



USAID | JORDAN

FROM THE AMERICAN PEOPLE

February 2016 | USAID Implementing Partner Newsletter

Democracy, Rights and Governance

Community Engagement Program (CEP)

The community enhancement team (CET) of Sabha Wa Dafyaneh in Mafraq developed a project designed to improve municipal services for which USAID CEP procured. Next the municipality and CET will work on a communication campaign to inform the community of the newly available services • The Muath Bin Jabal CET held a ceremony to announce the winners of Yallah Shabab initiative at Al Nour Hall, Irbid Governorate: Hand in Hand for a Cleaner Environment, White Hands, and My Disability Doesn't Control Me. Yalla Shabab is a youth competition, designed around community-identified stressors affecting the youth sector • Completed the delivery of 500 lighting units – 300 for the Municipality of Sabha, and 200 for the Municipality of Um Aljmal - designed to address community-identified stressors related to public safety. Both municipalities have committed to using their own resources for installation and maintenance of the lighting units. The CETs will, in turn, work on awareness raising campaigns to promote road and public safety, as well as support protection of public property.

Consortium for Elections and Political Process Strengthening (CEPPS) - International Republican Institute (IRI)

Organized final workshop for Building Survey Research Capacity program dedicated to focus groups (qualitative research) covering focus group theory, components of focus groups, moderator's guide, one-on-one interviews, focus group analysis, and drafting a focus group report. One participant, Bashar Qablan from No Restrictions Center, noted "this workshop came at a highly sensitive time and it is a very valuable training because Jordan is about to begin municipal, parliamentary and decentralization elections. We hope that IRI continue providing us with this kind of support do to its utmost importance" • Held meetings in the municipalities of Irbid, Jerash, Ma'an, Mreigha, Sahba, Deir Alaa, Shefa, and Mafraq to discuss the creation of Citizen Academies within each city which will provide local residents an opportunity to learn about the responsibilities and jurisdiction of city departments directly from municipal staff • Held workshops in municipalities of Ajloun, Sholeh, Mafraq, and Sabha to launch a reusable shopping bag partnership initiative aimed at reducing the number of disposable plastic bags that enter the city's waste streams • Provided municipalities of Deir Alaa, Aeil, and Southern Ghour with citizen suggestion boxes.

CEPPS-National Democratic Institute (NDI)

Representatives of six Parliamentary Blocs participated in a public discussion organized by CSO partner "Al-Quds Center for Political Studies" on the draft Elections Law where the Blocs presented and discussed their positions from the open-list system at the level of governorate: the national proportional list and the representation of political parties; the increase of

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Women quota and women representation; principles for distribution of seats on the winning lists; possibility of voting for Jordanians living abroad; and the transformation of the three closed Badia districts to geographical constituencies • Democracy and Civic Education Program held 78 discussion forums in Irbid and Ma'raq, with the participation of 655 community members of Jordanian Citizens and 143 Syrian refugees where participants engaged in discussions on topics related to Democracy, Human Rights, the Role of Media and Local Governance • Youth Political Participation Program conducted a coordination session with the Deans of Student Affairs from 25 partner universities to discuss the progress of Ana Usharek. The Secretary General of the Ministry of Higher Education commended the Program, which has reached almost 18,000 students, and suggested introducing it at a wider scale • Women Political Participation program provided technical support and consultation on the draft National Budget Law for members of the Women Caucus Bureau, by providing Women MPs with a compilation of recommendations on the protection and promotion of women's rights through gender sensitive budgeting.

Civic Initiatives Support (CIS)

Conducted a Youth workshop in Ma'an to explore the challenges youth face attended by USAID/Jordan Mission Director Jim Barnhart and Mona Yacoubian, USAID Deputy Assistant Administrator for the Middle East, who asked the youth ***"Tell me what Ma'an means to You."*** Sharing their insights, youth reflected on challenges and described aspirations for a better future • USAID/Jordan's Democracy, Rights and Governance (DRG) office met with Tafila Women Charitable Association where they were introduced to the "Amal" project that provides awareness sessions on women empowerment and family guidance, and the Karak Creativity Club whose youth beneficiaries expressed how they learned to manage their time, plan for life, build their personalities and spend time doing fruitful things through this project • King Hussein Foundation announced the launch of a network of civil society organizations that will provide services to care leavers in Jordan with the aim of enhancing orphans' access to services. The newly-launched network is part of "Empowering Care Leavers in Jordan" project, implemented by the Center to identify all forms of legal and social discrimination towards orphans, who currently reside or have resided in care centers.

