



# LWF Jordan

2012-2016 Report



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Cover photo: A Syrian refugee girl practices football at LWF Jordan's Peace Oasis center in Zaatari Refugee Camp as part of psychosocial program activities. Photo: N. Boase

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# About Us

The Lutheran World Federation Jordan (LWF Jordan) is registered as a charitable agency with the Government of Jordan Ministry of Social Development under the Evangelical Lutheran Church in Jordan and the Holy Land (ELCJHL), a member of the Lutheran World Federation (LWF).

The LWF Jordan office is overseen by World Service, the humanitarian and development arm of the LWF, based in Geneva, Switzerland. Responding to human need throughout the world, World Service currently manages country programs and emergency operations in 24 countries, and maintains four emergency hubs in Latin America, Africa, Asia and the Middle East (Amman).

LWF Jordan has a main office in Amman and maintains sub-offices in Irbid and Zaatari Refugee Camp in order to address the needs of Syrian refugees and Jordanians in Northern Jordan.



LWF Jordan staff at annual retreat in Aqaba. Photo: N. Boase

Since the establishment of LWF Jordan in 2012, the office has been implementing relief operations in the governorates of Amman, Mafrqa, Zarqa and Irbid. These areas are hosting hundreds of thousands of Syrian refugees, and LWF Jordan programming contributes to the overall resilience of both Syrians

and Jordanians in the midst of challenging circumstances.

This is possible because of the LWF Jordan team, which consists of national Jordanians, international staff, and Syrian refugee volunteers.

**34 National Staff**

**3 International Staff**

**25 Syrian Volunteers**

# Strategic Objectives and Core Commitments

LWF Jordan's mission is to alleviate the consequences of the Syrian humanitarian crisis in Jordan and uphold the dignity and rights of affected populations, thus lowering tensions between different groups and building peace in the region. To do this, LWF Jordan focuses on Syrian and Iraqi refugees, and vulnerable members of Jordanian communities, including children, youth, orphans, female-headed households, widows, and people with disabilities.

LWF adheres to international humanitarian accountability principles, do-no-harm standards, and mainstreams child protection and community-based psychosocial support into its programming.

LWF Jordan pursues the following strategic objectives:

- Refugees from Syria have more secure and stable access to humanitarian aid, including psychosocial support, in both camps and host communities.

- Refugees and communities prevent and mitigate conflict and positively engage in the governance and daily life of their communities.

- Host communities are better equipped to accommodate the social and economic needs of an increased population while respecting the environment.



