



# USAID | JORDAN

FROM THE AMERICAN PEOPLE

November-December 2016 | USAID Implementing Partner Newsletter

## Democracy and Governance

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

IRI completed a Citizen Academy in Greater Zarqa municipality on November 14 —bringing the total to 10 cities that have successfully held academies thus far. During Citizen Academies, citizens hear directly from city department managers to learn about the jurisdiction and responsibilities of municipal government, the planning and budgeting process, the city’s equipment and infrastructure holdings, and about the city’s vision for the future.



On November 19, IRI conducted its first training for the Persons with Disabilities program in Zarqa governorate. This training was designed based on the needs survey results from the previous session. Dr. Haifa Haidar trained participants on communication skills. This training was aimed to build their capacity to communicate with decision makers in their communities.



Bringing our implementing partners the most recent news and information over the past month. Learn about USAID's support in your communities and about our mutual goals across all sectors.

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On the occasion of International Disabilities Day on December 3, 2016, and under the patronage of his excellency Governor of Kerak, the International Republican Institute (IRI) in cooperation with the Higher Council for the Affairs of Persons with Disabilities (HCD) and Knights Will association “Fursan Al Erada” hosted a conference raising awareness of the rights of persons with disabilities (PWD's).



IRI graduated the 2016 class of the Empower program on December 17. Empower is designed to increase the civic and political engagement of Jordanian women from low-income communities across the country. The graduates have completed training on communications, negotiation, and political terminology, and have already begun participating in local governance initiatives to improve their cities.



## USAID Civic Initiative Support Program (CIS)



### Sisterhood Is Global Institute (SISI)

Every year Jordanian women organizations launch their 16 days campaign focusing on different women related issues. For the second consecutive year, SIGI's 16 days campaign continued to focus on abolishing article 308 of the Jordanian Penal Code, with this year's campaign touching on the proposed amendments of the article which allows perpetrators of sexual assaults to escape punishment, if the victim was between the ages of 15 and 18, and it was consensual. USAID CIS team and the gender consultant supported SIGI's team in preparing for this year's campaign through providing in depth technical guidance, the team made sure that the messages developed for the campaign are inclusive by using the sign language interpretation in the short films produced by SIGI, and ensuring that the films are gender balanced and the do no harm policy is taken into account. The team also encouraged them to not only focus on abolishing 308, but also emphasize on the proposed exceptions to article 308 in the penal code, that no longer include only women rights but rather affect child rights as well. They also ensured that their plans include reaching decision makers both on the local level such as, tribal leaders, religious leaders, and women activists in the governorates, and on the national level, parliamentarians and senators. And they reviewed press statements to ensure that gender, women and child rights are adhered to.

Campaign Slogan: *Together for the complete abolishment of article 308 from the Jordanian Penal Code* (slogan available in Arabic on poster)



### **Social Development Society (SDS)**

SDS is implementing a USAID CIS funded project that aims to reduce verbal and physical violence through empowering youth and parents in two schools (one male and one female) in Dahiet Al Ameer Hasan & Al Nuzha areas in Eastern Amman. On Nov, 28<sup>th</sup> 2016, the SDS organized an open day which included 2 plays that were performed by male students to emphasize the importance of changing the violent behavior among students and inside the families, while female students presented poetry about forgiveness and peaceful behavior. The plays were followed by a discussion session with the students, where they talked about the election process for the “Conflict Resolution Committee” (one was elected at each school to resolve the possible conflicts) and how they participated in writing the internal policies and procedures booklet to continue the journey after the end date of the initiative.

### **Link to article about the open day :**

[http://petra.gov.jo/Public\\_News/Nws\\_NewsDetails.aspx?Site\\_Id=2&lang=1&NewsID=279328&CatID=17&Type=Home&GType=0](http://petra.gov.jo/Public_News/Nws_NewsDetails.aspx?Site_Id=2&lang=1&NewsID=279328&CatID=17&Type=Home&GType=0)

### **Izif - Play Music**



The Izif team is implementing USAID CIS funded project that provides music education for students in a number of schools and centers across Jordan, with the purpose of positively affecting the students’ culture, skills, academic performance, social behavior and self-confidence . Recently Izif started music classes for a group of young patients receiving treatment at the King Hussein Cancer Center, which had a positive effect on children that wait with great enthusiasm and energy for the class to learn how to play the musical instruments .

