

# **WFP Jordan - General Food Assistance to Refugees: COVID19 Monitoring Report #2**

# General Food Assistance to Refugees: COVID19 Monitoring Report #2



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## Acknowledgement

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## Introduction

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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-camp 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 WFP-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.

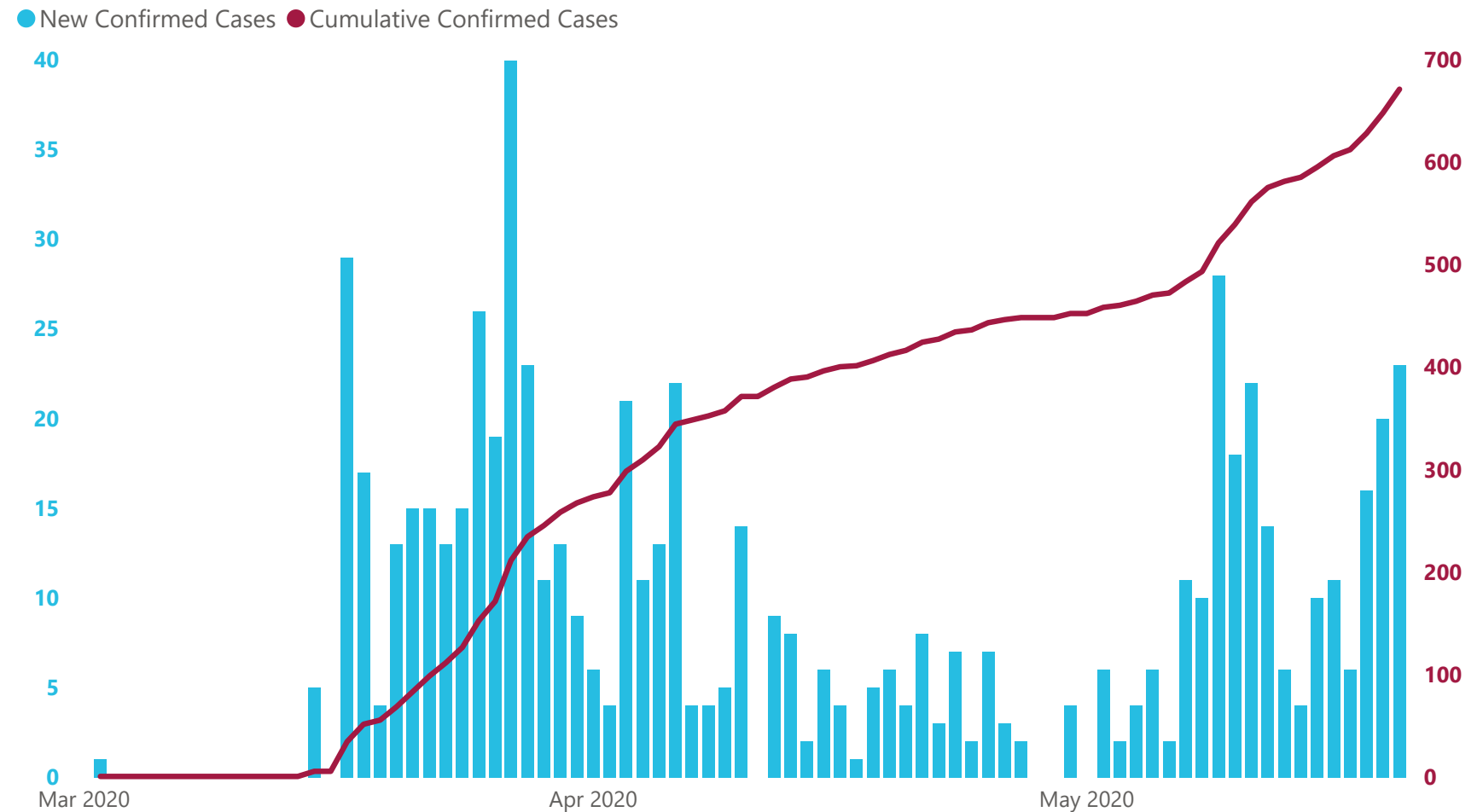
In response to the COVID19 outbreak, WFP Jordan is proactively taking measures to ensure that WFP beneficiaries continue to receive assistance and are appropriately shielded from the effects of COVID19 and associated national measures to limit its spread. To this end, WFP Jordan has introduced modifications to its systems and processes to align to the quickly changing context. One system that WFP Jordan has modified is its process monitoring system. WFP Jordan has developed new data collection tools and shifted to remote data collection methodologies. This report provides a follow-up to a previous monitoring report, [\*General Food Assistance to Refugees: COVID19 Monitoring Report #1\*](#), and seeks to build on previous findings, contributing to the evidence base for informed decision-making of key internal and external 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 April 26, 2020 and April 29, 2020.

\* Note: Includes 122,400 refugee women; 115,200 refugee men; 117,600 refugee girls; and 124,800 refugee boys

## Introduction - Jordan COVID19 Caseload and Response

As of May 20th, the Kingdom of Jordan has 672 cumulative confirmed cases of COVID19. Since its first confirmed case on March 2nd, 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. Governmental measures undertaken throughout March and April appear to have played a significant role in slowing the spread of the disease, as suggested in the chart to the right, however recent increases in the number of confirmed cases suggest that close monitoring of the outbreak should remain in place as measures are eased towards a return to normal economic and social life. WFP Jordan has additionally taken measures in response to the outbreak, including through the provision of an early reload of April and May assistance to households in camps and communities. WFP has additionally pre-positioned dry-food stock in camps and has provided hand sanitizer and hygiene trainings to WFP-contracted shops. Additionally, WFP has provided mobile ATM to refugees in remote areas in Irbid. The graph on the following page provides a timeline of the major COVID19-related events in the Kingdom of Jordan.

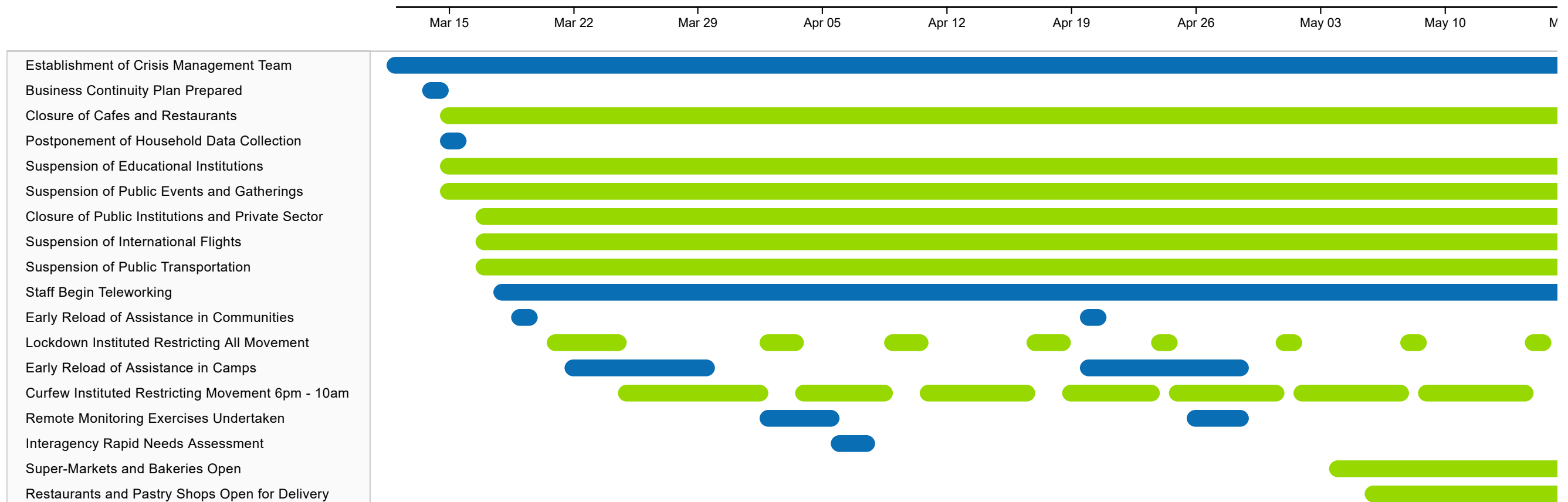
### New Confirmed Cases and Cumulative Confirmed Cases by Date





## Introduction - Jordan COVID19 Timeline of Events

● Government ● WFP



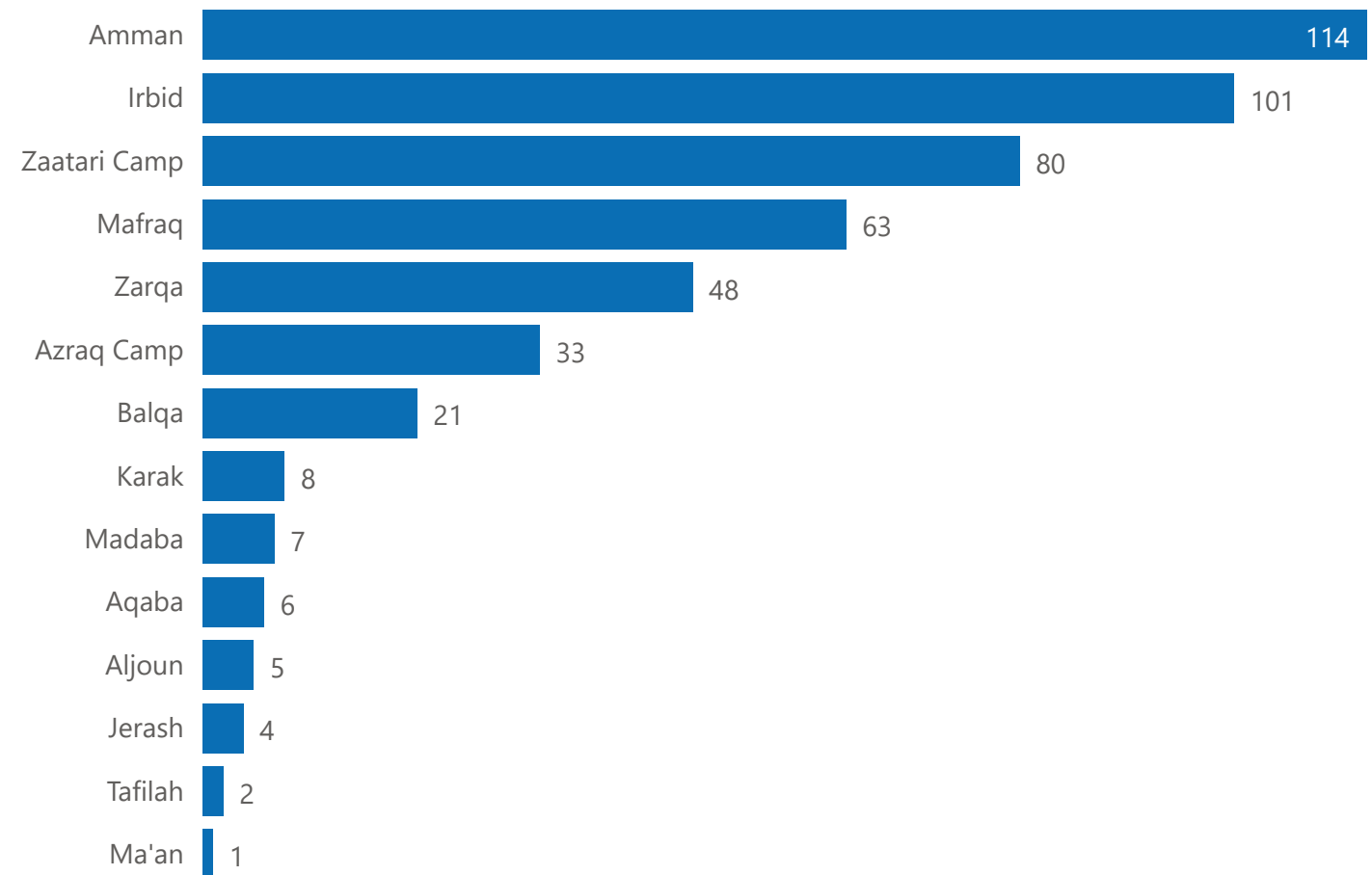
## Introduction - Beneficiary Contact Monitoring

From April 26th to April 29th, the WFP Jordan M&E Unit, working closely with the Mafrq 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 493 households across 12 governorates and 2 camps. Of the surveyed households, 99% were Syrian refugees and 1% were Non-Syrian refugees and asylum seekers. Similarly, of the surveyed households, 59% were classified as "extremely vulnerable" and 41% were classified as "vulnerable". The sample size allowed for representative statistics for households in camps with a 95% confidence level and 9% margin of error and for households in communities with a 95% confidence level and 5% margin of error. Households were selected for the sample through systematic random sampling of all beneficiary households considered "active" as of April 24th. 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 12 enumerators with surveys taking 15 - 20 minutes to complete.