LWF volunteer provides refugee information



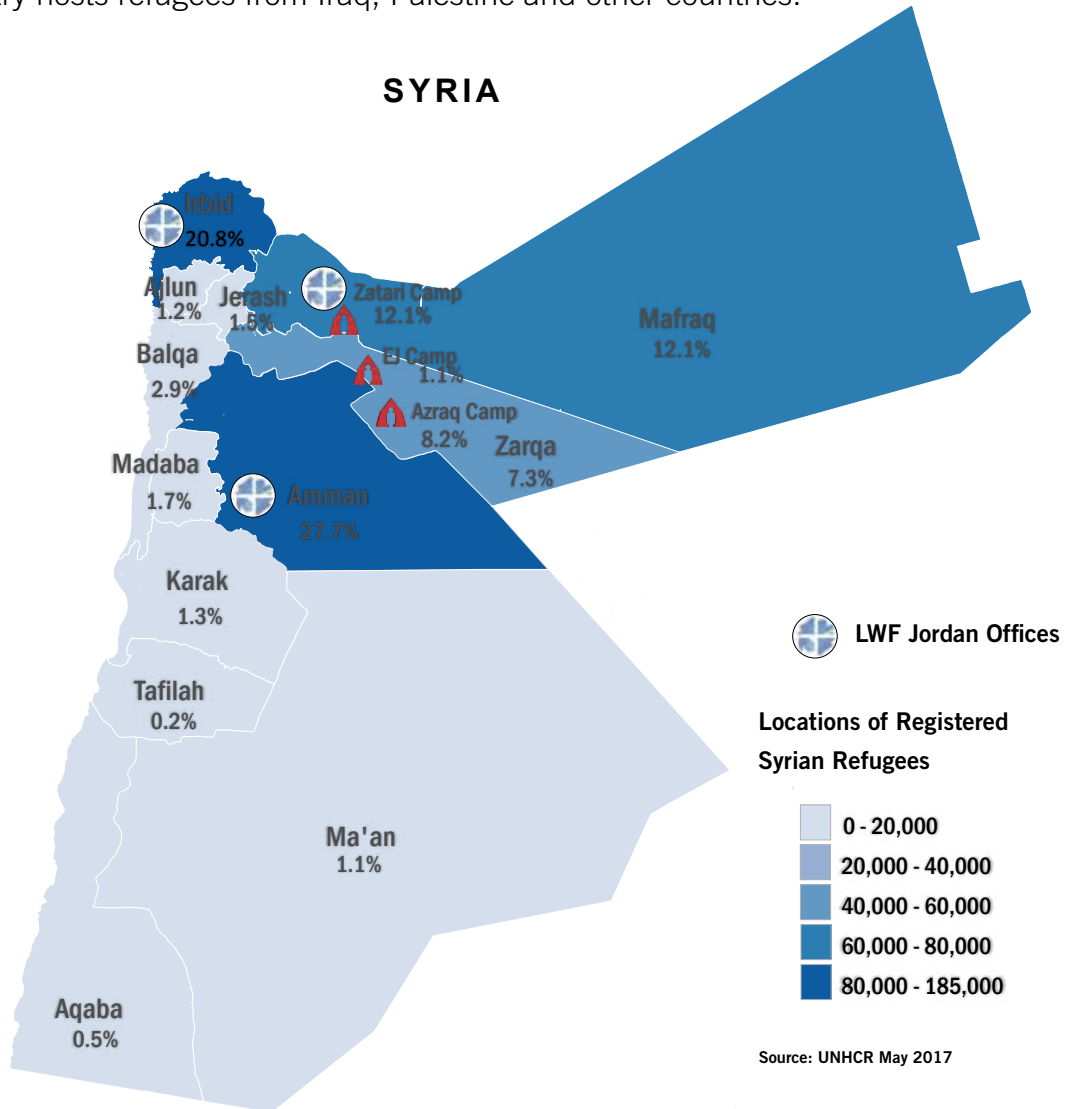
Community partners engage Jordanian children



Syrian volunteers conduct outreach in Zaatari

# Syrian Refugees in Jordan

660,154 Syrian refugees are currently registered in Jordan. In addition, the country hosts refugees from Iraq, Palestine and other countries.



Coloured map only reflects refugees living outside camps.



Noel and her son Abdullah receive humanitarian assistance from LWF Jordan in Mafraq  
Photo: N. Boase

# Basic Needs

Many refugees arrive to Jordan with nothing but what they were able to carry or wear on the journey. In order to assist refugees with purchasing their basic needs, LWF Jordan has provided a variety of non-food items for families, including winterization kits, hygiene kits, fuel, summerization kits, clothing, school kits, and cash to improve shelter or pay for rent.

LWF Jordan has used several methods from 2012-2016 to meet the basic needs of Syrians and vulnerable Jordanians since the beginning of the Syrian crisis.

## Cash-Based Interventions

LWF Jordan started its cash-based interventions in 2013 with cash vouchers for food, targeting Syrian refugee and Jordanian families who were not receiving assistance from other organisations. Cash-based interventions are con-

sidered one avenue to decrease hostilities within host communities, as it brings economic security to both Jordanians and Syrians. In addition, such assistance helps refugees who are living outside of refugee camps and ensures that aid is spread throughout the country rather than centered in only one area.

Due to extreme poverty, refugees and vulnerable Jordanians have used negative coping strategies to survive, including child labor and taking on additional debt. These cash distributions provide additional security and peace of mind for families so that they can avoid negative coping mechanisms.

