

WFP Jordan - General Food Assistance to Refugees: COVID19 Monitoring Report #1

General Food Assistance to Refugees: COVID19 Monitoring Report #1



Introduction

In Jordan, WFP responds to the food requirements of 480,000 refugees in camps and communities through the provision of monthly food assistance in the form of cash-based transfers. The majority of refugees come from Syria, Iraq, Yemen, Sudan, and Somalia. In Azraq and Zaatari camps, 110,000 Syrian refugees receive monthly food e-vouchers valued at JOD 23 (USD 32) per person per month, redeemable at in-camps contracted shops and facilitated through blockchain and iris-scan technologies. Except in Mafraq governorate where refugees receive food e-vouchers, refugees in host communities receive unrestricted cash redeemable through 115 ATMs, at over 200 contracted shops, or both. Households classified as “extremely vulnerable” to food insecurity receive JOD 23 (USD 32) per person, per month and households classified as “vulnerable” to food insecurity receive JOD 15 (USD21) per person, per month.

In response to COVID19 outbreak, the WFP Jordan is proactively taking measures to ensure that WFP beneficiaries continue to receive assistance and are appropriately shielded from the effects of COVID19 and associated national measures to limit its spread. To this end, WFP Jordan has introduced modifications to its systems and processes to align to the quickly changing context. Similarly, WFP Jordan has adapted its routine process monitoring and introduced remote monitoring. This report provides the first monitoring findings and serves to inform decision-making of key stakeholders. This report includes findings drawn from a beneficiary contact monitoring (BCM) exercise led by the WFP Jordan Monitoring and Evaluation (M&E) Unit, an analysis of assistance redemption and utilization led by the WFP Jordan Business Analysis Unit (BAU), and analysis of complaints and feedback data led by the WFP Jordan Accountability to Affected Populations (AAP) unit. The findings presented here focus primarily on data collected and analyzed between March 31, 2020 and April 8, 2020.

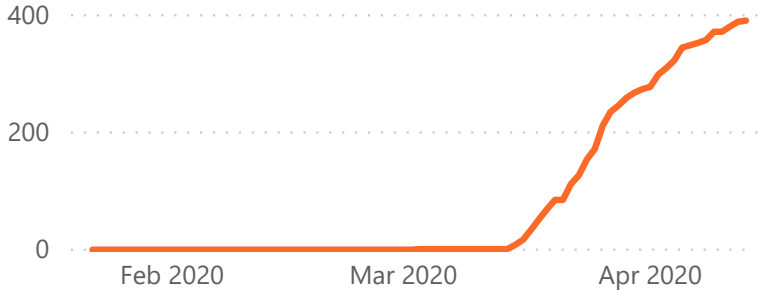
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Introduction - Country Timeline of Events

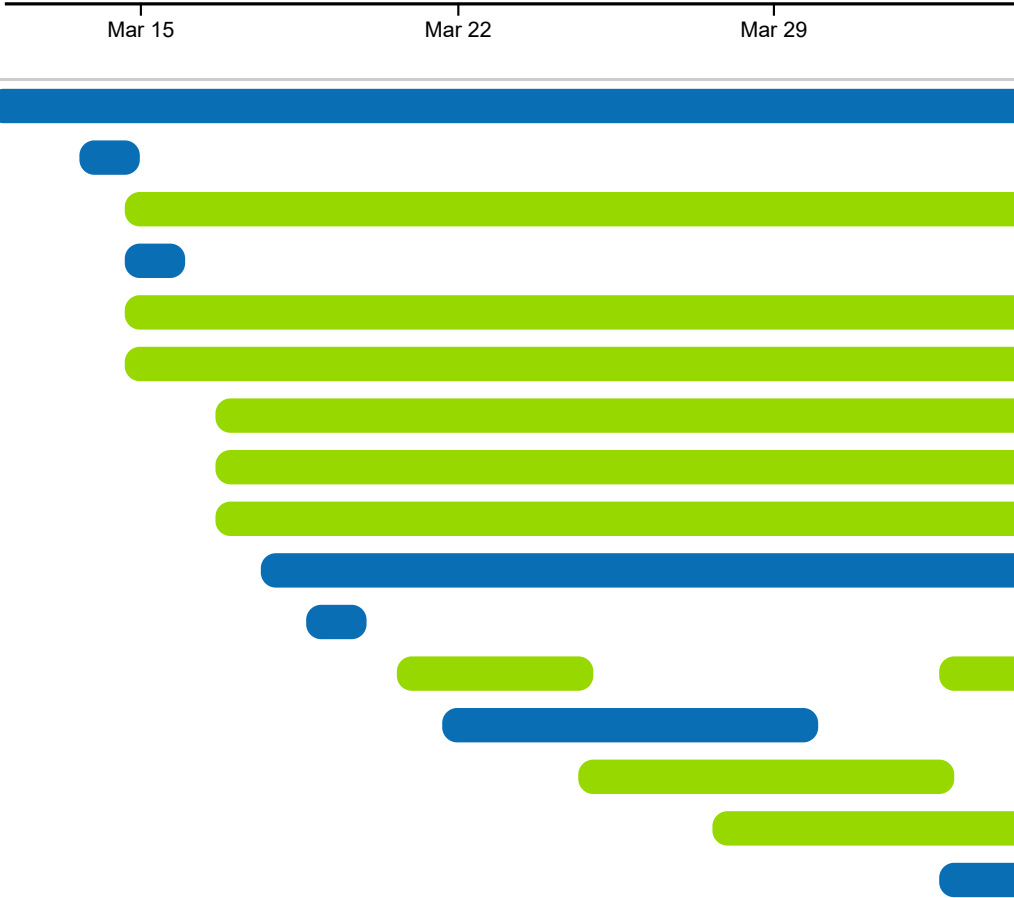
As of April 13th, the Kingdom of Jordan has 391 confirmed cases of COVID19. Since its first confirmed case on March 3rd, the Government of the Kingdom of Jordan has taken a number of measures to prevent the spread of the disease. Measures include the suspension of educational institutions, banning of public gatherings, and closure of cafes and restaurants, initiated on March 15th to the suspension of international flights and public transportation on March 17th. WFP Jordan has additionally taken measures in response to the outbreak, including through providing an early reload of April assistance to households in camps and communities. WFP has pre-positioned dry-food stock in camps and has provided hand sanitizer and hygiene trainings to WFP-contracted shops. The graph to the right provides a timeline of the major COVID19-related events in the Kingdom of Jordan.

Number of Confirmed Cases by Date



● Government ● WFP

- Establishment of Crisis Management Team
- Business Continuity Plan Prepared
- Closure of Cafes and Restaurants
- Postponement of Household Data Collection
- Suspension of Educational Institutions
- Suspension of Public Events and Gatherings
- Closure of Public Institutions and Private Sector
- Suspension of International Flights
- Suspension of Public Transportation
- Staff Begin Teleworking
- Early Reload of April Assistance in Communities
- Lockdown Instituted Restricting All Movement
- Early Reload of April Assistance in Camps
- Curfew Instituted Restricting Movement 6pm - 10am
- Home Delivery Services Launched
- Remote Monitoring Exercises Undertaken



Source: Roya News; WFP Internal Sitrep 1,2,3; Johns Hopkins Systems Science and Engineering <https://data.humdata.org/dataset/novel-coronavirus-2019-ncov-cases>



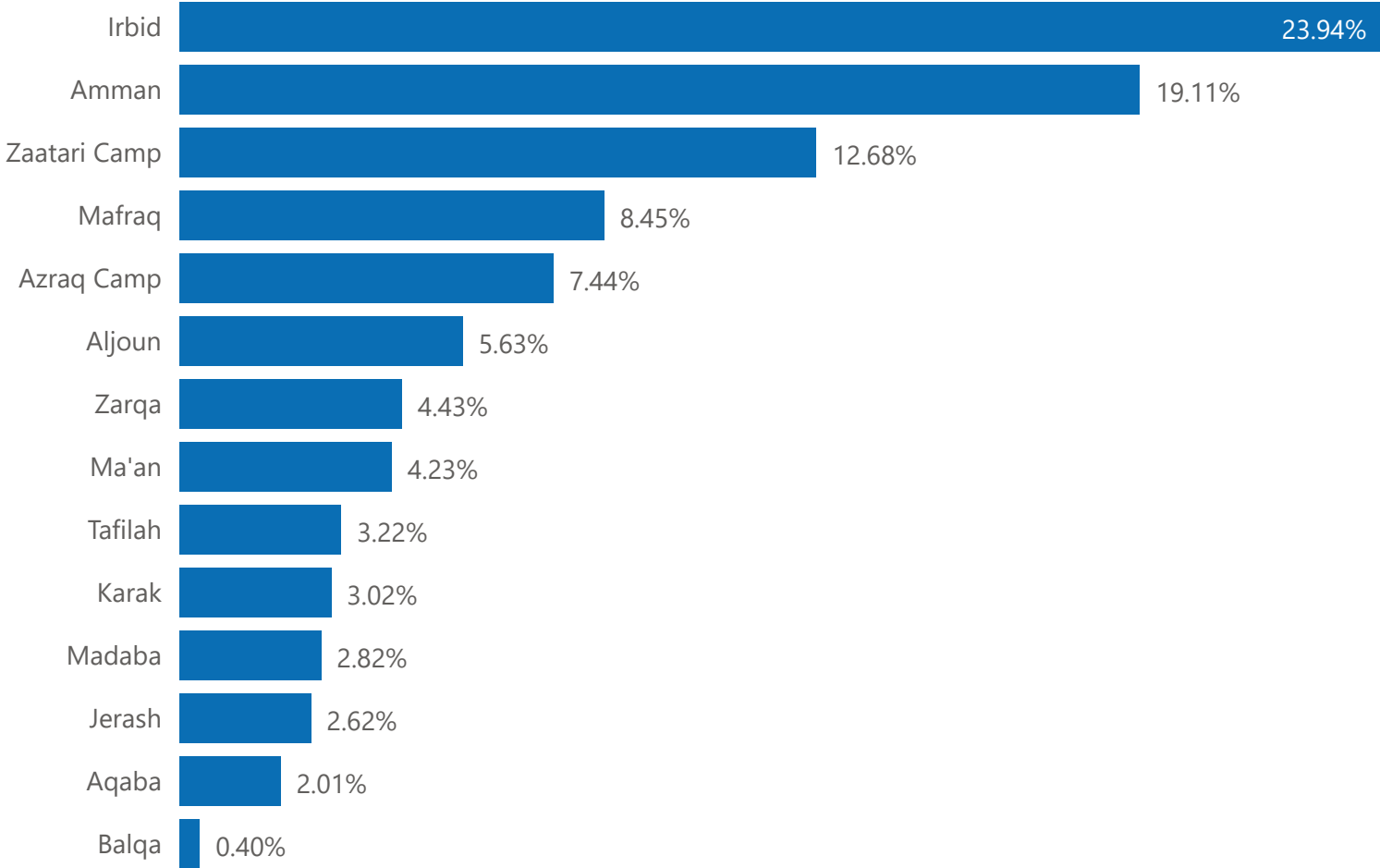
Introduction - Beneficiary Contact Monitoring

From April 1st to April 6th, the WFP Jordan M&E Unit, working closely with the Mafrqa and Amman Field Offices, conducted a Beneficiary Contact Monitoring (BCM) exercise, with the goal of capturing beneficiary experiences related to COVID19 and the associated WFP and Governmental responses. Many of the findings that follow are drawn from this exercise. The BCM was conducted as a phone survey, administered to 499 households across 12 governorates and 2 camps. The households were selected through random sampling of beneficiary households considered "active" as of March 31st. The chart to the right highlights the relative proportion of households interviewed across each of the governorates and camps covered by WFP Jordan. The survey was conducted by 13 enumerators with surveys taking 15 - 20 minutes to complete.

499

Total Number of Surveys

Proportion of Surveys by Governorate (n=499)



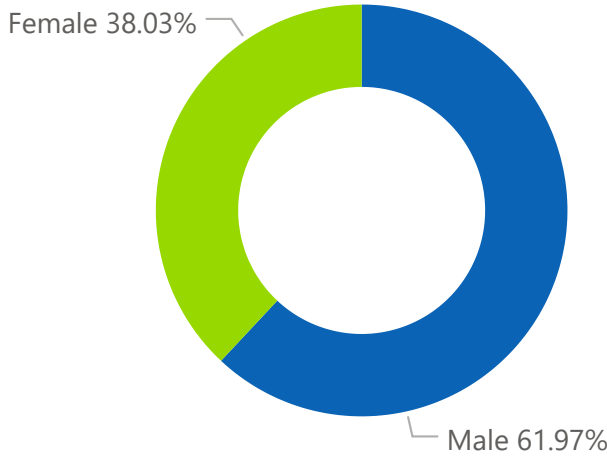
Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020



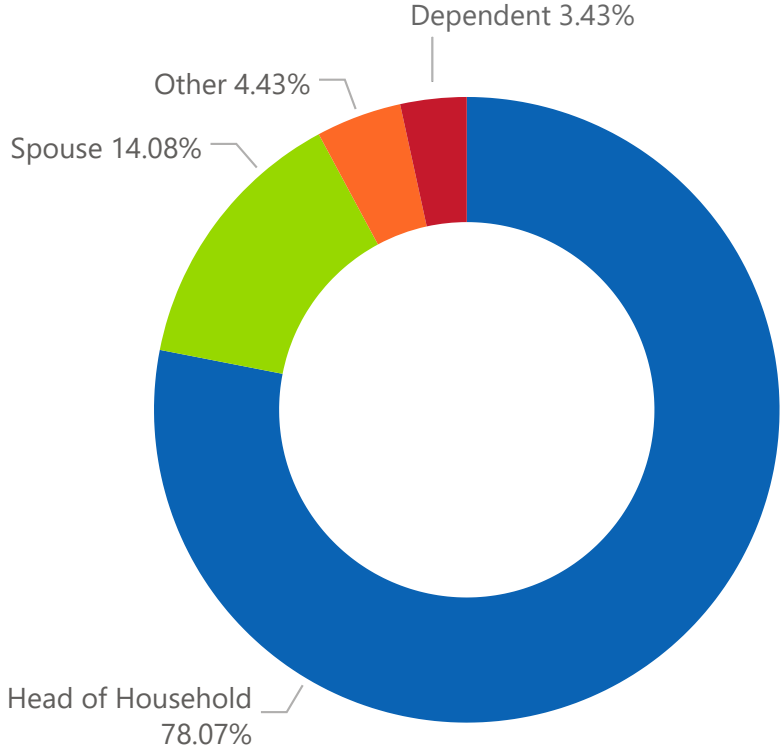
Introduction - Beneficiary Contact Monitoring (cont.)

The BCM survey was administered to respondents above the age of 18 who consented to participation in the survey. Out of the 499 households surveyed, 62% of the respondents were male and 38% percent were female. The median age of the respondent was 38 years. The majority of the respondents were heads of their households (78%), while 14% of respondents were spouses of the head of household. The median household size included 5 members. Many of the findings that follow are drawn from this BCM exercise..

