearing loss, Hassan was eligible to receive hearing aids from IOCC through its project funded by the Jordan Humanitarian Fund (JHF). He is thankful to the devices: “After wearing the hearing aids, my life became totally different. From the first day I used the hearing aids, my confidence was stronger. I am psychologically better; I can understand the speech [of others] without fear of missing any word, and I can join any conversation. I also know if someone is calling me from a distance.”
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, analyze 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) participates in CBPF processes and receive funding to implement projects addressing identified priority needs.

1 INCLUSIVE GOVERNANCE
The Advisory Board has a manageable size and a balanced representation of CBPF stakeholders.

**COMPOSITION OF ADVISORY BOARD**

<table>
<thead>
<tr>
<th>Representatives</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donor representatives</td>
<td>3</td>
</tr>
<tr>
<td>INGOs representatives</td>
<td>2</td>
</tr>
<tr>
<td>NNGOs representatives</td>
<td>2</td>
</tr>
<tr>
<td>UN representatives</td>
<td>1</td>
</tr>
<tr>
<td>Observer</td>
<td>1</td>
</tr>
<tr>
<td>Women-led organizations</td>
<td>1</td>
</tr>
</tbody>
</table>

**Target**
9 members excluding the HC (Chair) and OCHA, with equal representation among UN, NGO (including both INGO and NNGO) and donor constituencies.

**Results**
The JHF maintained the structure of the AB, with 1 UN agency. In 2021, only one UN agency had a nominated member attending the AB meetings. The Jordan INGO Forum Coordinator attended the AB meetings as an observer.

**Analysis and follow-up**
All members of the AB were active in setting the strategic direction of the Fund. In consultation with the AB, the Fund developed the JHF position paper. The AB endorsed the priorities of the Fund for the Standard and Reserve Allocations.

There were two meetings in 2022. Despite the limitations of in person meetings due to COVID-19, all constituencies have actively engaged in the Advisory Board via emails and bilateral communications throughout the year to direct the strategic use of the Fund. The JHF will continue the annual rotation of the donor representatives in the second half of the year.

2 INCLUSIVE PROGRAMMING
The review committees of the Fund have the appropriate size and a balanced representation of different partner constituencies and sector representatives.

**Representatives in the Review Committees**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCHA</td>
<td>3</td>
</tr>
<tr>
<td>UN Agencies</td>
<td>2</td>
</tr>
<tr>
<td>INGOs</td>
<td>2</td>
</tr>
<tr>
<td>Cluster coordinator</td>
<td>2</td>
</tr>
<tr>
<td>Gender advisor</td>
<td>1</td>
</tr>
<tr>
<td>NNGOs</td>
<td>1</td>
</tr>
</tbody>
</table>

**Target**
A diverse and balanced representation among UN agencies, INGOs and NNGOs, and HFU participation are maintained in review of project proposals.

**Results**
The number of Sector Review Committee members varied from five to seven members from different organizations. In some cases, a gender focal point and the sector lead supported the review. The sectoral review committee plays a technical and strategic review role.

**Analysis and follow-up**
Inclusiveness Inclusiveness was promoted in the allocation process, whereby partners are involved in developing the allocation priorities and participating in the evaluation and recommendation of proposals to be funded. The HFU established and expanded strategic partnerships with national and international NGOs.

The JHF will maintain the same approach in selecting the members of the Strategic and Technical Review Committees.
3  INCLUSIVE IMPLEMENTATION
CBPF funding is allocated to the best-positioned actors, leveraging the diversity and comparative advantage of eligible organizations.

Target
Leveraging the comparative advantage of the best placed actors by diversifying the allocations when possible and ensuring that sectors vet project proposals.

Results
The JHF funded 5 INGOs, 1 national NGO and 1 Red Crescent Society organization: 5 INGOs funded at 70 per cent ($1.4 million); 1 NNGO 15 per cent ($299,983); 1 RC/RC 15 per cent ($304,665); No UN agencies were funded.

Analysis and follow-up
The JHF will continue to promote partnerships with national entities in its projects as sub-implementing partners. The JHF will retain its focus on funding NGOs and at the same time, maintain its flexibility in supporting UN agencies in cases where NGOs are not able to assist or if the UN can offer a timelier response or an umbrella for several organizations to work together.

