

### HISTORY/BACKGROUND



CARE International seeks a world of hope, tolerance and social justice, where poverty has been overcome and all people live with dignity and security. In Jordan, CARE will be recognized for our commitment to the humanitarian protection and empowerment of communities especially women and girls, where rights are secured, and human potential fulfilled for all.

CARE in Jordan leads humanitarian protection, economic empowerment, and civic engagement interventions for women and girls from poor and vulnerable communities in the fight to overcome poverty, gender based violence, and social injustice. We nurture accountability, leadership and political will internally and among our partners to achieve this mission.

CARE values equality, integrity, transformation, excellence, diversity, and respect for the dignity and worth of every human being, where we affirm the dignity, potential, and contribution of all; communities we work with, partners, donors, and staff.

CARE International established a presence in Jordan in 1948, created in the wake of the Palestinian refugee crisis. Over sixty nine years later, CARE has served the needs of the Palestinian, Iraqi, Somali, Sudanese, and now Syrian refugee communities. CARE's scope of work has evolved from emergency response to long-term development programming, now encompassing an urban refugee protection program, the sustainable development program, and the Azraq Camp program.

We hold **Gender Equality** to be the area in which we see the most pressing need for global change in order to reach our vision. Together with gender inequality, we recognize **humanitarian crises** – including conflict, disasters and situations of chronic insecurity – as



among the most daunting threats to realizing our vision for a just world. In partnership with others, we deliver impactful, sustainable and evidence-driven results because of our long-term commitment to communities and our focus on addressing the underlying causes of poverty and social injustice.

***“As of February 2017, Azraq camp is hosting 55,000 Syrian refugees residing in four villages”***

Jordan's central position and relative political stability have contributed to its role as a safe haven for refugees. Since 2003 alone, Jordan has received between 450,000 and 750,000 Iraqis fleeing conflict in their country. More recently,

the ongoing conflict in Syria has resulted in huge population movements across the border to Jordan. As of February 2017, approximately 656,170 Syrian refugees were registered in Jordan, with an estimated 82 percent of them living in non-camp urban areas. In addition to Palestinian and Syrian refugees, Jordan hosts Iraqis (the second largest group at approximately 55,000), Somali, and Sudanese refugees.

Azraq camp was opened at the end of April 2014, with the expectation of a continued flow of refugees across the border into Jordan and from urban areas into camps. As of February 2017, Azraq camp is hosting 55,000 Syrian refugees residing in four villages. The capacity of the established infrastructure in the camp currently exceeds 50,000 refugees in four villages and could potentially be extended to accommodate more than 120,000 people in eight villages.

## SUPPORT FOR SYRIANS IN AZRAQ CAMP AND CITY

CARE has partnered with UNHCR and other agencies to set up a new refugee camp in Azraq. Azraq camp opened on April 30th, 2014. CARE has been providing vital, comprehensive community services in the four operational villages.

The overall goals of CARE's response in Azraq camp are to ensure and maintain security, provide humanitarian assistance for and support the well-being of refugees, and build the resilience and stabilization of individuals, families and the community in Azraq camp. This is achieved by enhancing community empowerment and self-reliance through improving the capacities and opportunities for Syrian refugees, and providing them with skill-building trainings. CARE's community centers in each of the established villages serve as **consolidated and comprehensive one-stop shop for refugees**, where they can access information about their rights and available services as well as receive case management assistance and referrals to ensure access to services. This includes following up on cases and referrals inside the community centers and outside of the centers, through daily outreach visits to their shelters around the camp. CARE community centers also serve as the main hub for refugees to register for the incentive based volunteering (IBV) scheme, which is the main service for refugees in the camp to participate in volunteering opportunities to support their community and to earn cash.

Reaching women and girls during crises can be extremely challenging, as women and girls are often the most marginalized and vulnerable members of communities. A disaster will frequently erode at already constrained resources and opportunities for women and further limit their ability to seek safety or urgently needed aid and assistance. At times, however, disasters may also disrupt the social structures and power dynamics in communities and households, providing opportunities for women and girls to have a voice for the first time in their lives. Women and girls face unique risks and threats in emergencies related to their physical security, food security, health, and other concerns.