What is the sex of the respondent? (n=497)



What is the respondent's role in household? (n=497)



38

Median age of the respondent? (n=497)

5

Median household size of the respondent? (n=497)

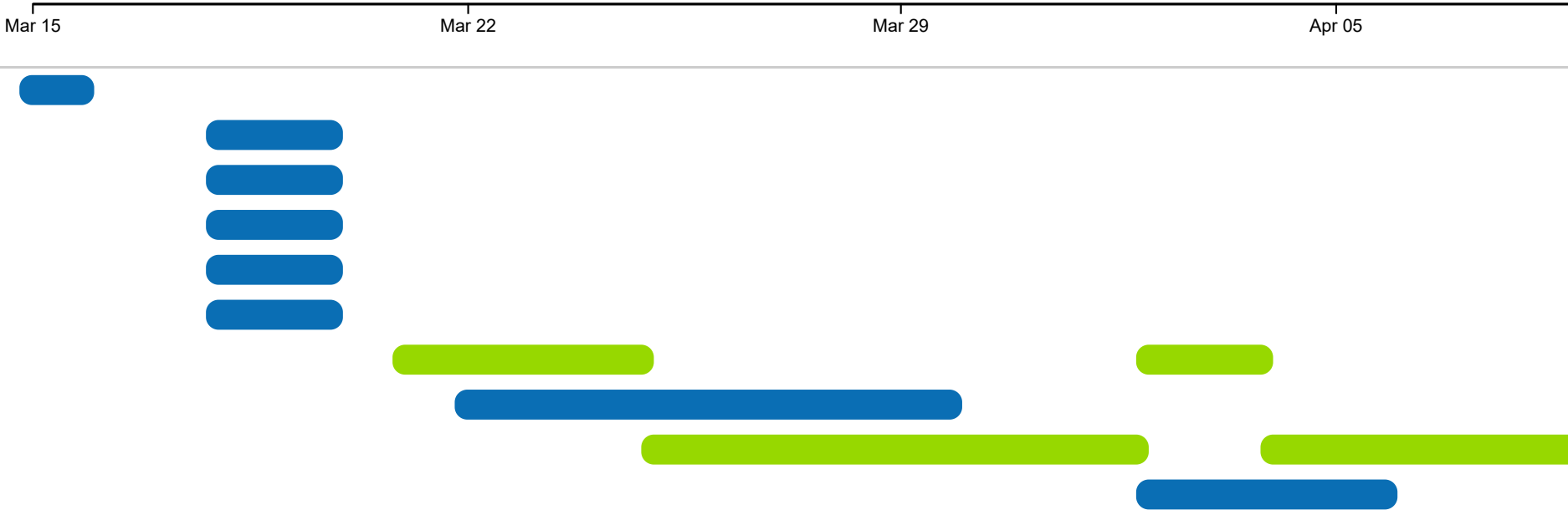
Section I - Analysis of Camps

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Camp Timeline of Events

● Government ● WFP



Source: Roya News; WFP Jordan Internal Sitrep 1,2,3

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Camp Reload and Use Information

The main April reload for the camps was made from March 22nd to March 30th. As depicted in the graph, camp redemption pattern was not so different from the previous months possibly because the camp shops remained open during the curfew time.

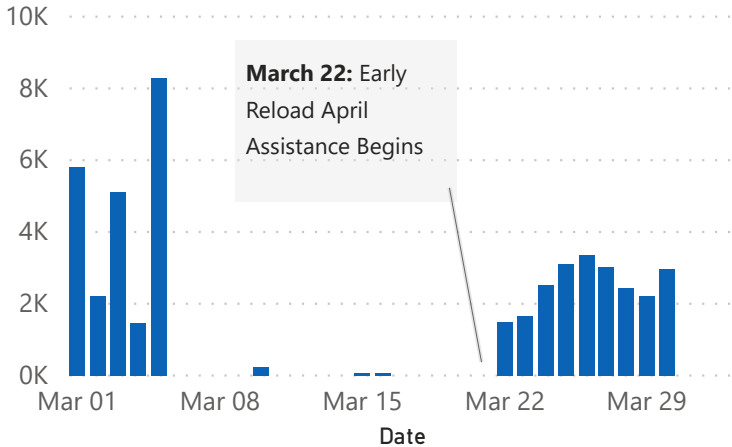
2.46M

Value of Reloads Since March 22, 2020 (JOD)

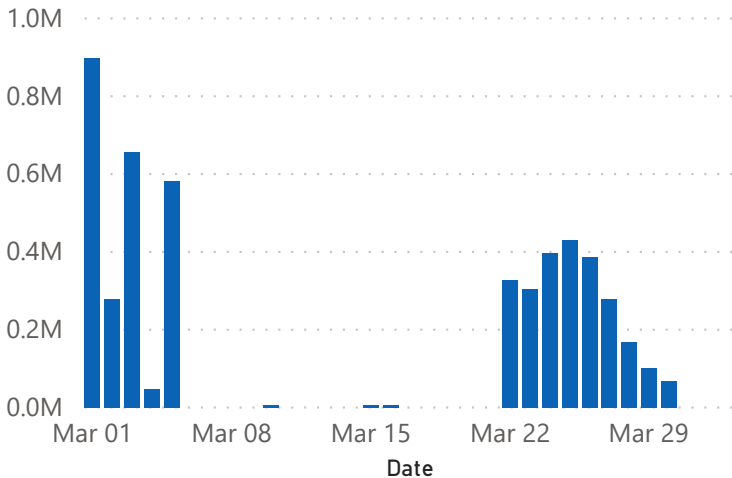
1.42M

Value of Shop Purchases Since March 22, 2020 (JOD)

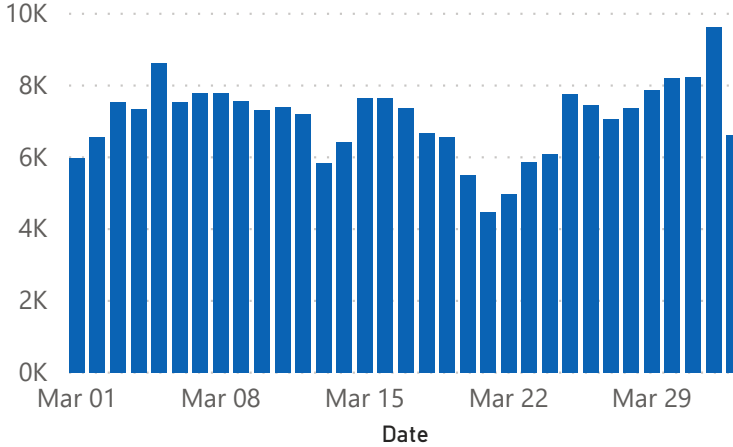
Reload Cases by Date



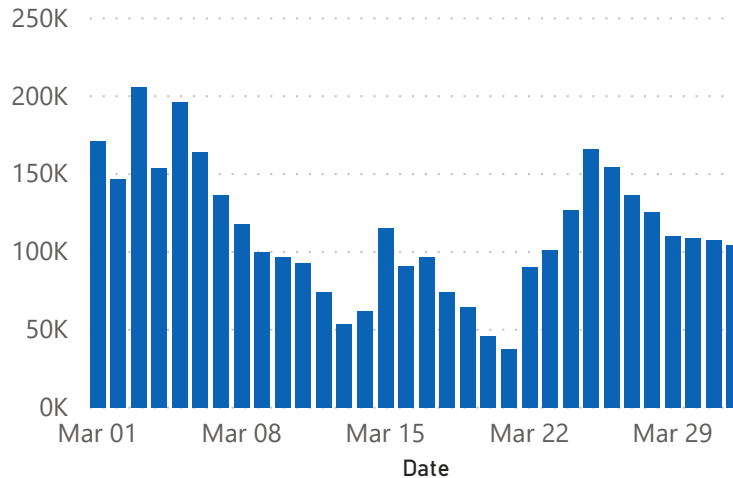
Reload Amount by Date (JOD)



Purchases Cases by Date



Purchase Amount by Date (JOD)



Source: WFP BAU Triangulation Database - Redemption Data Extracted April 7, 2020



Camp Price Information

Although food price data is still being collected for late March and April, the prices of chicken, rice, and vegetable oil were analyzed, comparing the prices observed in March and April versus the prices observed in December, January, and February. In Azraq camp, the price of rice and vegetable oil was found to be stable across time however the price of whole chicken increased 13% from an average of 1.57 JOD per kilogram to 1.77 JOD per kilogram. The prices in Zaatari camp were found to be stable across time.

Azraq Camp

1.57

Average Whole Chicken Price (JOD/kg) - Dec/Jan/Feb

1.77

Average Whole Chicken Price (JOD/kg) - Mar/Apr

1.20

Average Rice Price (JOD/kg) - Dec/Jan/Feb

1.27

Average Rice Price (JOD/kg) - Mar/Apr

2.03

Average Vegetable Oil Price (JOD/1.8L) - Dec/Jan/Feb

1.92

Average Vegetable Oil Price (JOD/1.8L) - Mar/Apr

Zaatari Camp

1.71

Average Whole Chicken Price (JOD/kg) - Dec/Jan/Feb

1.77

Average Whole Chicken Price (JOD/kg) - Mar/Apr

1.02

Average Rice Price (JOD/kg) - Dec/Jan/Feb

1.09

Average Rice Price (JOD/kg) - Mar/Apr

1.69

Average Vegetable Oil Price (JOD/1.8L) - Dec/Jan/Feb

1.64

Average Vegetable Oil Price (JOD/1.8L) - Mar/Apr

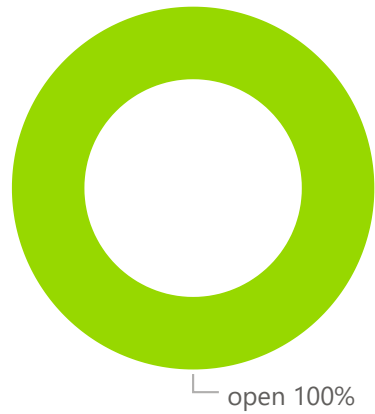
Source: WFP BAU Triangulation Database - POS Data Extracted April 7, 2020

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Camp WFP-Contracted Shop Closure Status

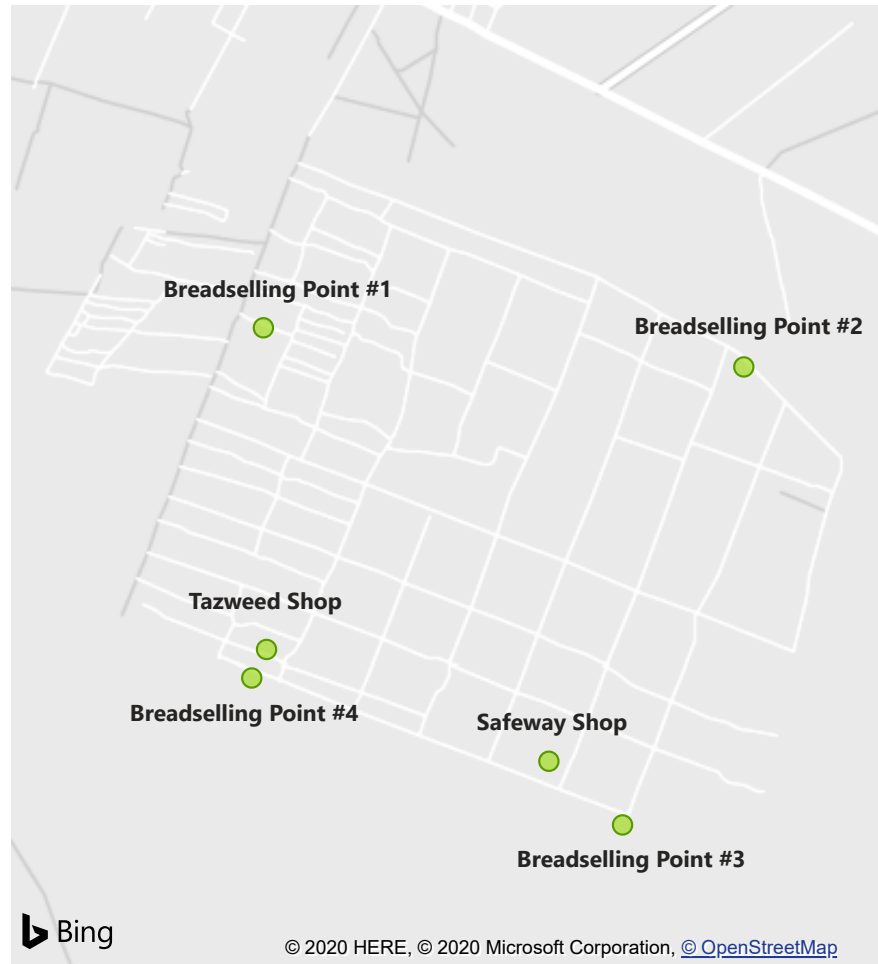
One-hundred percent of WFP-contracted shops in camps were open.

Are WFP-contracted shops open?



Zaatari Camp

● open



Azraq Camp

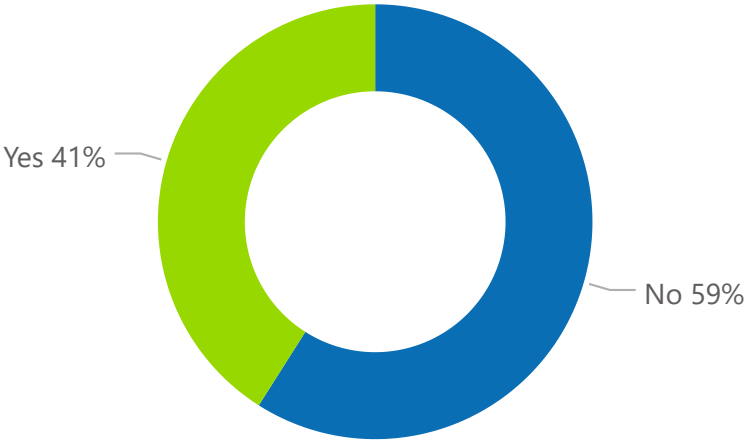




Camp COVID Experience Information

Forty-one percent of households in camps indicated that COVID19 had affected their ability to access food. The mechanism by which COVID19 has affected household's ability to access food was then explored with 63% of households in camps citing lost employment and 32% of households in camps citing lost access to markets. Twenty percent of households in camps cited the loss of assistance from other organisations.

Has COVID affected your ability to access food?
(n=100)



Has COVID affected your ability to access food? = Yes

How? - Lost access to markets (n=41)

● False ● True



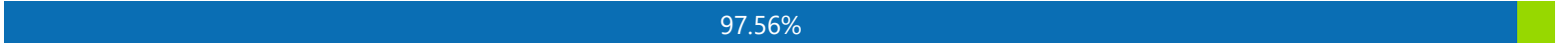
How? - Lost source of income - assistance (n=41)



How? - Lost source of income - employment (n=41)



How? - Lost source of income - remittances (n=41)



Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020

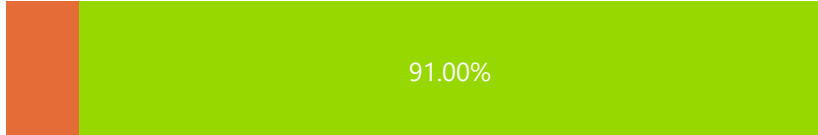


Camp Early Reload Information

Ninety-one percent of households in camps were found to be aware of the early reload of April assistance. Of those aware of the reload, 81% indicated that they found the early reload helpful and 84% noted that the early reload allowed them to stock-up on food, in advance of the curfew. These households also indicated that the early reload of April assistance allowed them to stock-up with a median of 14 days of additional food.