The JHF will continue its efforts to attract national NGOs and work with them to strengthen the likelihood of successful proposals and efficient implementation of funded projects.

4  INCLUSIVE ENGAGEMENT
Resources are invested by OCHA’s Humanitarian Financing Unit (HFU) in supporting the capacity of local and national NGO partners within the scope of CBPF strategic objectives.

Target
20 training rounds and briefings (with multiple sessions and locations) for partners to ensure understanding of CBPF process and procedures and improve their management and implementation of JHF projects. 16 partner staff trained.

Results
The JHF has prioritized attracting/supporting national partners and has conducted several one-to-one coaching sessions for newly registered organizations. The HFU conducted refresher training sessions to 25 NGOs interested in applying for JHF-funding and organizations that applied unsuccessfully and were still interested in pursuing future funding. In addition to 6 coaching sessions to newly registered partners.

Analysis and follow-up
The JHF will continue its efforts to attract national NGOs and subsequently work with them to strengthen the likelihood of successful proposals and efficient implementation of funded projects.

The JHF will aim to increase the percentage of the funding allocated to national NGOs and women-led organizations.
**PRINCIPLE 1**

**INCLUSIVENESS**

5 **INCLUSIVE RESPONSE**

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

**Target**

All JHF-funded projects ensure accountability to affected populations (AAP) as part of the implementation. All monitoring instances include beneficiary consultations to assess community engagement in project implementation.

**Results**

All JHF-funded projects were required to include a plan to ensure AAP as a project component and report against it. The AAP project components included the provision of accessible and functional feedback and/or complaint mechanisms for community members. All field monitoring visits included beneficiary consultations to assess community engagement in project implementation. Of the seven funded projects, 5 projects fully addressed AAP and 2 projects partially.

**Analysis and follow-up**

As part of the Fund’s strategic objectives in 2021, the JHF promoted AAP throughout the partner project cycle. The Strategic Review scorecards for all allocations launched in 2021 included a specific question about the provision of accountability mechanisms. This ensured that projects with accessible and functioning feedback/complaint mechanisms received the most funding.

The HFU and sectors to ensure that all JHF-funded projects continually incorporate and implement a plan to ensure AAP through project reviews, monitoring and report reviews. The HFU to continuously explore partner outreach opportunities to integrate and enhance AAP in all JHF-funded projects.

![Accountability to Affected People Chart]

- **0.7M** Partially - 2
- **$2M** Total Allocations
- **1.4M** Yes - 5

2 The project includes the provision of accessible and functioning feedback and/or compliant mechanisms for beneficiaries.
1 The project partially includes the provision of accessible and functioning feedback and/or compliant mechanisms for beneficiaries.
6  FLEXIBLE ASSISTANCE
CBPF funding for in-kind and in-cash assistance is appropriate.

Target
Cash as a response modality is operationally considered and strategically prioritized by sectors and partners, where appropriate.

Results
Due to limitations in funding the JHF was only able to allocate one cash assistance project out of seven (cash-for-health).

Analysis and follow-up
In 2021, the JHF was able to mobilize only one cash assistance project due to the limitations in funding. However, the JHF will continue to advocate the most appropriate, efficient, and dignified ways to deliver assistance. In line with Grand Bargain commitments, the Fund will continue to support cash assistance to respond to humanitarian needs wherever it is viable.

7  FLEXIBLE OPERATION
CBPF Funding supports projects that improve the common ability of actors to deliver a more effective response.

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 and follow-up
The JHF does not support common services at the country level.
**PRINCIPLE 2**

**FLEXIBILITY**

### 8 FLEXIBLE ALLOCATION PROCESS

CBPF funding supports strategic planning and response to needs identified in the HRP and sudden onset emergencies through the most appropriate modalities.

<table>
<thead>
<tr>
<th>ALLOCATION BY MODALITY</th>
<th>$1.8M</th>
<th>$0.2M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard allocations</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Reserve allocations</td>
<td>7%</td>
<td></td>
</tr>
</tbody>
</table>

### 9 FLEXIBLE IMPLEMENTATION

CBPF funding is successfully reprogrammed at the right time to address operational and contextual changes.

**Target**

Project revision requests are processed to respond to shifting/emerging operational needs.