Economic Development and Energy

Building Economic Sustainability through Tourism Project (BEST)

Trained 11 hotel assessors on hotel classification standards to become certified assessors and initiate the national Hotel Classification System • Built the capacity of 33 human resource and training managers as 'master trainers' and coordinators from 17 different 4 and 5 star hotels around Jordan participating in a national initiative called "Pathways to Professionalism" that aims to empower hotels to recruit, select, train on the job and certify their own employees in-house • Working with Jordan Express Tourist Transport Company (JETT) to develop 12 new themed excursions around Jordan including tours from Amman to sites such as Jerash, Ajloun, Berqesh and Madaba, a 'Golden Triangle' tour and a Dead Sea – Baptism site circuit, to be launched by the summer • Funding a one-day workshop on ["Rebounding from Crisis: Managing Jordan's International Image"](#) to help the tourism sector overcome crisis on March 2, designed to provide new perspectives on imaging and branding aimed at positioning Jordan on the international map as a safe hub for visitors and tourism investment • See [BEST project's latest newsletter](#) here.

Energy Sector Capacity Building Activity (ESCB)

Conducted seminar to introduce the ISO 50001 Energy Management System Standards (EMS) to companies that can benefit from obtaining the certification; attended by 47 people representing 40 companies; participated in a field visit to the Al Samra Wastewater Treatment Plant, one of only two companies in Jordan to be ISO 50001 certified. For photos [click here](#) and [click here](#) • Conducted hands-on capacity building workshop and audit at the Ministry of Energy and Mineral Resources (MEMR); four out of seven Ministry audits have been completed to date. For photos [Click here](#) • Trained energy professionals on Certified Measurement and Verification Protocols (CMVP) • Completed technical assistance and capacity building for the National Electric Power Company (NEPCO) • Finalized results for the load survey, first of its kind in the Middle East, conducted with close collaboration of the Jordan's three Utilities; IDECO, EDCO and JEPSCO.

Twitter link: <http://www.twitter.com/ESCBJordan>

Local Enterprise Support (LENS)

Organized and completed a training of trainers (ToT) course for 60 employees from MSEs that will provide the required knowledge needed to meet international transport regulations • Kicked off grant implementation to develop and establish an SME unit at the National Microfinance Bank, in partnership with Frankfurt Business School • Launched RFA to provide a variety of business support and development services for home-based businesses in the food sector.

Jordan Competitiveness Program (JCP)

\$25,000 investment in Jordan's pharmaceutical sector is slated to yield nearly \$1 million in new contracts for three leading Jordanian hospitals which earned the accreditation to conduct clinical trials sponsored by multinational pharmaceutical companies • Working with the Jordan Food and Drug Administration to streamline the drug registration process. For more information, please see [here](#) • Jordanian SMEs gathered in Amman to pitch their business growth plans in front of a panel comprised of JCP and American University of Beirut (AUB) experts and potential investors. To view JCP's social media post on this event, please click [here](#) • The top winner in Jordan's first Maker Competition, held in December with partner Intel, featured by Jordanian news outlet *Roya TV*. To read the news story in Arabic, please click [here](#). To view the original JCP social media post on the subject, please click [here](#).

Jordan Loan Guarantee Facility (JLGF)

Guaranteed 8 MSME loans, totaling \$2,285,311, estimated to have created 24 jobs in Jordan, include two businesses located outside Amman, one women-owned/led business but no start-ups • Conducted two trainings in Financial Analysis and Decision Making • Trained 20 participants of Jordan Women Industrial Community Association (JWIC) in Al Azraq • Trained 29 women-owned SME participants in Tafilah with JWIC.