# 493

Total Number of Surveys

### Number of Surveys by Governorate (n=493)



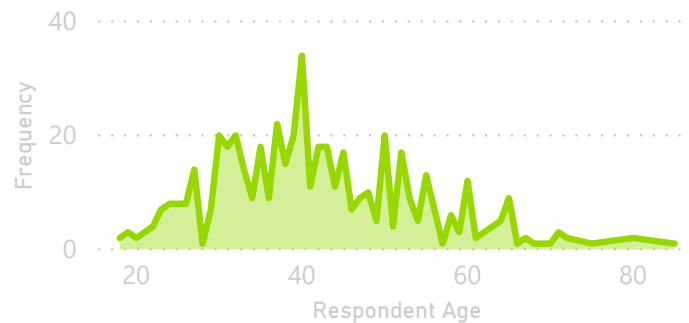


## Introduction - Beneficiary Contact Monitoring (cont.)

The BCM survey was administered to respondents above the age of 18 who consented to participation in the survey. Out of the 493 households surveyed, 60% of the respondents were male and 40% were female. The average age of the respondent was 42 years. The average age of respondent was similar for female (42 years) and male (41 years) respondents. Respondents self-identified as head of household (83%), spouse of head of household (12%), or dependent of head of household (3%). Sixty-nine percent of households had a male head of household and 31% had a female head of household. The average household size included 5 members. Many of the findings that follow are drawn from this BCM exercise.

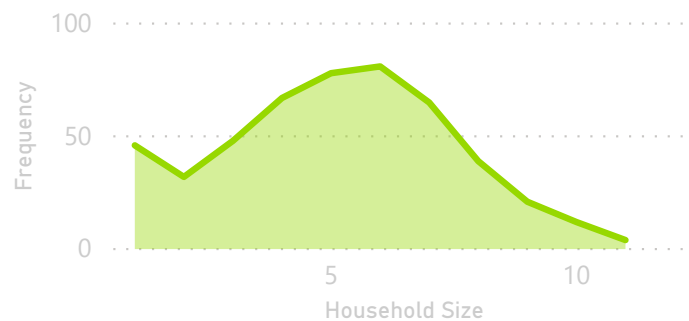
**42**

Average Age of Respondent (n=493)

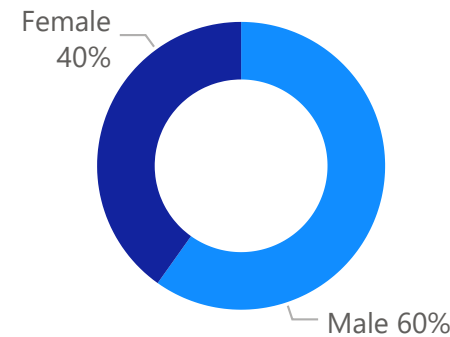


**5**

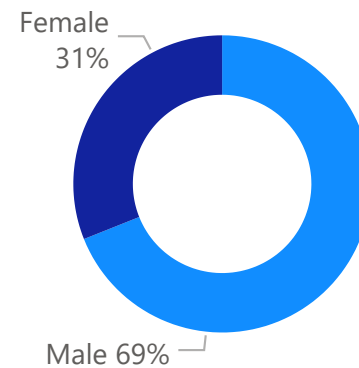
Average Household Size (n=493)



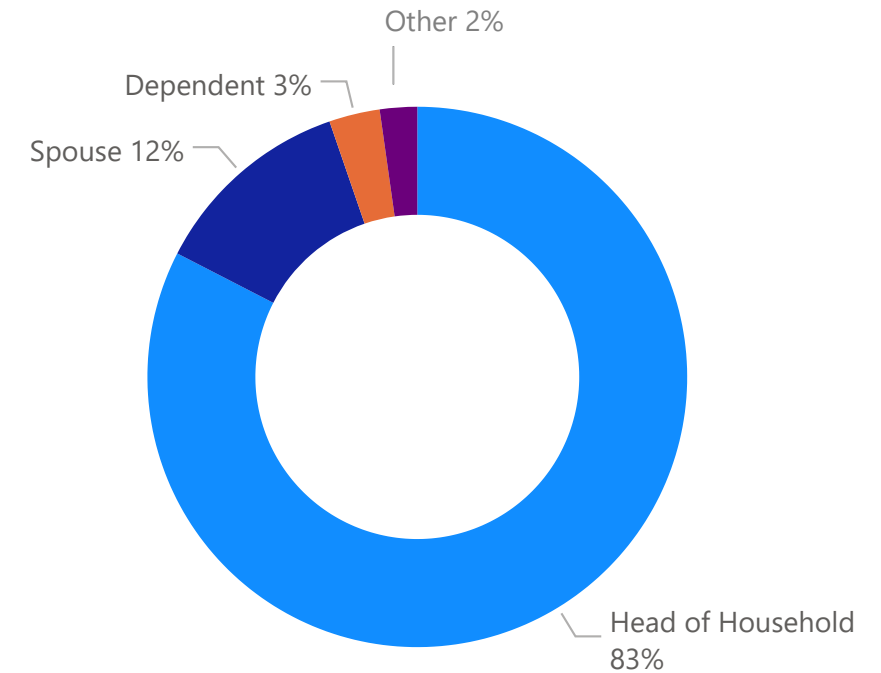
What is the sex of the respondent? (n=493)



What is the sex of the head of household? (n=467)



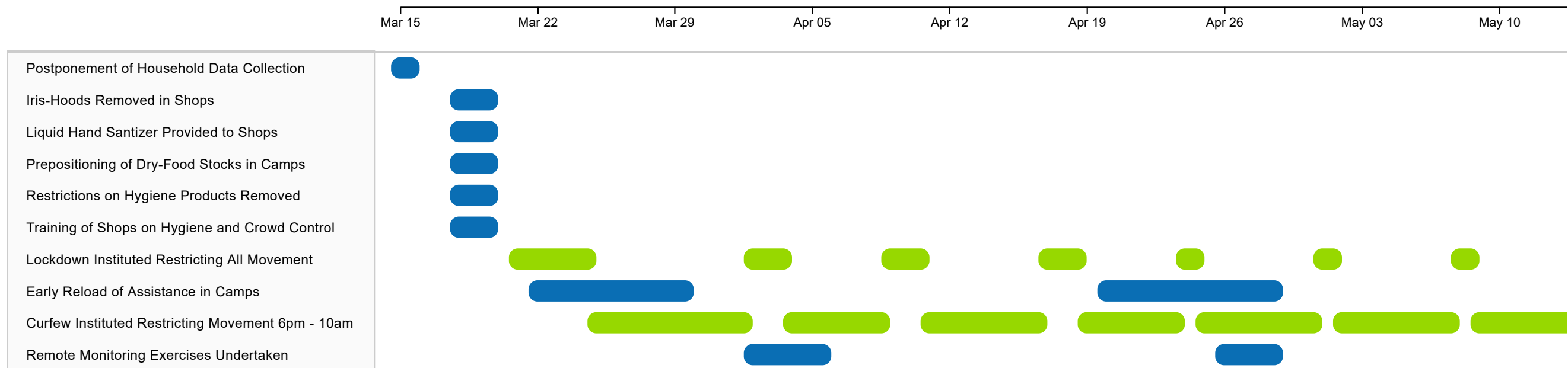
What is the respondent's role in household? (n=493)



# Section I - Analysis of Camps

## Camps - COVID19 Timeline of Events

● Government ● WFP



## Camps - WFP Assistance Information

From April 20th to April 29th, WFP Jordan provided an early reload of May assistance to 22,517 households in camps with a total value of 2,502,704 JOD. Of the 22,517 households provided assistance, 20,170 households have redeemed their assistance as of May 16th. The total value of the redemption includes 2,369,453 JOD. These values indicate that 90% of households have redeemed their assistance, and that 95% of the value of the assistance has been redeemed as of May 16th.

**22.5K**

Number of households in camps provided May assistance

**2.50M**

Value of May assistance provided to households in camps (JOD)

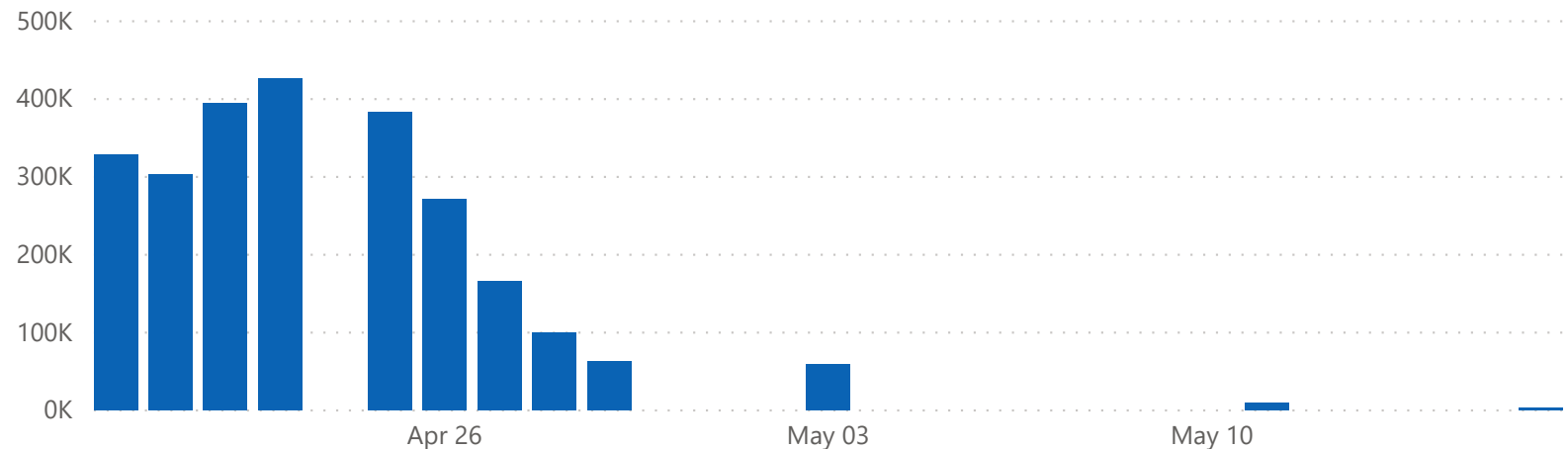
**20.2K**

Number of households in camps redeeming May assistance

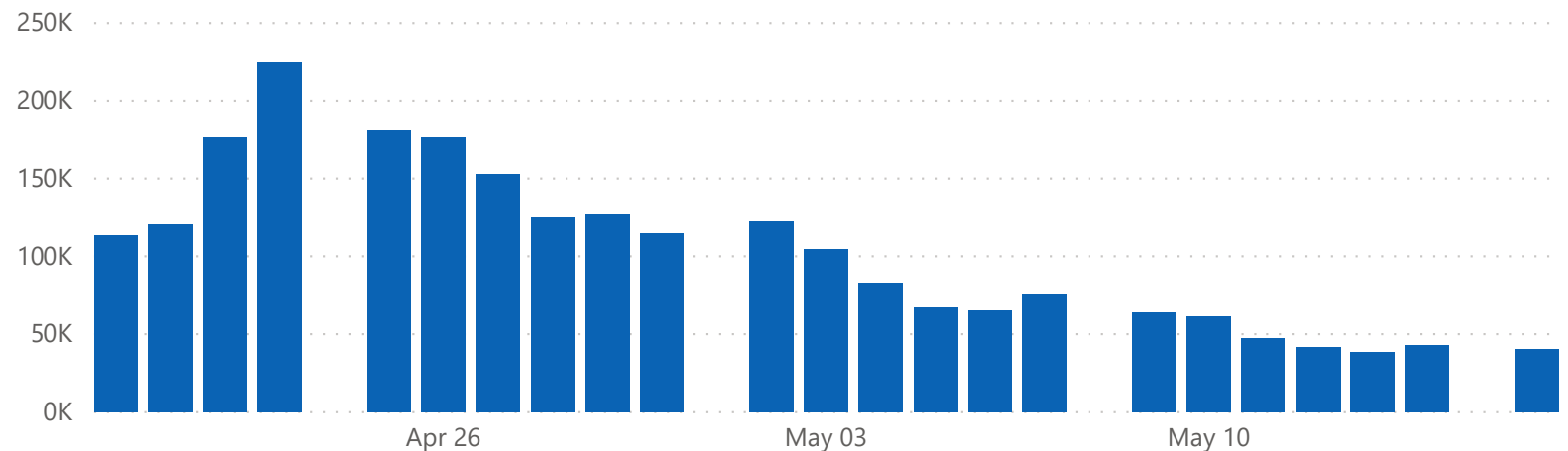
**2.37M**

Value of May assistance redeemed by households in camps (JOD)

**Value of Reloads (JOD) by Date**



**Value of Redemption (JOD) by Date**



## Camps - Contracted Shop Price Information

### Azraq Camp\*

Prices for bulgur, potatoes, and wheat flour fluctuated considerably across February, March, and April (changes between -27% and +48%) while prices for rice and pasta remained stable (changes between -9% and +17%). The price of potatoes increased by 48% between March and April after an 11% drop in March, and the price of bulgur increased by 39% between February and March but decreased again in April to February levels. The price of wheat flour dropped during 2 consecutive months, by 14% in March and by 27% in April.