In 2014, LWF Jordan expanded its cash programs through vouchers to include fuel distributions, food baskets, rent and shelter upgrades.

LWF Jordan implemented its first unconditional cash for basic needs program in 2015. Between 2015-2016, approximately 1,300 households (6,500 people) received cash

assistance from LWF. Beneficiaries included Iraqi and Syrian refugees as well as Jordanian residents in host communities. This assistance helped households to pay for rent, food, and other basic needs.

## Beneficiaries used cash to address multiple basic needs:

- 49% paid rent or improved living conditions
- 39% bought home goods
- 19% paid off debts
- 11% paid for medical costs
- 8% paid expenses for children
- 7% paid other bills

## Cash for Work

In Zaatari Camp, Syrian refugees participate in Cash for Work, which allows them to receive cash by contributing to various projects in the camp, such as facilitating LWF programs, cleaning and painting community areas, and making preservatives (including pickles and yogurt) to sell. This work provides basic services to the community in Zaatari Camp while financially supporting Syrian families.



Syrian refugee receives an ATM card for cash distributions in Mafraq. Photo: N. Boase

## Non-Food Items (NFI's)

As the Syrian crisis has unfolded over the last five years, non-food items have been a large part of LWF Jordan programming and assistance. However, as the conflict continues, distribution of these items have been scaled back as cash-based interventions have become the preferred modality in Jordan.

Non-food item distributions have included school kits for kids and youth, school uniforms, hygiene kits and vouchers, food vouchers, household items (such as winterization and summerization kits), winter clothing, mattresses, winter shoes and heaters. These items helped families deal with the harsh weather conditions in Jordan and provided them with basic needs upon arrival.

LWF Jordan has distributed school kits, which included a backpack, notebook, sweatshirt and T-shirt. These kits, in addition to the support of community-based organizations, help in reducing the the school drop-out rate by lessening the financial cost of attending school. This encourages students to continue or reengage with their education.



# BENEFICIARIES

BASIC NEEDS	Beneficiaries	Received
	137,948	Non-Food Items
	5,871	Shelter
	25,775	Food Vouchers
	2,200	Hygeine Awareness
	2,354	Budget & Legal Trainings
	215	Cash for Work
PSYCHOSOCIAL SERVICES	Beneficiaries	Recieved
	13,655	Psychosocial Services
	3,383	Life-Skills Training
EDUCATION	56	Classrooms Constructed
	14	Washrooms & Stairways Built
	16	Schools Rehabilitated
	13,187	School Backpacks Distributed
	395	Education Professionals Trained



Noor, a 10-year-old Jordanian living in Irbid, participates in psychosocial programming in a local community-based organization.

Photo: N. Boase

# Psychosocial Services

Families and communities that have experienced loss, violence and displacement due to conflict face multiple stressors that can increase the level of mental distress. While the number of Syrians suffering physical injuries from the conflict is high, the number suffering from psychological challenges is certainly far greater. Families and children react very differently to stressors, but with support they can overcome the difficulties they face.

Psychosocial programs promote healthy social and psychological development in children, families and communities through activities that emphasize appropriate strategies for coping with stressors. These programs also promote healthy engagement with local communities in Jordan, as well as prepare Syrian communities for the time when they can return to their country.

Increasing the resilience of children is important, and including



Syrian refugee boys play a team building competition in Peace Oasis. Photo: A. Tate

parents and the community in psychosocial activities promotes the well-being of children by minimizing the effect of trauma while strengthening, preserving and supporting their families and community.

LWF Jordan approaches these issues by implementing various psychosocial activities in Zaatari Camp through the Peace Oasis (continued)

“I was afraid of the dark, and my friend Ranim used to cry every night even though she is a very strong person. The Peace Oasis facilitators helped us to handle and eventually overcome our fears.”