To learn more about Izif, follow the link: [www.izif.com](http://www.izif.com)

### **Internal Strengthening for Change II:**

USAID CIS has launched the 'Internal Strengthening for Change II' project which provides an opportunity for a closed universe of 64 organizations that successfully completed their strategic planning process under phase I of the project, to compete for grants in the range of 10K to implement elements of their strategic plan, and continue receiving institutional and technical capacity building. Similar to phase I, the project is being implemented with two national partners; Noor Al Hussein Foundation (NHF) and Jordan River Foundation (JRF). The Request for Applications - CSO Inclusion and Capacity Development Grants - was issued on November 1<sup>st</sup>, and for the first time, were jointly designed with the partners. To ensure their understanding of USAID grant making policies and procedures, teams from both NHF and JRF undertook trainings in designing grant competitions, conducting due diligence, and preparing grant agreements. The Grant Evaluation Committee (GEC), made up from representatives of the three partner organizations, will be meeting to evaluate 46 eligible applications from the closed universe pool of 64 CSOs.

### **The Civil Society Organizations (CSO) Partners in Training Excellence Program (CTEP):**

The CSO Partners in Training Excellence Program (CTEP) - *Achieving International Training Accreditation in Jordan* - was launched in November and aims to strengthen training management processes, training delivery, and the quality of training design offered by Jordanian civil society organizations at the governorate-level. Through an open and competitive process, 15 Community Based Organizations from six different governorates were selected to participate in the program. Participating organizations received an orientation session on the program, and participated in a session that explained 'The Training Management Manual' tool. The session was followed by individual visits to each of the organizations to implement the 'Training Standards Review' and design customized improvement plans for each of the organizations. Trainers affiliated with these organizations have also started the first part of the Dialogue Education Training of Trainers, which is being implemented in partnership with the Global Learning Partners, and through which trainers, who successfully complete the program, can be accredited as Certified Dialogue Education Practitioners.

## National Democratic Institute (NDI)



### **140 New Schools Join NDI's Ana Usharek Schools Program to reach 330 schools**

NDI's Youth Political Participation Program (Ana Usharek Schools) conducted six workshops in November for teachers working for 140 new schools in Al Mafraq, Jerash, Ajloun, Amman, Al-Balqa'a, Madaba and Al-Tafileh. The workshops introduced teachers to Ana Usharek curriculum as well as trained and provided them with guidance on how to conduct civic initiatives in the local community thus allowing students to act as responsible citizens and conduct activities outside the school boundaries.

In November and December 2016, groups of students continued attending the civic education lessons and started identifying problems in their community to implement civic local initiatives.



### **Usharek+ Students from Tafilah Technical University win first place in "The Youth Voice Competition" as a result of skills they gained within the Usharek+ program**

"The Youth Voice" is a nationwide debate competition. Held by the All Jordan Youth Commission, the competition involved 55 young males and females from different provinces and from different backgrounds. The debates covered a number of domestic and international issues.

The Usharek+ program was a turning point in the lives of the winning team, as they gained skills from the program which enabled them to effectively participate in national debate competitions. The competition took place at the Al Hussein Cultural center.

## Economic Development and Energy

### Building Economic Sustainability through Tourism (BEST)

#### Pathways to Professionalism: Helping Jordanians Move Forward

Jordan has long faced challenges with employing qualified workers in the hospitality industry and as the number of hotels grows it becomes increasingly pressing to tackle the issue. Efforts to do this began in 2012 through a private sector-led program to provide on-the-job hospitality training at hotels in Jordan that results in national certification. Supported by the USAID tourism project, Vocational Training Corporation (VTC) and Ministry of Tourism and Antiquities (MoTA), the Pathways to Professionalism Scheme was introduced. The InterContinental Hotel Group (IHG) piloted the program at six of its hotels in Jordan, offering training in three areas: food and beverage service, food production and housekeeping. It witnessed resounding success. Today, the program has evolved further and 21 hotels in Jordan have adopted Pathways to Professionalism.



Employees registered in the Pathways to Professionalism program are referred to as 'learners'. In addition to the original three professions (food and beverage service, food production and laundry), Pathway learners can now also receive concierge, laundry, stewarding and front office training and certification. There are three training levels of Pathways that employees can progress through, each successively offering a higher level of training and certificate of completion.