Jordan Workforce Development Project (WfD)

Collaborated with Ad-Dulayl Industrial Park and Real Estate Company to deliver soft skills training to 80 female trainees at EAM Maliban Textiles Ltd. and United Creations LLC • Succeeded in employing 50 job seekers at Ad-Durra, a food processing company, through 'Proud to be a Craftsman' Platform held in November to link youth with Irbid employers. Watch the video here: https://www.youtube.com/watch?v=zBA4U7V4_cU • Facilitated a customized photovoltaic installation (PVI) training program for 60 students through the VTC's Model Skills Center of Excellence in Ma'an in preparation for immediate job placement in Shams Ma'an Power Generation's installation of a 52.5 megawatt (MW) power plant in Ma'an, among the largest in the Middle East, providing approximately 1% of Jordan's annual energy output • Signed a memorandum of understanding with the Ma'an Development Company and Smooth Land Leather Company to train 100 male and female workers. Watch the video here: <https://www.youtube.com/watch?v=98y-5-lllf8> • Finalizing a Photovoltaic (PV) Installer curriculum as part of the training of trainers (TOT) for seven male renewable energy instructors and trainers from Ma'an and Aqaba Vocational Training Institutes (VTIs); five female engineers currently completing their internship program at the Ma'an Model Skills Center of Excellence (MSCoE). For more, click here: <https://www.youtube.com/watch?v=ea668YqvSjM> • Arabic site went live (www.jordanwfd.org) marking the completion of the bilingual site • Hosted three orientation sessions in Amman and Irbid to provide 11 potential grantees with successful concept notes with general guidelines for the submission of their grant proposals, with grant signing scheduled for early March • Equipping career guidance offices in targeted VTIs; kicked-off the curriculum development for career guidance through a National Career Guidance Curriculum Framework Development Workshop • Started the development of a Solar Thermal Installer curriculum with the Developing a Curriculum (DACUM) workshop; conducted a workshop to draft the National Occupational Standards for this occupation • Finalized eight Career Outlook Profiles used by Career Guidance Officers in Employment Units, Vocational Training Institutes and other institutions, includes: Welder, Car Painter, Baker, Pastry Baker, Carpenter, Hybrid Car Mechanic, Occupational Health and Safety Supervisor and Solar Thermal Installer • See also these three videos that highlight the the skills and career progression for technicians in the following occupations: HVAC, mechanical maintenance and die cutting. <https://drive.google.com/folderview?id=0B3mBHwgRog5wMlJxR29jaTFWX2s&usp=sharing>

Education and Youth

Early Grade Reading and Mathematics Project (RAMP)

Launched its Reading and Mathematics Learning Campaign through a media event held on February 16 at Al-Shaima'a Primary School under the patronage of the Ministry of Education represented by H.E. Mohammad Al Okour, the Secretary-General, in cooperation with USAID represented by USAID Mission Director Jim Barnhart and Department for International Development (DFID) represented by the Head of Office Jeffrey Tudor. The campaign, whose slogan is (أقرأ الكتاب وأفهم الحساب) (I read books and understand math) aims to mobilize societal participation and raise awareness on the significance of reading and mathematics in early grades • Trained more than 2,000 teachers from all 544 school in the nine Cohort 1 Field Directorates focusing on assessing the foundational skills of students in reading and mathematics and planning activities to develop these foundational skills

Jordan School Expansion Project (JSEP)

120 School Expansions Progress: 20 Fast Track expansions 95% completed; 20 expansions ready for Bidding Phase; 35 expansions under 30% Conceptual Design Phase; 15 expansions under the Assessment Phase; and 30 expansions under the selection Phase • 300 KG classrooms design progress: 51 kindergarten (KG) classrooms under 90% Design Development Phase; 129 KG Classrooms under Assessment Phase; and 120 KG cassrooms under the Selection Phase • Two workshops, one in Irbid and one in Sahab, under preparations to solicit feedback from the school community on the 30% Conceptual Designs of the expansions.