Prices for vegetables and leaves, and legumes and nuts, fluctuated significantly across February, March, and April (changes between -15% and +43%). Between March and April, the price of tomatoes increased by 43% and the price of onions increased by 24%. The price of lentils increased by 21% between February and March and slowly decreased again in April, by 2%.

Prices for meat, fish, and eggs were stable across February, March and April except for the price of chicken which increased by 27% from February to March but fell again in April, by 3%.

Prices for milk and dairy products fluctuated substantially across February, March, and April with milk powder increasing by 26% from March to April and with spread cheese decreasing by 36% from February to March and then increasing by 24% from March to April.

Prices for condiments and spices; fruits; sugar and sweets; and oil, fat, and butter remained stable across February, March, and April

Category	Size	Unit of Measure	Feb Cheapest Price Available (JOD)	Mar Cheapest Price Available (JOD)	Apr Cheapest Price Available (JOD)	Percent Change - Feb to Mar	Percent Change - Mar to Apr
<b>Cereals, Grains, Roots, and Tubers</b>							
Bulgur	1.00	Kg	0.59	0.81	0.59	39%	-28%
Pasta (Macaroni)	0.30	Kg	0.25	0.24	0.28	-6%	17%
Potatoes	1.00	Kg	0.51	0.45	0.67	-11%	48%
Rice	1.00	Kg	1.07	1.15	1.05	7%	-9%
Wheat Flour	1.00	Kg	0.56	0.48	0.35	-14%	-27%
<b>Condiments and Spices</b>							
Salt	0.75	Kg	0.13	0.13	0.13	-0%	0%
<b>Fruits</b>							
Apples	1.00	Kg	1.02	1.17	1.17	14%	-0%
<b>Legumes and Nuts</b>							
Lentils	1.00	Kg	0.72	0.86	0.85	21%	-2%
<b>Meat, Fish, and Eggs</b>							
Eggs	2.00	Kg	2.21	2.48	2.47	13%	-0%
Tuna	0.19	Kg	0.79	0.83	0.83	5%	-0%
Whole Chicken	1.00	Kg	1.49	1.89	1.84	27%	-3%
<b>Milk and Dairy Products</b>							
Milk Powder	0.80	Kg	2.26	2.29	2.90	2%	26%
Spread Cheese	8.00	Pcs	0.50	0.32	0.39	-36%	24%
<b>Oil, Fat, and Butter</b>							
Vegetable Oil	1.80	L	1.70	1.72	1.77	1%	3%
<b>Sugar and Sweets</b>							
Sugar	1.00	Kg	0.65	0.53	0.60	-18%	13%
<b>Vegetables and Leaves</b>							
Cucumber	1.00	Kg	0.59	0.50	0.52	-15%	4%
Dark greens	1.00	Bunch	0.15	0.15	0.15	0%	0%
Onions	1.00	Kg	0.54	0.50	0.62	-7%	24%
Tomatoes	1.00	Kg	0.40	0.40	0.57	1%	43%

\* Source: WFP BAU Triangulation Database - POS Data Extracted May 3, 2020

\* Methodology: Analysis of prices based on the cheapest price available at WFP-contracted shops in Azraq Camp at the time of purchase

## Camps - Contracted Shop Price Information (cont.)

### Zaatari Camp\*

Prices for bulgur, pasta, potatoes, and wheat flour fluctuated significantly across February, March, and April (between -28% and +34%) while the price of rice remained stable. The price of potatoes increased by 34% between March and April.

Price for fruits, and vegetables and leaves, fluctuated substantially across February, March, and April for apples, cucumbers, dark greens, onions, and tomatoes (between -28% and +30%). The price of tomatoes increased during two consecutive months, by 28% between February and March and then 15% between March and April.

Prices for meat, fish, and eggs were stable except for eggs which increased by 25% from February to March and remained at that level in April.

Prices for milk and dairy products fluctuated significantly across February, March, and April for milk powder which decreased by 17% from February to March but then increased by 78% from March to April. Similarly, prices for sugar and sweets fluctuated considerably, with sugar decreasing in price by 27% from February to March and then increasing in price by 26% from March to April.

Prices for condiments and spices; legumes and nuts; and oil, fat, and butter remained stable across February, March, and April

Category	Size	Unit of Measure	Feb Cheapest Price Available (JOD)	Mar Cheapest Price Available (JOD)	Apr Cheapest Price Available (JOD)	Percent Change - Feb to Mar	Percent Change - Mar to Apr
<b>Cereals, Grains, Roots, and Tubers</b>							
Bulgur	1.00	Kg	0.58	0.71	0.55	22%	-22%
Pasta (Macaroni)	0.30	Kg	0.32	0.23	0.25	-28%	9%
Potatoes	1.00	Kg	0.44	0.44	0.59	1%	34%
Rice	1.00	Kg	0.99	0.99	1.08	0%	9%
Wheat Flour	1.00	Kg	0.57	0.45	0.47	-20%	3%
<b>Condiments and Spices</b>							
Salt	0.75	Kg	0.16	0.16	0.16	3%	-6%
<b>Fruits</b>							
Apples	1.00	Kg	1.00	1.29	0.99	30%	-23%
<b>Legumes and Nuts</b>							
Lentils	1.00	Kg	0.86	0.88	0.88	2%	-0%
<b>Meat, Fish, and Eggs</b>							
Eggs	2.00	Kg	1.99	2.48	2.45	25%	-1%
Tuna	0.19	Kg	0.85	0.83	0.92	-3%	12%
Whole Chicken	1.00	Kg	1.59	1.77	1.94	11%	10%
<b>Milk and Dairy Products</b>							
Milk Powder	0.80	Kg	2.27	1.88	3.34	-17%	78%
Spread Cheese	8.00	Pcs	0.43	0.38	0.41	-12%	9%
<b>Oil, Fat, and Butter</b>							
Vegetable Oil	1.80	L	1.63	1.63	1.51	0%	-7%
<b>Sugar and Sweets</b>							
Sugar	1.00	Kg	0.70	0.51	0.65	-27%	26%
<b>Vegetables and Leaves</b>							
Cucumber	1.00	Kg	0.55	0.50	0.36	-9%	-28%
Dark greens	1.00	Bunch	0.15	0.12	0.15	-18%	22%
Onions	1.00	Kg	0.51	0.46	0.59	-10%	29%
Tomatoes	1.00	Kg	0.34	0.43	0.49	28%	15%

\* Source: WFP BAU Triangulation Database - POS Data Extracted May 3, 2020

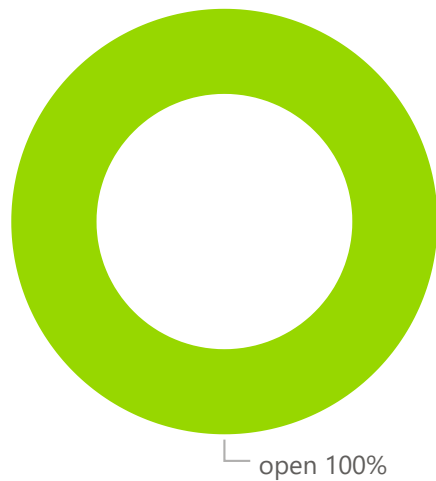
\* Methodology: Analysis of prices based on the cheapest price available at WFP-contracted shops in Zaatari Camp at the time of purchase

# General Food Assistance to Refugees: COVID19 Monitoring Report #2

## Camps - Contracted Shop Closure Information

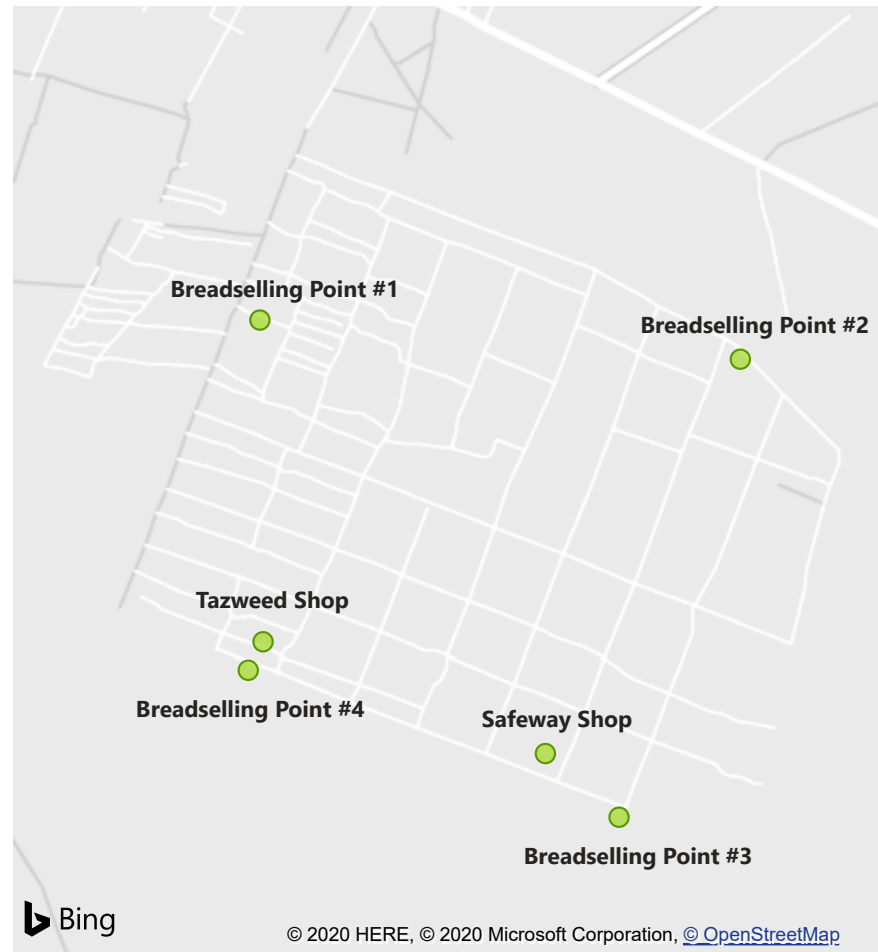
One-hundred percent of WFP-contracted shops and breadselling points in camps were open as of April 30th.

Are WFP-contracted shops and breadselling points open? (n=12)



### Zaatari Camp

● open



### Azraq Camp

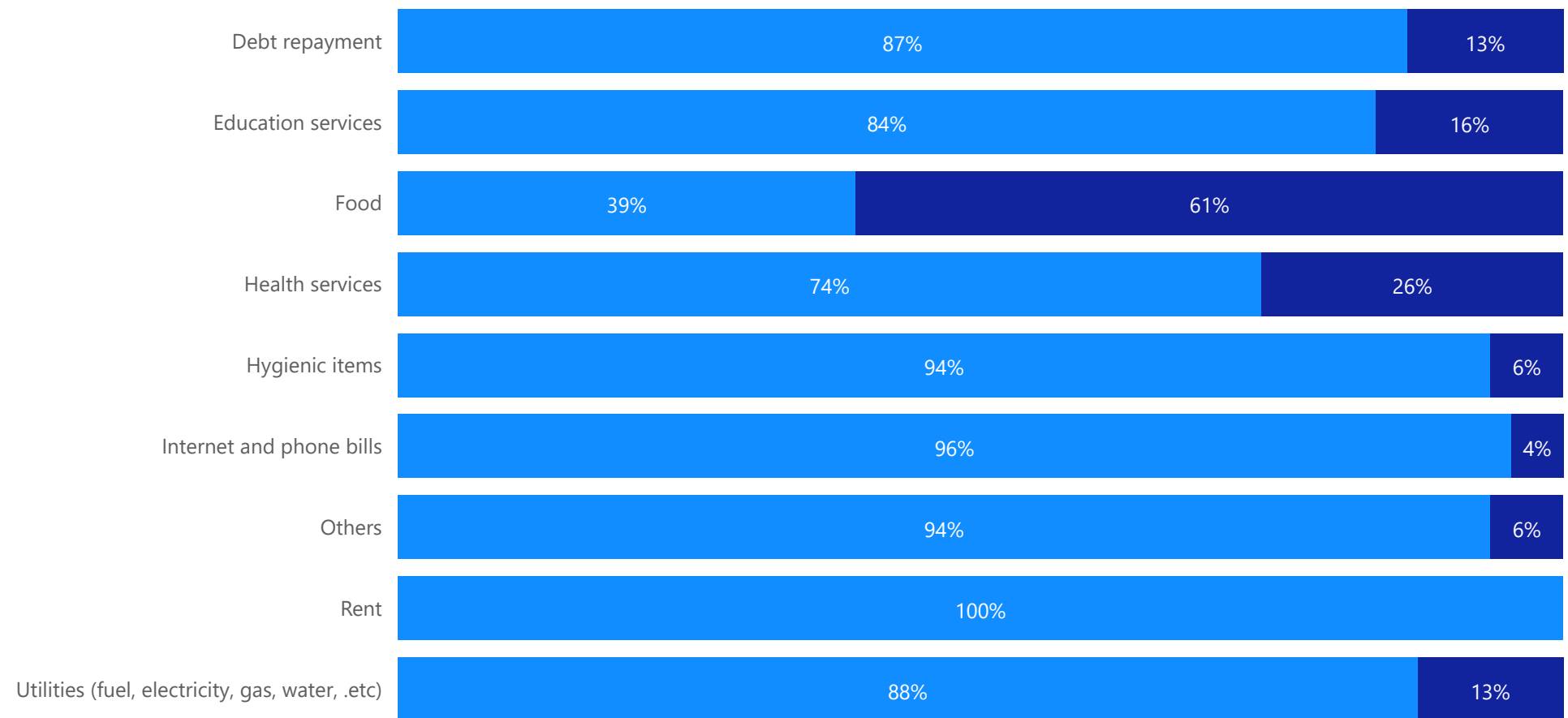


## Camps - COVID19 Impact Information

The most urgent need for households in camps has been self-identified as food (61%), followed by health services (26%), education services (16%), utilities (13%), and debt repayment (13%). Gender disaggregated data was also explored to better understand if male and female respondents differed in their views on the needs of households in camps. The analysis found slight differences, with female respondents citing food (65%), health services (24%), utilities (18%), education services (12%), and debt repayment (6%) as the household's most urgent needs and male respondents citing food (59%), health services (27%), education services (18%), debt repayment (17%), and utilities (11%) as the household's most urgent needs.

