

IMPLEMENTING PARTNER REPORT, Narrative Reporting

Title of the Project:	Assistance to Syrian Persons of Concern (PoC) and host community members in Azraq camp and urban area
Partner Agreement No.:	000000219
Implementer:	1274040 CARE INTERNATIONAL, USA
Reported by:	Jameel Dababneh
Reporter title:	Team Leader
Operation:	JOR ABC
Budget Year:	2016
Period covered by the Report:	1st January – 31th December 2016
Date Report Submitted:	February 15, 2017
Cost center(s):	32061 Amman, Jordan

1. Operational Project context – changes

The situation was largely stable in Azraq camp and Azraq city during the first three months of the project implementation period and in accordance to the assumptions laid out in the proposal document, until GoJ agreed to allow up to 20,000 Syrian into Jordan from the berm to be housed at Azraq camp.

Since the beginning of March until end of June 2016, Azraq camp received 21,700 Syrian refugees from the berm in a secured area. The GoJ argued that due to security reasons, they need to vigorously screen very carefully everyone from the berm, and this process is laborious. For this purpose, a security fence was built for the entirety of V5.

Total numbers at Azraq camp doubled from around 29, 000 refugees at the end of 2015 to almost 55,000 by the end of June, the influx was continuous at a level of 150-500 refugees per day from the berm until the Rukban bombings that took place on the last week of June, since then a very limited number of cases entered the camp from the berm, while, an average of 13 refugees/day continued to enter the camp from the urban settings.

The unexpected influx overwhelmed the capacity and infrastructure of the camp, leading to allocate refugees in the reception area and public area in the camp below the humanitarian standards. As a result, camp management decided to open village2 and divide it into two, fenced and unfenced sections.

Villages 2 that was opened in June 2016 is just about to reach its capacity limits, while V5 that was opened in March 2016 is full along with V3 and V6— however influx and outflow seems to be in the balance currently and the opening of fifth village.

As of 31 December 2016, Azraq camp is hosting 35,103 individuals; the total registered population in the site, including those currently absent from the camp is 53,988 individuals. The majority of Azraq camp residents live in village five (34%), followed by village three (29%), village six (25%) and village two (13%).

A significant breakthrough was achieved at Azraq camp on 18 December with refugee shelters in village three provided with electricity for the first time since the camp opened in April 2014. Residents have consistently cited the lack of electricity as one of the biggest challenges they face in their daily lives but families are now able to power lights in their shelters and operate appliances such as refrigerators and heaters.

Over 7,000 solar panels will be installed to bring electricity and make the lives of thousands of refugees better and brighter in Azraq camp, 50 Syrian volunteers living in the camp helped build the solar farm which supported by UNHCR, IKEA foundation and the Saudi fund for development .

1,000 residents benefiting from reliable, clean water supplies, and 250 residents have new waste water connections from their shelters as the drainage system has been established for four plots in village six and three which could cause substantial impact on curbing the spread of diseases, and raising general health standards.

UNICEF in collaboration with other partners has been expanding and improving the water and sanitation services in Azraq, drilling a borehole and piping this water to tap stands in the camp, providing waste water treatment and creating disabled access to washrooms by installing Latrine seats designed for disabled people in the plots where people with disability live.

Shelter conditions improved by increasing the concrete flooring, building shelter extensions and establishing kitchens inside the shelters of village three and six. The community members stated that cooking inside the shelter is a major health and safety issue, due to cooking equipment creating unpleasant fumes and representing a general fire hazard. The primary reasons expressed were to prevent mud and dust from entering the house, and to provide an area where residents can sit outside. Currently the Internal shelter space in the camp is currently used for multiple purposes - including cooking, sleeping and leisure.

Two market areas are operating in Azraq camp. The 200 shops - 100 owned by the refugees and 100 by the host community - provide the camp with food shops, restaurants, accessories, bikes and many other items. The community members in village three and six submitted their application through the community centers to be reviewed and screened by a special committee based on; vulnerability, family size, place of origin and date of arrival. The opening of the market has not yet met the high expectations which preceded it. The absence of cash amongst most camp residents has restricted the number of potential buyers, largely to those fortunate enough to secure IBV positions. Limited demand has in turn curtailed profits and limited the types of products shop owners can market.

2. Changes in Population targeted by the Project

(Objective) Community mobilization strengthened and expanded (510)

Output : Community Self-Management				
Brief description of the Output	Site/Location	Performance Indicator(s)	Performance Target(s)	Cumulative progress
Receive individual cases and refer PoC to appropriate service / assistance providers through Case Management Facilitate meetings between Community Representatives and Camp Management/SPs	Azraq camp	# of families benefitting from Case Management/referral services	6,000	8,896
		# of leaders trained on community leadership	70	0
		# of women involved in decision-making and peace-building communities	28	5
Support Working Groups to plan and implement recreational/sports activities, educational activities and community support mechanisms (e.g. daycare, bike-lending, 'time banking')	Azraq camp	# of community groups supported	2	2
		# of social events organized by the community	12	13
Facilitate joint planning initiatives between Camp Management, SPs and Camp Representatives.	Azraq camp	# of instances of joint planning initiatives undertaken with community of concern	4	4
Provide computer training to male and female youth and adults, including vulnerable people with specific needs, including using innovative initiatives	Azraq camp	# of PoC receiving computer training	500	501
		# of PoC using other (non-CTA) computer facilities	1,000	1,028
Provide guidance on access to the camp market and coordinate applications	Azraq camp	# of PoC provided with guidance on business market opportunities	200	519

Coordinate Incentive-based volunteering (IBV) scheme on behalf of all SPs in the camp.	Azraq camp	# Of PoC earning incentives/wages from IBVs	3,500	3,170
Provide vocational trainings (certified).	Azraq camp	# of PoC provided with vocational training	800	1,016
Provide information and referral services to PoC through Case Management	Azraq city	# of local community members benefitting from projects	1,950	2,019
Organize recreational/sports and self-development activities (including vocation and technical skills)		# of projects implemented for refugee and host communities	20	21
Provide vocational and technical skills trainings to PoC and host community members		# of families benefitting from Case Management/referral services in Azraq city	700	704
Provide support for accessing IGA (business advice, space for conducting IGA, e.g. communal kitchen)				
Build capacities of CBOs to close assessed capacity gaps	Azraq city	# of persons trained	12	13

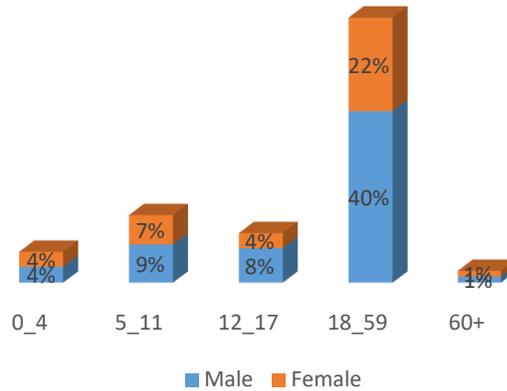
Explanation: The variance related to the community representatives' targets (men and women) are due to constraints imposed by SRAD-camp level. One target remain underachieved mainly due to limited numbers of opportunities provided by other NGOs operating inside the camp.

2. Implementation Arrangements – changes

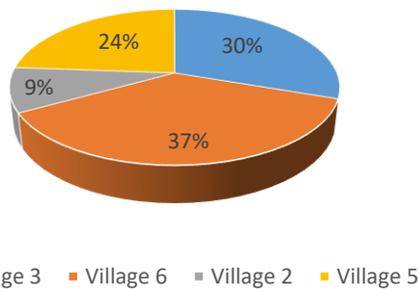
AZRAQ CAMP

In 2016 , CARE has served 33,116 unique beneficiaries with 24,9717 instances of service for refugees in Azraq camp, The largest beneficiary population is male standing at 63% while the gender breakdown for the whole population of the camp for all the age groups is 51% females and 49% males.