Are you aware that there was an early reload of April WFP assistance? (n= 100)

● No ● Yes



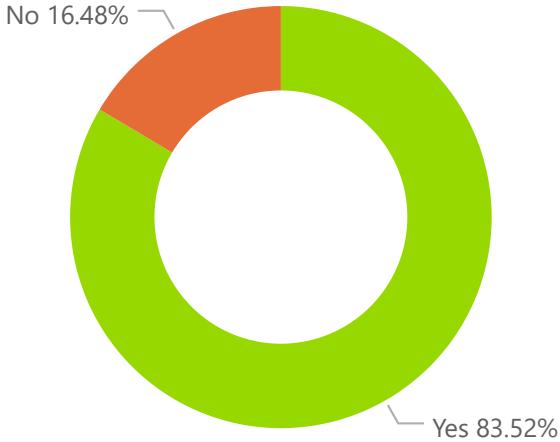
Are you aware that there was an early reload of April WFP Assistance? = Yes

Was the early reload of April WFP assistance helpful? (n=91)

● No ● Yes



Did the early reload of April WFP assistance allow you to stock-up on food in advance of the curfew? (n=91)



14

Median number of days of additional food stock to allow households to meet basic food needs? (n=91)

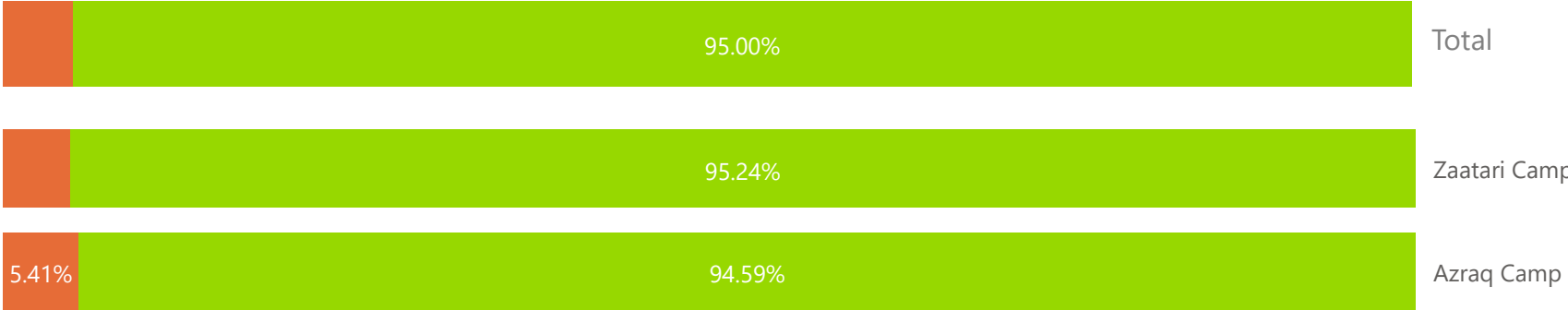


Camp Assistance Use Information

Ninety-five percent of households in camps were able to access WFP-contracted shops since the curfew. This percentage was similar across camps with 95% of households in Zaatari camp and 95% of households in Azraq Camp accessing WFP-contracted shops. For households in camps that were able to access WFP-contracted shops, only 4% noted that a delivery options was available.

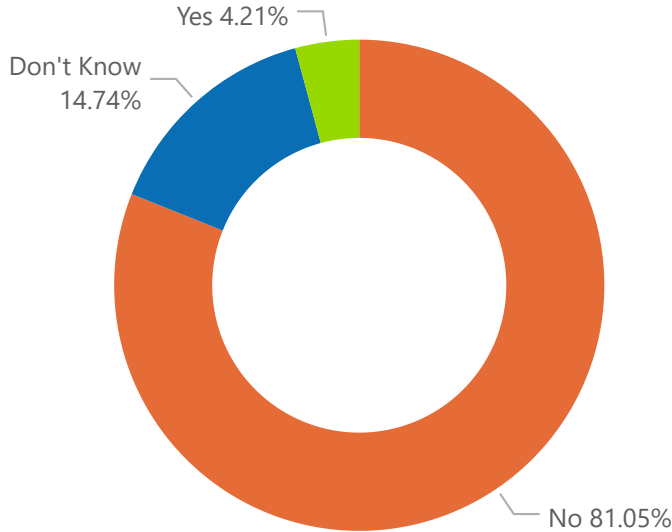
Since the curfew, have you been able to access any WFP-contracted shops? (n=100)

● No ● Yes



*Since the curfew, have you been able to access any WFP-contracted shops?
= Yes*

Since the curfew, did the WFP-contracted shop provide a delivery option? (n=95)



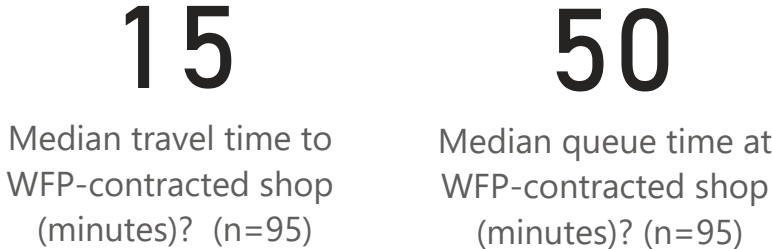
Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020



Camp Assistance Use Information (cont.)

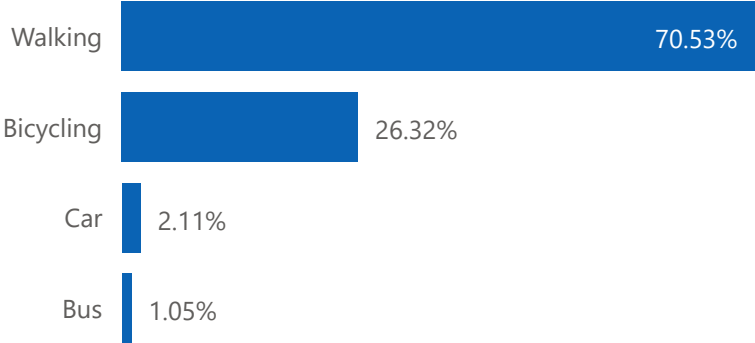
For households in camps that were able to access WFP-contracted shops, the median time for traveling to the shop was 15 minutes and the median time for queuing was 50 minutes. Seventy-one percent of beneficiaries went to the shop by walking and 27% went to the shop by bicycle. It was found that in Azraq Camp the median queue time was 180 minutes. The long wait time appears to be driven by enforcement of social distancing rules at the shops within the camp. Shops are limiting and controlling the number of shoppers allowed inside the shop at any given time, leading to long lines and wait times.

Since the curfew, have you been able to access any WFP-contracted shops? = Yes



Governorate	Median travel time to WFP-contracted shop (minutes)?	Median queue time at WFP-contracted shop (minutes)?
Azraq Camp	15	180
Zaatari Camp	15	30
Total	15	50

Since the curfew, how did you go there? (n=95)



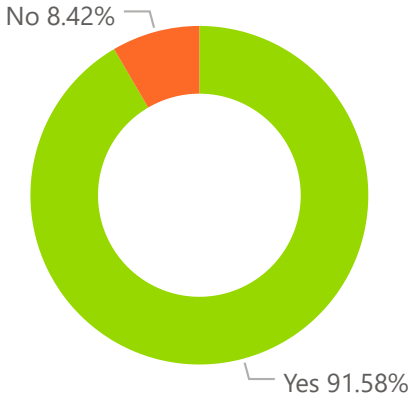
Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020



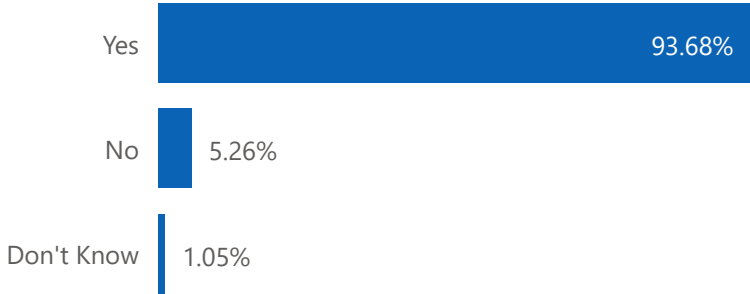
Camp Assistance Use Information (cont.)

Generally, WFP-contracted shops implemented WHO guidance on social distancing, use of masks and gloves, and use of hand sanitizers. Ninety-two percent of households in camps stated that there was enough space between individuals, 94% of households in camps stated that there was liquid hand sanitizer in WFP-contracted shops. Ninety-six percent of households in camps stated that staff in WFP-contracted shops were wearing masks and gloves and 99% of households in camps noted that staff treated them respectfully and fairly.

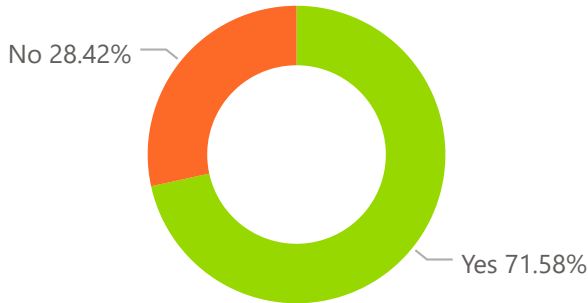
Since the curfew, was there enough spacing (at least 1.5 - 2.0 meters) between individuals at the shop? (n=95)



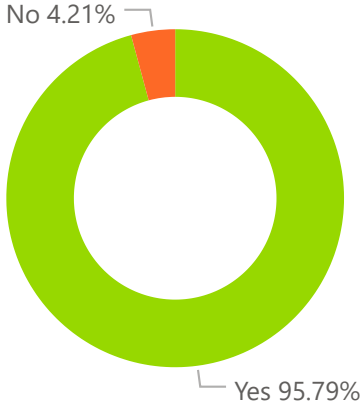
Since the curfew, was liquid hand sanitizer available for you inside the shop? (n=95)



Since the curfew, have staff in WFP-contracted shops allowed you to purchase hygienic items with WFP assistance? (n=95)



Since the curfew, have staff inside WFP-contracted shops been wearing masks and gloves? (n=95)



Since the curfew, have staff inside WFP-contracted shops treated you fairly and respectfully? (n=95)

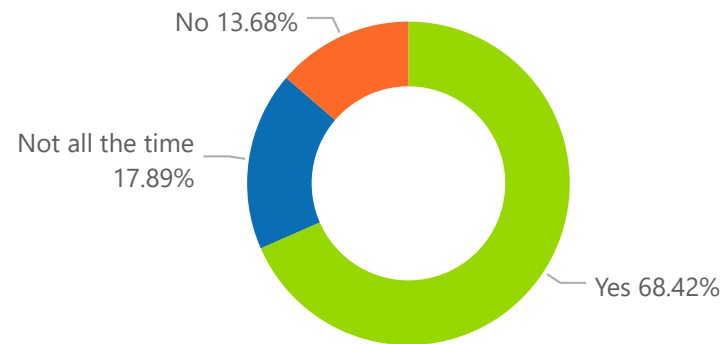


Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020

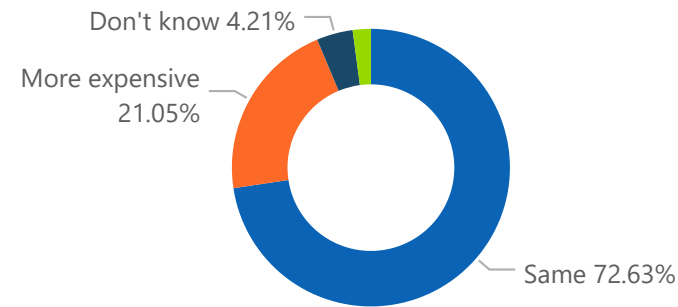
Camp Assistance Use Information (cont.)

Seventy-eight percent of households in camps noted that shops had the basic food items their household required while 14% stated items were not available and 18% that items were not available all the time. Of the households that stated that basic food items were not available or not available all the time; vegetables and eggs were the items cited as unavailable. Seventy-three percent of households in camps stated that the price of basic food items was the same as before the curfew and 21% stated that the price of basic food items were more expensive than before the curfew. Ninety-three percent of households in camps noted that the quality of basic food items was the same as before the curfew.

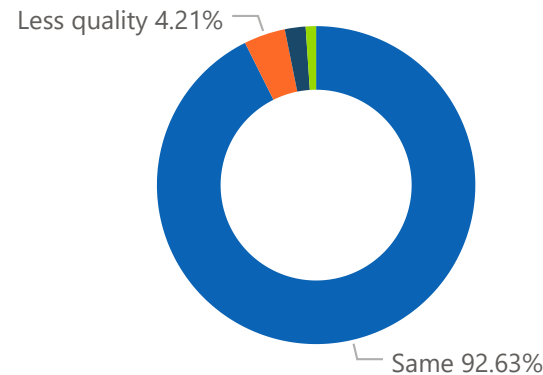
Since the curfew, are all the basic food items you require available in the WFP-contracted shops? (n=95)



Since the curfew, how would you rate the prices of basic food items, compared to before the curfew? (n=95)



Since the curfew, how would you rate the quality of basic food items, compared to before the curfew? (n=95)



Since the curfew, are all the basic food items you require available in WFP-contracted shops? = No; Not all the time

Which item? - Bread



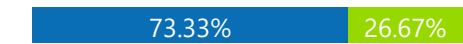
Which item? - Fish



Which item? - Bulgur



Which item? - Eggs



Which item? - Rice



Which item? - Fruit



Which item? - Chicken



Which item? - Vegetables

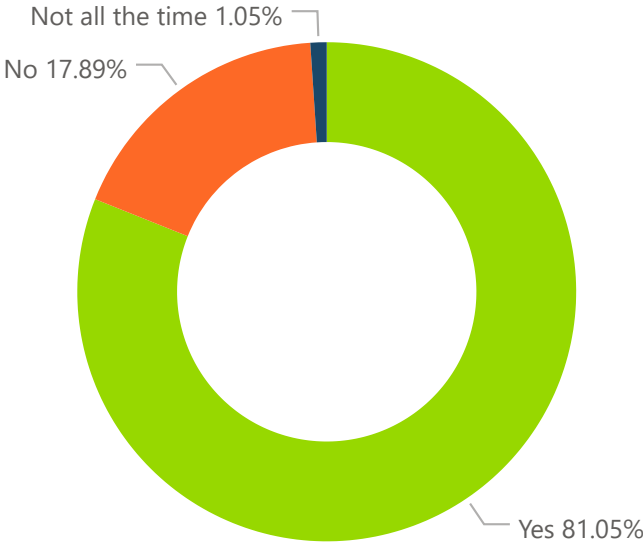




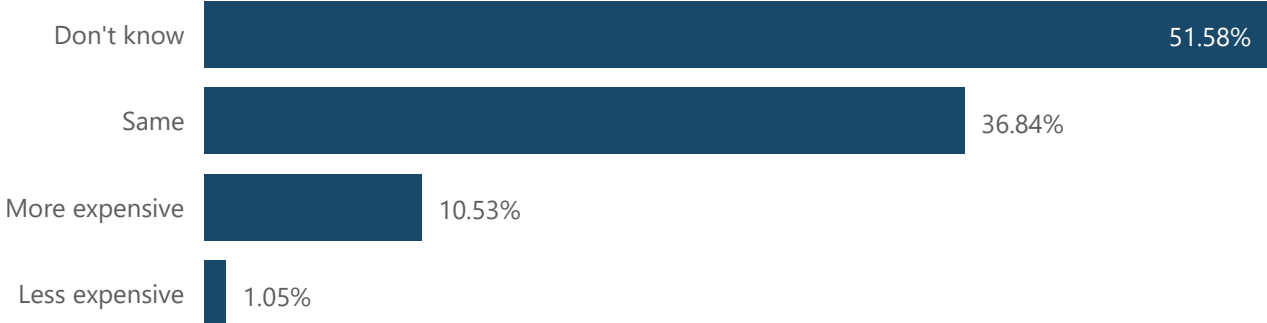
Camp Assistance Use Information (cont.)