Since the curfew, what has been the most urgent need of the household? (n=112)

● No ● Yes

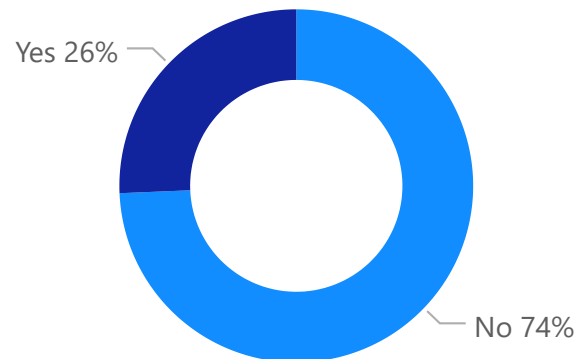




## Camps - COVID19 Impact Information (cont.)

Twenty-six 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 83% of households in camps citing lost employment and 7% of households in camps citing lost access to markets. This appears to be a significant shift from the findings of the *General Food Assistance to Refugees: COVID19 Monitoring Report #1* in which 41% of households in camps indicated the COVID19 had affected their ability to access food, and 63% of affected households citing lost employment and 32% of affected households citing lost access to markets.

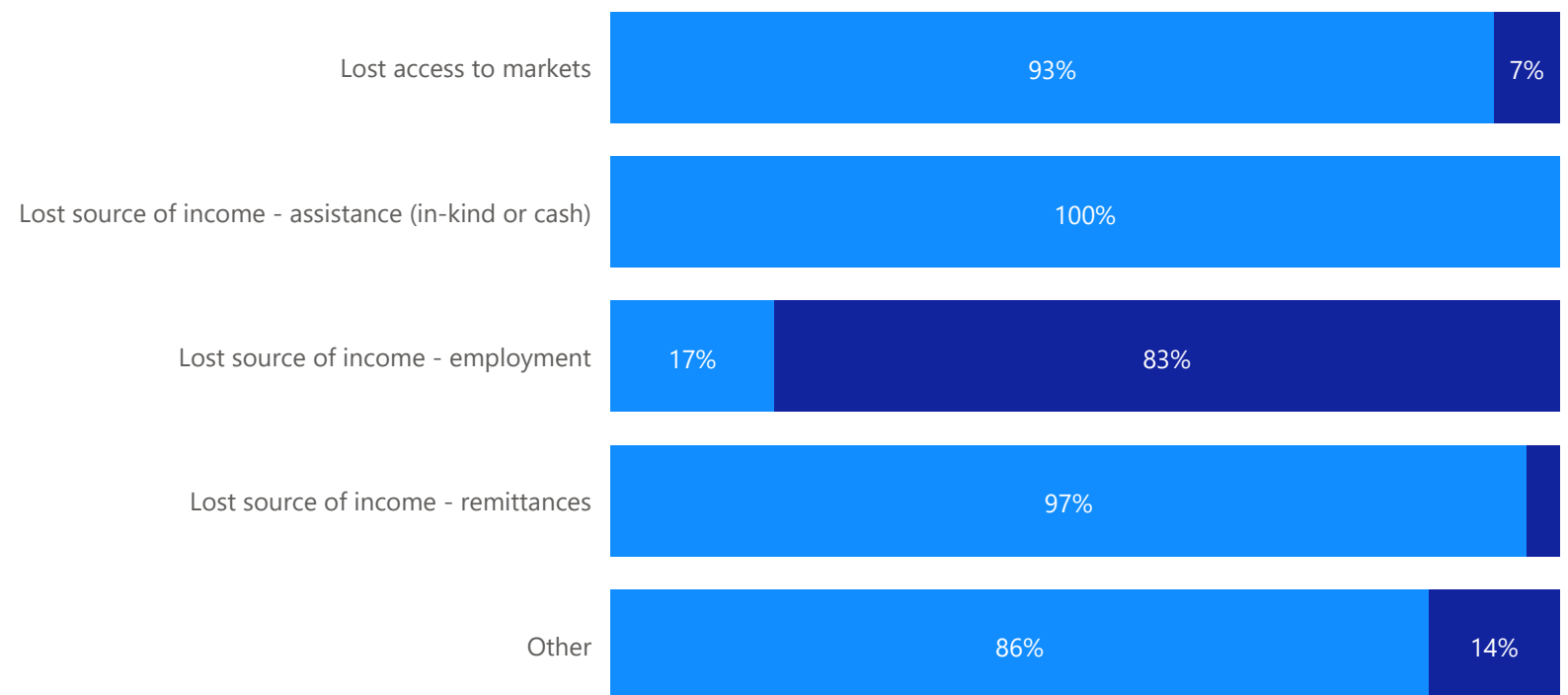
### Has COVID19 affected your ability to access food? (n=113)



### Has COVID19 affected your ability to access food? = Yes

#### How has COVID19 affected your ability to access food? (n=29)

● No ● Yes



## Camps - COVID19 Impact Information (cont.)

For households in camps who cited that COVID19 had affected their ability to access food and who noted lost source of income, further exploration was undertaken to determine the extent of impact. For these households, 79% reported that most of their income was lost and 21% reported that all of their income was lost. On average, these households had 1 member engaged in paid labor before the curfew and now have 0 members engaged in paid labor.

*Has COVID19 affected your ability to access food? = Yes; How has COVID19 affected your ability to access food? = Lost Source of Income - Employment*

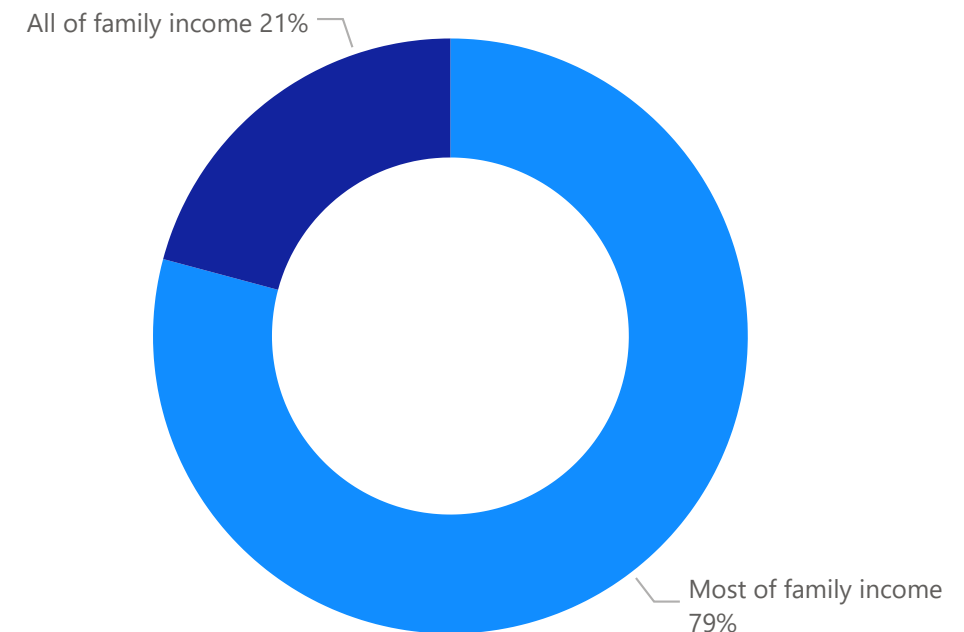
1

Average number of family members engaged in paid labor before the curfew?  
(n=24)

0

Average number of family members engaged in paid labor after the curfew?  
(n=24)

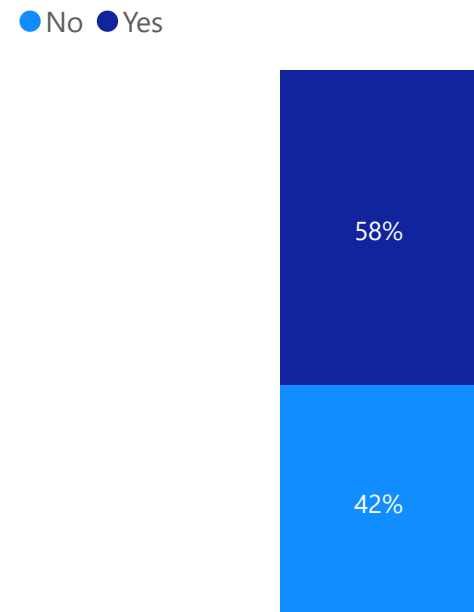
To what extent have you and/or any household members lost income? (n=24)



## Camps - COVID19 Impact Information (cont.)

Fifty-eight percent of households in camps indicated that they have received assistance from other sources since the curfew began. For those that received assistance, 100% indicated that the assistance was provided by other organizations. Sixty-nine percent of assistance was provided as cash assistance and 55% of assistance was provided as in-kind assistance of non-food items (NFI).

Since the curfew, have you received any assistance from any other sources? (n=113)



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

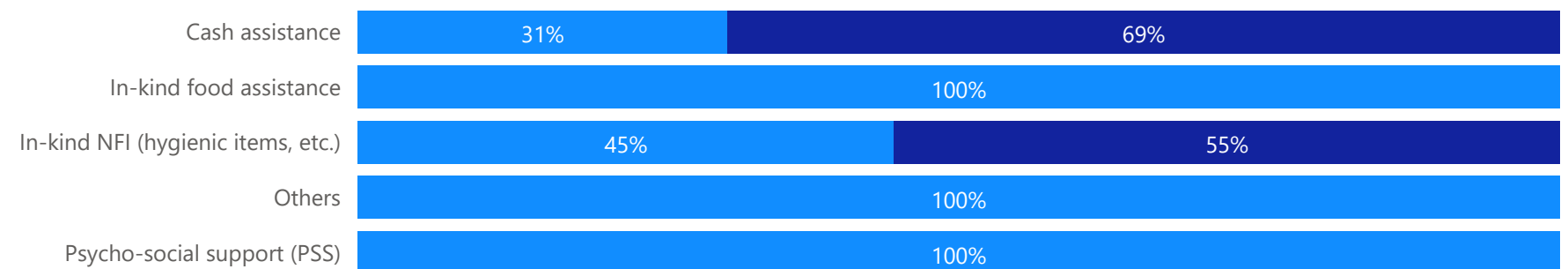
From where? (n=65)

● No ● Yes



What type of assistance did you receive? (n=65)

● No ● Yes



## Camps - Early Reload Information

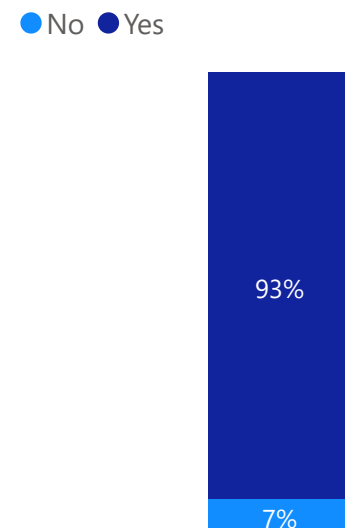
One-hundred percent of households in camps were found to be aware of the early reload of May assistance. Of those aware of the reload, 93% indicated that they found the early reload helpful and 7% did not find the early reload helpful. Of those that found the early reload helpful, 99% noted that the early reload allowed them to stock-up on food for Ramadan and 14% noted that the early reload supplemented lost household income. Of those that did not find the early reload helpful, 63% reported that the early stock was finished and 25% reported that they were unable to stock food due to crowds. For households able to stock up on food, an average of 13 days of additional food was cited.