Non-Formal Education Program (NFE)

Officially launched at Princess Basma Community Development Center in Ma'an with Deputy Assistant Administrator Mona Yacoubian from USAID Washington and Hussein Al-Hassanat, Head of Directorate of Ministry of Education in Ma'an, as keynote speakers • Trained representatives from local communities and Ministry of Education on how to conduct participatory reflection and action rapid appraisals.

Learning Environment: Improved Infrastructure Project (LEIP)

Reviewed and revised 12 Assessment Reports and 9 As Built Drawings • Achieved Ministry of Public Works and Housing (MPWH) approval of Detailed Design and Tender Documents for Ajloun, Aqaba and Amman schools • Conducted technical meetings with USAID, MPWH and Ministry of Education (MOE) representatives • Reported data of 2016 Q1 into DevResults system • Participated in Fraud Awareness Training at the US Embassy.

Schools for a Knowledge Economy (SKEP)

Discussions for concept design refinements (30%) of the first package (6 schools) continued, to be followed by review meetings with MOE and MPWH soon. Architectural concept designs focused on classrooms clusters, improved functions and efficient use of outdoor and indoor spaces • Design and EIA team conducted site visits for the second package (6 schools) in Al-Balqa, Irbid, Madaba and Aqaba in preparation for the scoping sessions • Site visit to Aqaba Al Amal School for Deaf and Madaba School



Gender

Takamol

Organized "Elma7ki Ma3 Takamol" spoken word poetry event in collaboration with the Economic Policies Development Forum Initiative for Youth which also included the announcement of audition dates for the second round of the flagship poetry & gender training program, the first of its kind in Jordan • Conducted a needs assessment for members of its Gender Research Consortium that evaluated the current and potential capacities and needs of the members with a focus on qualitative gender sensitive research methodologies, tools and data analysis • Led a three day training on negotiation skills from a gender perspective for 27 gender focal points members from various governmental entities • Arranged the second round of training on "Gender Equality within Monitoring and Evaluation (M&E)" for USAID Development Objectives officers • Launched the 'Women's Leadership Training Program' for the year 2016, with round one ending in early March. This training targets female employees of various ministries and provides them with the skills required to facilitate access to leadership positions within their ministries. This program is implemented by the MoPSD with the technical support of USAID Takamol- Gender Program.

USAID organized the addressing development gender women's development, resources of this together civil society, academics to action plan for equity in



Takamol – Gender Project first dedicated conference the important gap in policies and plans vis-à-vis mainstreaming and participation in sustainable green economy and natural management. The success conference was in bringing government, private sector, NGOs, researchers and discuss roles and draft an institutionalizing gender climate action in Jordan,

something that Jordan would pioneer in the Arab region as a whole. The guest speakers from Arizona State

University, USA, provided international best practices and shared knowledge on gender and climate change linkages within various contexts.

The one-day Conference, two-day technical conversation meetings, and subsequent follow-up saw high engagement with over 500 participants across sectors. Notable attendees included key government stakeholders such as the Minister of Environment, Taher al Shakhshir as well as former Minister of Energy Malk Al Kabariti, and former Minister of Social Development Hala Lattouf. High profile civil society members included Secretary General of the JNCW Salma Nims, Secretary General of the Higher Population Council Sawsan Majali, and all major CSO's working on these issues.



Mission Update

Focusing on Results III: Meaningful Events

Events play an integral role at every mission: They are a means of communicating our work to the public; they provide an opportunity to mark project milestones; they celebrate myriad accomplishments; and they bring together mission staff, implementing partners (IPs) and other important stakeholders. The Mission believes events would be more powerful and more results-driven, if they were planned with a strategic purpose in mind beyond project-level or even sector-level work – one that supports USAID/Jordan's overall communication objective of increasing comprehension among target audiences about the impact of USAID's investments in Jordan.