—Ajad, female youth participant

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## Psychosocial Services (continued)

center, and in Irbid, Zarqa and Mafraq. LWF psychosocial activities have been taking place in Zaatari Camp and Jordanian host communities since 2013.

Programs focus on self-identity, dealing with emotions, peer relations, non-violent communication, conflict resolution, music, art, and sports for youth and adults.

Holistic psychosocial programming supports children, youth and adults to foster healthy social connections by providing safe community spaces, enriching home environments, and creating sustainable communities of psychosocial wellbeing beyond LWF Jordan's program activities.



Syrian girls participate in computer skills courses in Zaatari Photo: M. de la Guardia

“I was under a lot of stress and found myself taking my stress out on my kids. But this course has taught me how not to be angry or nervous. It has taught me how to cope with my stress in a good way. I also learned

about empathy and how to communicate with my children using my body language, my eyes, and my movements. Everything I do affects my children.”

—Dua'a, female caregiver participant

## Iraqi Refugees

In addition to responding to the Syrian crisis, LWF Jordan also addresses the needs of Iraqi refugees in Jordan. There are currently 62,445 Iraqi refugees registered in the country, and they are often overlooked. They face many of the same problems as other refugees in Jordan, however, they cannot legally work, leading to extreme poverty and precarious living conditions.

Iraqi youth often face unique challenges. Some are from the Kurdish area of Iraq, and they do not speak Arabic fluently, and others have temporary learning difficulties because of the psychological trauma they suffered as they fled their homes. These issues, combined with extreme financial stress, prevent many Iraqi youth from attending school; in fact, the majority of school-age Iraqi children are not attending school.

LWF Jordan is providing Iraqi families with support to address these issues. Iraqis were amongst the beneficiaries who received unconditional cash. In addition, LWF Jordan distributed school kits and improved schools attended by Iraqi children. Serving Iraqi refugees is typically done by integrating Iraqi refugees into existing programs for vulnerable communities in Jordan, but can also be done through initiatives specifically targeting this community.

“My wife Riham and I used to live in Iraq, in a small village close to Mosul. At the beginning of 2014, we heard rumors about ISIS approaching our village. We were very afraid and couldn’t sleep at night. We finally left our home in June 2014. Our house was burnt down by ISIS, they took all we had. We spent two years in a refugee camp in Iraq, where our daughter Sarita was born. In 2016, we decided move to Jordan. In Iraq, there was no security for our daughter. We now share an apartment with two other families. Life here in Jordan is very expensive for us, even more so as Riham is sick and needs medication. Thanks to LWF, we were able to pay for the medicine, and milk, clothes and food for Sarita. Still, our life here in Jordan is very hard. We hope we’ll be able to move to Australia sometime in the future, where my father is already waiting for us.”

--Stevan, Iraqi refugee



# Peace Oasis

Zaatari Camp is host to almost 80,000 Syrian refugees who were forced to flee their homes in the midst of violence and war. Most have witnessed severe violence in Syria and endured further traumas on their journey to Jordan. LWF Jordan's Peace Oasis was opened in Zaatari Camp in 2013 as an environment for continued learning and psychosocial support through youth programming and adult psychosocial and life-skills courses.

In Peace Oasis, LWF Jordan has conducted sewing, barber, and beautician courses for adults, as well as business and marketing courses to teach skills that could be used both in the camp and beyond. Youth and children participate in psychosocial, sports, art, music and computer courses, and they express feeling increased confidence in the classroom and an increased ability to build relationships with peers.



LWF volunteers in Peace Oasis, where green space, water-saving artificial turf, and local fruit trees serve as a respite from the harsh conditions of Zaatari Refugee Camp. Photo: A. Tate

Women have engaged in women's groups, which provide support to address the challenges of their daily lives made more difficult by the displacement, social upheaval and extreme environment female refugees face.

Cash for work for adults has also been implemented through Peace Oasis.

Over the last 3 years, this programming has provided healthy outlets for individuals to process the trauma that they have faced. By attending programs with fellow refugees, participants are able to strengthen one another through understanding and shared experiences.