Are you aware that there was an early reload of May WFP assistance? (n=110)



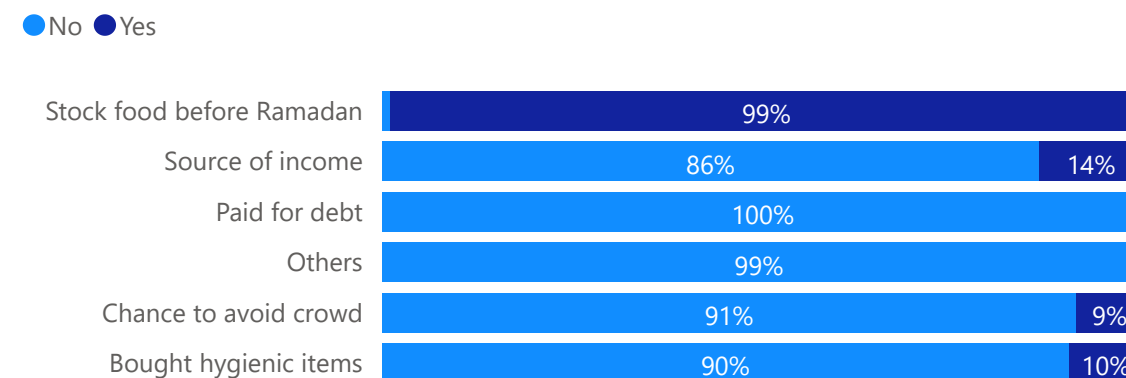
### Are you aware that there was an early reload of May WFP Assistance? = Yes

Was the early reload of May WFP assistance helpful? (n=110)

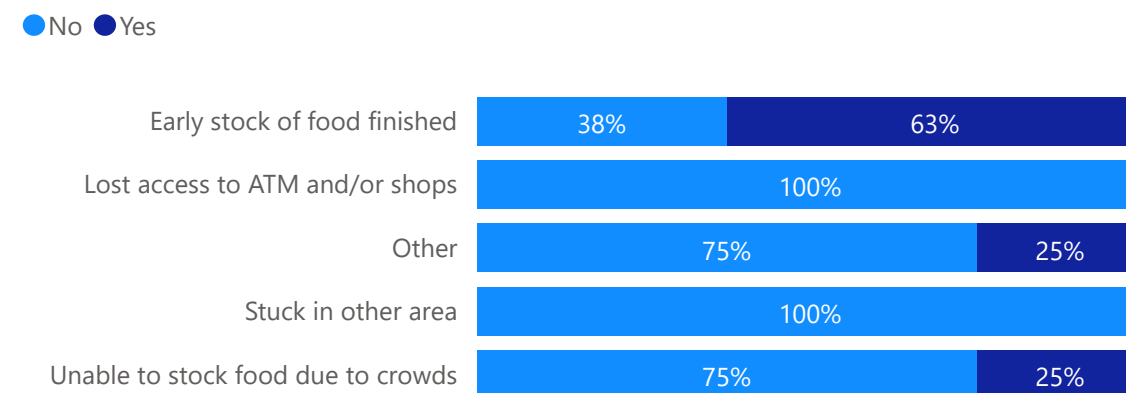


**13**  
Average number of additional days of food (n=110)

How was the early reload helpful? (n=102)



Why wasn't the early reload helpful? (n=8)

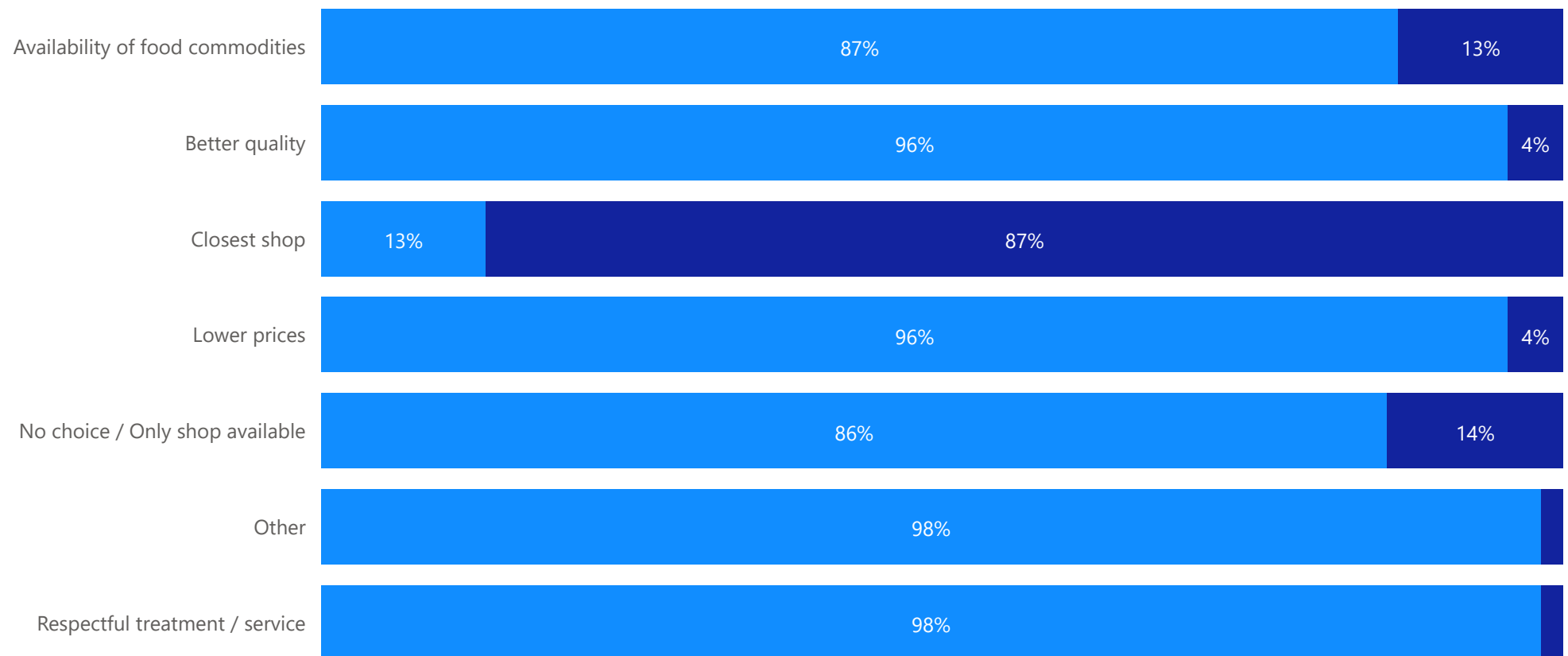


## Camps - Contracted Shop Information

Households in camps were asked to cite their rationale for selecting which WFP-contracted shop to go to, 87% noted the closest shop, 14% noted that their was only one shop available, and 13% noted the availability of food commodities. There appears to be some indication that there was been an improvement market functionality and openness within camps as suggested by the significant changes from the findings of the *General Food Assistance to Refugees: COVID19 Monitoring Report #1* in which households in camps selected the shops based on the closest shop (60%), only shop available (36%), better quality (20%), and availability of food commodities (18%).

Since the curfew, how did you select which WFP-contracted shop to go to? (n=113)

● No ● Yes



## Camps - Contracted Shop Information (cont.)

For households in camps, the average travel time to WFP-contracted shops was 17 minutes and the average queue time at the shop was 107 minutes. Seventy-seven percent of households went to the shop by walking and 23% by bicycle. The average queue time was 159 minutes in Azraq camp and 86 minutes in Zaatari Camp. Generally, WFP-contracted shops followed social distancing guidance, providing staff with masks and gloves, providing customers with liquid hand sanitizers, and treating customers respectfully. Travel time to shops appear to be unchanged from the previous *General Food Assistance to Refugees: COVID19 Monitoring Report #1* however queue times appear to have increased from the previous average queue time for households in camps of 85 minutes.

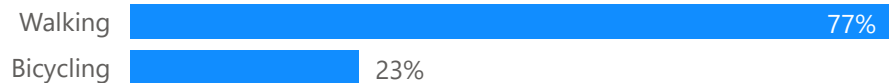
17

Average time to travel to the shop (minutes)?  
(n=113)

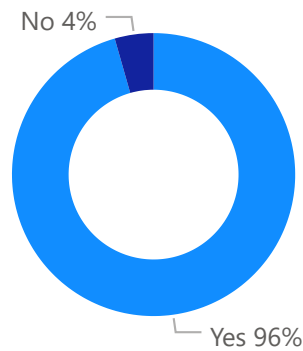
107

Average time to queue in line at the shop (minutes)?  
(n=113)

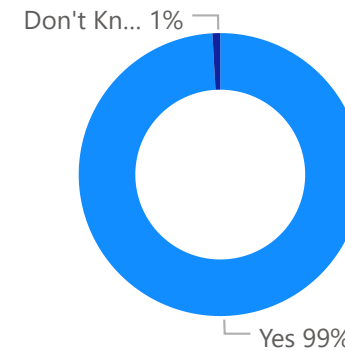
How did you go there? (n=113)



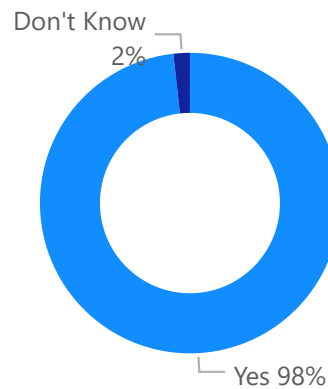
Since the curfew, was there enough spacing (1.5m - 2.0m) between individuals at the shop? (n=113)



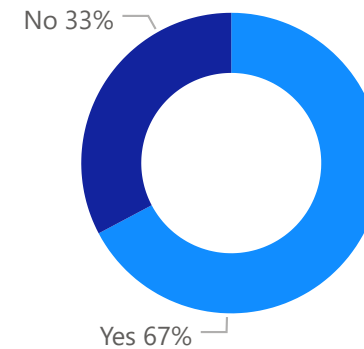
Since the curfew, have staff inside shops been wearing masks and gloves? (n=113)



Since the curfew, was liquid hand sanitizer available for you inside? (n=113)

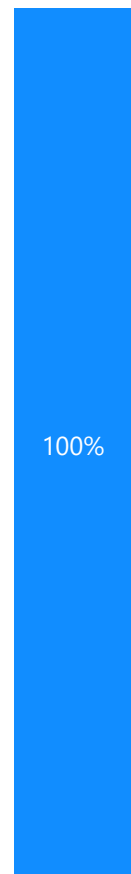


Since the curfew, have staff inside shops allowed you to purchase hygienic items with assistance? (n=113)



Since the curfew, have staff inside shops treated you fairly respectfully? (n=113)