**Results**

In 2021, the HFU processed 15 revision requests for 12 projects.

**Analysis and follow-up**

Of the 15 revisions, partners submitted multiple requests for some projects. These included 5 different instances of revisions (some requests included multiple types of revisions). Changes to the budget and project duration (no-cost extension) were the most frequent.

The main reasons behind the revisions were the delay in the Government’s approvals and delays in implementation due to COVID-19.

### PRINCIPLE 2

**FLEXIBILITY**

**Target**

At least 90 per cent of the total funds are allocated through Standard Allocation(s). Between 10 per cent and 20 per cent of the available funds are kept for Reserve Allocation(s) to respond to changes in the humanitarian context.

**Results**

In 2021, the JHF allocated 93% of its resources through a Standard Allocation and 7% through one Reserve Allocation.

**Analysis and follow-up**

During 2021, the JHF launched one Standard Allocation and one Reserve Allocation. The majority of the funding was allocated in the first half of 2021 with a small amount remaining for emergencies. The Fund will aim to keep a minimum of 10 per cent or less for future Reserve Allocations to respond to any unforeseen needs in 2022. The Fund will continue working flexibly with these two modalities as required by the context.

#### NUMBER OF REVISIONS IN 2021

- **1 Change in Location**
- **2 Change in target beneficiaries**
- **10 Revision type 3/ NCE**
- **22 TOTAL REVISIONS**
- **1 Others**
- **8 Budget change**

**Reasons for No Cost Extension/NCE**

- Government delays combined with COVID-19: 5
- Delay in obtaining the government’s approval: 3
- Change in Operational context: 2
**PRINCIPLE 3**

**TIMELINESS**

CBPFs allocate funds and save lives as humanitarian needs emerge or escalate.

---

**10 TIMELY ALLOCATION**

CBPFs allocation processes have an appropriate duration.

---

**11 TIMELY DISBURSEMENTS**

Payments are processed without delay.

---

**Target**

Standard Allocation projects are processed (from the submission deadline to the HC signature) within 30 days on average. Reserve Allocation projects are processed (from the submission deadline to the HC signature) within 20 days on average.

**Results**

The average duration of Jordan’s launched Standard Allocation was 35 days from project submission to partner signature. The average duration of Jordan’s launched Reserve Allocations was 29 days.

**Average Working Days of Allocation Processing**

<table>
<thead>
<tr>
<th>Milestones</th>
<th>Category</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>From allocation closing date to HC signature</td>
<td>Standard Allocations</td>
<td>45</td>
<td>29</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>Reserve Allocations</td>
<td>9</td>
<td>19</td>
<td>29</td>
</tr>
</tbody>
</table>

**Analysis and follow-up**

The Standard Allocation was processed and finalized in the average working days. However, the Reserve Allocation took longer than intended due to the implementing partner’s requesting a name-change during the agreement generation period.

---

**Target**

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

**Results**

Average number of days for Standard Allocation: 6 days

Average number of days for Reserve Allocation: 7 days

---

**Analysis and follow-up**

The time it takes to process the first disbursement has been made according to plan. Continuation of efficient payment processing.
**PRINCIPLE 3**

**TIMELINESS**

### TIMELY CONTRIBUTIONS

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

---

**Target**

Two thirds of annual contributions committed and paid before the end of the first half of the year.

**Results**

In 2021, 100 per cent of the funding was received in less than 1 month from pledges.

---

**Analysis and follow-up**

Significant improvements in the timeliness and predictability of funding were reported in 2021.

With support from headquarters, the HFU will accelerate its resource mobilization efforts, including reaching out to donors to advocate predictable contributions to provide 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.

TARGET

Target
The JHF is a small sized Fund with annual target of $10 million, significantly under the global target of 15% of JRP funding received.

Results
The JHF did not sufficiently contribute to the JRP due to the limitations of its financial resources. With a contribution of only 0.4%

Analysis and follow-up
With limited financing this year, the JHF only modestly contributed to the HRP. 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 efficacy of the Fund.

ALLOCATION BY HRP STRATEGIC OBJECTIVES

S01  To improve the health status of Jordanian host communities and Syrian refugees by meeting humanitarian health needs, promoting resilience, and strengthening the national health system and services
S02  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

TARGET

Target
All funded projects address JRP strategic priorities.