# Capoeira in Peace Oasis

In 2016, LWF Jordan began partnering with Capoeira 4 Refugees, a non-profit organization that uses music, movement, singing and dialogue to help strengthen communities that have experienced war and conflict. Boys and girls ages 9-19 participate in Capoeira activities that build self-confidence, physical capacities, teamwork and personal empowerment.

Participants in the courses have responded positively, as Capoeira provides new and different activities and movements, which keeps youth engaged and allows them to express themselves in various way.

In addition to providing sessions to youth, the partnership with Capoeira provides training of LWF Syrian volunteers to build their capacities to lead Capoeira in future programming in Peace Oasis.



Syrian youth learn Capoeira movements in Zaatari Camp. Photo: Capoeira 4 Refugees

“There are days when I feel bad. Joining the Capoeira discussion circle makes me comfortable because I can let out all of my negative thoughts. That always makes me happier. I like talking one at a time in the circle because it creates respect. It’s organized and we can understand each other.”

- Male Capoeira participant, 13 years old



# Gender Justice

Women's support groups have been implemented in Peace Oasis to provide a safe environment for women to discuss with others the challenges they face in their community.

“I have started talking to my neighbors in order to bring awareness about early marriage. I tell them to not let their underage daughters get married. The problem of inequality between men and women was a challenge in Syria and it persists in the camp. Sometimes parents don't view boys and girls to be equal.”

--Wafeh, participant

Women are empowered to identify topics and lead the sessions through discussions on issues such



Artwork outside of Peace Oasis office emphasizing girls' education as an alternative to early marriage. The artwork was commissioned by a Peace Oasis Women's Group. Photo: A. Tate

as domestic violence, gender-based violence, sexual violence, early marriage and lack of education for girls.

Participants have expressed that these groups allow them to brainstorm solutions to these challenges and to meet other women in their communities, both of which strengthen the supportive network for them and their families.

Wafeh has high hopes for her five daughters. She wants them to obtain a university education. She also has individual goals for herself--to improve her computer and sewing skills, have a steady job and increase her knowledge. She emphasized the importance of the courses by stating, “I haven't skipped even one session.”



A Syrian barber cuts hair in the shop that he established in Zaatari Camp.  
Photo: M. de la Guardia

# Life Skills

The effect of the Syrian conflict has been particularly devastating for Syrian families in Zaatari Camp, many of whom are approaching four years of living in the camp, and who see no end in sight. They cannot get jobs outside of the camp, nor leave the camp without formal permission, and attending college or university is virtually impossible.

“I am better able to support my family now. I feel more comfortable and have more confidence now that I can support my wife and daughter. This makes me and my family much happier. Before, I could not purchase clothes, vegetables and fruit for my family, but now I can.”

--Barber class participant



Syrian refugees attend a small business and marketing training in Zaatari Camp. Photo: N. Boase

Refugees desperately seek opportunities to improve themselves and gain practical skills.

LWF Jordan conducted life-skills courses in Zaatari from 2013-2016. These programs included barbering,

beautician, sewing, computer and English courses, which allowed adults to become more economically independent and empowered.

# “There is a connection between the needle and the soul”

Maryam is a Syrian refugee who has been living in Za’atari Camp for four years. She participated in LWF Jordan’s sewing course and recounted how it has positively impacted her and her family:

“Back in Syria, I was the manager of a language institute and a handicrafts teacher. I hold two college degrees: one in arts and one in Arabic. I haven’t been working since I came here. I would like to get a job, but there are very few opportunities and too many restrictions. When I heard about the vocational training LWF offers, I took the course and gained better sewing skills--skills that I can use to support my family. I would like to build up my own little business. I do not wish to have a good and fulfilling job. All I want is my family to be safe and for my children to continue with their studies, laying the ground for a better future.”