Eighty-one percent of households in camps confirmed the availability of hygienic items and 18% of households in camps stated that hygienic items were not available. Fifty-two percent of households in camps stated that prices of hygienic items were the same as before the curfew and 48% of households in camps stated that the quality of hygienic items were the same as before the curfew

Since the curfew, are all the basic hygiene items you require available in WFP-contracted shops? (n=95)



Since the curfew, how would you rate the prices of basic hygiene items, compared to before the curfew? (n=230)



Since the curfew, how would you rate the quality of basic hygiene items, compared to before the curfew? (n=230)



Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020



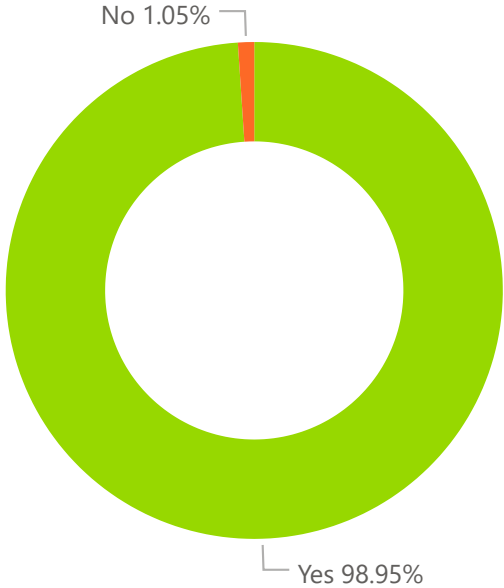
Camp Protection Information

Ninety-nine percent of shops provided receipts to households in camps and 71% of households in camps witnessed people with special needs being prioritized at WFP-contracted shops. The use of coping mechanism was also explored, and 7% of WFP-contracted shops allowed households in camps to buy food on credit.

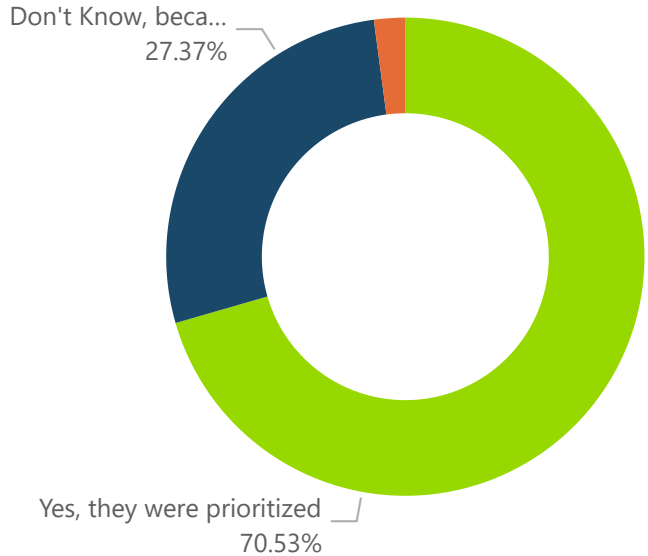
Since the curfew, were you able to purchase items on credit from WFP-contracted shops? (n=95)



Since the curfew, were you provided a receipt at WFP-contracted shops? (n=95)



Since the curfew, have you witnessed people with special needs being prioritized to buy food at WFP-contracted shops? (n=95)



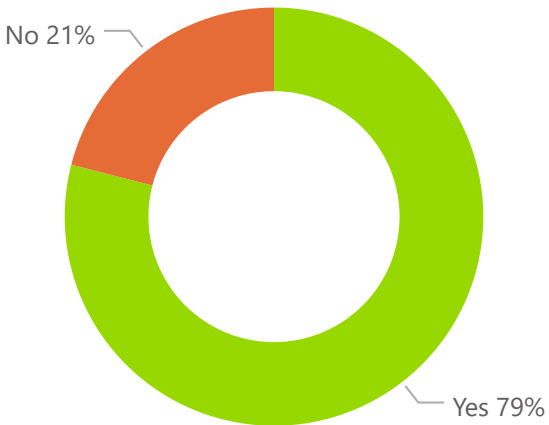
Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020



Camp Accountability to Affected Populations Information

Seventy-nine percent of households in camps received communication from WFP related to COVID19. Of those households in camps that were reached by WFP communication, 33% received the communication through UNHCR Whatsapp Group, 24% received the communication through the WFP Helpdesk, and 23% received the communication through the WFP Hotline.

Have you received any communication for WFP related to COVID19 (e.g. regarding curfew, crowd control measures, early reload)? (n=100)



Have you received any communication from WFP related to COVID19? = Yes

How did you receive this communication? - WFP Official Facebook (n=79)



How did you receive this communication? - Hotline (n=79)



How did you receive this communication? - UNHCR Official Facebook (n=79)



How did you receive this communication? - Helpdesk (n=79)



How did you receive this communication? - UNHCR Whatsapp Group (n=79)



● False ● True



Camp Accountability to Affected Populations Information (cont.)

Seventy-nine percent of households in camps recommended SMS as the preferred communication for communicating with WFP and 53% recommended calls. Only 17% recommended Whatsapp and 9% recommended Facebook.

What communication channels would you recommend for communicating with WFP? - Call (n=53)

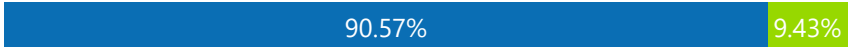
● False ● True



What communication channels would you recommend for communicating with WFP? - SMS (n=53)



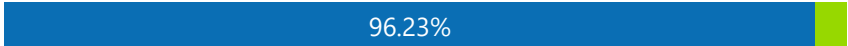
What communication channels would you recommend for communicating with WFP? - Facebook (n=53)



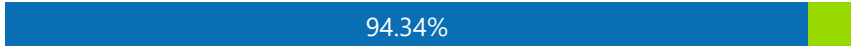
What communication channels would you recommend for communicating with WFP? - Whatsapp (n=53)



What communication channels would you recommend for communicating with WFP? - Helpdesk (n=53)



What communication channels would you recommend for communicating with WFP? - Other (n=53)



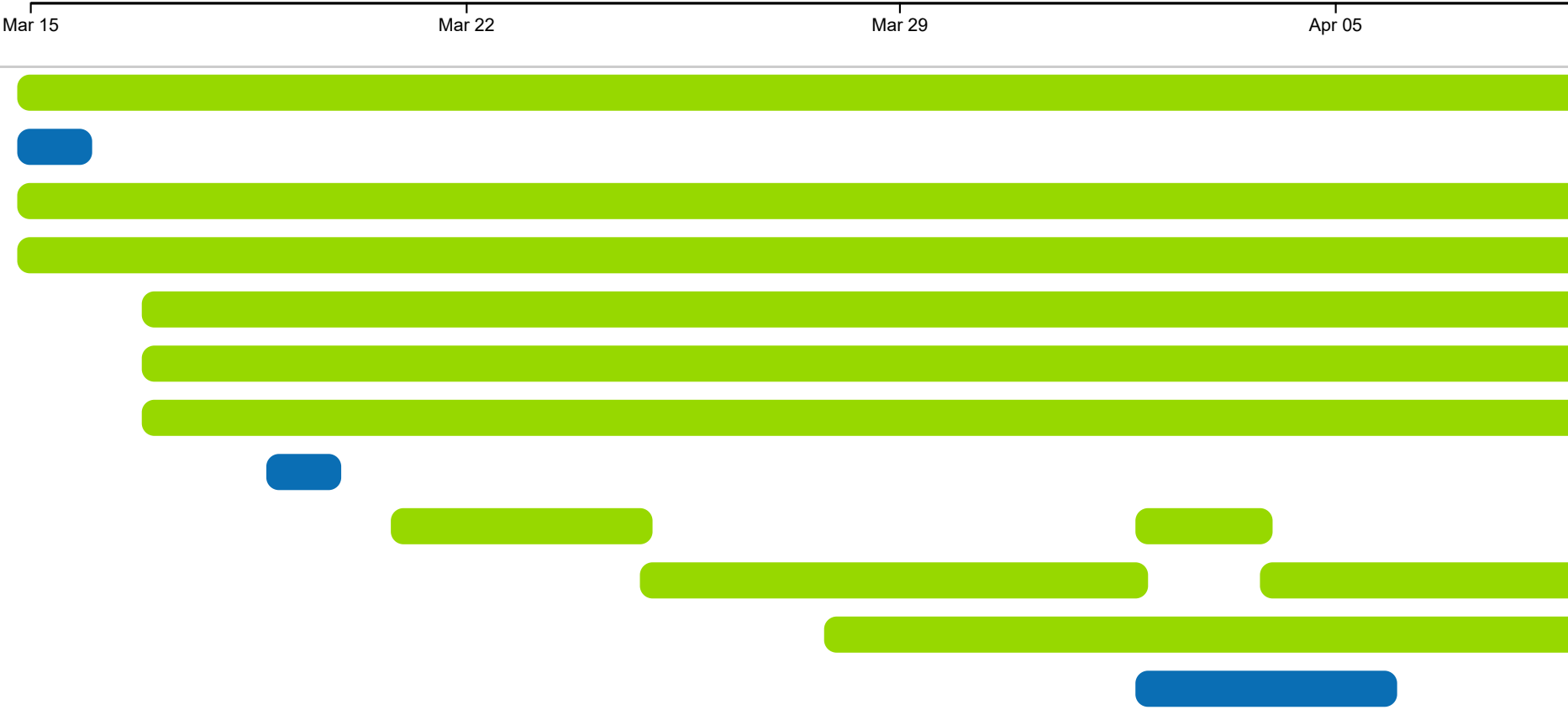
Section II - Analysis of Communities

General Food Assistance to Refugees: COVID19 Monitoring Report #1



Community Timeline of Events

● Government ● WFP



Source: Roya News; WFP Internal Sitrep 1,2,3

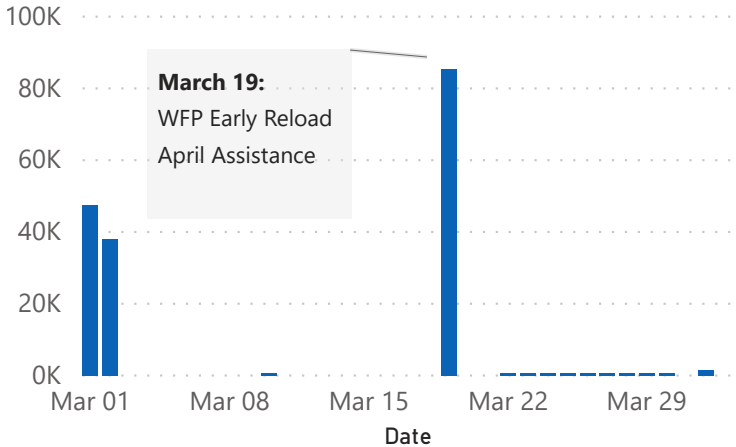
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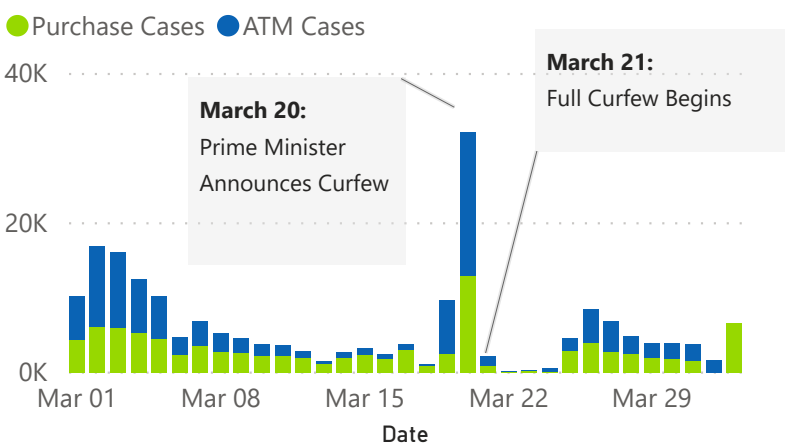
Community Reload and Use Information

The reload for April for the community, which should have been provided on the April 1st, was anticipated to March 19th as a contingency measure, should movement restrictions be imposed. This was found to be a useful measure as a 5 days full curfew was announced on March 20th and took effect on March 21st. A total of 40% of the April community reload was redeemed on March 20th, with a total value of redemption of 2,392,525 JOD.

Reload Cases by Date



Purchase Cases and ATM Cases by Date



7.09M

Value of Reloads Since March 19, 2020 (JOD)

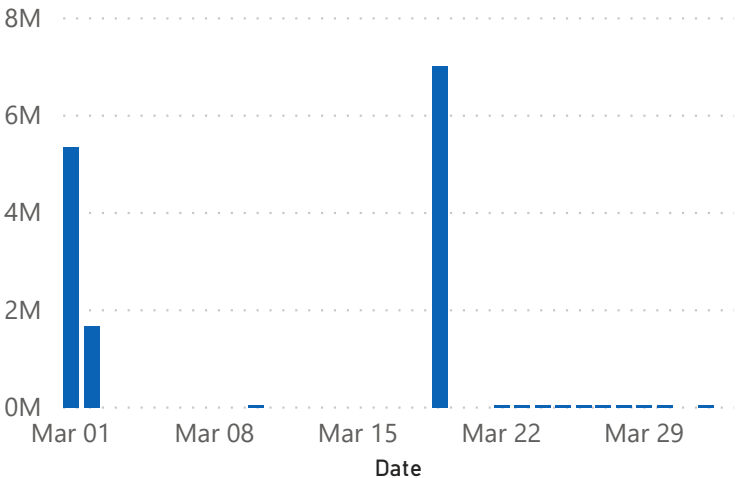
4.03M

Value of ATM purchases since March 19, 2020 (JOD)

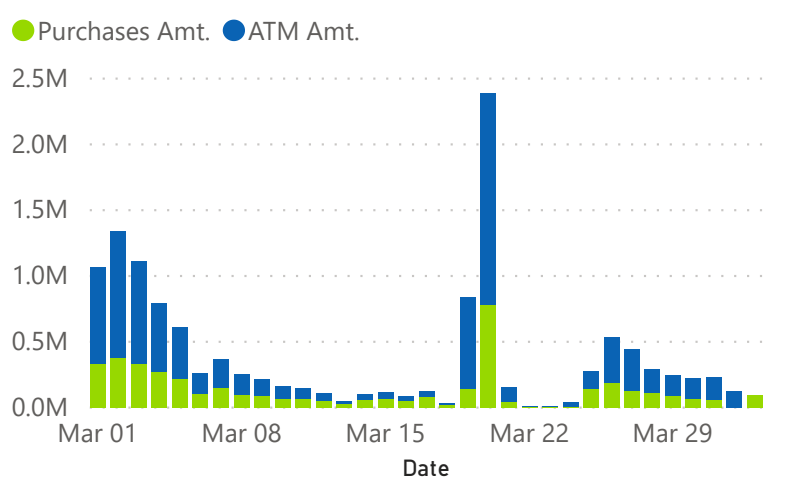
1.87M

Value of Shop purchases since March 19, 2020 (JOD)

