

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 re-



sults because of our long-term commitment to communities and our focus on addressing the underlying causes of poverty and social injustice.

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.

With the crisis in Syria entering its seventh year in 2017, refugees continue to seek protection and assistance in Jordan.

REFUGEES PRIORITIES AND NEEDS

Since 2012, CARE's annual urban refugee assessments have provided a rare, longitudinal view of conditions for Syrian refugees, as well as vulnerable Jordanian host community members. This analysis is complemented by focus groups with Iraqi refugees, which showed very similar problems amongst Iraqi and Syrian refugees.

Shortages of cash make it difficult for refugees to meet urgent needs in shelter, food, health services, and education. Most Syrian refugees are in considerable debt (averaging 628 JD among Syrian refugees in 2015, an increase from the previous year), largely due to on-going restrictions on entering the labor market. This increases protection risks, such as exploitation or the threat of eviction, especially where the head of household is a female, a child, or an elderly person. A second challenge faced by Iraqi and Syrian refugees is the trauma brought on by the experiences of conflict and displacement, which necessitate psychosocial support. Third, children have missed years of school, often entering a dangerous and illicit labor market in order to help support their families. A fourth concern is the particular protection risks that women and girls face, including pressure to marry or to marry off young daughters, isolation and depression due to fear of leaving their homes, and sexual and gender-based violence (SGBV and GBV), including high levels of intimate partner violence. Refugees also often work informally in an exploitative work environment.

CARE'S COMPREHENSIVE RESPONSE

The main goal of CARE's Urban Refugee Protection Program is to enhance resilience of all populations impacted by the conflict in Syria and Iraq with the aim to respond to their priorities, resulting in strengthened social and economic readiness to reside in Jordan with dignity and to support recovery efforts of their home communities upon return.

CARE has developed its Urban Refugee Protection Community Centers over the past 13 years and served more than five hundred thousand Iraqi, Syrian, Somali, Sudanese and Palestinian refugees and asylum-seekers in Jordan. CARE's Refugee Hub model is unique in this approach, and has been tried and tested for over a decade, incorporating lessons learned and results from regular needs assessments conducted among the various refugee communities.

The Urban Community Centers implement a comprehensive protection program with families, where a detailed protection assessment is conducted, followed up with referrals to internal and external services through a structured case management approach. Gender is a key focus of CARE's strategy, and assessments carefully take into consideration the various needs of women, men, boys and girls. CARE's Urban Community Centers are located in areas with the greatest concentrations of urban refugees and offer a variety of targeted services, including information provision, winterization assistance, emergency cash assistance, case management, conditional cash for education, Resilience and Livelihood Programs and psychosocial support.

CARE has excellent access to the Syrian community and is a well-known provider of support amongst refugee communities in Jordan. Its community centers each receive (on average) around 200 individuals a day seeking support. If needed, case managers refer individuals externally to other specialized services, such as specialized GBV counseling and case management, protection assistance from the Family Protection Department, health services, and legal assistance.

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.

The program is designed to provide immediate humanitarian assistance to households in need of urgent support, to provide social connections to strengthen support networks and the local community, and to assist refugees in finding and diversifying livelihood opportunities. Emergency cash assistance is critical in providing refugees with resources to fill immediate gaps to prevent eviction, cover the costs of food, or pay for critical healthcare.

CARE extensively focuses on ensuring access to wom-



en and children through the community centers where refugees feel safe and are able to report on immediate protection needs, as well as through home visits. Additionally, involvement of Jordanian households and CBOs helps establish a safety network and break isolation, especially for women and the elderly. The program has a robust monitoring, evaluation, accountability and learning mechanism (MEAL framework) to ensure that high quality services are provided to beneficiaries, and that beneficiaries voices and feedback are heard and incorporated into all program stages.