Sanat, another sewing course participant says, “I am very happy with the sewing course because I like



Maryam, a sewing course participant, practices on a sewing machine in Zaatari Camp. Photo: M. Doelker

the women who are taking the course with me. It feels like a family here. There is a connection between the needle and the soul. When I am sewing, I feel happy and feel a release from the stressful situation in the camp.”

# Community-Based Organization

LWF Jordan has partnered with local community-based organizations to implement programming. Partnering with these organizations allows LWF Jordan to provide programming in strategic locations in communities, giving beneficiaries greater access to activities. These organizations also help LWF Jordan identify vulnerable youth and adults in the area as they are familiar with the local community, the needs and the families.

In 2016, LWF Jordan also opened an office in Irbid in order to increase services in this area that has been heavily impacted by Syrian refugees. Irbid is a governate on the northern border with Syria that is home to 20% of all Syrian refugees in Jordan. The Irbid office makes programming more efficient and effective in order to better serve vulnerable populations.



LWF Jordan partners with community-based organizations, such as the one led by Fadwah in Irbid.  
Photo: M. Doelker

LWF Jordan has also partnered with community-based organizations and government ministries to raise their capacity to support families in Jordan. In partnership with the Ministry of Education and Department of Education, LWF Jordan trains leadership on curriculum and classroom management. These leaders will go on to train school staff, allowing the

program to have a long-term impact in Jordanian schools. In 2017, LWF Jordan will also conduct trainings with the Ministry of Agriculture in order to increase awareness of labor laws in Jordan and decrease the exploitation of both refugee and vulnerable Jordanian employees in the work place.



Students study in a school there LWF rehabilitated in order to accomodate Syrian refugees.

Photos: M. de la Guardia

# Education

Jordan has opened its doors to Syrian refugees and has guaranteed every Syrian child access to an education. They are doing this through “double shifts,” where Jordanian students attend school in the morning and Syrian refugees attend the same schools in the afternoon. This has doubled the pressure on the school system and the school buildings themselves. In addition, there are thousands of Iraqi refugee children in the country, and the majority of them are not attending school.

LWF Jordan is partnering with the Ministry of Education to support their objective to provide quality education to all children, including refugees and Jordanians.

The Ministry of Education has engaged LWF Jordan in two long-term projects to improve the physical infrastructure and psychosocial learning environment for girls and boys attending selected public



Iraqi refugees receive backpacks in their school in Amman. Photo: N. Boase

schools in Irbid, Zarqa and Mafraq governorates. The project provides for the rehabilitation of school buildings and strengthens the capacity of teachers to address the hygiene and psychosocial needs of all students.

“I am the principal of an elementary school for girls,” says Aisha, who attended LWF Jordan’s training course. “I learned how to deal with

violence happening in my school, and was equipped with different techniques of how to reduce violent incidents. I heard much about children’s rights, and believe that we as teachers need to listen more to the voices of our students. The next step for me is to now apply my new knowledge, and share it with the parents and teachers at my school.”

# Education Construction

Since 2013, LWF Jordan has been active in rehabilitation and construction efforts in Jordanian schools. From 2013 to 2016, LWF Jordan constructed 77 classrooms and seven washrooms, and 28 schools were rehabilitated. This work was done in 41 schools across Jordan.

One of these schools was Jreenah Primary School for Boys in Madaba. LWF Jordan constructed six classrooms, two wash areas, and landscaping around the school, and also provided desks, cabinets and classroom materials. This increased space for more children to attend the school and created safe areas for them to play. The student council president of the school said, “The school suffered from over-crowding and each classroom had 35 and more students in each class. LWF building the extra classrooms will relieve this problem and improve the quality of teaching.”