Reload Amount by Date (JOD)



Purchase Amount by Date (JOD)

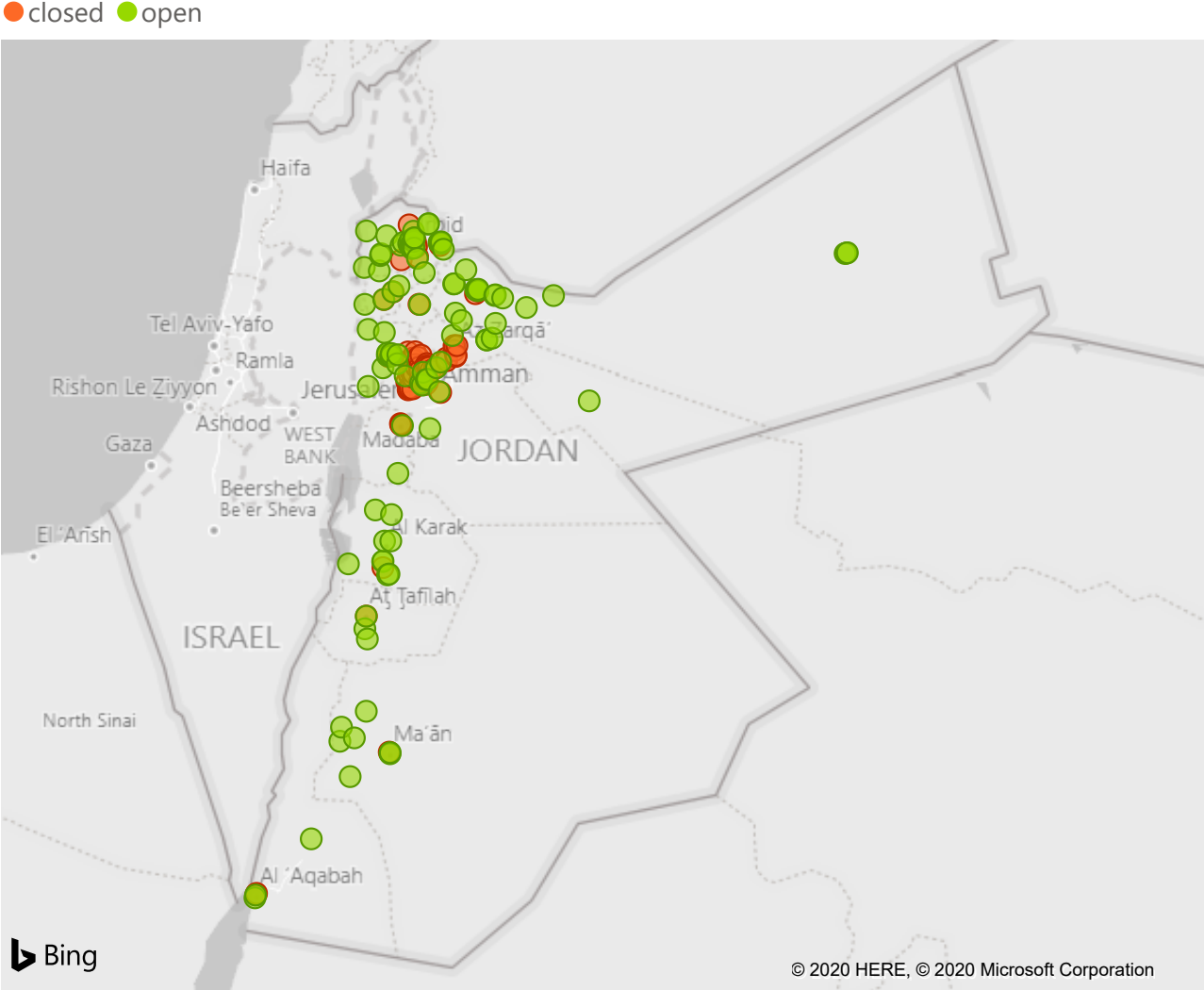
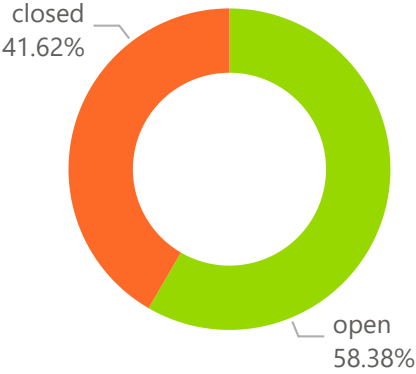


Source: WFP BAU Triangulation Database - Redemption Data Extracted April 7, 2020

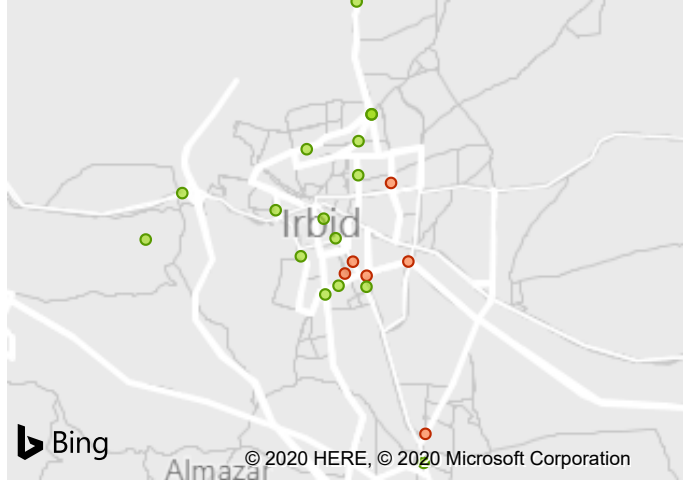
Community WFP-Contracted Shop Closure Status

Fifty-eight percent of WFP-contracted shops in communities were open and 39% of shops were closed. This reflected the government decision to allow smaller neighbourhood shops to open while larger supermarkets were not allowed to open. As such, the larger WFP-contracted shops in the communities (e.g. Sameh mall, Safeway, Carrefour) were closed during the reporting period. The majority of closed shops were found in Amman and the surrounding area..

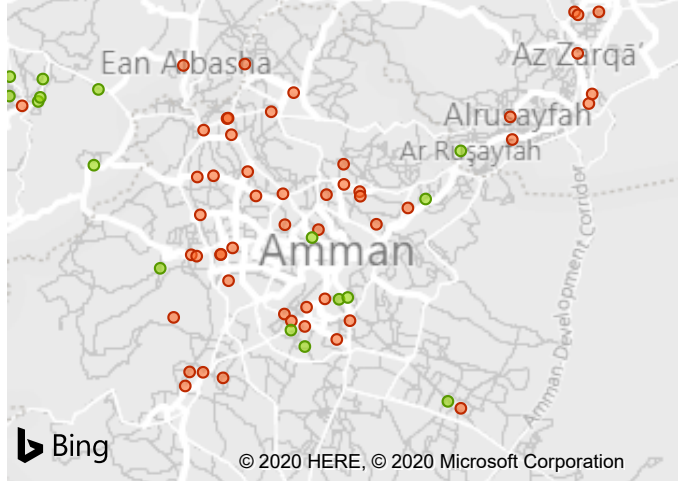
Are WFP-contracted shops open?



Irbid City



Amman City

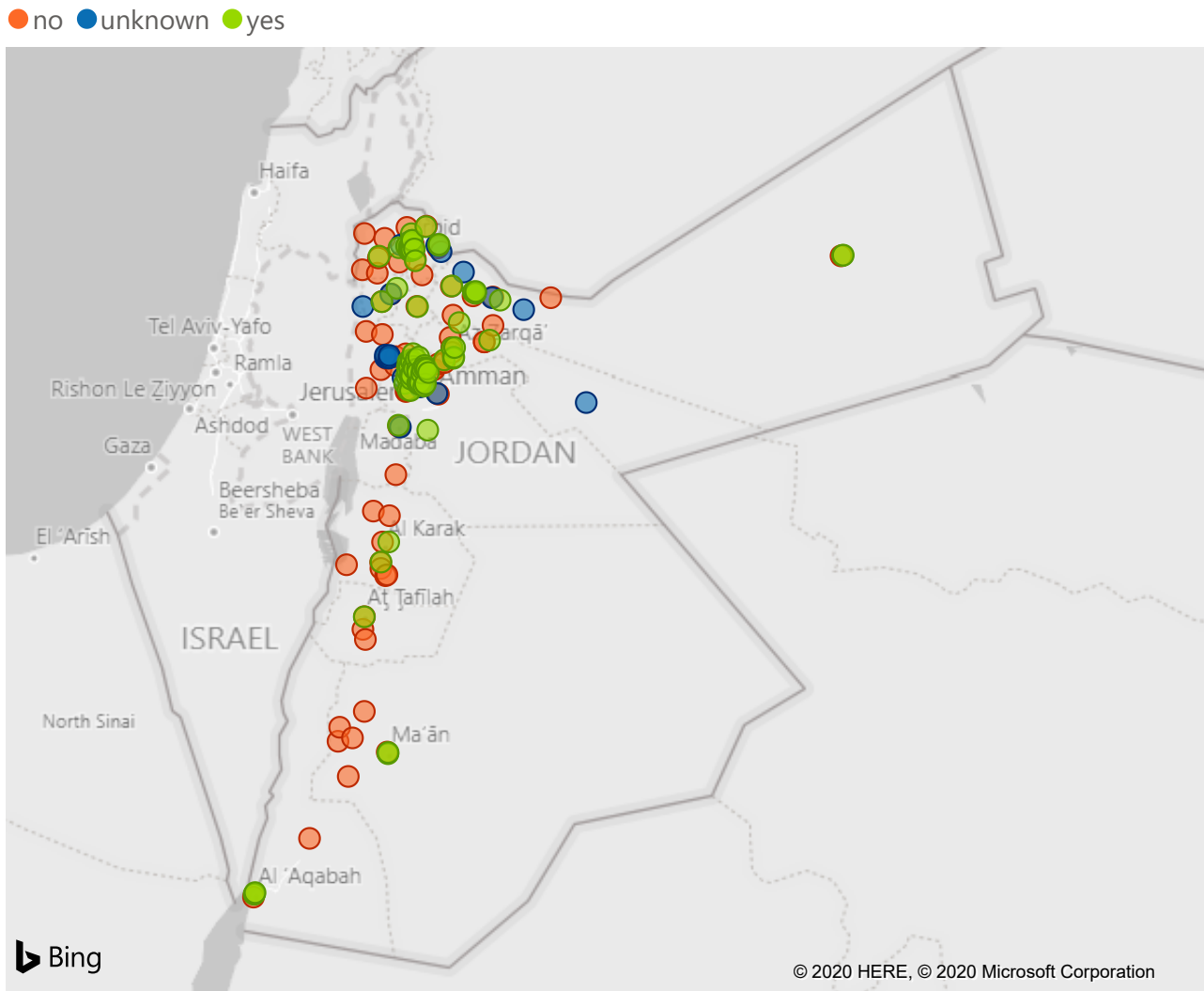
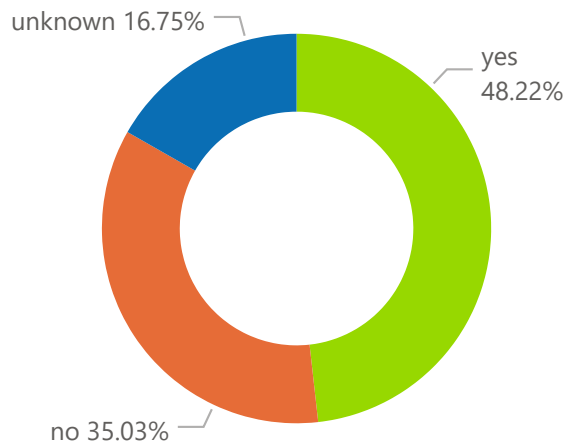


Source: WFP BAU Triangulation Database - Shop Data Extracted April 5, 2020; Supply Chain Shop Delivery Stats Extracted April 3, 2020

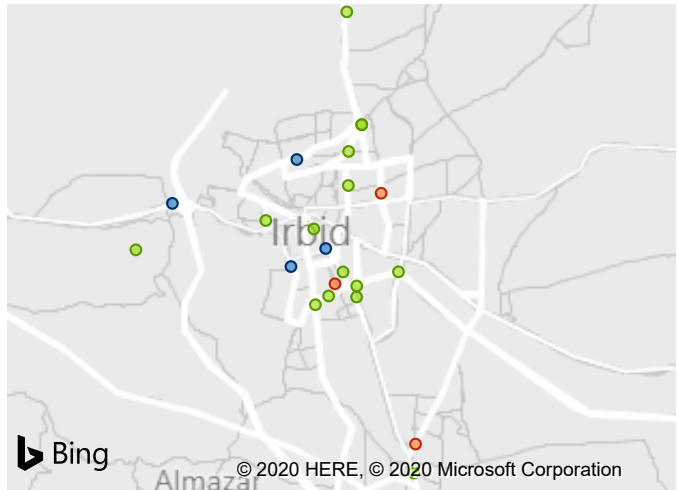
Community WFP-Contracted Shop Delivery Status

Forty-eight percent of WFP-contracted shops in communities offered delivery services and 35% of shops did not offer delivery services. The remaining 17% of shops remain to be confirmed. The majority of shops offering delivery services were located in Amman and the surrounding area.

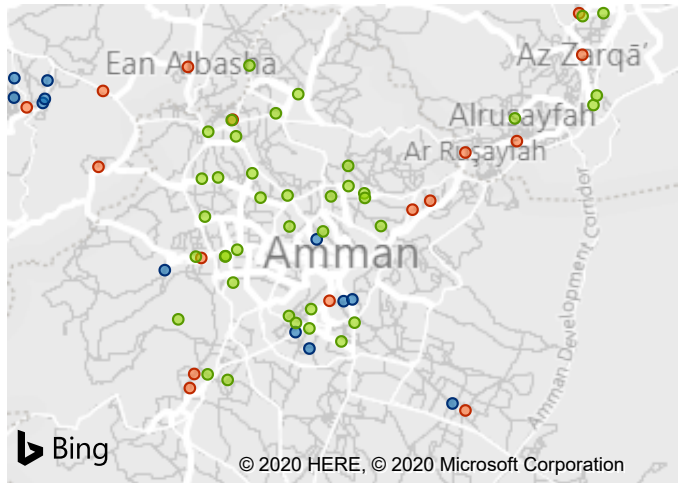
Do WFP-contracted shops offer delivery services?



Irbid City



Amman City



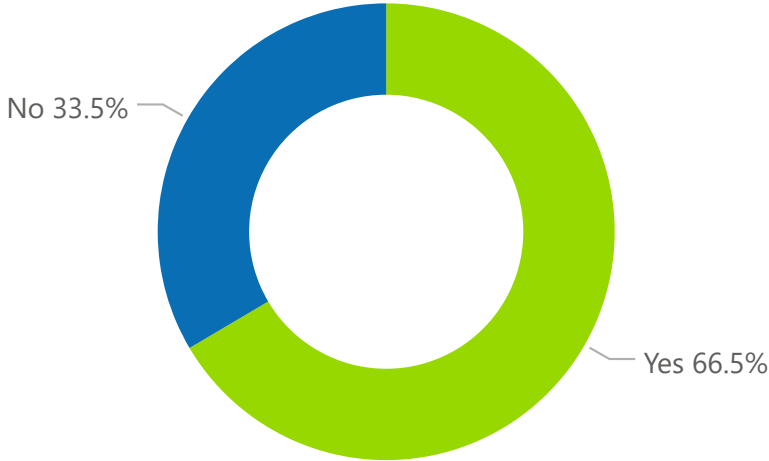
Source: WFP BAU Triangulation Database - Shop Data Extracted April 5, 2020; Supply Chain Shop Delivery Stats Extracted April 3, 2020



Community COVID Experience Information

Sixty-seven percent of households in communities indicated that COVID19 had affected their ability to access food. The mechanism by which COVID19 has affected household's ability to access food was then explored with 67% of households in communities citing lost employment and 50% of households citing lost access to markets.