Twenty six year-old Ezzat Al Najjar was one of the first to enroll in the Pathways to Professionalism program. He has been working at the Crowne Plaza Amman Hotel since 2012, starting out as a food and beverage waiter. His department manager encouraged him to enroll in Pathways in 2014.

"When I started working at Crown Plaza," stated Al Najjar, "I only had a Tawjihi certificate. So when there was a chance to enroll in Pathways, I was so excited because I'd finally receive an accredited certificate in the field I'm working in. I received intensive training for one month. It was only a short period but the certificate at the end was a huge motivation. I felt like I had achieved something significant. At a ceremony sponsored by MoTA and attended by the hotel managers, the minister himself handed me my certificate and that increased my sense of the importance of what I was doing."

According to Al Najjar, Pathways offered him needed training in his field and the certification at the end of all his hard work kept him motivated. As well as equipping him with the necessary skills, the training program boosted his confidence in his ability to perform well at work. Not only did he get his certification, but his hard work through the Pathways training also resulted in a promotion to restaurant supervisor at the Crowne Plaza Hotel.

Al Najjar is a strong advocate of training through Pathways because he sees how it has furthered him in his own career. He advises others to enroll, "It is truly a great opportunity for those who do not currently have a certificate to develop and grow in their career." He hopes to continue to progress at work and

aspires to become an assistant restaurant manager soon and ultimately a hotel manager. Pathways has equipped Al Najjar with the training and confidence to know he can achieve it. Pathways to Professionalism continues to gain popularity as more certified employees share their successes.

### **Pathways to Professionalism Training Continues at other Hotels**

In November the Amman Marriott Hotel successfully graduated its first group of Pathway learners, who were certified in the food, beverage, housekeeping, and the food production departments. In addition, Internal Examiners trainings were conducted at participating hotels in Aqaba and Amman for senior managers of food and beverage services, food production, and the housekeeping departments. The training equipped the managers with the skills to appropriately apply and evaluate the practical Pathways to Professionalism exam within their hotels. Continued training at the administrative level ensures that the scheme is being implemented consistently and effectively.

### **Jordan's Hotels are on a New Path to Enhanced Professionalism and Hospitality**

In early December 21 hotels in Jordan officially adopted the Pathways to Professionalism program in an event held under the patronage of the Minister of Tourism and Antiquities.

H.E. Minister of Tourism Lina Annab stated, "We are pleased to be launching this new program, designed through a partnership between the MoTA, VTC, hotels in Jordan and USAID to meet the actual needs of hotels as well as giving workers the opportunity to advance their careers."

USAID Mission Director Jim Barnhart attended the event, and explained, "Pathways to Professionalism is more than a hotel training program. It has the potential to shift the way hospitality workers obtain specialized qualifications and how hotels hire staff."

MoTA has formally endorsed the new program and will support the registration of its hotels and trainers. The Vocational Training Corporation will handle accreditation, qualification systems, and the certification of successful trainees.

USAID BEST supported Pathways to Professionalism, which seeks to enhance qualifications of existing workers and improve service standards at hotels in Jordan. The scheme is based on national professional standards, on-the-job training and a national certification.

**Sustainable Cultural Heritage through Engaging Local Communities Project (SCHEP)**



Children learn about pottery and conservation during a visit to Petra. The Temple of the Winged Lions, a USAID SCHEP-sponsored archaeological site in Petra, launched an experiential tourism program that allows visitors to Petra try out various archaeological practices and interact closely with the local project team.



Boys from Ghawr Fefa School visit the USAID SCHEP-sponsored archaeological site, *Tawahin as Sukkar* in nearby Ghawr as Safi. The children experienced their first field trip in 4 years which included face painting, lunch, and learning about the archaeological site and its history from the local SCHEP project staff.

[Click here to check out the video for SCHEP's Diploma Course in Archaeological Surveying](#)

Workforce Development (WFD) Project



The Jordan Workforce Development Project (WFD) is improving the quality of training provided by Occupational Safety and Health Institute (OSHI) and increasing its reach. This month the project completed the up-grading and printing of the Occupational Safety and Health (OSH) curriculum consisting of 7 modules. In close collaboration with the Vocational Training Corporation, WFD continues its work to transform OSHI in Marka into a Model Skill Center of Excellence (MSCoE) including equipment purchases. This work will result in better quality training and increased enrollment - from 100 trainees to 250 trainees per annum, with an expected 90 percent job placement opportunities for skilled OSH supervisors.