The majority of our beneficiaries are aged between 18 to 59 years old (62%) , followed by 5 to 11 years old (16%) , 12 to 17 years old (12%) , less than 4 years old (7%) and elderly 60 years old and above (3%) .



The majority of beneficiaries in village 6(37%) followed by village 3(30%) , village 5 (42%) and village 2 (9%)

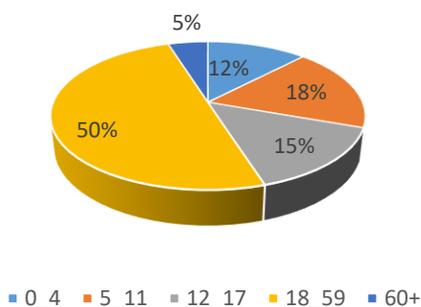


AZRAQ Town

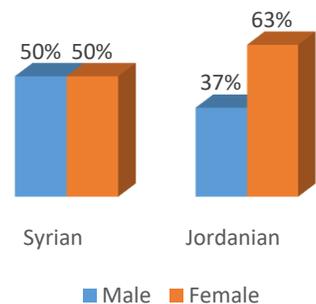
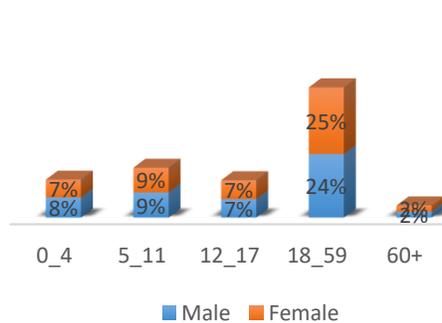
In 2016 , CARE has served 7,249 unique Syrian beneficiaries and 1,175 unique Jordanian beneficiaries with 35,372 instances of service for refugees and host community in Azraq Town , The largest beneficiary population was females standing at 52%.

The majority of the beneficiaries are aged between 18 to 59 years old (50%) , followed by 5 to 11 years old (18%) , 12 to 17 years old (15%) , less than 4 years old (12%) and elderly 60 years old and above (5%) .

Azraq Town - Age groups



Azraq Town- Syrian Beneficiaries



Activity 1a)- *Maintain and further develop Complaints, Suggestions and Feedback mechanism (focus on community participation, and accessibility)*

UNHCR and CARE guarantees formal, informal, safe, and responsive feedback mechanism to handle all complaints and feedback raised by the Syrian Refugees in Azraq camp. CARE is also committed to deliver the information and raise community awareness on feedback mechanisms. CARE is committed to report on the handled feedback and complaints regularly as part of CARE and inter-agencies continuous learning agenda and implementation adjustments.

CARE Keep track of activities delivered in order to find out how well project activities are running and also invite feedback including complaints from women, girls, boys and men to see if the project is achieving the changes they want to see as it is important indicators of the difference a project is likely to make and the impact it will have. When beneficiaries are enabled to identify those changes and contribute to decision-making, project impact is likely to be greater.

The categorization of the Feedbacks have been changed in 2016 based on the need to eight main categories instead of three categories as the following:

- 1) Request for unavailable service.
- 2) Dissatisfied about the Quality of services.
- 3) Satisfied about the Quality of services.
- 4) Community based complains.
- 5) Suggestions to improve the available services.
- 6) Inability to access the services.
- 7) Incentive based volunteers.
- 8) Urgent.

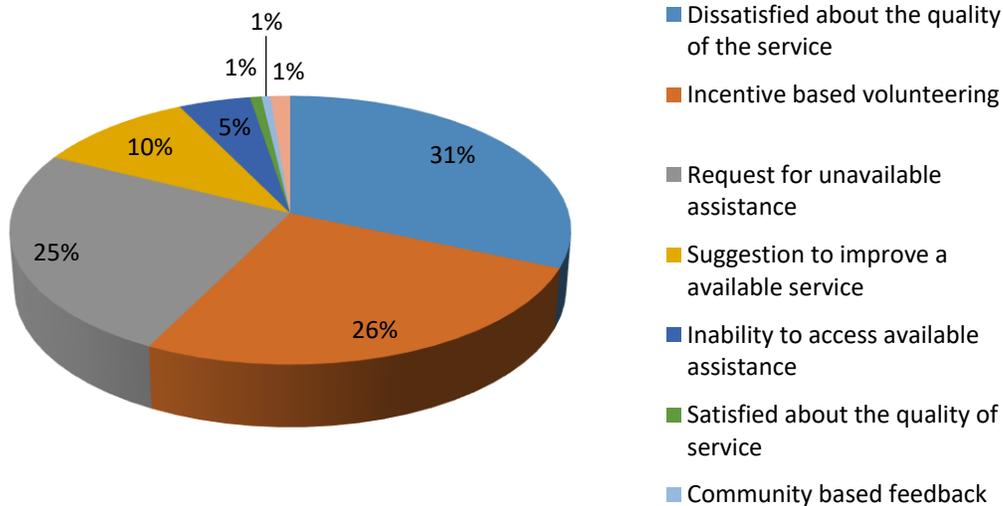
CARE presents different formal and informal feedback channels to ensure the accessibility of these channels for women, girls, boys and men including the most vulnerable people such as people with disability and elderly people. The formal feedback channels are feedback boxes which located in the four community centers and email system while the informal feedback channels are Focus group discussions with refugees of different ages, gender or diversities to identify their feedback on services and activities (M&E Team)., Individual face to face feedback with M&E team (specify available days/times per village)., Individual face to face feedback with case management team (available 5 days per week in all villages) , Targeted field and observation visits to obtain feedback on services including visits to vulnerable members in the community, community meetings such as information sessions and community representatives meetings.

Tracking, feedback, and reporting help Azraq program teams learn what is working and what is not working during the project as mistakes can have serious consequences for the community members. Sharing lessons and taking action in the course of the project means good practice can be replicated and not-so-good practice rectified as soon as possible.

The community members in Azraq program become use the feedback mechanism to be involve in decision making process not just submitting complaints when they face problems in accessing services but also submit suggestions to improve the available assistance , requests for unavailable assistance in additional to present their satisfaction bout the current projects .

3,328 feedback have been received in 2016 via formal and informal feedback channels , The majority of feedbacks have been submitted through feedback boxes (40%), followed by focus groups discussions (18%), individual interviews (18%), information sessions (15%) and community representatives meetings (1%). The majority of the feedback providers were males (56%), while 24% were female and 20% did not provide information regarding their gender. Also the feedbacks were submitted by adults aged between 18 and 59 years old(76%) , followed by children between 12 and 17 years old(4%) , elderly people (1%) and 19% did not provide information regarding their age group.

The majority (28%) of submissions were related to livelihood opportunities (including IBV and public markets), followed by community services and mass information (CMSI) (22%), food (12%), health (11%), NFI (10%), WASH (9%), shelter (3%), education (2%), protection (2%) and electricity (1%).

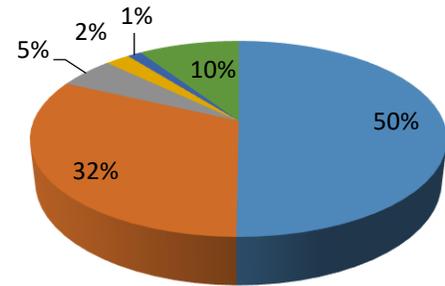


The majority of the received feedbacks were categorized as dissatisfied about the quality of the service (31%) , followed by incentive based volunteering (26%) ,request for unavailable assistance (25%) , suggestion to improve available service (10%) , inability to access available assistance(5%) , Satisfied about the quality of the service (1%) , community based feedback (1%) and urgent complaints (1%).

One of the main improvement in the feedback mechanism in 2016 is enhancing the response on the received feedbacks and ensuring closing the feedback loop , The majority of the feedback providers have received phone calls from the monitoring and evaluation team to response to their feedback and complains and closing the feedback loop (50%) while 5% of the feedback providers have not answered the phone calls of the monitoring and evaluation team, followed by the feedbacks have been submitted without phone numbers (32%) and submitting wrong phone number (1%).