Has COVID affected your ability to access food?
(n=397)



Has COVID affected your ability to access food? = Yes

How? - Lost access to markets (n=264)

● False ● True



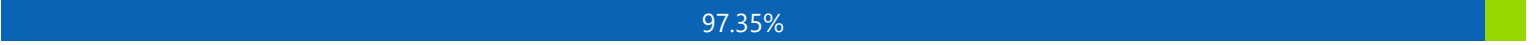
How? - Lost source of income - assistance (n=264)



How? - Lost source of income - employment (n=264)



How? - Lost source of income - remittances (n=264)



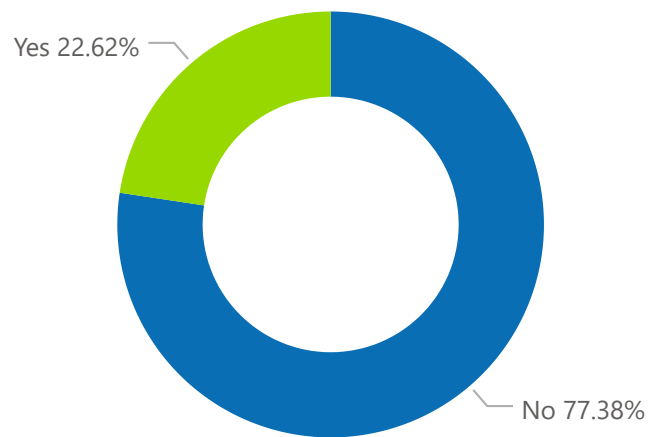
Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020

General Food Assistance to Refugees: COVID19 Monitoring Report #1

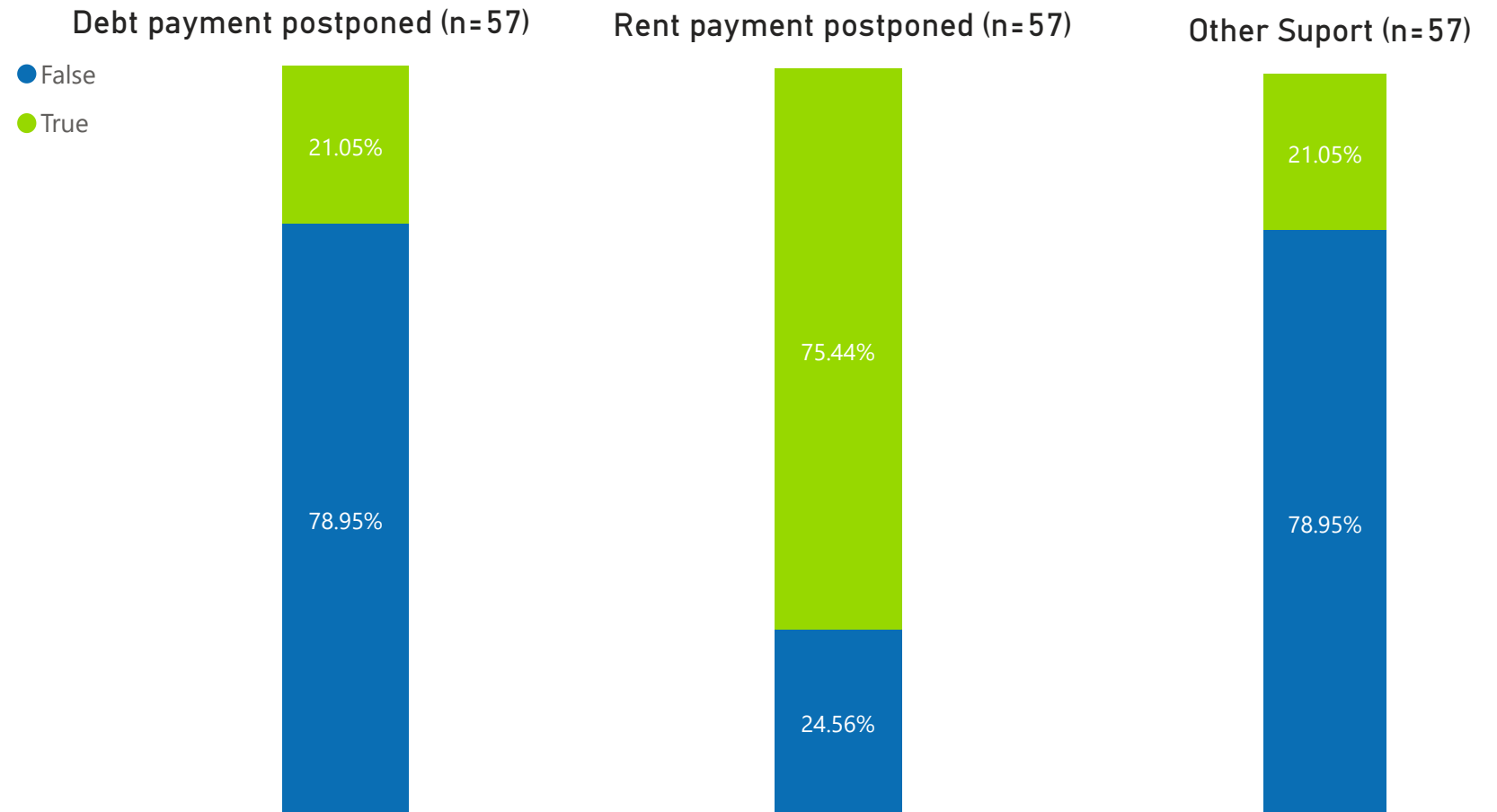
Community COVID Experience Information

Twenty-three percent of households in communities stated that they have received some form of support from their community. Of those that received support, 21% were allowed to postpone debt payment and 76% were allowed to postpone rent payment. Twenty-one percent received some other form of support, which generally included loans or in-kind gifts from friends and neighbors.

Did you get any support from your community?
(n=252)



Did you get any support from your community? = Yes



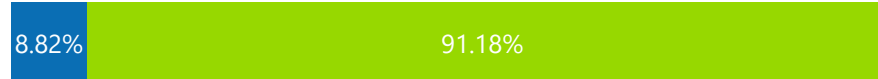


Community E-Card Information

Ninety-one percent of households in communities indicated that they had possession of their WFP e-card. Of the 9% of households in communities not in possession of their card, 74% were still able to buy food and generally did so through the acquisition of debt from either relatives/friends or WFP-contracted shops. In addition, for the 9% of households not in possession of their card, 37% were new applicants to the GFA programme and 40% were affected by other circumstances including lost or stolen cards and physical separation from their card due to curfews and restrictions on movement.

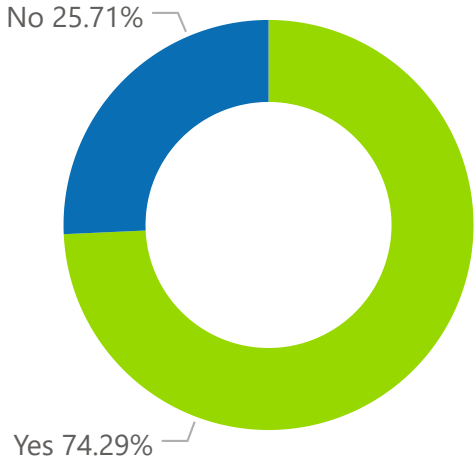
Do you have your WFP e-card? (n=397)

● No ● Yes



Do you have your WFP e-card? = NO

Were you able to buy food? (n=35)



How? - Borrowed money from relatives (n=26)

● False ● True



How? - Debt at contracted shops (n=26)



How? - Received assistance organizations (n=26)



How? - Received assistance government (n=26)



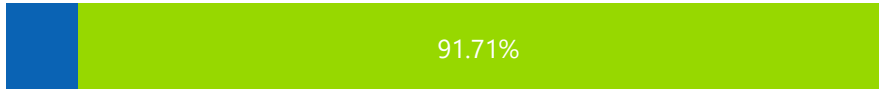


Community Early Reload Information

Ninety-two percent of households in communities were found to be aware of the early reload. Of those aware of the reload, 80% indicated that they found the early reload helpful and 72% noted that the early reload allowed them to stock-up on food in advance of the curfew. Households in communities also indicated that the early reload allowed them to stock-up with a median of 14 days of additional food.

Are you aware that there was an early reload of April WFP assistance? (n=362)

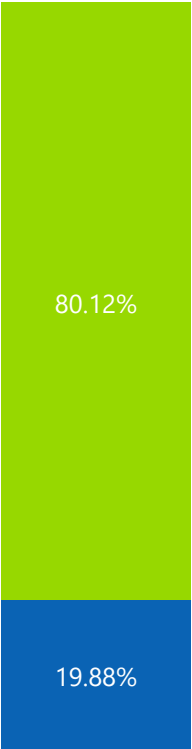
● No ● Yes



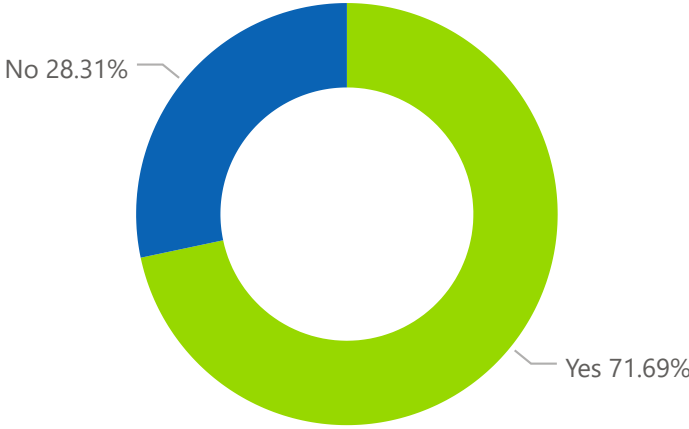
Are you aware that there was an early reload of April WFP Assistance? = Yes

Was the early reload of April WFP assistance helpful? (n=332)

● No ● Yes



Did the early reload of April WFP assistance allow you to stock-up on food in advance of the curfew? (n=332)



14

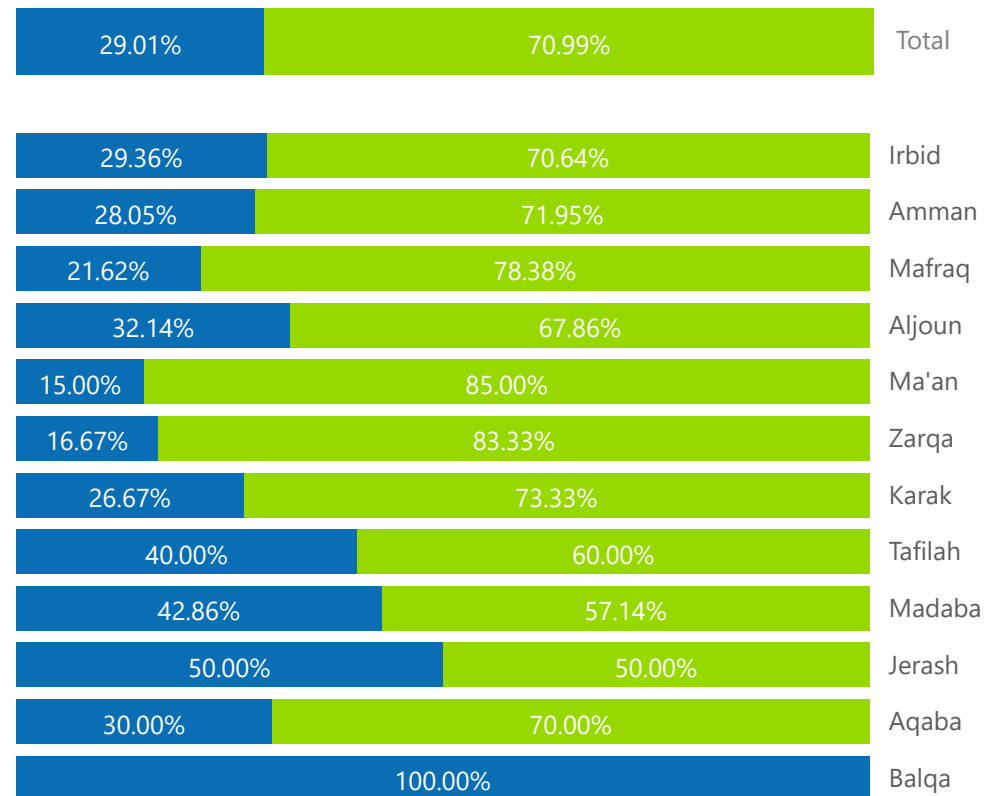
Median number of days of additional food stock to allow households to meet basic food needs? (n=332)

Community Assistance Redemption Information

Seventy-one percent of households in communities were able to redeem their assistance. This percentage varied significantly across governorates with 85% of households in Ma'an and 83% of households in Zarqa able to redeem WFP assistance and only 50% of households in Jerash and 57% of households in Mdaba able to redeem WFP assistance since the curfew. Of those that redeemed their assistance, 47% percent withdrew cash; 43% went directly to WFP-contracted shops, and 10% percent redeemed their assistance via both modalities.

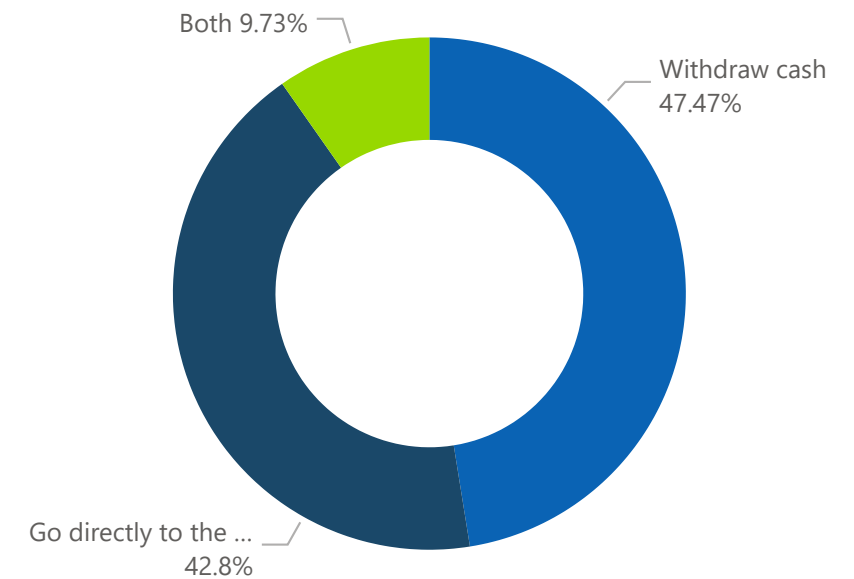
Since the curfew, have you been able to redeem your WFP assistance? (n=362)

● No ● Yes



Since the curfew, have you been able to redeem your WFP assistance? = Yes

Since the curfew, how were you able to redeem your WFP assistance (n=257)





Community Assistance Redemption Information (cont.)