● Yes

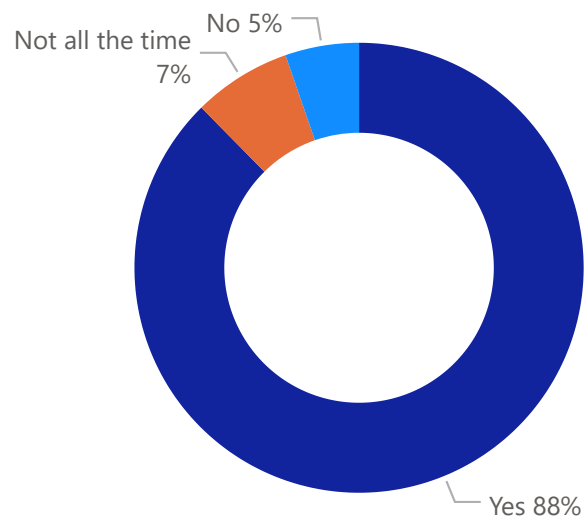


# General Food Assistance to Refugees: COVID19 Monitoring Report #2

## Camps - Contracted Shop Information (cont.)

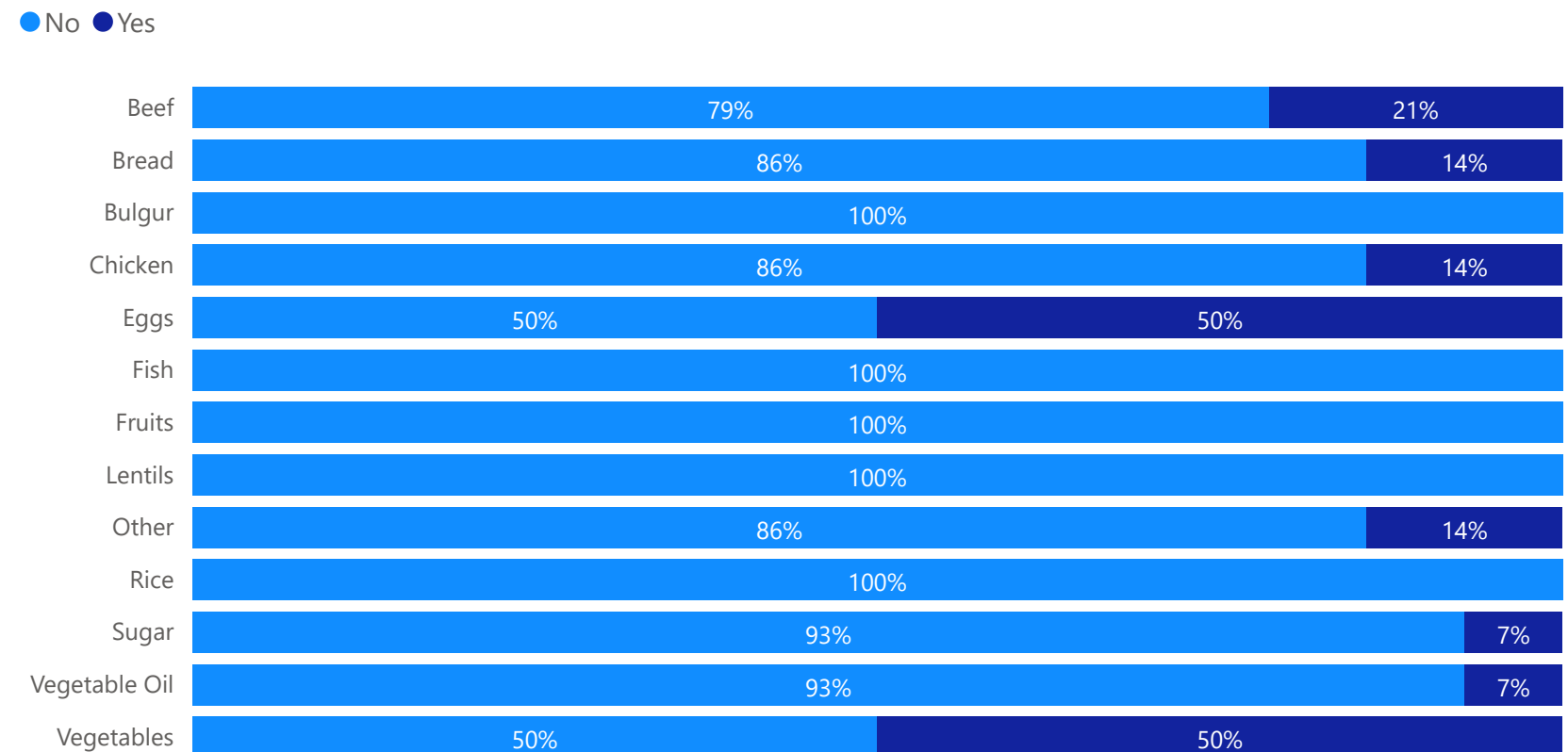
Eighty-eight percent of households noted that all basic food items required were available at WFP-contracted shop. Twelve percent stated that basic food items were not available (5%) or not available all the time (7%). Items most frequently cited as not available at WFP-contracted shops, included vegetables (50%), eggs (50%), and beef (21%). The lack of availability in vegetables, eggs, and meat appears to be closely connected to findings from the BCM and WFP price monitoring which suggest there have been price increases in these items.

Since the curfew, are all the basic food items you require available in the WFP-contracted shops? (n=113)



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

Which basic food items were not available at the WFP-contracted shop? (n=14)



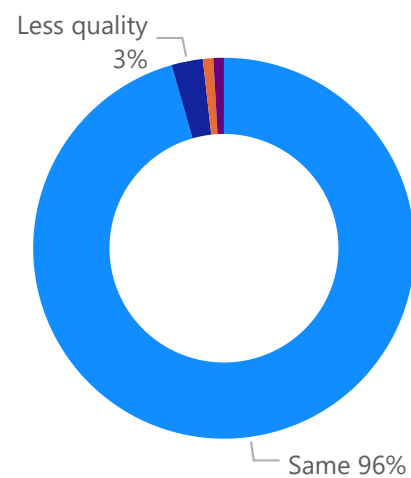
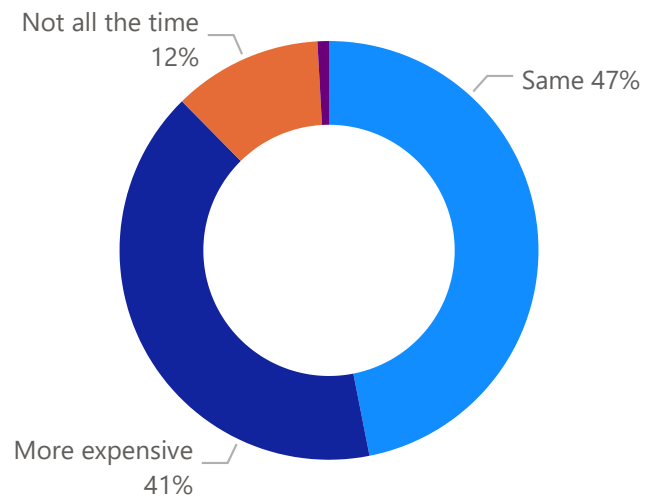
# General Food Assistance to Refugees: COVID19 Monitoring Report #2

## Camps - Contracted Shop Information (cont.)

Forty-seven percent of households in camps stated that the price of basic food items was the same as before the curfew and 41% stated that the price of basic food items were more expensive than before the curfew. Items at WFP-contracted shops most frequently cited as the most expensive, included vegetables (53%), eggs (47%), chicken (33%), and rice (22%). Ninety-six percent of households in camps noted that the quality of basic food items was the same as before the curfew.

Since the curfew, how would you rate the prices of basic food items, compared to before the curfew? (n=113)

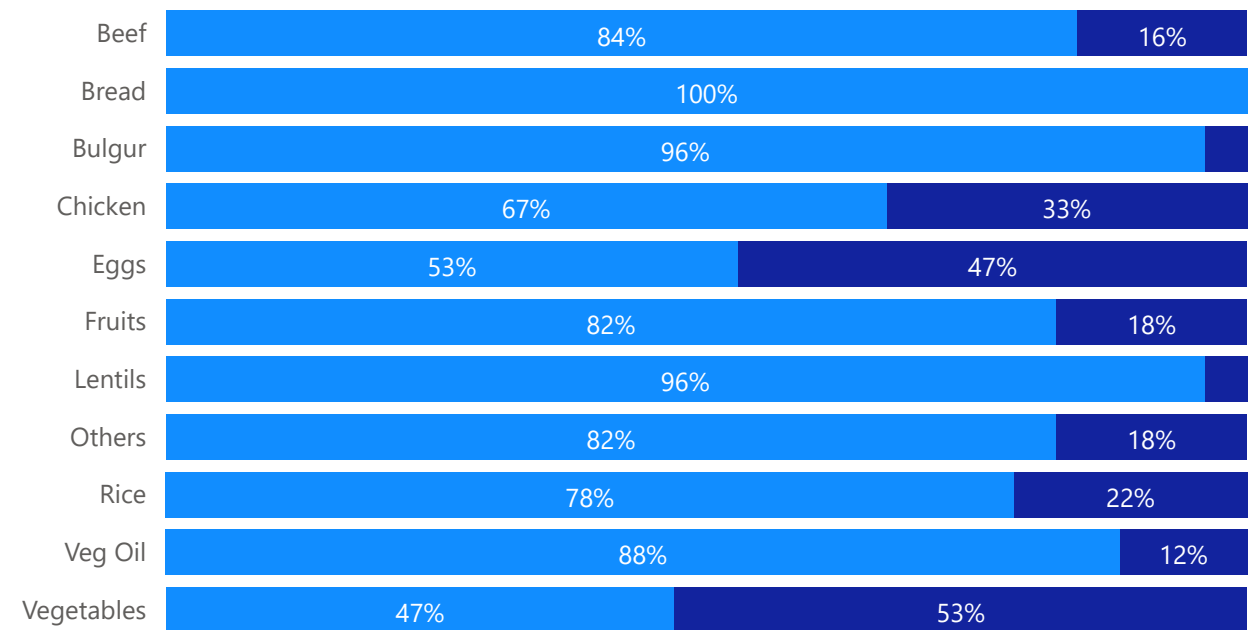
Since the curfew, how would you rate the quality of basic food items, compared to before the curfew? (n=1...)



*Since the curfew, how would you rate the prices of basic food items, compared to before the curfew? = More expensive; Not all the time*

Which are the most expensive items? (n=51)

● No ● Yes

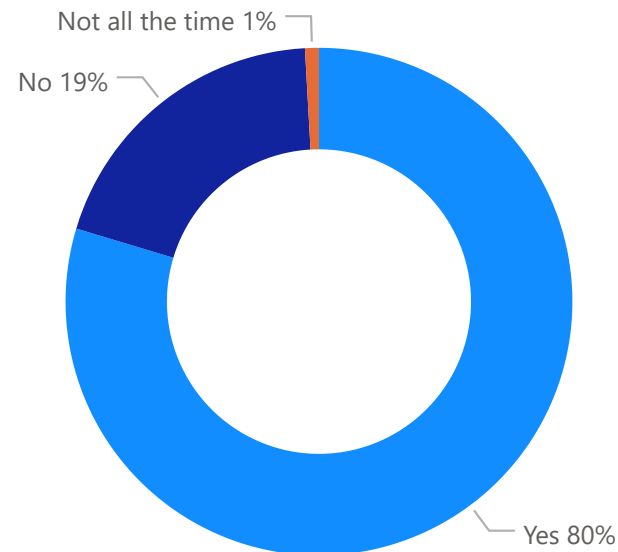




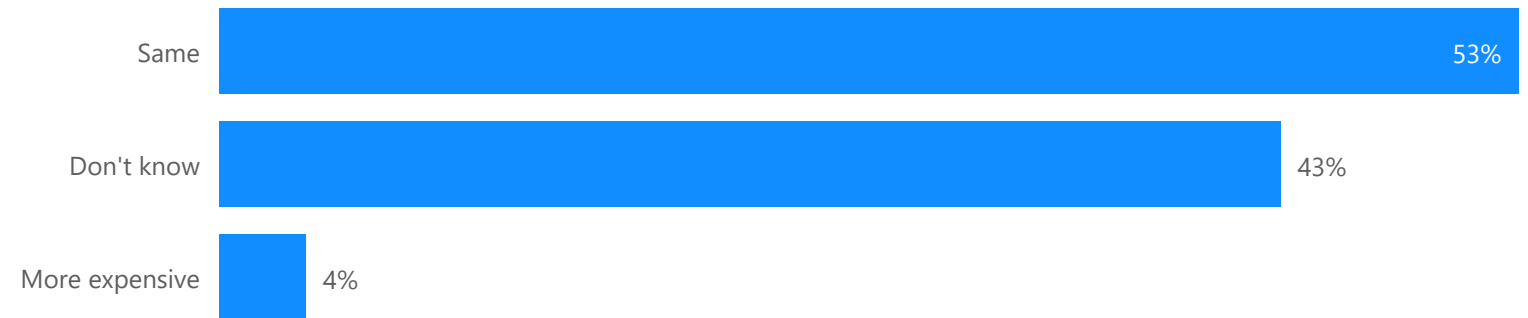
## Camps - Contracted Shop Information (cont.)

Eighty percent of households in camps confirmed the availability of hygienic items and 20% of households in camps stated that hygienic items were not available (19%) or not available all the time (1%). Fifty-three percent of households in camps stated that prices of hygienic items were the same as before the curfew and 56% of households in camps stated that the quality of hygienic items were the same as before the curfew.

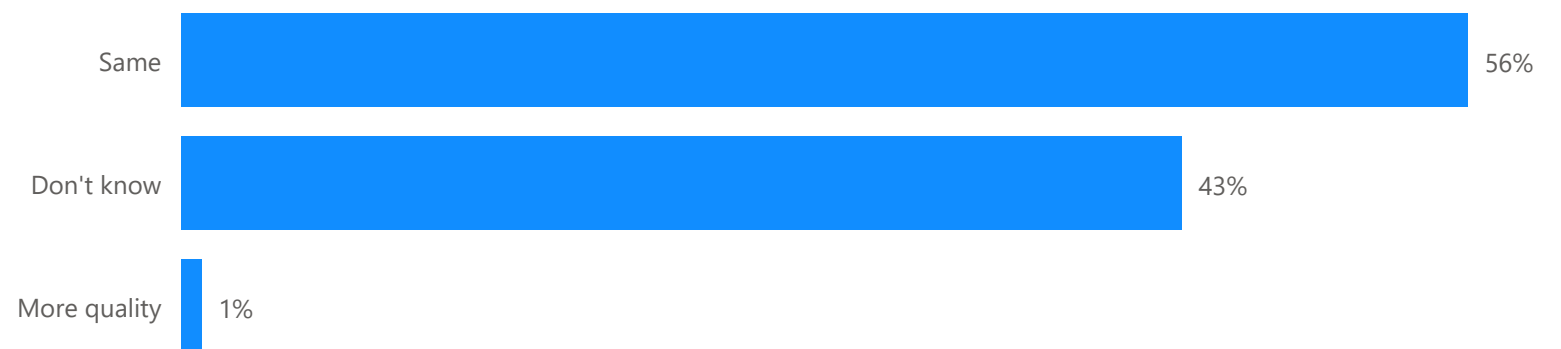
Since the curfew, are all the basic hygiene items you require available in WFP-contracted shops? (n=113)



Since the curfew, how would you rate the prices of basic hygiene items, compared to before the curfew? (n=113)



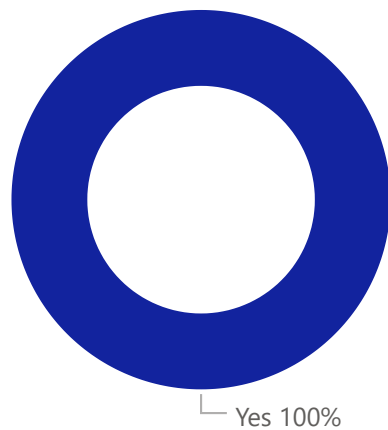
Since the curfew, how would you rate the quality of basic hygiene items, compared to before the curfew? (n=113)



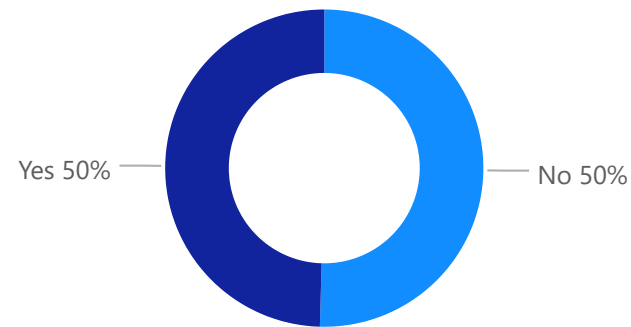
## Camps - Contracted Bread-Selling Point Information

One-hundred percent of households in camps purchased bread from a bread selling point in the camp since the curfew, but only 50% of households were satisfied by the quality of the bread. The most common complaints were dry bread (65%) and unbaked bread (30%). Staff at bread selling points generally wore masks and gloves (90%) and roughly three-quarters provided hand sanitizer at the bread selling point (73%). Bread products were generally available at bread selling points (90%).