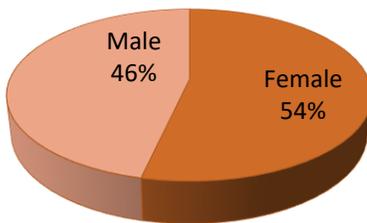
CLOSING THE FEEDBACK LOOP

- Answered.
- Without Number.
- No Answer.
- Disconnected.
- Wrong Number.
- Have not been called yet.

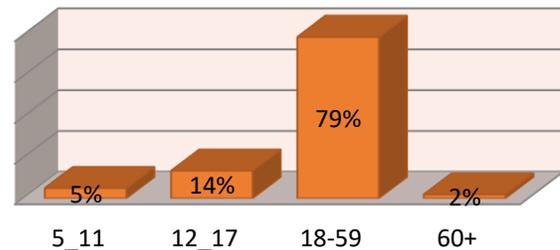


62 Focus groups have been conducted by the monitoring and evaluation team with the attendance of 607 women, girls, boys and men.

Focus groups-Gender



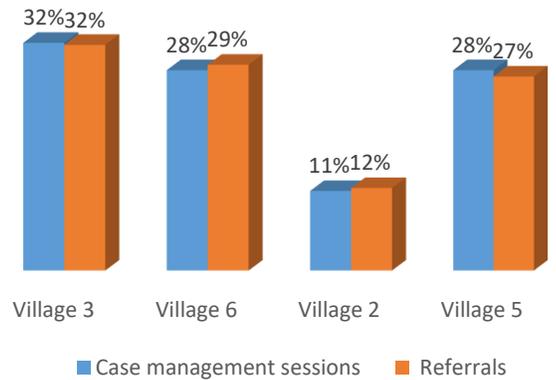
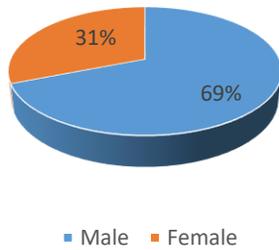
Focus groups- Age groups



1b)-Receive individual cases and refer PoC to appropriate service / assistance providers through Case Management.

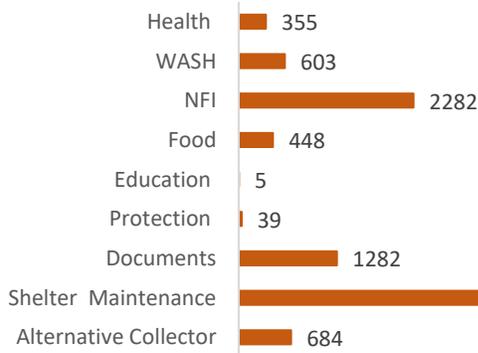
CARE's professional case management offers personalized guidance in accessing an appropriate set of services and assistance to meet the particular needs of each household in a safe and caring setting for all of the camp's families. Case Managers are available 8 AM to 4 PM, five days a week at the community centers in all four villages in Azraq Camp. In 2016, CARE has delivered a total of 27,756 case management sessions leading to 37, 059 referrals to the different INGOs in the camp where camp residents and their families are able to secure basic needs and relevant protection services, 503 elderly people and 528 people with disabilities have accessed referral services in 2016.

Case management and referrals - Gender breakdown

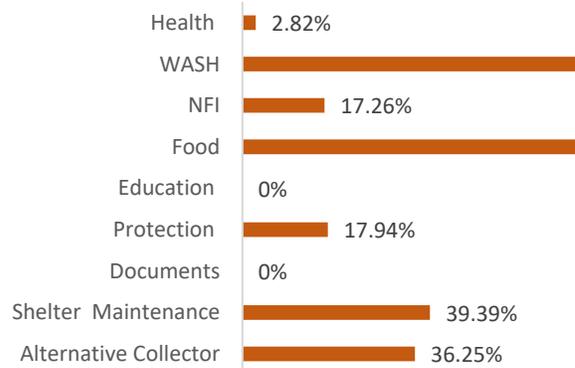


The success rate of referrals (successfully receiving a feedback from the relevant NGOs) decreased in some sectors during 2016 as the following chart, this issue have been raised with the relevant NGOs in camp coordination meetings to ensure getting the proper feedback for the concerned refugees on timely and effective manner.

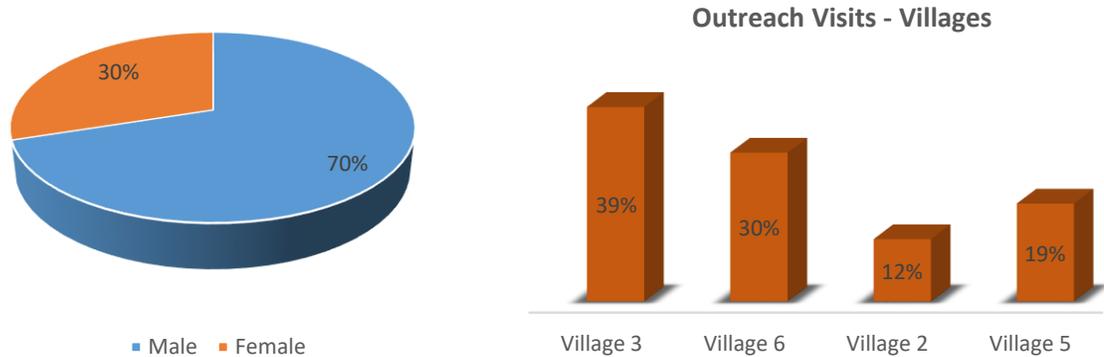
Number of Referrals - Sectors



Percentage of successful referrals



Over the same period, CARE has undertaken over **13,514** outreach visits to resident shelters in support of over **7631** unique households. In addition, Case Managers conducted regular home visits to vulnerable individuals with specific needs, in particular 155 PWDs, 347 elderly people and other housebound persons to ensure their access to appropriate service and assistance providers and provide public information messages and raise awareness on key issues emerging in camp life. As part of this effort, CARE shared information about vulnerable cases with UNCHR and specialized service providers (such as Handicap International) as necessary to enhance vulnerable people's access to relevant services and assistance.



The case managers helped interested and eligible persons with special needs to join the alternative collector scheme (ACS), which allows persons with disabilities, the elderly or others with mobility challenges to designate an official "collector" of services on their behalf. A revised SOP for the alternative collector scheme was developed and agreed with UNHCR in during the last phase of 2016 project. Case managers also assisted people who have encountered problems with their solar lights to request replacement.

Activity 2:

2a) Train and mentor Community Representatives

In 2014 and 2015, CARE collaborated closely with UNHCR in piloting the training and support of Community Representatives in villages 3 and 6 of the camp; 21 male and 7 female Community representatives (CRs) were trained in a range of community organizing and mobilization skills. While further training and a broader activities were put on hold in 2016 in order to agree on a revised TOR, and also there was some constraints from SRAD- Camp Level.

2b). Facilitate meetings between Community Representatives and Camp Management/SPs

The community representatives meeting conducted bi-weekly, once a month with CARE, UNHCR and SRAD and once a month in a broader meeting that includes all camp actors, including service providers as well as the camp management ,26 Community representatives meetings have been facilitated by CARE & UNHCR in 2016 .

Activity #3: Community self-management supported

3a). Support community Working Groups to plan and implement recreational/sports activities, educational activities and community support mechanisms (e.g. day-care, bike-lending, 'time banking')

The program aims to enhance the skills, social and emotional wellbeing and functioning of individuals through enhancing and improving coping mechanisms, in order to deal with the effects of displacement or daily life stressors for both refugees and local communities. The self-development and skills building

activities seeks to improve the level of awareness of the refugee and the local community by proposing positive coping mechanisms, make family members active, improve wellbeing, and have hope for their future in a positive way.