Of those that redeemed their assistance, 81% of indicated that they went to the ATM machine by walking and 12% indicated that they went to the ATM machine by car. The median time to travel to the ATM machine was 30 minutes and median time to queue in line at the ATM machine was 15 minutes. The BCM also explored the travel time and queue time across governorates in hopes of better understanding geographic differences in experiences of households in communities. Most governorates had median travel and queue times that approximated the aggregated times however Aljoun travel times were found to be much higher than the aggregated median. In Aljoun, the median travel time to the ATM was 45 minutes and the median queue time was 23 minutes.

Since the curfew, have you been able to redeem your WFP assistance? = Yes

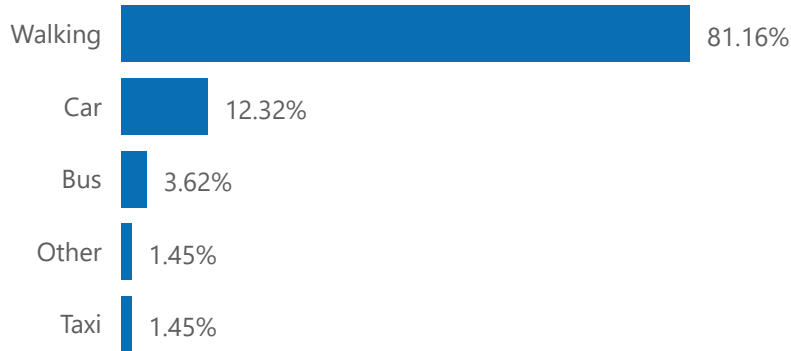
30

Median time to travel to the ATM machine (minutes)? (n=257)

15

Median time to queue in line at the ATM machine (minutes)? (n=257)

Since the curfew, how did you go there? (n=257)



Governorate	Median time to travel to the ATM machine (minutes)?	Median time to queue in line at the ATM (minutes)?
Aljoun	45	23
Amman	30	17
Aqaba	33	9
Irbid	30	20
Jerash	30	15
Karak	30	15
Ma'an	30	10
Madaba	15	8
Tafilah	15	10
Zarqa	20	10
Total	30	15

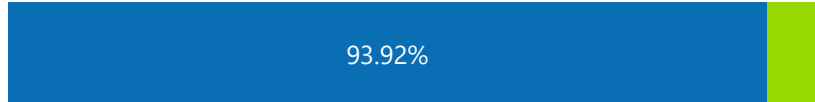


Community Assistance Redemption Information (cont.)

Ninety-four percent of households in communities indicated that they had not received any assistance other than assistance provided by WFP since the curfew. Of the 6% of households in communities that had received support from other sources, 27% indicated that they had received assistance from other organizations and 9% indicated that they had received support from the government. Together these findings indicate the important role that WFP plays in ensuring that households are able to meet their basic needs.

Since the curfew, have you received any assistance from any other sources (n=362)

● No ● Yes



Since the curfew, have you received any assistance from other sources? = Yes

From Where? - Government (n=362)

● False ● True



From Where? - Other Organization (n=362)



From Where? - Relatives / Friends (n=362)



From Where? - Other (n=362)

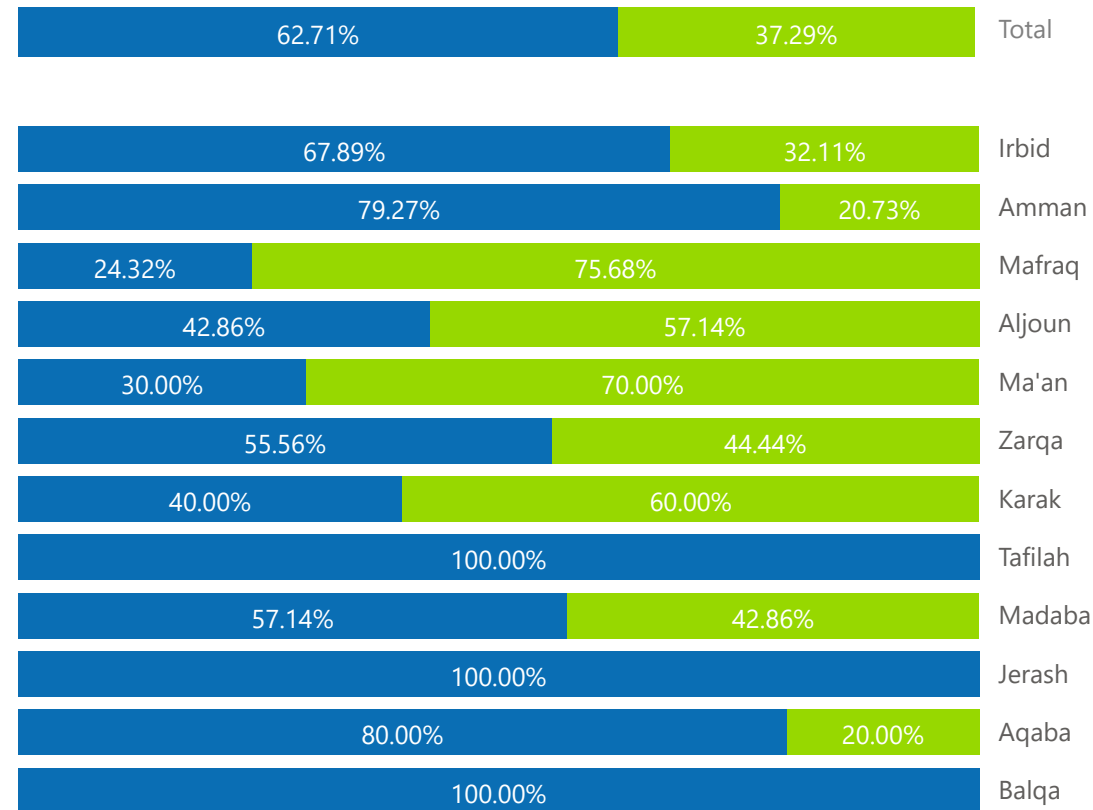


Community Assistance Use Information

Thirty-seven percent of households in communities accessed WFP-contracted shops since the curfew. This percentage varied significantly across governorates and camps with 76% of households in Mafraq and 70% of households in Ma'an accessing WFP-contracted shops and Balqa, Tafilah, and Jerash showing no access to WFP-contracted shops since the curfew. It should be noted however that sample sizes are not sufficient for precise estimates of governorates parameter estimates. For households in communities that accessed WFP-contracted shops, 12% noted that a delivery options was available at WFP-contracted shops.

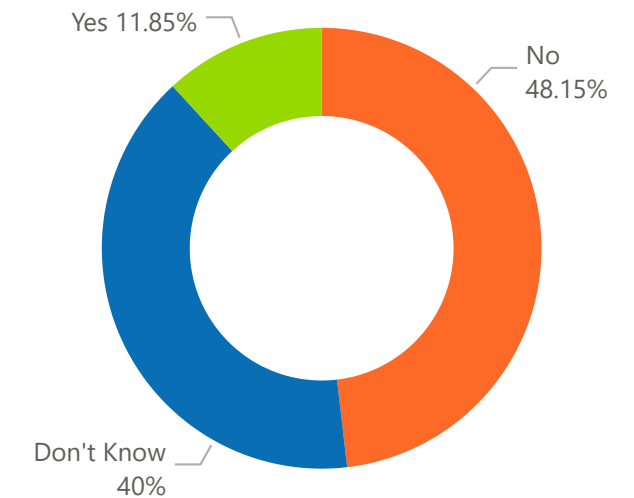
Since the curfew, have you accessed any WFP-contracted shops? (n=362)

● No ● Yes



Since the curfew, have you accessed any WFP-contracted shops? = Yes

Since the curfew, did the WFP-contracted shop provide a delivery option? (n= 135)

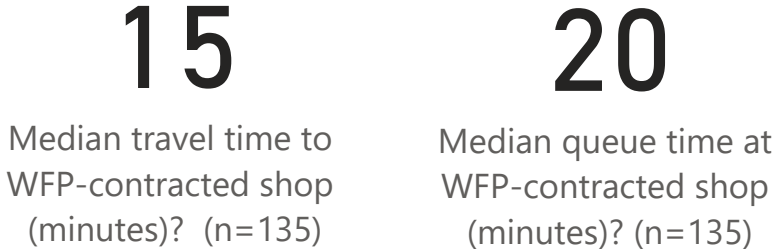




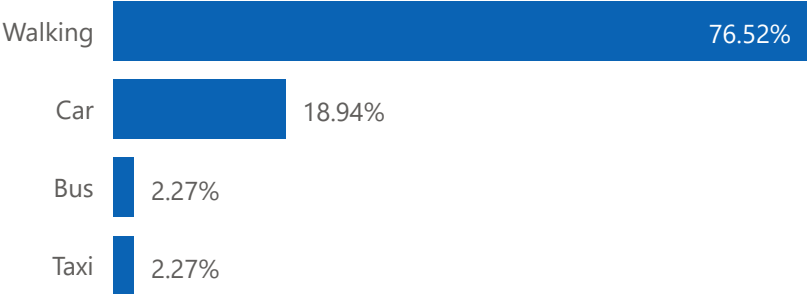
Community Assistance Use Information (cont.)

For households in communities who accessed WFP-contracted shops, the median time for traveling to the shop was 15 minutes and the median time for queuing was 20 minutes. Seventy-seven percent of beneficiaries went to the shop by walking while 19% used a car.

Since the curfew, have you accessed any WFP-contracted shops? = Yes



Since the curfew, how did you go there? (n= 135)



Governorate	Median travel time to WFP-contracted shop (minutes)?	Median queue time at WFP-contracted shop (minutes)?
Aqaba	25	45
Amman	15	30
Madaba	38	23
Ma'an	18	20
Mafrq	15	20
Zarqa	15	20
Aljoun	15	18
Irbid	15	15
Karak	15	15
Total	15	20

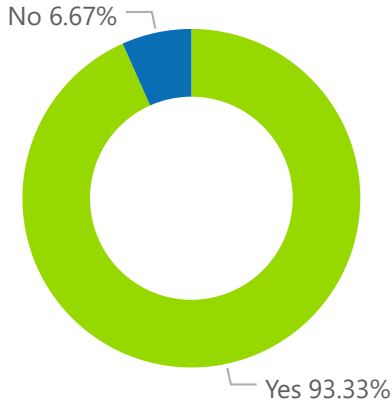
Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020



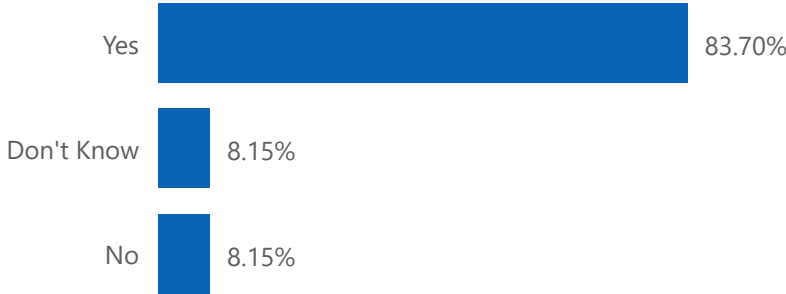
Community Assistance Use Information (cont.)

Generally, WFP-contracted shops in communities implemented WHO guidance on social distancing, use of masks and gloves, and use of hand sanitizers. Ninety-three percent of households in communities stated that there was enough space between individuals, 84% of households in communities stated that there was liquid hand sanitizer in WFP-contracted shops, and 94% of households in communities stated that staff were wearing masks and gloves. Ninety-nine percent of households in communities noted that staff treated them respectfully and fairly.

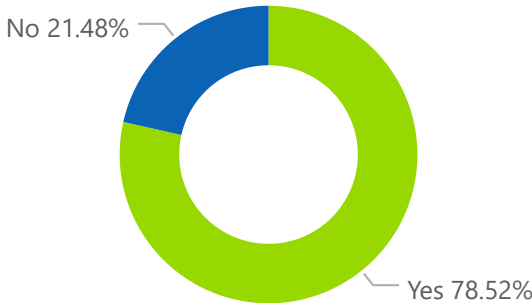
Since the curfew, was there enough spacing (at least 1.5 - 2.0 meters) between individuals at the shop? (n=135)



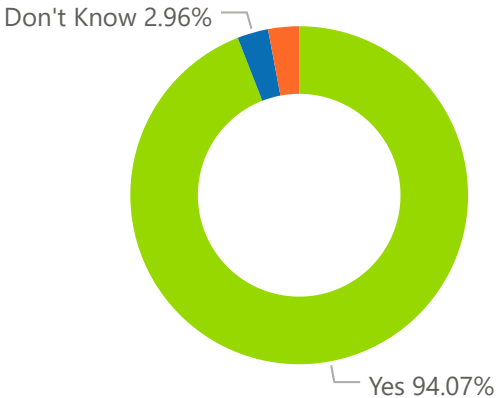
Since the curfew, was liquid hand sanitizer available for you inside the shop? (n=135)



Since the curfew, have staff in WFP-contracted shops allowed you to purchase hygienic items with WFP assistance? (n=135)



Since the curfew, have staff inside WFP-contracted shops been wearing masks and gloves? (n=135)



Since the curfew, have staff inside WFP-contracted shops treated you fairly and respectfully? (n=135)



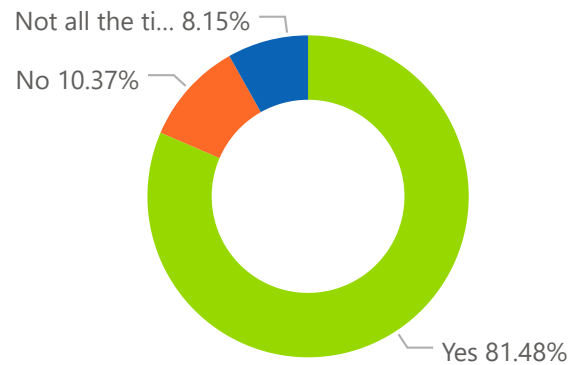
Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020

General Food Assistance to Refugees: COVID19 Monitoring Report #1

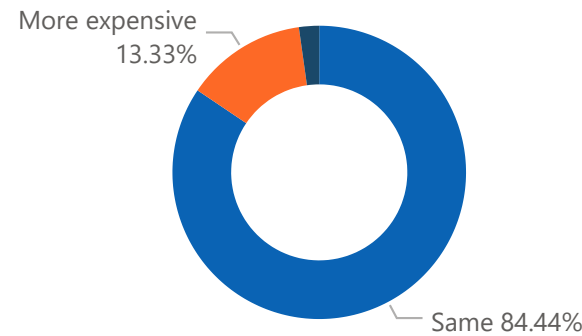
Community Assistance Use Information (cont.)

Eighty-two percent of households in communities noted that shops had the basic food items their household required while 10% stated items were not available and 8% that items were not available all the time. Of the households that stated that basic food items were not available or not available all the time; vegetables, eggs, bulgur, and chicken were the items cited as unavailable. Eighty-four percent of households in communities stated that the price of basic food items was the same as before the curfew. Ninety-six percent of households in communities noted that the quality of basic food items was the same as before the curfew.