UNHCR and other partner agencies rely on CARE to welcome needy beneficiaries at its community centers, assess their needs and provide them with immediate cash assistance, thus filling a vital protection gap. These agencies also refer vulnerable cases to CARE's case management teams. The UNHCR Protection Cluster dashboard shows that in 2015 till today, CARE continued to be the largest protection response actor, reaching far more affected people than any other agency in Jordan. CARE has a registration database of over 101,537 Syrian families, strong links with local and international partners working with urban Syrians and a dedicated, gender-balanced outreach team of

CURRENT PROGRAM STATUS

CARE Jordan's outreach efforts (to date) since the beginning of the Syria crisis in 2011:

- a) Cash, NFI and Livelihood Program: 79,800 Syrian families; 25,200 vulnerable Jordanian families
- b) Case management and psychosocial support: 174,518 Syrian refugees (in addition to the 33,926 non-Syrian refugees and host community families and also 45,114 individuals from both non-Syrian refugees and host community members)
- c) Resilience Program: more than 14,879 individuals benefited from a well-structured resilience and skills development program, access to finance and income generating activities
- d) Conditional cash for education and protection Program: more than 1,000 children were re-enrolled in school, and removed from the labor market as a result of this program.

In total, through the four community centers, CARE has assisted 475,319 Syrian refugees, non-Syrian refugees and host community members over the past 12 years.

PORTFOLIO AND CURRENT STAFF

Of CARE's staff of 162 people, it has 50 staff members dedicated solely to addressing the needs of refugees and host community members, led by the Director of the Urban Refugee Protection program. The program is funded by a number of different institutional donors who provide funding that complement each other well, filling in certain gaps. This support bolsters CARE's ability to offer a comprehensive set of services at each of the centers at all times. CARE Jordan's annual main donors include DFID, ECHO, GAC Canada, DIBP, the German MoFA, PRM, and Olayan Foundation.

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

PARTNERS

CARE Jordan coordinates closely with UNHCR and other agencies to collect/share information about services and for referrals. CARE is an active member of the Protection Sector Working Group, the Basic Needs Working Group and the Vulnerability Assessment Framework group where it has contributed to a review of vulnerability criteria. CARE was recently nominated to co-chair the Livelihood Working Group under the Jordan INGO Forum (JIF), and has been nominated to co-chair the north coordination meeting in Irbid alongside UNHCR, reflecting its innovative and pivotal role in this sector. CARE has also contributed to reviews and drafting of a Winterization Strategy and modality, a GBV interagency Standard Operating Procedure, and a Child Protection Standard Operating Procedure and is currently spearheading together with UNHCR the development of a nation-wide PSEA complaint mechanism.

CARE is an active participant in the working group piloting the MGEM (Gender Marker) in Jordan and has been selected to pilot the tool on its protection/case management component, while other UN agencies and INGOs are implementing the tool on different sectors and components. CARE was elected to participate with one other INGO in the OCHA Jordan Humanitarian Fund Advisory Board. CARE has a long-term working relationship with local NGOs and CBOs, and partners with the Jordan National Aid Fund, Jordanian National Forum for Women, JOHUD and Jordan National Commission for women, Jordan River Foundation, Family Protection Department, National Center for Human Rights, and others. CARE maintains strong relations with Government of Jordan Ministries and Institutions including but not limited to Ministry of Planning and International Cooperation, Ministry of Social Development, and Vocational Training Corporation.

IMPACT

CARE's community centres support CARE's commitment to a holistic approach to urban refugee protection. These community centres act as platforms for building strong, trusting relationships with beneficiaries that enable CARE to assess and respond to their needs quickly and thoroughly. This capacity is vital in regards to supporting particularly vulnerable populations, including women, children, and the elderly. Members of these populations may be especially fearful or otherwise limited from reaching out for assistance. The intentional location of CARE's urban community centers in accessible areas for refugee populations and the availability of assistance and resources make CARE more approachable for these vulnerable groups.

The rich diversity of programming available through the centres ensures that urban refugee communities will be able to access the services they need, or be able to communicate with CARE staff if their needs are not being addressed. Through these programs, CARE also attracts refugees who have differing wants and needs, expanding CARE's outreach and ability to provide support to the different members of refugee communities. In addition to being a hub for information and assistance, these centres create a sense of safety and community among refugees who might otherwise feel overwhelmed and overlooked in a vast urban space. In forming connections and friendships with one another, refugees start to build their own, tight-knit communities.