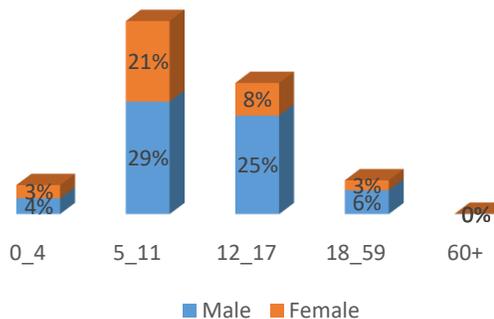
Women, girls, boys and men face different type of problems such as high stress, suffering from loss, experience of attachment problems, sleep disturbances, dependency issues, regression, isolation and hopelessness. Furthermore, the self-development and skills building activities provided children, women, men, elders, and people with disabilities the right places to express their feelings.

CARE’s community centers provide the spaces where groups or individuals can feel physically and emotionally safe and build social networks, express, and entertain themselves. These spaces provide beneficiaries with a safe and non-stigmatizing entry point for services, information, build resilience and help to ensure their wellbeing. The community centers are gathering points that also offer beneficiaries an opportunity to engage with each other, exchange information, and begin rebuilding community networks and support after displacement. In this way, safe spaces are keys to building the social assets of refugees and host community beneficiaries to develop their confidence and leadership.

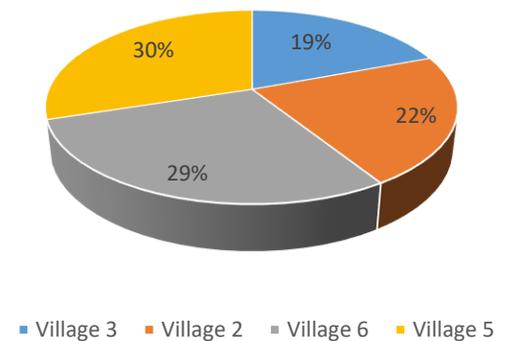
The recreational and sport activities aim to develop a strong sense of self-worth and self-awareness that can help women, girls, boys and men to articulate their needs and aspirations and at the same time motivate them to actively participate in community life.

In 2016 , 8,504 unique refugees in Azraq camp including 2,982 females, 108 PWDs and 6 Elderly people availed themselves of recreational and sport activities offered by CARE community centers in four villages,

Recreational and Sport activities - Gender age groups



Recreational and Sport activities - Villages



The majority of the participants in recreational and sport activities are children aged between 5 to 11 years old (50%) followed by youth aged between 12 and 17 years old (33%) , adult (9%) , children below 5 years old (7%) and elderly people while just 35% of the participants are females and 65% are males .

The multi-purpose sports ground located in the community center at village six and was funded by the IOC (International Olympic Committee) offers the chance for Syrian refugees to play with friends in a safe space, as well as providing a safe surface and equipment to play football, Capoeira, Taekwondo, Zumba and tennis, there are separate changing facilities for girls and women, and a fully equipped women’s gym with treadmill, cross trainers, rowing machine, spinning bikes and entertainment unit. The aim is to encourage women and girls to make full use of the facility, and as well as the football competition,

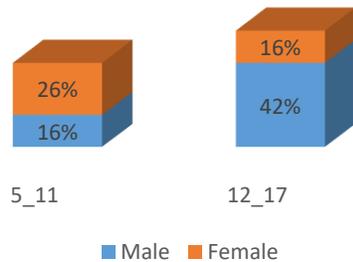
volleyball and basketball teams have been set up, the number of refugees had participated in the sport activities had reached 3,084 out of which **863 were females** and **2,221 were males** with the participation of **94 PWDs** .

In cooperation with Taekwondo Humanitarian Foundation (THF) and the World Taekwondo Federation (WTF) a pilot project lunched to assist children refugees and teach tackle important notions such as discipline, self-esteem and non-violence, which we believe can contribute to promote good global citizenship. **Fifty** girls and boys benefited from Taekwondo training sessions which have been conducted at CARE community center at village six.

Regularly small taekwondo competition organized in additional to belt promotion ceremonies organized rewarding kids for their achievements, CARE Taekwondo team participated in the Annual Jordan River Tournament for Taekwondo held in Sport City in Amman and two players from our team earned silver medals.

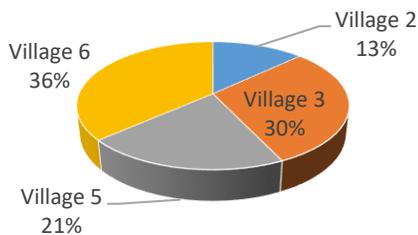
The majority of Taekwondo training session are children aged between 12 to 17 years old (58%) followed by children aged between children aged between 5 to 11 years old (42%) while the largest beneficiary population is male standing at 58% .

Taekwondo Training - Gender and Age group

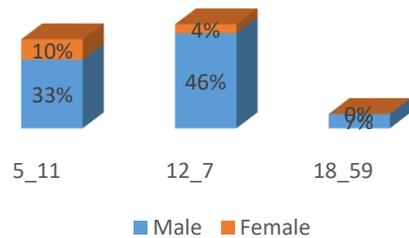


CARE had supported group of refugees to implement chess tournament in the camp, 35 players from different age groups had participated in the chess tournament which aims to enhance the social well-being for the refugees and promote their participation and inclusion in the community, as well as sharing the knowledge and experiences between the players.

Chess activity - villages



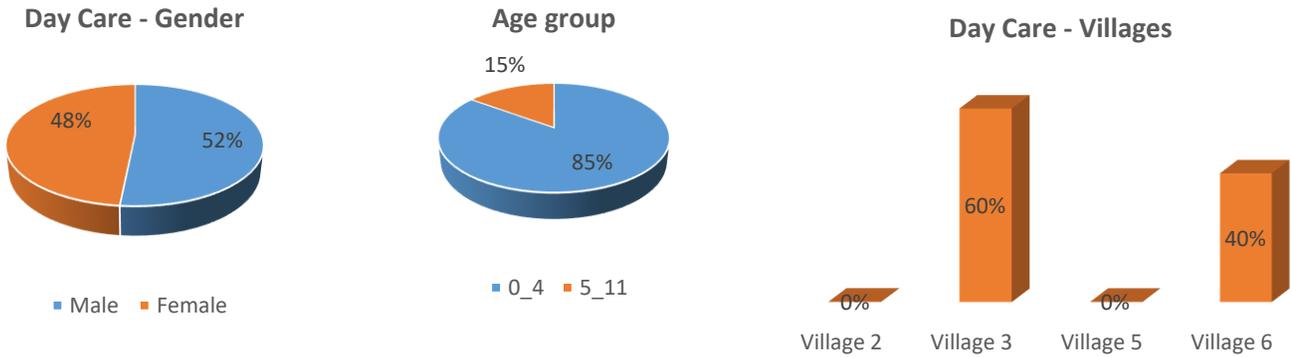
Chess activity - Gender and age groups



In 2016, 857 unique beneficiaries participated in chess activity in weekly basis in the four villages , The majority of the participants were youth aged between 12 to 17 years old (50%) followed by children aged between 5 to 7 years old(43%) and adult (7%) while the largest beneficiary population is male standing at 86% .

Chess without border visited CARE community center at village six and implemented chess training for the refugees from different age group, as the refugees learnt some chess skills and tactics. A total number of 59 refugees participated in the chess training including people with disabilities.

The day care service aims to provide children below the age of 6 years with a safe space to express their feelings and talents with the support of specialized staff that explore with them the positive sides and provide them with trainings on drawing, singing, reading and other activities they express interest in. It also gives the parents some free time in the morning to go shopping, working, and finalizing their home works in additional to encourage women to participate in activities outside their shelters, 1,954 children received day care in 2016 for three hours on daily basis, supervised by Jordanian and Syrian skilled volunteers with self-development and skills building officer overseeing the activities.