IPs look to events to draw the most important dignitaries generate the greatest media exposure. The end result often is a ribbon cutting, a speech in a hotel ballroom, or the opening remarks at a conference accompanied by a press release and a Facebook post with a few photos of the Ambassador or Mission Director. Let's take away the scissors, walk out of the hotel and distance ourselves from the conference table. "How?" you ask. Just as we discussed making projects more meaningful [last month](#) by connecting them to the Results Framework in the Country Development Cooperation Strategy, we need to develop the same relationship with our events. Instead of viewing events as status quo deliverables (a low-level result), consider them as opportunities to highlight the meaning and impact of our work (high-level result).

Developing meaning requires advanced planning, thinking out of the box and having a clear message. Let's continue using a training program as an example, like last month's discussion. A project plans an event to launch a new job skills training program with the higher-level goal of more Jordanians getting jobs leading to economic growth for the country. What could be done to emphasize and fix this idea in the minds of participants and observers beyond the standard series of podium speeches by high-level officials? Make the launch event a more interactive exposition, with booths featuring employers from the vocations/professions that require specific job skills and the number of positions potentially available. Highlight the individual stories of some of the project's participants. Invite IPs from associated USAID projects to display their work to promote cross-sector collaboration. The interactive experience of attendees would be more memorable,

photos more interesting and press copy more compelling, while at the same time meeting higher-level objectives.

Offering a broader, Mission-wide view, the Development Outreach & Communication (DOC) team is an excellent resource for meaningful and cross-sectoral event planning. Our team members are familiar with what's happening in the various technical offices across the USAID/Jordan Mission and at the broader U.S. Embassy level. We ensure outreach activities align with messaging that reflects the U.S. government's commitment to support the people of Jordan and the recently signed Jordan Compact. Coordinating project events with DOC will allow both parties to accomplish their individual goals more efficiently and effectively.

Meaningful events, high-level objectives and cross-sectoral collaboration get our message where it needs to go clearly and compellingly.

For more ideas and coordination, please contact the DOC Team at: ammandocs@usaid.gov.

Partner Support

Knowledge Management Portal (KaMP)

KaMP (<https://usaidjordankmpportal.com/>), a one-stop shop for Jordan-related development data and information, provides a collaborative online platform to access and share Jordan-specific reports, studies, assessments and publications produced by partners, grantees, Government of Jordan (GOJ) agencies and other donors. It also contains the latest USAID approved templates, tools, and how-to's. USAID Monitoring and Evaluation Support Project (MESP) is populating KaMP with key sets of related resources grouped into thematic "Collections," such as USAID/Jordan monitoring & evaluation (M&E) templates and tools, essential documents for understanding the Syrian crisis and the latest research on how to empower Jordanian at-risk youth, as well as uploading GOJ reports, statistics, GIS files and other resources.

Monitoring and Evaluation Support Project (MESP)

Community of Practice session on February 29th, titled "Activity Documents Harmonization." IPs welcome to share their experience and participate in an open and dynamic discussion of M&E topics and issues

- In the early stages of preparing for the first 'M&E Matters Conference' in Jordan in May, intended to improve M&E practices through learning, networking, and highlighting IP M&E work; will provide an opportunity for IPs to hear about new and innovative approaches in M&E; and will showcase accomplishments to peers while learning from each other's experience. Details to follow.
- Through the subcontractor Mathematica and the Program Office (PRO), developing Learning Agenda questions related to the causal linkages in the Mission's Results Framework. Initial questions focus on effectively evaluating the development hypothesis of the Education and Youth (EDY), and Economic Development and Energy (EDE) sectors, which will allow us to more effectively learn which interventions have the greatest impact in a given context
- Supporting the PRO develop a template to help guide IPs in developing Quarterly Reports (QRs) that incorporate feedback and suggestions and will provide more effective support in sharing the successes, challenges, and progress each quarter. The template is available on [KaMP](#)
- Concluding the Q1/2016 IP data entry on DevResults and provided introductory training for the new M&E personnel at Takamol and Learning Environment Improved Infrastructure Project (LEIIP). The training, provided as part of MESP's assistance to IPs using DevResults, helps orient new staff with the functionalities and processes required to successfully report data.

Fraud Awareness Presentation (FAP)

A Fraud Awareness Presentation was held on Wednesday, February 3, 2016. A total of 84 Implementing Partner staff and contractors attended.