Results
All funded projects contributed to the JRP objectives.

Analysis and follow-up
100 per cent of resources have been allocated to projects linked to the JRP.

Target
JHF collectively prioritized life-saving humanitarian needs and assisted identified as most vulnerable and at risk.

Results
JHF assisted 56,888 people in need in 2021. The identification of people in need was conducted based on the vulnerability assessments, considering the households with extra vulnerabilities such as women headed households, persons with disabilities, elderly and children.

Analysis and follow-up
The JHF assisted people under both allocation modalities. The reported results reflect the total number of people assisted per community in efforts to avoid double-counting of beneficiaries to the extent possible.
PRINCIPLE 4
EFFICIENCY

16
EFFICIENT MANAGEMENT
CBPF management is cost-efficient and context-appropriate.

Target
HFU operations cost (cost-plan) accounts for less than 5 per cent of overall utilization of funds (allocations + operations costs).

Results
In 2021, the HFU cost constituted 18 per cent of the total funds utilized, and the target was surpassed.

Analysis and follow-up
The HFU cost exceeded the 5% target due to the low contribution amount for the year. The HFU management cost remained the same as previous years with no increase.

17
EFFICIENT MANAGEMENT
CBPF management is compliant with management and operational standards required by the CBPF Global Guidelines.

Target
Operational Manual is updated based on the latest version of Global CBPF Guidelines by the end Q1. Annual report and allocation papers fully compliant with global guidance documents.

Results
The Operational Modalities were revised in 2021 to accommodate the changes under the COVID flexibility measures.

Analysis and follow-up
The HFU is working with JHF partners to ensure a solid understanding of Jordan’s operational manual including commitments of receiving JHF funds. Continuation of orientation sessions for partners and additional guidance as needed.
RISK MANAGEMENT

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

**Target**

100 per cent compliance with operational modalities on five categories of risk management pillars.

**Results**

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

**Analysis and follow-up**

In line with the operational modalities, JHF-funded projects were monitored in line with CBPF standards.

The JHF had 100 per cent compliance in field monitoring visits. Spot checks were conducted, with the number of JHF projects visited exceeding the required standard. Review finalizing narrative and financial reports was at 100 per cent compliance.

### PROGRESS ON RISK MANAGEMENT ACTIVITIES

<table>
<thead>
<tr>
<th>Category</th>
<th>High risk</th>
<th>Medium risk</th>
<th>Low risk</th>
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</thead>
<tbody>
<tr>
<td>Field Monitoring</td>
<td>2</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>monitoring conducted</td>
<td>completed</td>
<td>required</td>
<td></td>
</tr>
<tr>
<td>Financial spot checks</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>financial spot checks conducted</td>
<td>ongoing</td>
<td>completed</td>
<td></td>
</tr>
<tr>
<td>Final narrative report</td>
<td>4</td>
<td>19</td>
<td>11</td>
</tr>
<tr>
<td>reports submitted</td>
<td>4</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>Final financial report</td>
<td>4</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>reports submitted</td>
<td>4</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>Audits</td>
<td>4</td>
<td>21</td>
<td>8</td>
</tr>
<tr>
<td>projects audited</td>
<td>4</td>
<td>21</td>
<td>8</td>
</tr>
<tr>
<td>completed required</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ongoing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>required</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Target**

Growing on the number of eligible partners

**Results**

The number of eligible partners remained largely the same as the previous year. With a slight increase of three partners. During the reporting period one partner was suspended due to suspicion of fraud, bringing the total number of eligible partners to the JHF to 102.

**Analysis and follow-up**

The JHF prioritized funding to the best-positioned partners in 2021, while considering the risks associated with the modalities selected and the targeted locations. The Fund strengthened its Partners Performance Index (PPI) system to update partners risk level on a real-time basis. In 2021, the Fund adjusted the risk level of 10 partners. The Fund channeled than two thirds of the funding allocated in 2021 through medium risk partners, who constituted 68 per cent of the total 7 partners funded. The Fund will aim at increasing the frequency of the update of the partners’ performance index to ensure that their risk levels match the realities on the ground and the quality of delivery.

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**Annual Report JHF 2021**

**Page 28**
PRINCIPLE 5

RISK MANAGEMENT

Target
Maintaining the same number of eligible partners – 99 – compared to last year.