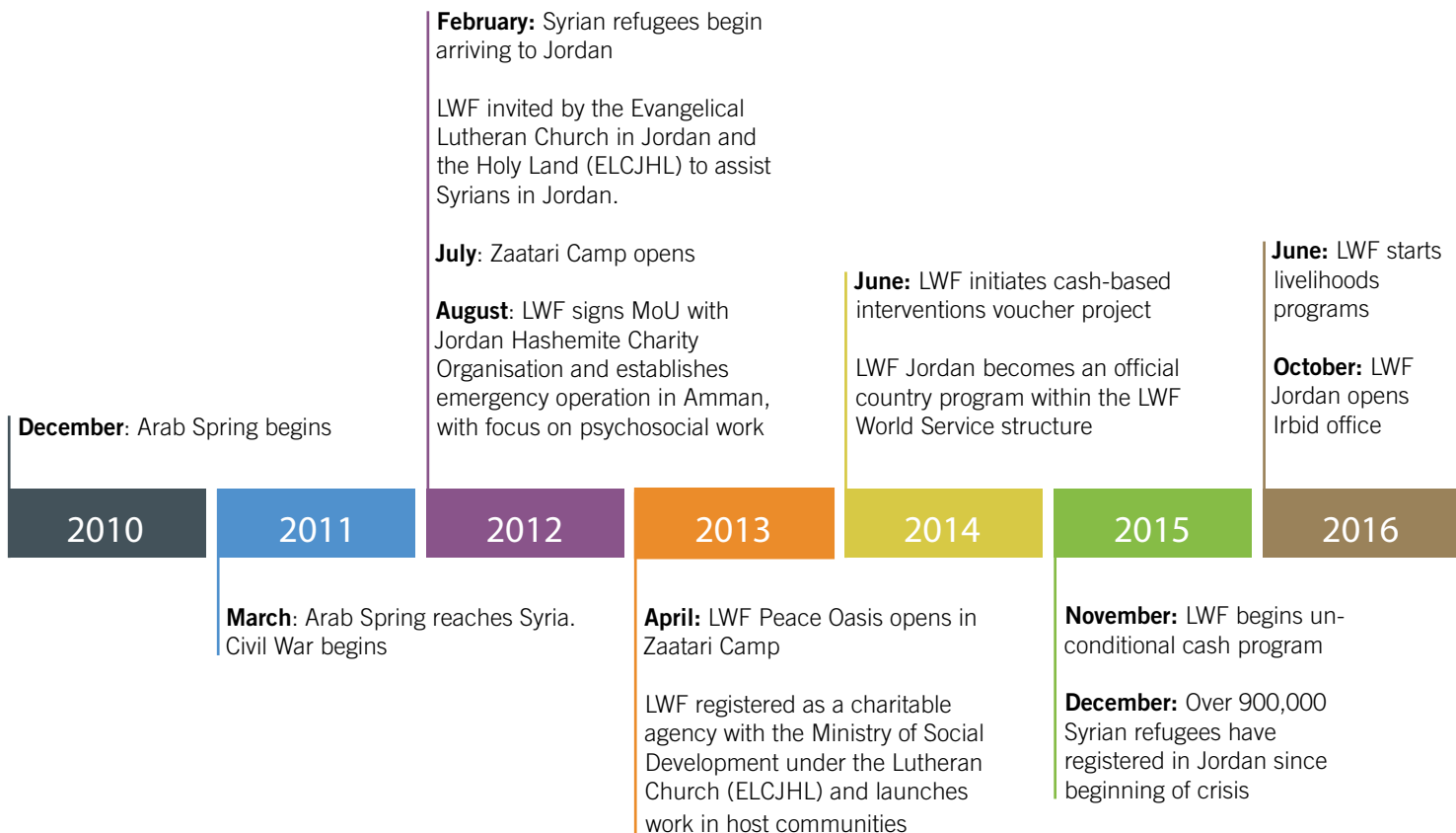
Jreenah Primary School for Boys in Madaba, where LWF constructed new classrooms and provided school materials. Photo: LWF Jordan

The principal of the school explained that the new materials in the classrooms and the new building will create a more positive learning environment for the students. In particular, the teachers will have more space to work with students and will be able to utilize new materials such as white boards and desks. In addition, the new landscaping around the

school will provide open space for physical education classes, and the gardens will be utilized for both vocational and science classes, so that students can learn through interacting with the environment around them. The building will significantly improve the overall learning environment, creating a positive impact on each student's educational experience.