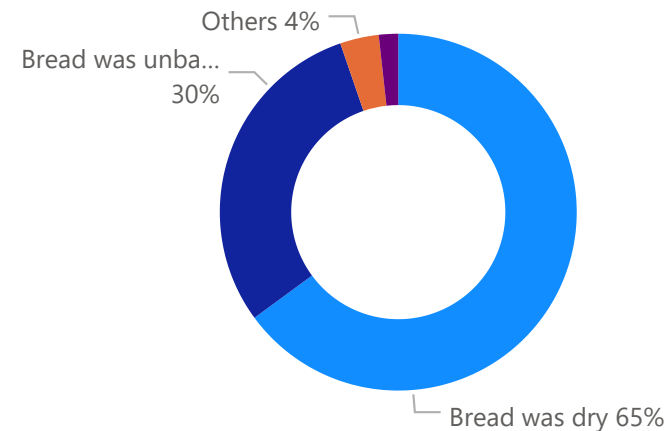
Since the curfew, did you buy bread from bread selling point at the camp? (n=113)



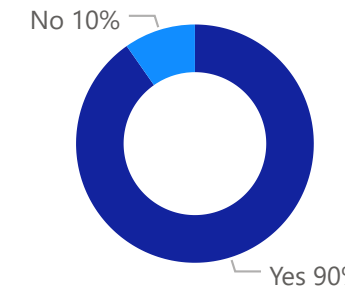
Are you satisfied with the quality of bread? (n=113)



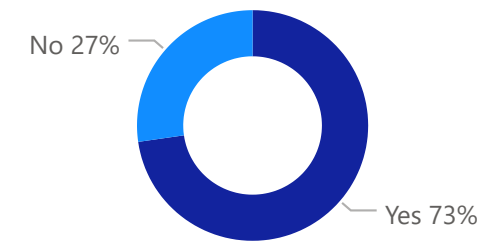
Can you explain why you aren't satisfied? (n=57)



Were the staff wearing masks and gloves at the bread selling point? (n=113)

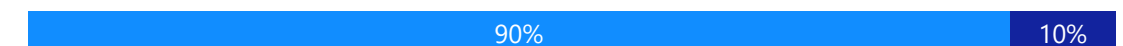


Was there hand sanitizer at the bread selling point? (n=11)



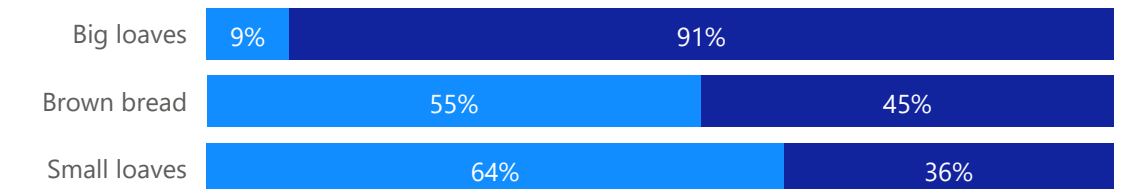
Since the curfew, was there any basic bread products missing from the selling point? (n=113)

● No ● Yes



If yes, what are these items? (n=11)

● No ● Yes



## Camps - Protection Information

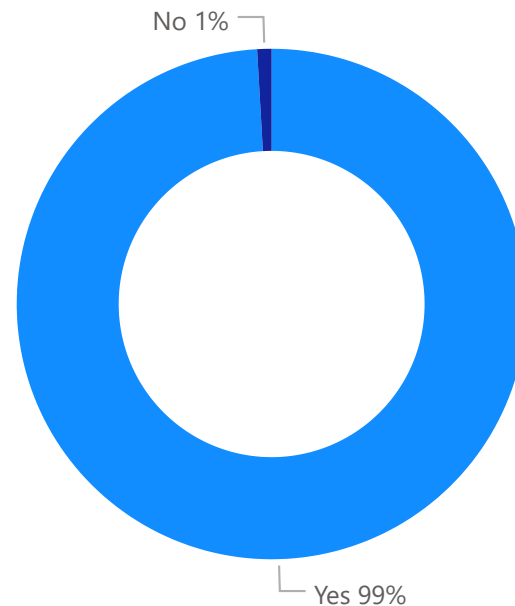
Ninety-nine percent of shops provided receipts to households in camps and 89% of households in camps witnessed people with special needs being prioritized at WFP-contracted shops. One livelihoods coping mechanism explored during the data collection exercise, although not promoted by WFP Jordan, was the practice of purchasing items on credit. Zero percent of households in camps were allowed to buy food on credit at WFP-contracted shops.

Since the curfew, were you able to purchase items on credit from WFP-contracted shops? (n=110)

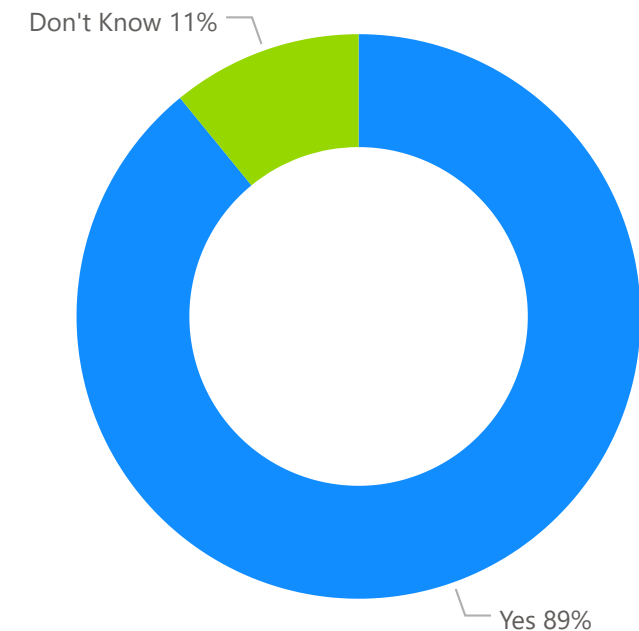
● No

100%

Since the curfew, were you provided a receipt at WFP-contracted shops? (n=110)



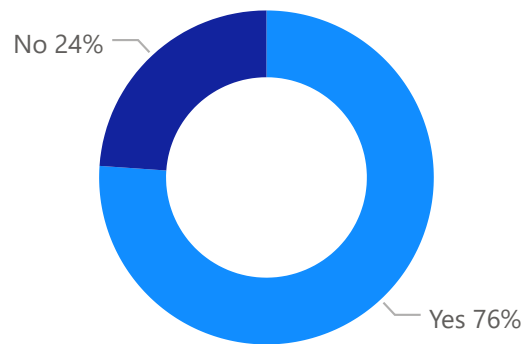
Since the curfew, have you witnessed people with special needs being prioritized to buy food at WFP-contracted shops? (n=110)



## Camps - Accountability to Affected Populations Information

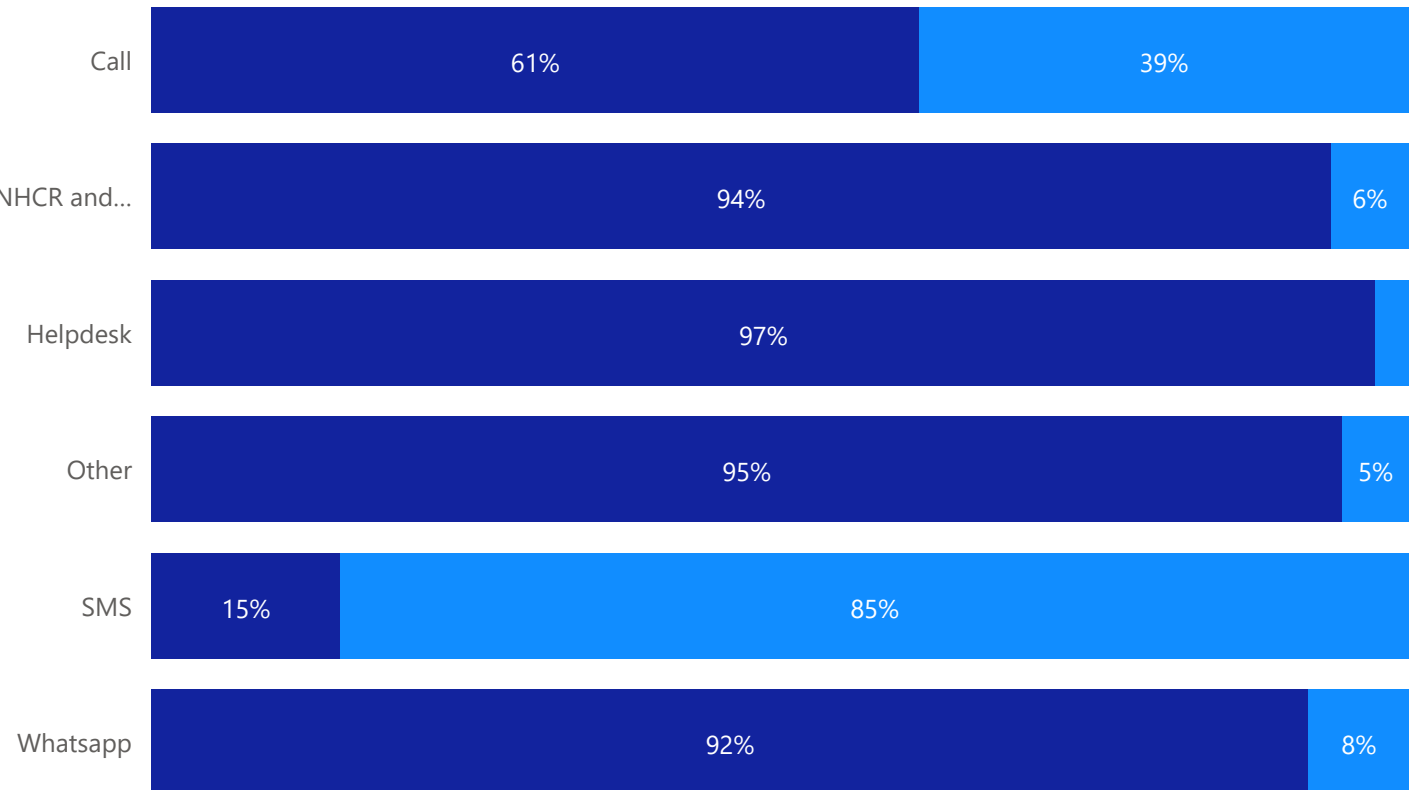
Seventy-six percent of households in camps received communication from WFP related to COVID19. Households were asked to recommend preferred communication channels for communicating with WFP, with 85% of households preferring SMS and 39% preferring phone call. Gender disaggregated data was also explored to better understand if male and female respondents differed in their views on preferred communication channels. The analysis found slight differences, with female respondents citing SMS (79%) and call (47%) as the preferred communication channels and male respondents citing SMS (87%) and call (35%) as the preferred communication channels.