Results
The number of eligible partners remained largely the same as the previous year. One compliance incident was reported by a partner in 2021, it was closed upon review of appropriate actions taken by the partner.

Analysis and follow-up
The JHF has appropriate control mechanisms to prevent fraud and misuse of funds. This is ensured through thorough due diligence, capacity assessment, spot checks, monitoring visits, and AAP. The operating context in Jordan is such that the risk of fraudulent activities is reduced given the HFU’s access to monitor projects in all geographical areas. The Jordanian government has systems in place which endorse and oversee all projects in the country. All partners of the Fund are registered and known to the government and the humanitarian community.
COMBATING CHILD LABOR

Child labor is a major problem in Jordan, and is a top child protection concern. Most children who work are adolescents aged 15-17 years\(^1\). The report stated that 32% of the children experienced harassment at work as many of them work under exploitative conditions that have adverse effects on their bodies, mental health and wellbeing.

Child labor has significantly increased during the COVID-19 pandemic and become a top child protection concern due to the poor financial situation families are facing that pushes them to send their children to work to gain income. Most working children (76 per cent) are boys.

The overall objective of the JHF funded project with NNGO is to ensure that the protection of children at risk of child labor, Child Marriage and other child protection concerns in the targeted Governorates is improved through CP response and prevention. The project reached 1,516 in Jordan as it was a nationwide project.

\(^1\) The National Center for Human Rights Atlas for Human Resources, "Child Labor in Jordan.

Saif, a young Jordanian living in Marka-Amman, participated in a workshop run by the Jordan River Foundation about Child Labor.

Saif already had negative attitudes towards child labor because he had peers who work as mechanics and selling scrap metals. He knows they face many risks and wish to return to school.

During the activities, Seif expressed and shared his experiences and the experiences of his relatives. He learned about other risks and consequences of child labor.

Part of the training included a debate, and it was Seif’s opportunity to express his ideas and debate another participant.

After the debate, Saif’s opponent said, “Saif convinced me that the school is important and I will return to complete school. I will prioritise my classes because education is like a sword that cuts off ignorance and abuse.”

When I grow up I want to become a teacher.
Credit: ©JRF
ENSURING SAFE DELIVERY

Ghaida reached IMC’s Hospital in Azraq camp to deliver her eighth child. She arrived at midnight after experiencing heavy pain.

The IMC medical team, doctors and midwives, ensured the safety and health of Ghaida and her baby. Ghaida was kept through the night for observation.

In the early hours, Ghaida moved to the labor wards. She was in labor for about four hours before giving birth. Ghaida and her husband named their beautiful baby girl Duaa.

The IMC pediatrics team assessed Duaa and provided her with all the necessary vaccines. Ghaida and Duaa were then transferred to the post-natal care room for monitoring and medical care.

The next day, the nutrition team visited Ghaida and Duaa and provided with education and consultation about breastfeeding and baby care at home. Mother and child were discharged from Azraq Camp Hospital that day.

The project, supported by the JHF, helped ensure uninterrupted provision of care, for Sexual and Reproductive Health services in Azraq and Irbid, where funding gaps had been leading to clinic closures.

The SRH services included antenatal care (ANC)/post-natal care (PNC), health education (on topics such as early and exclusive breastfeeding, danger signs during pregnancy and in newborns, importance of immunization, among others), family planning, safe delivery services, medical and surgical management of obstetric and gynecological issues, and the clinical management of rape, as well as comprehensive emergency obstetric and neonatal care.
Annexes

Annex A  Acronyms & abbreviations
Annex B  Reference Map
Annex C  JHF Advisory Board
Annex D  Allocations by recipient organizations
## ANNEX A