Women, men, girls and boys report signs of psychological and social distress. These include behavioural and emotional problems (e.g. social withdrawal, difficulty sleeping, etc.), signs of impaired social functioning, in daily life and disrupted social and community support mechanisms (e.g. disruption of social support patterns, familial conflicts, violence, undermining of shared values, etc.)

### Details of CARE's Comprehensive Response

- Receive individual cases and refer Persons of Concern (PoC) to appropriate service/assistance providers through Case Management
- Train and mentor Community Representatives
- Facilitate meetings between Community Representatives and Camp Management/Service Providers
- Support community Working Groups to plan and implement recreational/sports activities, educational activities and community support mechanisms
- Provide comprehensive, updated information to camp residents about available services and assistance
- Organize group activities to strengthen personal resilience and self-development
- Facilitate joint planning initiatives between Camp Management, SPs and Camp Representatives.
- Share best practices and lessons for gender-sensitive programming and women's participation on a quarterly basis with all SPs, and camp management.
- Provide computer training to male and female youth and adults, including vulnerable people with specific needs, and provide access to ICT at established centres – Ideas Box.
- Provide guidance on access to the camp market and coordinate applications
- Coordinate the Incentive-based volunteering (IBV) scheme on behalf of all SPs in the camp.
- Provide vocational training (certified)



The UNHCR Protection Cluster dashboard shows that from 2015 through August 2016 CARE continued to be the largest protection response actor, reaching far more affected people than any other agency in Jordan. UNHCR relies on CARE to welcome needy beneficiaries at its community centers, assess their needs and provide them with case management and community mobilization services, development and skills building

## THE CURRENT STAFF

CARE is fully registered and authorized to work with refugees in the target areas (Urban & Camps). Existing projects are MOPIC-approved and in line with the 2016-18 Jordan Response Plan (JRP).

CARE has 149 staff members, 50 members dedicated solely to addressing the needs of the Syrian refugees in Azraq camp. Azraq program has 26 Jordanian volunteers and 80 Syrian volunteers supporting the implementation of the program every month.

The program is funded by **UNHCR, OCHA, GAC, and Gulf donors such as OLAYAN Group and Khayyat Group.**

## IMPACT

By providing community services to refugees, the project continues to contribute to the social protection of the refugee population in Azraq Camp. Information sessions and continuous shelters visits contribute to the overall well-being of the family which, in turn, allows its members to function normally and contribute to their family, community and society as a whole. People deprived of basic needs may develop feelings of frustration or anger and may vent their frustration on their families or communities thereby affecting the social or legal protection of the population. CARE's Case Management and referral services help to reduce tensions when the refugees move into a new environment as well as reduce tensions between the refugees and

The various elements of CARE's model—case management, provision of essential information, cash assistance, self-reliance and community support/psychosocial activities—constitute a comprehensive protection approach. Together they reduce risks associated with negative coping strategies by enabling families to meet their urgent basic needs and build resilience by strengthening positive coping mechanisms. CARE extensively focuses on ensuring access to women and children through the community centers where refugees feel safe and are able to report on immediate protection needs, as well as through shelter visits.

The program has a robust monitoring, evaluation, accountability and learning mechanism (MEAL framework) to ensure high quality services are provided to beneficiaries, and to also ensure that beneficiaries' voices are incorporated in feedback for all program stages.

## PARTNERS

CARE Jordan coordinates closely with UNHCR, Syrian Refugees Affairs Directorate (SRAD) and other agencies in Azraq camp to collect/share information about services and case referrals. CARE reports on trends in terms of Complaints, Suggestions and Feedback (CSF) to the Camp Management and Service Providers in the bi-weekly coordination meetings. CARE is also an active member of the Protection and referrals working groups and co-chair for the Community Service & Mass Communication CSMC working group.

the various service providers in the camp. Leading the “Incentive Based Volunteering” along with the swift referral of the cases to the specific INGO and follow up (especially the health and food concerns) in turn, impacts positively on the mental, social and physical situation of the entire family.

Also, through CARE’s close relationship with the refugees enabled the staff to identify cases of sexual exploitation, abuse and violence, which were subsequently referred according the agreed referral pathways to the specialized service providers as well as the UNHCR protection unit. Thereby, a significant contribution was made to the physical protection and the dignity of the refugees. It needs to be clearly stated that without CARE’s close relationship with the refugees and its massive outreach program, those cases would have gone unnoticed.