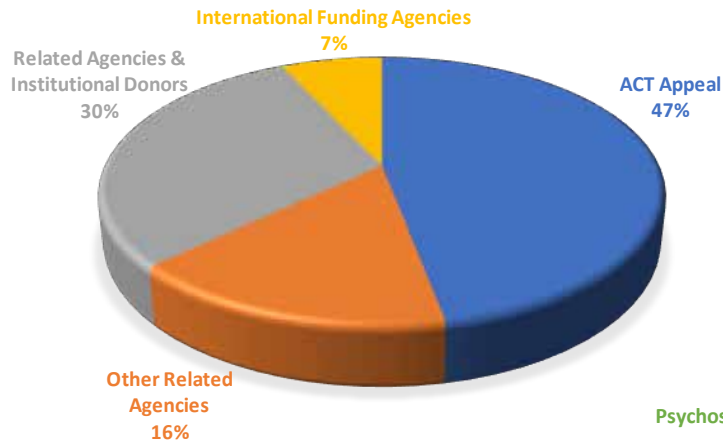
# Timeline



**Going Forward: 2017-2019** LWF Jordan will initiate a livelihoods program to improve employment opportunities for both Jordanians and Syrians, in accordance with new government policies allowing Syrian refugees certain access to legal employment. At the same time, there remains needs for cash assistance, psychosocial programs, and other services for vulnerable communities. In addition, LWF will continue to collaborate with the Ministry of Education to ensure that all children in Jordan receive a quality education in a positive educational environment.

# Financial Overview

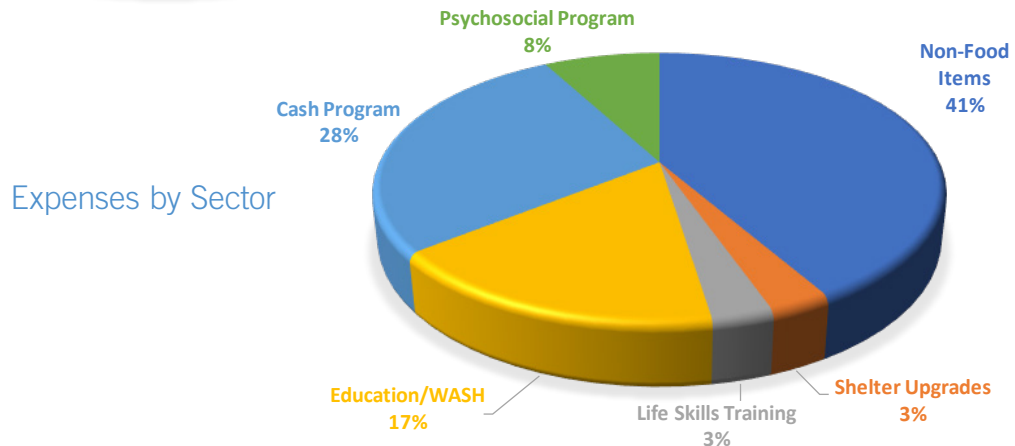
When large numbers of Syrian refugees began arriving in the country in 2012, LWF Jordan's emergency response addressed the basic survival needs of refugees, in particular food, non-food items, and winterization materials. By 2016, the needs of refugees, and LWF Jordan's response, had changed. Programs focused more on cash distributions (65%), education (17%) and psychosocial activities (12%).



Income by Funding Source

Total Income (2012-2016):

14,196,219.69 Euros

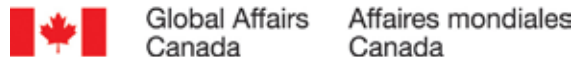
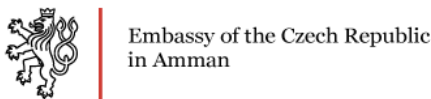


Expenses by Sector

# Partners

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## Church of Sweden





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