WFD project targets governorates in the south, including Tafilah, as there are untapped but well-qualified labor force. The project partnered with the Tafileh Chamber of Commerce to provide support to train 100 men and women in smart devices maintenance skills that enable them to enter the

labor market and be the entrepreneurs of the future. On 27 November 2016, 50 trainees completed the training which was featured on Roya TV. The second training course is scheduled in December.

<https://www.facebook.com/USAIDJWFD/videos/1101428826573535/>)



On 7 December, the Vocational Training Corporation (VTC) with support from the USAID Jordan Workforce Development Project (WFD) held a graduation ceremony at Ma'an Cultural Center for 214 students from Ma'an, Al Hussenieh District in Maan Governorate and Qweira in Aqaba Governorate, enrolled in one year and customized training programs in photovoltaic systems installation. The training programs were designed by VTC in cooperation with WFD and delivered by the Model Skill Center of Excellence (MSCoE) for Renewable Energy in Ma'an, introducing competency based training that prepares students for employment in the fast growing energy sector. Earlier, WFD worked collaboratively with the EU budget support, Ma'an Development Company and Kuwait Fund to renovate and equip workshops of the MSCoE by providing the center with excellent

training facilities based on international standards. Furthermore, the project provided the training material and commissioned technical experts to support the training for youth according to international best practices.

## Jordan Loan Guarantee Fund (JLGF)

### Art and Commerce



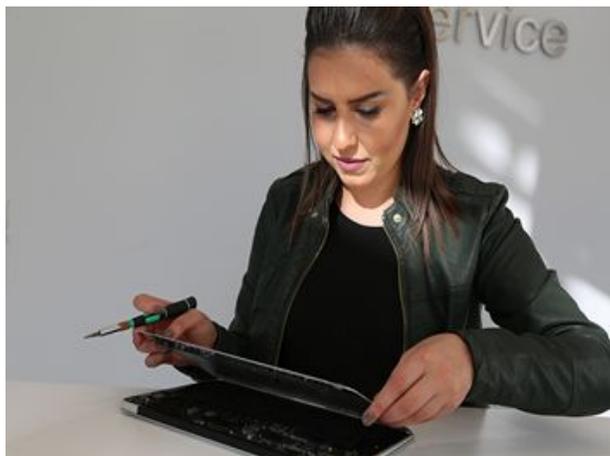
New pieces from Katia Al-Tal. ©USAID JLGF-Khaled Al-Masri

Renowned sculptor, Katia Al-Tal, takes the energy of the Earth at its most fundamental clay level, infuses it with passion, molds it with vision, and transforms it into art. Her work has been celebrated at numerous ateliers, exhibitions, private art collections and media channels in Europe, Asia and the Arab World.

In 2015, after 20 years of experience, Katia decided to establish Nuwa Creations as an art workshop in Amman. A thoughtful business owner, she decided to move the workshop from Amman to Al-Salt in 2016, where electricity tariffs are 60% less and the location is more convenient for employees, several of whom are women Katia trained and for whom work opportunities are very rare.

Renovations are underway, financed by a loan guaranteed by USAID Jordan Loan Guarantee Facility (JLGF), and the new workshop should be open by the end of December 2016. More space and increased revenue are expected to allow for three new employees to join Katia's current staff of eight.

### Opportunities Come with Challenges



Maram doing maintenance on an Apple laptop. ©USAID JLGF-Khaled Al-Masri

"I was the first Arabic lady to receive the Apple Support Mackintosh Technician certificate in the Middle East and North Africa, but at first, it was not as good as it sounds." That's how Maram Al-Biss begins her story. Having earned a Bachelor degree in Computer Science and two certifications from Apple, Inc., she worked in various roles in IT companies, before deciding to start her own business in 2014.

"Maram Al-Biss Institution for the Maintenance and Trading of Computers" was already a successful business, but to expand her work and be able to enter new markets, Maram needed financing to buy additional inventory, which she obtained from a commercial bank utilizing the USAID Jordan Loan Guarantee Facility (JLGF). Maram adds, "I faced many challenges as the first lady to enter this area of the IT sector, but with hard work and persistence, I built a good reputation in an industry traditionally dominated by men."