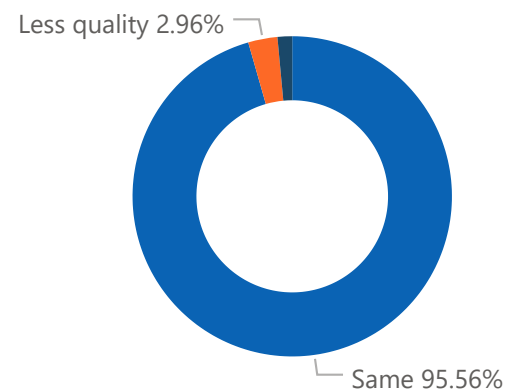
Since the curfew, are all the basic food items you require available in the WFP-contracted shops? (n=135)



Since the curfew, how would you rate the prices of basic food items, compared to before the curfew? (n=135)



Since the curfew, how would you rate the quality of basic food items, compared to before the curfew? (n=135)



Since the curfew, are all the basic food items you require available in WFP-contracted shops? = No

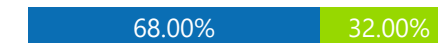
Which item? - Bread



Which item? - Fish



Which item? - Bulgur



Which item? - Eggs



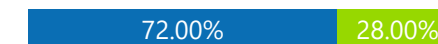
Which item? - Rice



Which item? - Fruit



Which item? - Chicken



Which item? - Vegetables

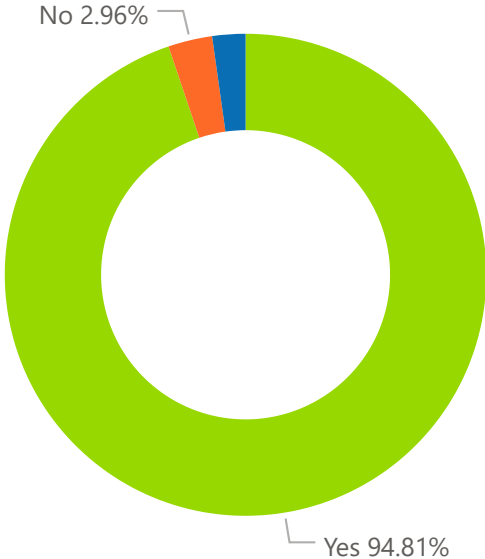




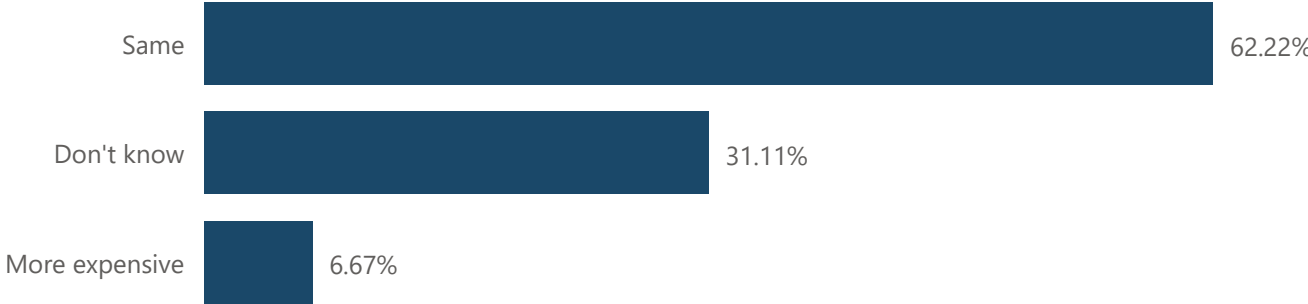
Community Assistance Use Information (cont.)

Ninety-five percent of households in communities confirmed the availability of hygienic items. Sixty-two percent of households in communities cited the quality of items to be the same as before the curfew and 62% of households in communities stated that prices were the same as before the curfew.

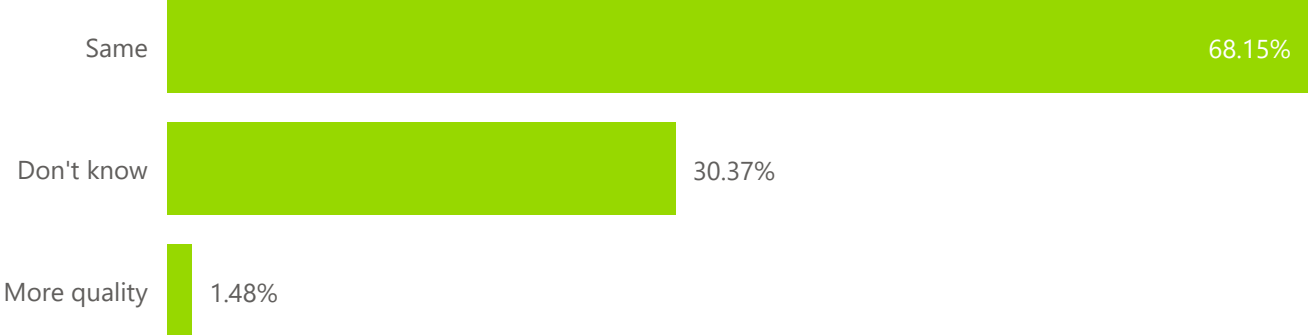
Since the curfew, are all the basic hygiene items you require available in WFP-contracted shops? (n=135)



Since the curfew, how would you rate the prices of basic hygiene items, compared to before the curfew? (n=135)



Since the curfew, how would you rate the quality of basic hygiene items, compared to before the curfew? (n=135)



Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020



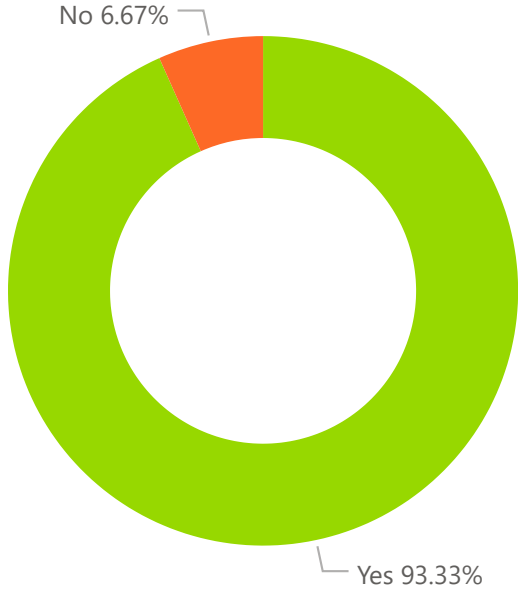
Community Protection Information

Nintey-three percent of WFP-contracted shops provided receipts to households in communities. One coping mechanism identified during the data collection, although not promoted by WFP, was the practice of beneficiaries purchasing items on credit. Ten percent of WFP-contracted shops were found to allow beneficiaries to buy food on credit.

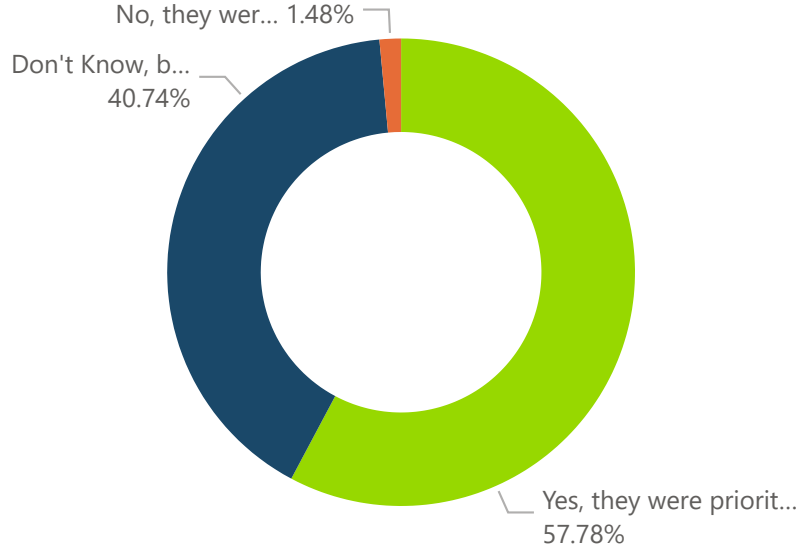
Since the curfew, were you able to purchase items on credit from WFP-contracted shops? (n=135)



Since the curfew, were you provided a receipt at WFP-contracted shops? (n=135)



Since the curfew, have you witnessed people with special needs being prioritized to buy food at WFP-contracted shops? (n=135)

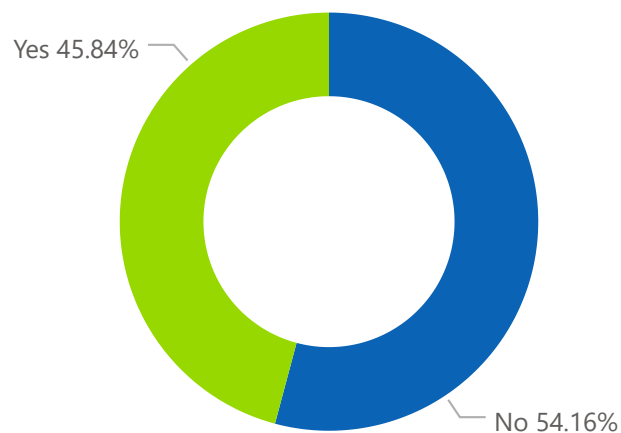


Source: WFP Beneficiary Contacting Monitoring. Data Collected April 2, 2020 - April 6, 2020. Data Extracted April 7, 2020

Community Accountability to Affected Populations Information

Forty-six percent of households in communities received communication from WFP related to COVID19. Of those households that were reached by WFP communication, 37% received the communication through WFP Hotline and 27% received communication through the WFP Official Facebook. A significant proportion also received messaging through the UNHCR Official Facebook and UNHCR Whatsapp Group.

Have you received any communication for WFP related to COVID19 (e.g. regarding curfew, crowd control measures, early reload)? (n=397)



Have you received any communication from WFP related to COVID19? = Yes

How did you receive this communication? - WFP Official Facebook (n=182)



How did you receive this communication? - Hotline (n=182)



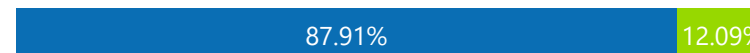
How did you receive this communication? - UNHCR Official Facebook (n=182)



How did you receive this communication? - Helpdesk (n=182)



How did you receive this communication? - UNHCR Whatsapp Group (n=182)



● False ● True



Community Accountability to Affected Populations Information (cont.)

Seventy-seven percent of households in communities recommended SMS as the preferred communication for communicating with WFP and 35% recommended calls. Only 12% recommended Whatsapp and 8% recommended Facebook.

What communication channels would you recommend for communicating with WFP? - Call (n=260)

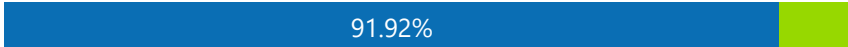
● False ● True



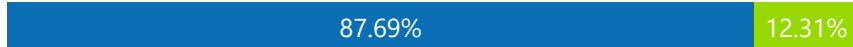
What communication channels would you recommend for communicating with WFP? - SMS (n=260)



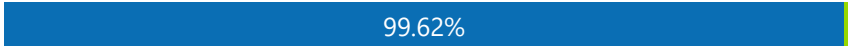
What communication channels would you recommend for communicating with WFP? - Facebook (n=260)



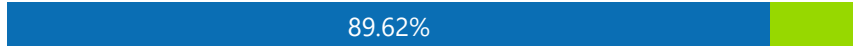
What communication channels would you recommend for communicating with WFP? - Whatsapp (n=260)



What communication channels would you recommend for communicating with WFP? - Helpdesk (n=260)



What communication channels would you recommend for communicating with WFP? - Other (n=260)



Section III - Analysis of Complaints and Feedback

General Food Assistance to Refugees: COVID19 Monitoring Report #1



In support of measures to prevent the spread of COVID19, WFP Jordan has suspended helpdesk centres in communities, however the WFP complaint and feedback mechanism (CFM) continues through two channels, the call-centre, which has been operating remotely on reduced capacity, and the helpdesks in camps. On average, the call-centre receives around 2,300 calls per week whereas the helpdesks in camps, when combined, receive around 200 inquiries per week. The majority of feedback and inquiries relate to the General Food Assistance (GFA) programme, and include requests for inclusion, loading inquiries, and access to entitlement issues. Both men and women of all age groups access the CFM and inquire on the same types of issues. Due to the reduced capacity of the CFM, WFP Jordan has sought alternative approaches to maximize outreach and ensure proper engagement with the affected population. In addition to the hotline, WFP has initiated a two-way communication approach on social media platforms to respond to inquiries and to disseminate key messages to beneficiaries including: lockdown updates, access to assistance, shops opening hours, food safety, etc. In addition, WFP is coordinating with UNICEF and UNHCR on a communication with communities' strategy to ensure consistent messaging across organizations and to systematically counter false information.

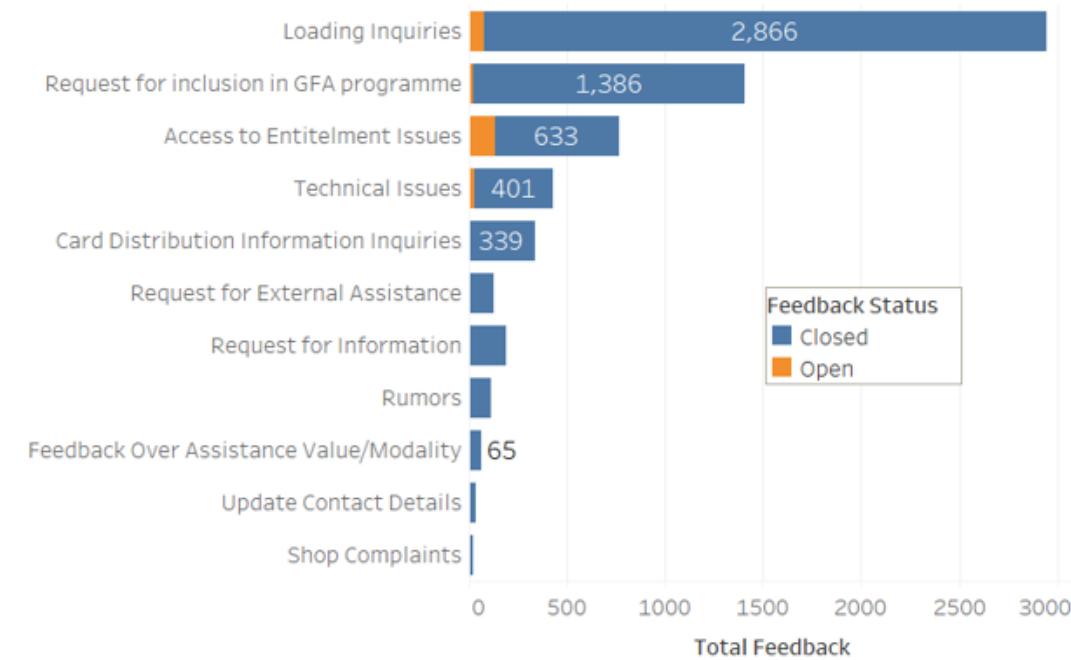
Bi-weekly Covid-19 Complaint and Feedback Mechanism

March 19th - April 5th 2020

Main Types of Feedback Channels

- 1- Hotline
- 2- Social media (UNHCR Whatsapp group)
- 3- Helpdesk in the camps
- 4- BCM Calls

Main Types Of Feedback Received



Percentage of Feedback by Gender



Percentage of Feedback by Location