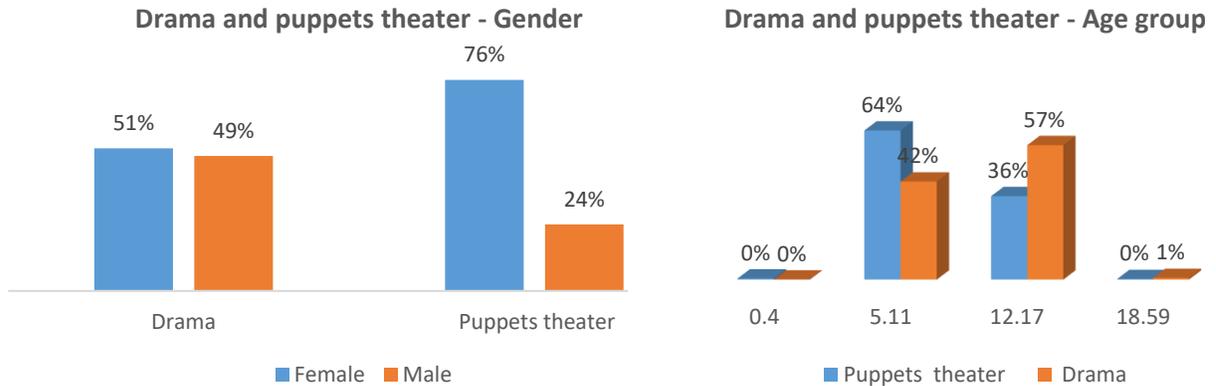


The majority of the children attended the day care activity were aged below 4 years old (85%) while (15%) of the participants were aged 5 years old , 48% of the participants in day care In 2016 were females.

The Majority of Day care’s participants from village 3 (60%) followed by village 6 (40%) while day care started at village 2 & 5 at the last week of December 2016.

Music activities have emerged as a valuable tool to help integrate refugees, especially children. Syrian music trainers have the potential to help youth overcome the emotional, linguistic and social challenges through teaching them play drum and Oud , the training sessions followed by weekly music and dancing performance in village 3, 6 and 5 . 100 females and 103 males attended music classes and performances in 2016.

Drama and puppets theater sessions and performances offered a humorous took on serious issues affecting Syrian refugees including child labor, early marriage and school’s drop out. The project provided entertainment for people living in the camp in additional to raise a wider awareness messages.



362 beneficiaries participated in drama sessions including 186 females while 217 children attended Puppets Theater shows including 165 females. The parents later on became happy to see their children getting excited about the performance and showing improvements in their emotional wellbeing in addition to self-esteem. The parents were transformed from people striving to handle the burden of displacement into directors watching the development of their children’s performances. Theatre benefits not only participants but also their families.

3b) Provide comprehensive, up-dated information to camp residents about available services and assistance

In order to meet the community protection needs, refugees first require access to accurate, up-to-date and accessible information about available services and assistance in the camp. CARE community development assistant welcomed newly arrived refugees and an initial orientation to services and assistance available in the camp through an introduction at the reception area (Waiting area 2) when they first arrive. Within the first 24 hours of moving into the shelter, newly arrived families receive a follow-up visit by CARE Community Mobilization Officers in their shelter. Specific care is taken to ensure that all household members, especially women, are present during the visits and that information is addressed to them.

In addition to orientation sessions and follow up visits, CARE also used a number of formal mass communication channels to regularly communicate up-to-date information regarding facilities, services, and aid distributions offered in the camp and facilitate feedback designed to continually improve upon service and aid provision. CARE provided information on standard procedures and processes (e.g. access to services, registration processes, feedback mechanisms, etc.) and information promoting awareness and good practice in, for example, using door to door leaflets, public information boards and posters, audio-visual info spots screened in central places in the camp (such as the hospital and two clinics, Sameh Mall and community center waiting areas) which aims to improve access to relevant, timely and clear information for Syrian refugees in the camp and set up a basic information system where the refugees can easily distinguish the different types of information without having to be bothered by which NGO does what; facilitate more efficient communication between camp management and beneficiaries through a variety of media channels.

SMS messages are used for specific, time-bound information (e.g. school opening, immunizations, new government regulations, processes and entitlements, seasonal services, upcoming outreach activities etc.). CARE's database allows for filtering and targeting of messages to specific audiences (age group, sex, family status, households with children of relevant age, etc.) and the SMS system provides detailed reports on which messages are delivered and read as well as which messages are sent to phones out of coverage or no longer in service. In 2016, CARE sent 2083,700 SMS to camp residents in the four villages.

The community members reported to CARE's MEAL team that the lack of awareness regarding the correct process for registering mobile phone numbers, the lack of universal dissemination of SMS messages to all phone-carrying individuals, a lack of consistent access to electricity, receiving SMS not relevant to their needs (such as receiving messages about distribution in other secured villages) act as key barriers to the SMS system working as an effective way of disseminating information. There is a need for greater information dissemination in the broader refugee community, in particular amongst new arrivals to the camp, regarding the appropriate steps for the mobile number registration process.

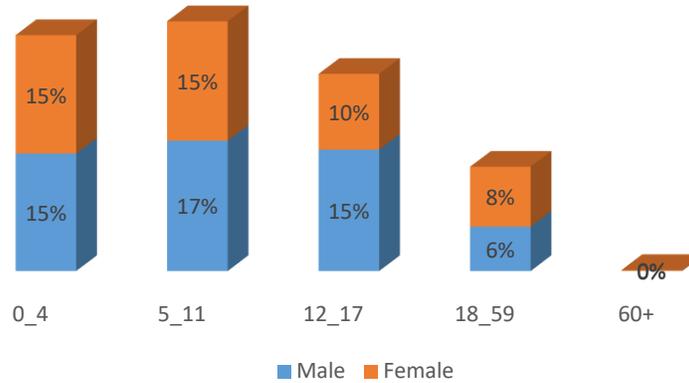
CARE ensured information dissemination through a variety of face-to-face encounters. These include in-depth, personalized communication through case management sessions and community outreach visits. Up-to-date information about protection and community support services and activities is also announced verbally on daily basis between the shelters with strong involvement of Syrian volunteers.

106 information sessions were hosted bi-weekly at the community centers in village three and six in 2016 which various camp service providers were present to respond to camp residents' questions and concerns. In 2016, over **3,338 unique beneficiaries** including **39 elderly people** attended these information sessions in Azraq camp. The majority of the attendances in the information sessions were males (74%) due to the cultural constraints which restrict women's mobility and make women feel uncomfortable attending mixed-gender meetings. Also the community members reported that some problems have been raised many times but many NGOs do not carry out follow-up actions; further, some NGOs are not committed to attending the information sessions.

3c). Organize group activities to strengthen personal resilience and self-development

The self-development and personal resilience activities aim to enhance self-esteem, emotional wellbeing, negotiation and communication skills in addition to support women, girls, boys and men to take new positive social forms (altered relationships and behaviors).

Self-development and personal resilience activities - Gender and age groups

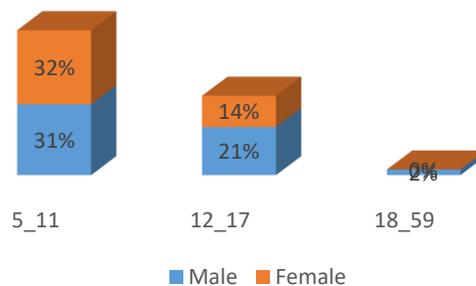


The majority of the beneficiaries in self-development and personal resilience activities are children aged between 5 to 11 years old (32%) followed by children below 5 years old (30%), youth between 12 to 17 years old (25%) and adult (14%). The largest beneficiary population is male standing at 53%.

In February 2016, CARE started implementing Capoeira classes for women, men, girls and boys at Care community center in village six in partnership with Capoeira4Refugees (C4R) organization which provides psychosocial support for conflict-impacted youth through capoeira, an Afro-Brazilian sport and art form that combines music, movement and play. 81 beneficiaries including 37 females participated in social capoeira training sessions included the various elements: music practice, physical training, games, storytelling, dance and social talks, Community engagement events, regular classes and Training of trainers.