### **Energy Sector Capacity Building (ESCB)**

ESCB successfully organized a networking event in Aqaba for women in the energy sector, which was held on November 19<sup>th</sup>, 2016 at the Intercontinental Hotel - Aqaba. The event was attended by around 80 women working and studying in the southern governorates, including students, supervisors and professors from three different universities in the region. Participants attended sessions highlighting women leaders in the sector, as well as three workshops around labor law and workplace rights, tools and skills required for successful career growth, and how to use social media professionally. GIZ's Ana Hunna campaign screened two films at the event, followed by a discussion around women's participation in the workforce. The event concluded with a site visit to the renewable energy and environment initiatives at the Ayla development project.

To view event's photos: <https://www.flickr.com/photos/142531542@N07/sets/72157676806576946>

To view event's short video: <https://www.youtube.com/watch?v=OILMJpLSfR4>

ESCB also successfully concluded the first of three training sessions on Grid Impact Studies which was held during 4, 5 & 6 December 2016. The training was attended by 22 engineers from JEPSCO, EDCO and IDECO. It was designed to guide distribution companies on how to analyze the impact of connecting new renewable energy resources to the power grid before approving any proposed projects.

<https://www.flickr.com/photos/142531542@N07/sets/72157673582610143>

ESCB organized the Energy Storage Opportunities Strategy Executive Session on Dec 18, 2016. The meeting was attended by 30 high ranking officials representing NEPCO, MEMR, EMRC, DISCOs, USAID, State Dept., and other donors. This was an informative meeting to respond to the rapid growth of intermittent renewable generation in Jordan which brought with it an interest in how energy storage infrastructure, such as battery storage, can help stabilize electricity networks by balancing intermittent production and storing excess production for later use.

### **Local Enterprise Support (LENS) Activity**

USAID LENS launched comprehensive action plans for local economic development (LED) for nine partner municipalities in the governorates of Amman, Irbid and Zarqa. You can download the LED plans [here](#). Highlights of the plans include:

Businesses outside of GAM will be permitted to license from home through the new “Buildings and Lands Zoning Bylaws” issued by the Ministry of Municipal Affairs that will come into effect on January 1st 2017. This is a result of USAID LENS ongoing public advocacy efforts on behalf of Home Based Businesses (HBB) that included conducting extensive analysis of the industry; working with major multilateral organizations such as the World Bank to organize and improve the legislative framework of the HBB industry; developing and submitting policy papers and concept notes to various stakeholders; and demonstrating the importance and economic value of HBBs.

As a result of USAID LENS efforts, the new Municipal Financial System Regulations were passed and approved by the Cabinet, and subsequently published in the November issue of the Official Gazette. This policy issue emerged as a priority in June when technical assistance was requested by the Director of Legal Affairs of MOMA. LENS performed a comprehensive revision of the Regulation on the Municipalities Financial System in light of the New Municipalities Law and the Jordanian public financial management system. The majority of its recommendations made by LENS were adopted by MOMA/GOJ.

USAID LENS awarded a grant to the Princess Basma Center for Social Development. The grant will support and train Aqaba-based home businesses to access new markets. Chief Commissioner of ASEZA H.E. MR. Nasser Shraideh in Aqaba was present at the signing, where he was also briefed on USAID LENS current activities in Aqaba and is extending his support in bringing these activities to fruition.

USAID LENS awarded a grant to the Business Development Center (BDC) to kick off the Enterprise Grow activity, which is a one-year project to transform the capacities of 1500 MSEs to become more competitive and productive in their local economies.

### **Education and Youth**

#### **Jordan School Expansion Project (JSEP)**

USAID & Questscope/Non-Formal Education had a shared meeting in order to combine efforts for the benefit of Youth in Jordan. Within JSEP, there is a line concerned with the construction and rehabilitation

of (50) Sport Facilities & Activities. NFE representatives shared with Bitar Consultants a list of 27 candidate schools that may be included within JSEP. The schools will be visited and assessed by Bitar during the month of December.

On November 3, 2016, Ministry of Public Works and Housing signed the Contract of execution of 22 expansions and 17 kindergarten classrooms as PHASE I of JSEP. The awarded contractor is Jordan Sadeen Contracting Company and the duration of execution is (8) months from the commencement date.

Samou' Primary School for Girls in Irbid has 357 students from Grades 1-10. The classrooms are overcrowded. The current need is 12 classrooms. The space for expansion within the site plan is available. With less than one kilometer distance, there exists Samou' Secondary School, with 494 students from grades 1-12. This school and the whole area need 2 kindergarten classrooms, yet, there is no available space within the site plan as shown in figure (1). It has been agreed with USAID to construct an expansion as well as a kindergarten building in Samou' Primary School for Girls. The allocation of both the expansion and kindergarten buildings in one site is expected to decrease the construction cost and time.