The training covered the three types of Fraud: Fraud, Abuse, and Waste. The first two require an investigation, while the last requires an audit. There are Criminal, Civil, and Administrative investigations. There can be an investigation that is both criminal and civil. Investigations can look at procurement and contract fraud; serious misconduct; and/or human trafficking.

The False Claims Act 31 U.S. Code (Sections 3729-3733) explains the three types of penalties, which range from \$5,500 - \$11,000 per claim, in addition to the legal costs. Administrative penalties include reprimand, repayment, demotion, suspension, disbarment, or termination. The False Claims Act: A Primer can be found at: http://www.justice.gov/sites/default/files/civil/legacy/2011/04/22/C-FRAUDS_FCA_Primer.pdf

You can find more information about the System for Award Management at: <https://www.sam.gov>

The Office of Inspector General website is located at: <https://oig.usaid.gov>. Questions can go to the OIG e-mail: ig.hotline@usaid.gov or the OIG Hotline Phones: 800-230-6539 and 202-712-1023.

If you would like additional information, please review the following:

- The Fraud Awareness Handbook - USAID Office of the Inspector General 052201 can be found at: https://oig.usaid.gov/sites/default/files/fraud_awareness_handbook_052201.PDF
- Fraud Reporting Guidance for USAID Implementing Partners - Office of the Inspector General PDACR319 can be found at: <http://clarokc.net/wp-content/uploads/Fraud+Reporting+Guidance+for+USAID+Implementing+Partners+Office+of+the+Inspector+General+PDACR319.pdf>

Partner Meetings

In response to the request for more coordination, several technical offices have held implementing partner meetings. Tourism, in EDE, has created a cross-sectoral Tourism Taskforce that hopes to meet every month. DRG aims to have meetings with its partners every month. The DOC Team started the Communications Working Group in January and plans to meet quarterly with communication specialists. As noted above, M&E is planning its first "M&E Matters" conference for May. Let us know of any other coordinating meetings and we'll highlight them here. Congratulations to all on the good work!

Forms

We have an updated Outreach Support Form. Click [here](#).

Population and Family Health

Jordan Communication, Advocacy and Policy Activity (JCAP)

In collaboration with members of the Senate's Health, Environment and Population committee, the MOH and Higher Population Council have advocated for Syrians to receive free preventive health care, including reproductive, maternal, newborn and child health care. On February 15, 2016, the MOH insurance department issued a decree announcing free preventive health care services for all registered Syrian refugees in Jordan • Organized a workshop for stakeholders to review the Reproductive Health/Family Planning (RH/FP) Strategy (2013-2017) and discuss challenges faced in implementing the strategy, lessons learned and to analyze strengths/weakness that should be invested upon mitigated respectively.

Human Resources for Health (HRH2030)

Finalized first year work plan and will work in 36 health facilities around the country to implement improved human resources management practices to include introducing new efficiency tools, training managers on supportive supervision techniques, and developing a client and community feedback system • Launching a priority research activity on the retention and motivation factors of Jordan's health workforce in collaboration with the Ministry of Health, the High Health Council, and the Civil Service Bureau, the Jordan Nursing and Medical Councils, Jordan Medical Association and the Nursing and Midwifery Association.

Water Resources and Environment

Water Sector Infrastructure Project (WSIP)

The East Jerash wastewater treatment plant (WWTP) is approximately 7% complete. Excavation and structural concrete work is ongoing for the drying beds and oxidation ditch with completion scheduled for December 2017 • Offer submitted for work under task C.3 concerning infrastructure improvements in Al Ramah village • Tenders rejected for the Tafilah WWTP. Rebidding is anticipated.

Non-Revenue Water Management Engineering Services (MESCS)

Delivered non-revenue water (NRW) reporting training to 10 engineers from Miyahuna (Jordan Water Company) to raise awareness about main components, how to reduce water loss in different parts of the water system and how to use reporting templates. NRW represents performance efficiency and is a main key performance indicator for all water utilities..