Capoeira4Refugee's curriculum is based on the organization's five values: health and wellbeing, empowering vulnerable communities, gender equality, Anti-radicalization, skills Building and youth leadership. These values contribute to the overall psychosocial wellbeing of displaced youth and children.

Capoeira - Gender and age groups



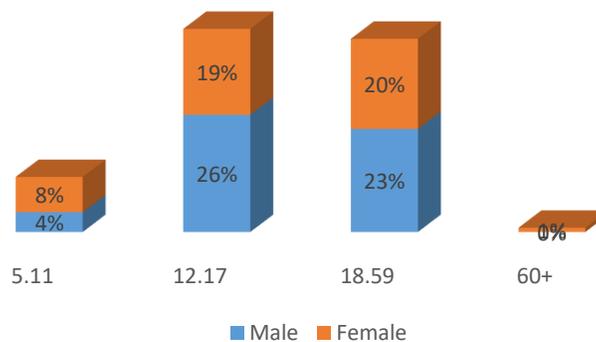
The majority of Capoeira beneficiaries were children aged between 5 to 11 years old (63%) followed by youth aged between 12 to 17 years old (35%). Between February and May 2016, C4R trainers have provided a total of 13 training days, with two gender-segregated classes per training day, each class is

divided into a community/drop-in session and a regular session. Altogether, C4R trainers provided 43 sessions to children and youth in the camp who capoeira sport gave them a new way to interact with their peers and families.

CARE conducted communication skills trainings for 57 girls and 64 boys, the participants learned strategies for overcoming common communication barriers as well as essential skills like active listening, effective use of voice and tone, investigative questioning skills and exploring the importance of body language and the non-verbal communications coming from others.

CARE conducted stress management and self-awareness building trainings for 153 females and 170 males (including 6 PWDs and 3 elderly people) the trainings aimed to build self-awareness of the participants regards their reactions, needs, anger triggers and let them recognize how they express their primary and secondary emotions. The participants learned also about proactive and reactive stress management strategies as proactive strategies would be changing the stressor and reactive strategies would be changing the way someone responds to a stressor.

**Stress management and self-awareness building training
- Gender and age group**



3d). Facilitate joint planning initiatives between Camp Management, SPs and Camp Representatives

CAMP MAGAZINE INITIATIVE

Camp magazine initiative implemented Youth refugees have taken it upon themselves to show the world that Syrian children are ambitious and have their own dreams by writes articles in order to spread her message to the world and sharing personal success stories and raise awareness about different important topics such as early marriage, gender-based violence, and boys and girls dropping out of school.

53 girls and boys were members of the camp magazine which have been started with six girls and boys .The majority of camp magazine members were females (89%) . The team included editor team, photographers and story poems writers’ .The first edition of camp magazine finalized and the launching will be conducted in February 2017.

PAINTING INITIATIVE

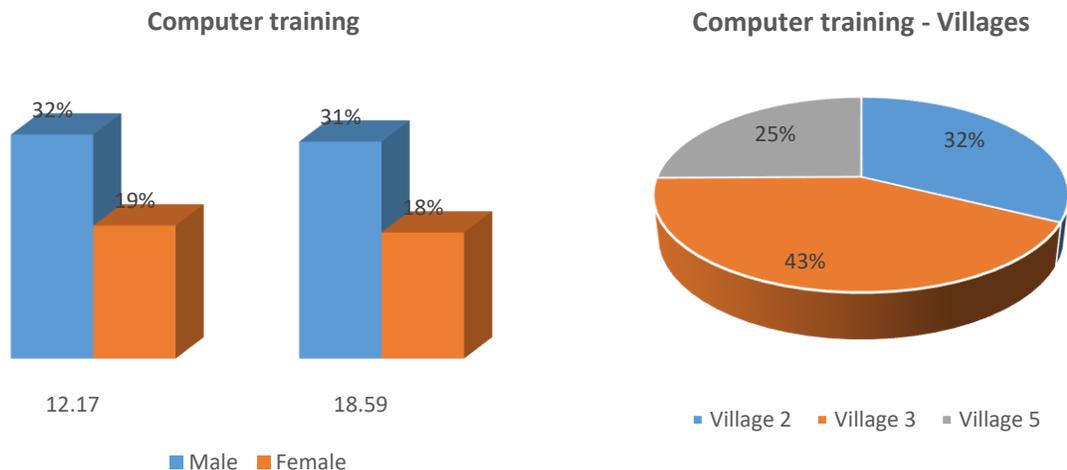
Under the title “Hope Messages”, Three painting exhibition conducted in 2016 at CARE community centers in village 3 and 6, the exhibition contains paintings made by seven Syrian refugees who have been supported by UNHCR and CARE’s incentive based initiative with the necessary materials, showcased their artwork in an exhibition that ranged from paintings portraying the struggles the refugees have been through, to more hopeful and optimistic messages, Some of the artworks reflect the trauma that the young people have experienced, while others are more hopeful and optimistic. Demonstrates the roles that artists play in supporting recovery and resilience. It seeks to show how artists can break boundaries, re-interpret and offer alternative viewpoints through their practice. Also the artists painted on shelters in villages 3, 6 and 2 in bright colors and hopeful messages, which has had a positive effect on the community.

Activity #4: Access to Information and Communications Technologies enabled

4a). Provide computer training to male and female youth and adults, including vulnerable people with specific needs.

The participants in basic computer training learned and developed their skills in word processing, email, Internet, and to generally feel more confident when using a computer. Our beginner group learned the basic functions of computers, including how to save documents properly, organize files and folders and other elementary skills. The intermediate and advanced groups focus on more advanced concepts, such as how to use Microsoft Office.

The unique number of beneficiaries in basic computer training is 536 including 212 females while 148 participants have been graduated after attending five training sessions. The majority of the beneficiaries were youth aged between 12 to 17 year old (51%) followed by adult above 18 years old (49%) while the largest beneficiary population was male standing at 63% .



4b) Provide access to ICT at established centers – Ideas Box

The Ideas Box is a portable device that allows access to reading, culture, and information in a humanitarian emergency or post-conflict phase. It facilitates reconstruction, resilience of the population, increased capacity through literacy, empowerment and reduction in the digital divide. The focus is on targeting the most vulnerable populations including non-literate adults, women, and children. More generally, the role of media centers as actors of social change is promoted by the deployment of the Ideas Box and by the actions carried out by our field facilitators that accompany the beneficiaries in the discovery and use of multimedia.

The first Ideas Box in the Middle East was inaugurated on 28th April 2015 in Azraq refugee camp at CARE community center with a whole variety of contents adapted to the targeted population in Azraq camp. CARE Jordan has been identified jointly by UNHCR and LWB to be the local implementing partner in charge of the Ideas Box for the pilot phase of the project.

The Ideas Box in Azraq is located in the community center - village six. The center offers access to internet as well as electricity and facilities. The box is set up in a space large enough to host nearly 30 beneficiaries at a time and is operated 5 days a week from 9am to 3pm. among the activities provided through the Ideas Box in CARE community center, it is worth mentioning the provision of essential information; self-development and skills building support through book club discussion groups; English conversations club , free use sessions , camp magazine initiative ,distance Learning Courses: through providing access to open massive online courses through different platforms such as Edraak, Edx and khan academy., skills building trainings such as time management ,stress management , emotional intelligent and communication training , and online courses through Edraak and Edx platforms .

Free use sessions promoted access to reading , information , knowledge and entertainment resources using technology , cinema and library box's items which allowed the beneficiaries to connect , learn , play and create along with providing access to internet connection to create and re-activating networks and stay in touch with their families , and wide variety of books (in electronic and paper format) , films ,gaming applications for children , self-educational resource , tablets , laptops and tools for creation (cameras , arts and crafts materials).