### ACRONYMS & ABBREVIATIONS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB</td>
<td>Advisory Board</td>
</tr>
<tr>
<td>ACAPS</td>
<td>Assessment Capacities Project</td>
</tr>
<tr>
<td>ARDD</td>
<td>Arab Renaissance for Democracy and Development</td>
</tr>
<tr>
<td>CBPF</td>
<td>Country Based Pool Fund</td>
</tr>
<tr>
<td>INGO</td>
<td>International Non Governmental Organization</td>
</tr>
<tr>
<td>IOCC</td>
<td>International Orthodox Christian Charities</td>
</tr>
<tr>
<td>ISWG</td>
<td>Inter Sector Working Group</td>
</tr>
<tr>
<td>ITS</td>
<td>Informal Tented Settlements</td>
</tr>
<tr>
<td>JRF</td>
<td>Jordan River Foundation</td>
</tr>
<tr>
<td>JONAF</td>
<td>Jordanian National NGO Forum</td>
</tr>
<tr>
<td>JRP</td>
<td>Jordan Response Plan</td>
</tr>
<tr>
<td>KAP</td>
<td>King Abdullah Park</td>
</tr>
<tr>
<td>MEDAIR</td>
<td>MEDAIR</td>
</tr>
<tr>
<td>NGO</td>
<td>Non Governmental Organization</td>
</tr>
<tr>
<td>NNGO</td>
<td>National Non-Governmental Organization</td>
</tr>
<tr>
<td>PRI</td>
<td>Palestinian Refugees in Iraq</td>
</tr>
<tr>
<td>PRS</td>
<td>Palestinian Refugees in Syria</td>
</tr>
<tr>
<td>PSS</td>
<td>Psychosocial Support</td>
</tr>
<tr>
<td>PWD</td>
<td>Persons with Disabilities</td>
</tr>
<tr>
<td>QRCS</td>
<td>Qatar Red Crescent Society</td>
</tr>
<tr>
<td>SGBV</td>
<td>Sexual and Gender Based Violence</td>
</tr>
<tr>
<td>TDH-L</td>
<td>Terre des Hommes Lausanne</td>
</tr>
<tr>
<td>UNHCR</td>
<td>United Nations Higher Commission of Refugees</td>
</tr>
<tr>
<td>VAF</td>
<td>Vulnerability Assessment Framework</td>
</tr>
<tr>
<td>IMC</td>
<td>International Medical Corps</td>
</tr>
<tr>
<td>COVID-19</td>
<td>Corona Virus (2019-nCoV)</td>
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</tbody>
</table>
### Annex B

**JHF Advisory Board**

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson</td>
<td>Humanitarian Coordinator</td>
</tr>
<tr>
<td>INGO</td>
<td>Collateral Repair Project</td>
</tr>
<tr>
<td>INGO</td>
<td>World Associates Global</td>
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<tr>
<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>
</tr>
<tr>
<td>NNGO</td>
<td>World Leisure Organization (WLO)</td>
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<tr>
<td>UN</td>
<td>United Nations High Commissioner for Refugees (UNHCR)</td>
</tr>
<tr>
<td>Donor</td>
<td>Germany</td>
</tr>
<tr>
<td>Donor</td>
<td>Italy</td>
</tr>
<tr>
<td>Donor</td>
<td>UK (Foreign Commonwealth and Development Office) FCDO</td>
</tr>
<tr>
<td>Observer</td>
<td>Jordan INGO Forum Coordinator</td>
</tr>
<tr>
<td>JHF/OCHA</td>
<td>United Nations Office for the Coordination of Humanitarian Affairs (OCHA)</td>
</tr>
</tbody>
</table>
ANNEX C

REFERENCE MAP

Map Sources: ESRI, UNCS.
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.
### ANNEX D

#### ALLOCATIONS BY RECIPIENT ORGANIZATION

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount (in USD million)</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>International NGO</strong></td>
<td>1.4</td>
<td>70%</td>
</tr>
<tr>
<td>IMC (International Medical Corps)</td>
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<tr>
<td>MEDAIR (MEDAIR)</td>
<td>0.3</td>
<td></td>
</tr>
<tr>
<td>TDH-L (Terre des Hommes Lausanne)</td>
<td>0.3</td>
<td></td>
</tr>
<tr>
<td>WCH (Stichting War Child)</td>
<td>0.3</td>
<td></td>
</tr>
<tr>
<td>IRC (International Rescue Committee)</td>
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<td></td>
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<tr>
<td><strong>National NGO</strong></td>
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<td>15%</td>
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<td>JRF (Jordan River Foundation)</td>
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<tr>
<td><strong>Others</strong></td>
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<td>15%</td>
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<tr>
<td>QRCS (Qatar Red Crescent Society)</td>
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</table>
#InvestInHumanity