Figure (1): The suggested location of the expansion and the kindergarten classrooms.



Figure (2): The location of Samou' both Primary and Secondary Schools.

## Population and Family Health Health Service Delivery Activity (HSD)



The USAID Health Service Delivery (HSD) Activity is helping to improve the health status of women of reproductive age and children under the age of five in Jordan by enhancing access to comprehensive, integrated quality health services across a continuum of care. HSD is using an Improvement Collaborative approach to identify and address gaps in health services in a dynamic, data-driven and cyclic manner. To implement this approach, HSD

launched technical sessions for selected Ministry of Health (MOH) hospitals and health centers and NGO clinics in Amman, Irbid, Ramtha, Mafraq, Zarqa and Karak. The sessions which started in November to continue through December 2016 aim to introduce and promote the Integrated Service Delivery (ISD) package for reproductive, maternal, neonatal and child health services including counseling on nutrition, and screening and referral for non-communicable diseases and gender based violence (RMNCH+).

### Jordan Communication Advocacy Policy (JCAP)

The Families Development Association (FDA), under the JCA grants program, concluded their edutainment lectures targeting 500 Syrian women in East Amman in November 2016. The purpose of these activities is to improve their knowledge and attitude toward family planning and refer interested women for family planning services at the Jordan Association for Family Planning and Protection. The edutainment sessions also tackled the issue of early marriage, which is high among the Syrian community in Jordan, participants shared their personal experiences and expressed the need to educate their community about the negative impact of early marriage on girls' youth, education and health.



JCAP partnered with Community Health Committees (CHCs) working under the umbrella of the Ministry of Health (MOH) on November 28-29, 2016 to develop action plans for community mobilization activities. These activities are designed to support the second phase of the National Family Planning Campaign which was launched in December 2016. A CHC is a committee of 12-15 volunteers structured at the community level from various sectors in the local community—such as religious affairs, education, health centers and nongovernmental organizations. CHC members help in identifying the local community's specific health needs and implementing activities to address these needs.

On December 6, JCAP organized a one-day workshop titled “**Developing the Causal Pathway Framework on Gender and Reproductive Health/Family Planning in Jordan Workshop**” with stakeholders from to specify gender-related factors that are important to family planning outcomes within the context of Jordan. Following the workshop, JCAP will synthesize outcomes, develop a framework that explains the relationships represented in the causal framework (i.e., the why and how) between gender-related predictors and family planning outcomes.



## Water Resources and Environment

### East Jerash Wastewater Treatment Plant



View of the overall site looking north up the wadi towards the ancient city of Gerasa.



View of the overall site looking north down the through the wadi and across the adjacent orange and olive orchards.

### Water Management Initiative Project (WMI)

As part of its efforts to improve the performance of Yarmouk Water Company (YWC), Water Management Initiative Project (WMI) has successfully completed the process of having a business plan for the first time at YWC. WMI has implemented a non-traditional participatory approach to develop a Business Plan for the year 2017. The Business Plan includes initiatives to achieve the strategic objectives of YWC in reducing non-revenue water (NRW) and increasing debt collection in 2017. It also includes restructuring and building the capacity of Human Resources at YWC, applying best management practices, and maintaining sustainability of YWC services.

The approach included providing training and capacity building to around 110 YWC mid-management staff spanned over 4 Governorates and 11 Regional Offices (RO). The attendees were distributed on six groups as follows: 1. Wastewater Treatment, 2. Bulk Water Production, 3. Retail, 4. IT-GIS-Planning, 5. Finance, and 6. Administration. The exercise was conducted on a span of three consecutive weeks; whereby each group attended three sessions (one full day per week). The first two sessions were introduction and training on vision, mission and Strategic business planning, while the last session included achieving consensus on the proposed initiatives and projects.



The same exercise was carried out for the top management staff at YWC. Following, the business plan will be presented to the Board of Directors for approval.

The business plan development process marks a milestone towards the establishment of a Strategic Planning Unit at YWC.

On another note, WMI continues its efforts in setting the ground work for the relaunch of YWC on January 1<sup>st</sup>, 2017.