Unique beneficiaries in Ideas box activities											
Male						Female					
0_4	5_11	12_17	18_59	60+	Total	0_4	5_11	12_17	18_59	60+	Total
19	354	471	131	0	975	20	176	214	112	1	523

In 2016, 1498 unique beneficiaries including 8 PWDs through 3,817 instance services have been conducted using Ideas box tools, the majority of Ideas box's beneficiaries are youth aged between 12 to 17 years old (46%) followed by children aged between 5 to 11 years old (35%) , adult (16%) and children below 6 years old (3%) .The largest beneficiary population is male standing at males (65%).

Activity Title	Age Group	Unique number	Male	Female
Edraak	12-59	151	102	49
Free use	5+	466	325	141
Inzone – online education	18+	9	7	2
Movie club	5-11	288	167	121
Book club	5+	420	222	198
English club	12+	98	67	31

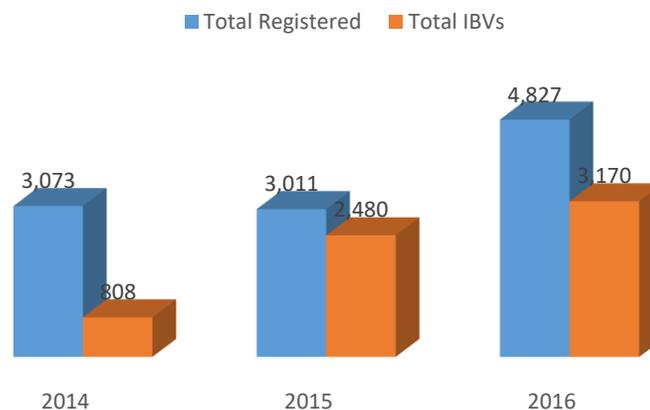
Activity 5: Access to self-employment and wage earning opportunities facilitated

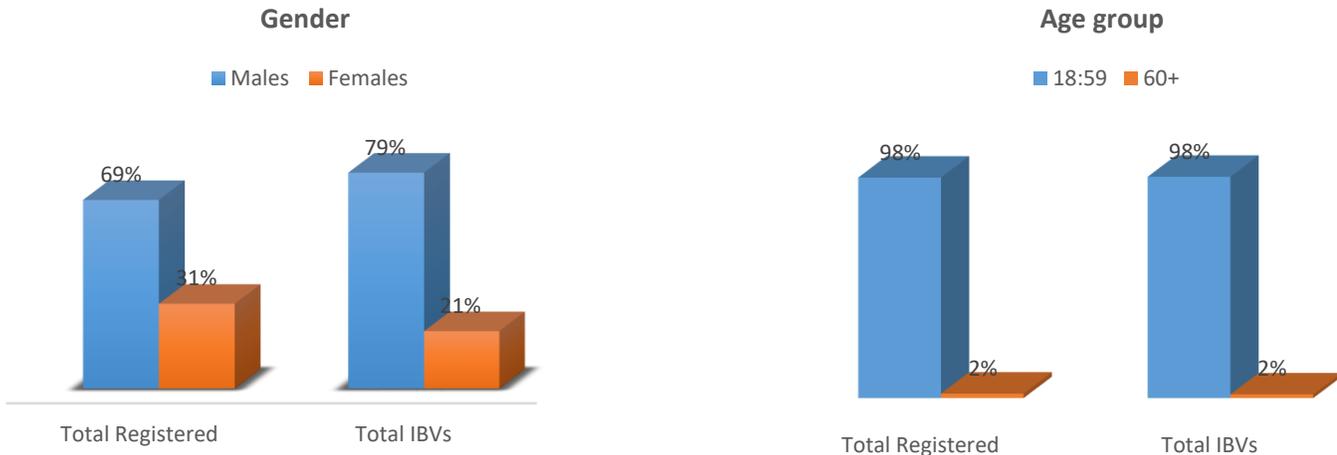
5 a) Provide guidance on access to the camp market and coordinate applications.

CARE received the applications of the community members who are seeking to have market opportunities and refer them to UNCHR, who will coordinate the allocation of stalls based on defined and publicly communicated selection criteria. CARE also have provided guidance for camp residents who are wishing to establish a business in the market on the viability of business plans (in line with the recommendations provided in the skills and market opportunity assessment referenced above) and to provide basic business development advice through livelihood trainings.

5 b) Coordinate Incentive-based volunteering (IBV) scheme on behalf of all SPs in the camp.

CARE manages the refugee volunteer system on behalf of all service providers in Azraq Camp based on standard operating procedures. Volunteers take part for agreed time periods for a standardized incentive, during which time they are learning new skills, serving their community and often improving their psychosocial wellbeing. This livelihoods program is a major step in creating opportunities where refugees can offer their skills or develop new ones, and to reduce any negative coping mechanisms. As depicted in the tables below, as of 31 December 2016, CARE had registered close to 11,403 and facilitated the placement of nearly 6,458 IBV positions since the inception of the IBV program in 2014.





As of December 2016, only 23% of IBVs filled by women. While registration rates of women has increased since the start of the program. According to the 2016 assessment the most substantial barriers to women's participation in the IBV scheme amongst respondents were childcare responsibilities (36%), the perceived absence of skills (14%), low education (12%), traditional values (12%) and medical conditions (10%). According to CARE's records, 61% of the women who register for the IBV program have not engaged in paid worked before with an additional 7% having engaged in paid work for less than a year.

IBV positions are paid and rotated according to set standards agreed by all service providers active in the camp and outlined in the Standard Operating Procedures (SOP). Allocation of volunteer placements is likewise undertaken in line with the SOP. The IBV Assistant received applications from camp residents, which are then included in a list shared with UNHCR on regular basis to ensure that all the registered refugees are currently in the camp, and whenever a service provider plan to hire a set of refugees as volunteers the IBV assistant is preparing a shortlist of registered refugees based on the requirements of the hiring SP taking into consideration the registration date. Service providers inform CARE of volunteers contracted so that CARE can maintain an up-to-date list of active and former IBVs.

5 c) Provide vocational training (certified)

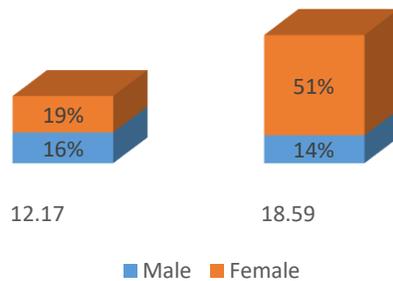
CARE provided vocational trainings on marketable skills as identified by the skills and market assessments conducted by CARE in 2015. These include, for instance, computer maintenance, barbering/hairdressing, sewing/tailoring, shoe repair, henna drawing, Accessories making, Recycling and wool knitting training.

CARE Jordan has been implementing livelihood trainings benefiting the Syrian refugees in Azraq camp since January 2016. The general objective of CARE's livelihood trainings is to mitigate the deteriorating economic situation of Syrian refugees in Azraq camp through the empowerment of women, youth and other valuable Syrian refugees; which in return help improve livelihoods, economic resilience and social status of women, provide skills and experience linked to the labour market by implementing technical trainings so they will be well prepared for livelihood opportunities in the workplace, in addition to engage the community, strengthen their overall participation and providing the participants with practical skills and personal skills to improve the overall well-being of young people and promote their inclusion into the community as providing skills training should be a key component in promoting secure livelihoods

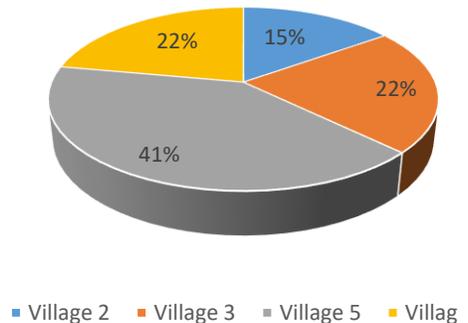
for refugees in Azraq camp. Young people must be given the chance to develop the practical, intellectual and social skills that will serve them throughout their lives for Livelihood opportunities.

In 2016, 1,831 unique beneficiaries including 935 women, 340 girls and 7 PWDs participated in CARE’s vocational trainings at Care community centers in the four villages; the training sessions were scheduled to minimize competition with women's childcare and household responsibilities and CARE's childcare facilities for infants and toddlers was available during training sessions.

Vocational trainings - Gender and age group



Vocational trainings - Villages



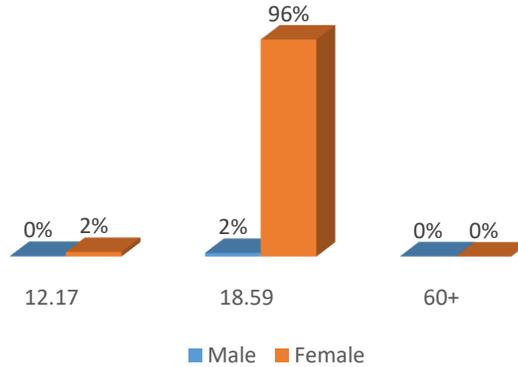
The majority of the beneficiaries were aged between 18 to 59 years old (65%) followed by youth aged between 12 to 17 year old (34%), The largest beneficiary population was female standing at (70%).

Under livelihood and resilience component;142 participants have been graduated from Sewing training including 133 women and 9 men; the length of each training is two months covered through around 40 sessions followed by practical final test along with graduation project which included designing dresses, pants, burka, shirts and skirts for children and adults.

The participants in sewing trainings practice their skills on Wednesdays and Thursdays through open repair services for all the community members. As of 31 December 2016, CARE provided 824 clothes repair services in village three (69%) and village six (31%).

The first fashion show in Azraq camp conducted in April 2016 at Care community center in village six , the fashion show included traditional dance and Zumba performance by CARE band, certificates distribution for graduated participants along with presenting clothes which have been made by the trainees from scratch using very simple materials also they recycled some old and unused clothes and convert it to masterpieces.

Sewing training - Gender and Age group



The unique number of beneficiaries is 142 including 133 women, 1 PWD and 1 elderly person. The majority of the beneficiaries were adult aged between 18 to 59 years old (98%) while the largest beneficiary population was female standing at (98%).

Activity 6: Projects benefiting host and displaced communities implemented

6 a) Provide information and referral services to PoC through Case Management.

Information dissemination to community members (both refugees and host communities) is provided by the Case Manager present at the CBOs and through outreach visits to the most Vulnerable persons (PWDs, older persons, FHH).

In 2016, a total of 704 families benefited from Case Management/referral services in Azraq town (south and north) through case manager who provided them with access to services and helped them by receiving their requests and needs for different issues related to the daily life such as protection cases and other services related to their basic needs and registrations.

6 b) Organize recreational/sports and self-development activities

Unique beneficiaries in Self-development and skills building activities - Syrian refugees					
	0.4	5.11	12.17	18.59	60+
Male	0	66	155	179	40
Female	0	113	67	513	42

Unique beneficiaries in Self-development and skills building activities - Jordanian					
	0.4	5.11	12.17	18.59	60+
Male	0	64	149	13	0
Female	0	112	60	79	1

In Azraq city, social and recreational activities took place for both Syrian refugees and host community members in South Azraq CBO, governmental schools and in the field; the activities contained various communicative, competitive and cooperative activities, thereby enhancing a sense of fairness and providing to members of the two communities with a space to meet.

6 c) Provide vocational and technical skills training to PoC and host community members.

	Female	Male
Livelihood training – Jordanian	78	1
Livelihood training – Syrian	189	12

267 women and 13 men participated in accessories making , soap making, candle making, wool production, handicrafts trainings which allowed some refugees and vulnerable host community members to perform Income-generating activities from home. CARE conducted technical trainings marketing skills small project management and cost accounting workshops which aimed to help them to improve their financial management and enhance the quality of their budgeting.

Technical trainings were conducted to improve the level of awareness for the refugees by proposing positive coping mechanism .communication skills training, stress management, leadership skills, time management and C.V writing & interview skills training have been conducted by community committee.

Also computer trainings were conducted to develop women,girls ,boys and men’s computer literacy skills and cope with the growing emphasis of resources, opportunities and critical information online through conducting literacy and computer classes.

Activity 7: Capacities of local organizations built

7 a) Build capacities of CBOs to close assessed capacity gaps.

Indictors	Target	Cumulative progress
# of persons trained	12	13

By the end of January 2016, CARE discontinued the previous partnership with the CBO partner in the North of the town due to the below standards performance and lack of commitment of the partner, as well as the emerging personal requirements for the head of the CBO. The CBO was replaced by a new partner – Al-Erfan whilst the same partner in the South (Southern Azraq Women Association) continued to be the partner of choice for the recreational/sports and psychosocial activities program. The Partnership with Al-Erfan started in the mid of the year, due to the difficulty in finding a proper CBO to meet the minimum standards, since then renovation process started for the whole CBO and the activities didn’t took place during the year, instead all the North side beneficiaries were approaching the South side CBO.

The activities have varied from long run activities and events that last for one or two days. The log run activities that are continuous are as follows (English, Computer, Recycling, Accessories courses, and

Football training for both children and adults). And the events that have taken place for one or two days are the following (Eureka scientific day, Open day, GBV play, 16 days of activism, International Children day on the first and second of December, and International Human Solidarity day on the 20th of December, 2016).

During 2016 and in close coordination with UNHCR- community unit, CSC (Community Service Committees) were established composed of both Jordanian and Syrian volunteers from South and North parts of the town. The CSC members along with the CBO members attended several trainings to build their capacity in different fields, including but not limited to; Outreach, Leadership, SPHERE Standards, Report Writing, documentation...etc.

The establishment of the productive kitchen, providing vocational training and life skills, several women established their own home-based business, some are making and selling soap and candles, others went to beautification and hair dressing, other benefited from illiteracy classes that empowered them to better cope with the continuous changes and needs of their new lives.

3. Related Inputs and Projects –changes.

Related Inputs / Contributions	In Cash	In Kind	Donor
Donation for Azraq Camp activities and staffing	X		GAC, NIN, ADA
Staffing and Activities in Azraq city	X		GAC, DFID, PRM, MOFA Germany
Food Parcels		X	OLAYAN
Cash Assistance for refugees	X		OCHA, Al-Khayyat Group, CARE-Regional Office

4. Overall impact of the Project

a) The protection of the beneficiary population:

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 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.

b) The Specific Situation of boys, girls, women, elderly and handicapped

CARE made specific efforts to ensure the service provision to the handicapped and pointed out rigorously and against many odds glitches and gaps in the provision of relevant services, thereby playing a crucial role in the functioning of the services. It was also raised at the coordination forum when particular vulnerable cases were falling through the cracks because many services were designed to be perfectly accessible to the average family however do not always accommodate special needs. For example elderly and disabled could not make the long journey to the replenishment sites and eventually the alternative collectors’ scheme was developed by CARE and UNHCR, which was also run by the CARE’s case managers.

e) The environment:

CARE has made several attempts to improve the environment in Azraq camp through the targeted planting of trees wherever waste and grey water occurs such as around the water points and the drainage channels. However, all trees (they had all been donated) have been removed rendering the activity without any impact.

5. Lessons learned

The absence of cash amongst most camp residents has restricted the number of potential buyers (from the market), largely to those fortunate enough to secure IBV positions. Limited demand has in turn curtailed profits and limited the types of products shop owners can market. The circle of the livelihood opportunities must be enhanced and more working opportunities must be provided as this remains the main challenges for refugees and keeps imposing huge pressure on CARE, UNHCR and other INGOs operating inside the camp.

6. References and annexes attached.

Annex 1 – Final Project Financial Report- PRF.

Annex 2 – Good and Property Report.

Annex 3 – Partner Personal List (staffing List).

Annex 4 – Feedback Form.