Have you received any communication from WFP related to COVID19 (e.g. regarding curfew, crowd control measures, early reload)? (n=113)



In light of the curfew, what communication channels would you recommend for communicating with WFP? (n=113)

● No ● Yes



## Camps - Accountability to Affected Populations Information (cont.)

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*Do you have suggestions or recommendations related to how WFP can support during the COVID outbreak?*

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### **Improve Bread Quality at Bread-Selling Points**

*"improve the quality of bread in all centers"*

*"bread is dry"*

*"bread quality in the bread selling points is very good, but before it was dry"*

*"spent 5 hours on the queue for bread from 4am to 9am, the day before the total curfew"*

*"approach sameh mall at 3:00am until 16:00pm sometimes only to get a chance to buy their bread, which is way better quality than the one at the bread distribution point"*

### **Improve Shop and Bread-Selling Point Safety and Security.**

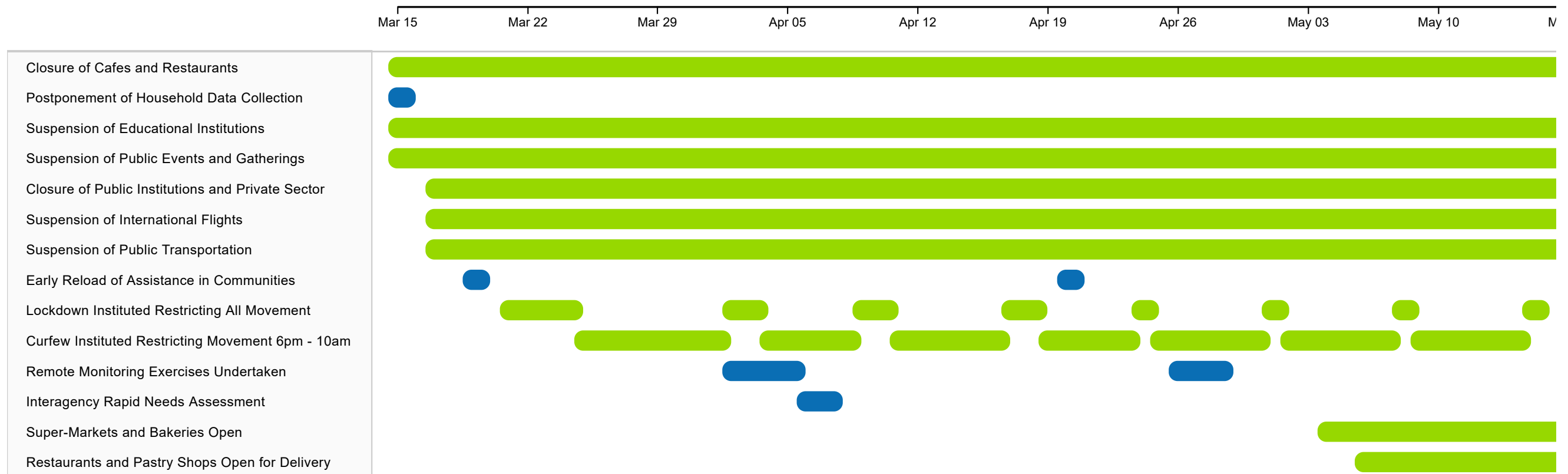
*"bread selling point staff don't wear face masks"*

*"people did not take enough spacing at the queue line outside shops"*

# Section II - Analysis of Communities

## Community Timeline of Events

● Government ● WFP



## Community - WFP Assistance Information

From April 20th to April 21st, WFP Jordan provided an early reload of May assistance to 85,909 households in communities with a total value of 7,052,906 JOD. Of the 85,909 households in communities provided assistance, 27,971 households have redeemed their assistance at WFP-contracted shops and 62,614 households have redeemed their assistance at ATMs as of May 16th. The total value of the redemption includes 1,823,132 JOD at WFP-contracted shops and 5,323,170 JOD at ATMs. These values indicate that 97% of households in communities have redeemed their assistance, and that 101% of the value of the assistance has been redeemed as of May 16th. Note that the value of redemption is higher than the value of reload as some beneficiaries rolled over unused assistance from previous months.

85.9K

Number of households in communities provided May assistance

7.05M

Value of May assistance provided to households in communities (JOD)

28.0K

Number of households in communities redeeming May assistance from shops

1.82M

Value of May assistance redeemed by households in communities from shops (JOD)

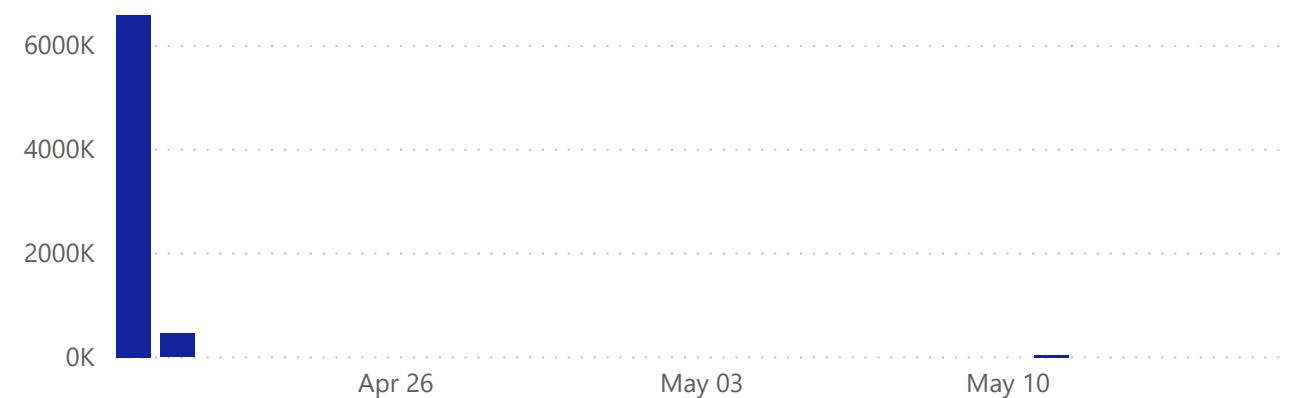
62.6K

Number of households in communities redeeming May assistance from ATM

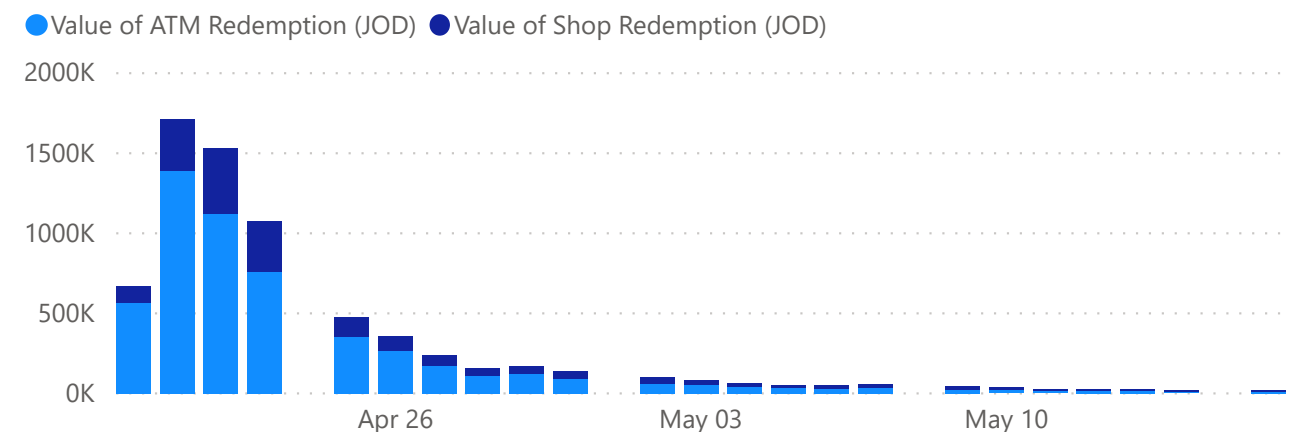
5.32M

Value of May assistance redeemed by households in communities from ATM (JOD)

Value of Reload (JOD) by Date



Value of ATM Redemption (JOD) and Value of Shop Redemption (JOD) by Date





## Community - Contracted Shop Price Information

### Amman\*

Prices for cereals, grains, roots, and tubers; condiments and spices; fruits; legumes and nuts; milk and dairy products; sugar and sweets; and vegetables and leaves were acceptable across February, March, and April with monthly price changes below 20%.

The price of eggs increased by 32% from March to April. The price of oil increased by 20% from March to April after a 12% drop in March. The price of tomatoes and apples increased considerably during the past two months.

Price trends generally align with the Jordan Department of Statistics food price estimates, data accessible through WFP Safety Nets Alert Platform (<https://snap.vam.wfp.org/main/>)

Category	Size	Unit of Measure	Feb Average Price (JOD)	Mar Average Price (JOD)	Apr Average Price (JOD)	Percent Change - Feb to Mar	Percent Change - Mar to Apr
<b>Cereals, Grains, Roots, and Tubers</b>							
Bulgur	1.00	Kg	0.39	0.44	0.39	13%	-12%
Pasta	0.30	Kg	0.44	0.41	0.42	-7%	3%
Potatoes	1.00	Kg	0.44	0.45	0.42	1%	-6%
Rice	1.00	Kg	0.19	0.18	0.19	-3%	3%
<b>Condiments and Spices</b>							
Salt	0.75	Kg	0.28	0.30	0.30	10%	-0%
<b>Fruits</b>							
Apples	1.00	Kg	1.18	1.32	1.44	11%	9%
<b>Legumes and Nuts</b>							
Lentils	1.00	Kg	0.92	0.89	1.00	-3%	12%
<b>Meat, Fish, and Eggs</b>							
Chicken	1.00	Kg	1.12	1.14	1.14	2%	1%
Eggs	2.00	Kg	1.92	1.81	2.39	-6%	32%
<b>Milk and Dairy Products</b>							
Cheese	8.00	Pcs	2.13	2.19	2.29	3%	5%
<b>Oil, Fat, and Butter</b>							
Oil	1.80	L	0.46	0.40	0.48	-12%	20%
<b>Sugar and Sweets</b>							
Sugar	1.00	Kg	0.46	0.47	0.46	3%	-3%
<b>Vegetables and Leaves</b>							
Cucumbers	1.00	Kg	0.97	0.97	0.93	0%	-4%
Onion	1.00	Kg	0.50	0.43	0.36	-15%	-15%
Tomatoes	1.00	Kg	1.68	1.85	2.05	10%	11%

\* Source: WFP BAU Triangulation Database - POS Data Extracted May 13, 2020

\* Methodology: Analysis of prices based on the average price available at two WFP-contracted shops in Amman City at the time of purchase

## Community - Contracted Shop Price Information (cont.)

### Irbid\*

Prices for cereals, grains, roots, and tubers; condiments and spices; meat, fish, and eggs; milk and dairy products; oil, fat, and butter; and sugar and sweets were generally stable across February, March, and April with monthly price changes below 20%. The exception was the price of bulgur which increased substantially during the past 2 months.

The price for apples increased by 33% from March to April after a 5% increase in March. Similarly, the price of lentils increased by 36% from February to March and 20% from March to April.

Prices for vegetables and leaves fluctuated across February, March, and April for cucumbers, onions, and tomatoes. Tomatoes increased significantly during the past 2 months, by 42% from February to March and 61% from March to April.

Price trends generally align with the Jordan Department of Statistics food price estimates, data accessible through WFP Safety Nets Alert Platform (<https://snap.vam.wfp.org/main/>)

Category	Size	Unit of Measure	Feb Average Price (JOD)	Mar Average Price (JOD)	Apr Average Price (JOD)	Percent Change - Feb to Mar	Percent Change - Mar to Apr
<b>Cereals, Grains, Roots, and Tubers</b>							
Bulgur	1.00	Kg	0.60	0.68	0.78	13%	14%
Pasta	0.30	Kg	0.34	0.32	0.38	-5%	17%
Potatoes	1.00	Kg	0.43	0.37	0.43	-14%	16%
Rice	1.00	Kg	1.22	1.23	1.25	1%	2%
<b>Condiments and Spices</b>							
Salt	0.75	Kg	0.20	0.20	0.20	-0%	0%
<b>Fruits</b>							
Apple	1.00	Kg	1.02	1.07	1.42	5%	33%
<b>Legumes and Nuts</b>							
Lentils	1.00	Kg	0.65	0.88	1.06	36%	20%
<b>Meat, Fish, and Eggs</b>							
Chicken	1.00	Kg	1.63	1.84	1.78	13%	-3%
Eggs	2.00	Kg	2.18	2.24	2.59	3%	16%
<b>Milk and Dairy Products</b>							
Cheese	8.00	Pcs	0.52	0.51	0.53	-1%	3%
<b>Oil, Fat, and Butter</b>							
Oil	1.80	L	1.90	1.91	2.00	0%	5%
<b>Sugar and Sweets</b>							
Sugar	1.00	Kg	0.49	0.48	0.51	-1%	6%
<b>Vegetables and Leaves</b>							
Cucumbers	1.00	Kg	0.67	0.41	0.46	-38%	13%
Onion	1.00	Kg	0.49	0.39	0.45	-20%	16%
Tomatoes	1.00	Kg	0.23	0.33	0.53	42%	61%

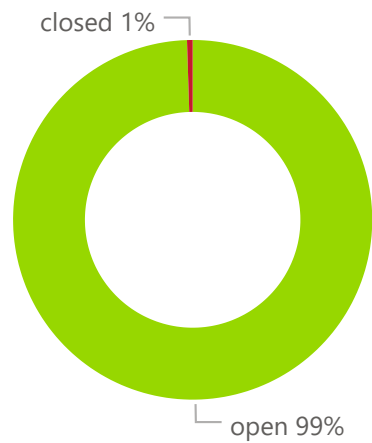
\* Source: WFP BAU Triangulation Database - POS Data Extracted May 13, 2020

\* Methodology: Analysis of prices based on the average price available at two WFP-contracted shops in Irbid City at the time of purchase

## Community - Contracted Shop Closure Information

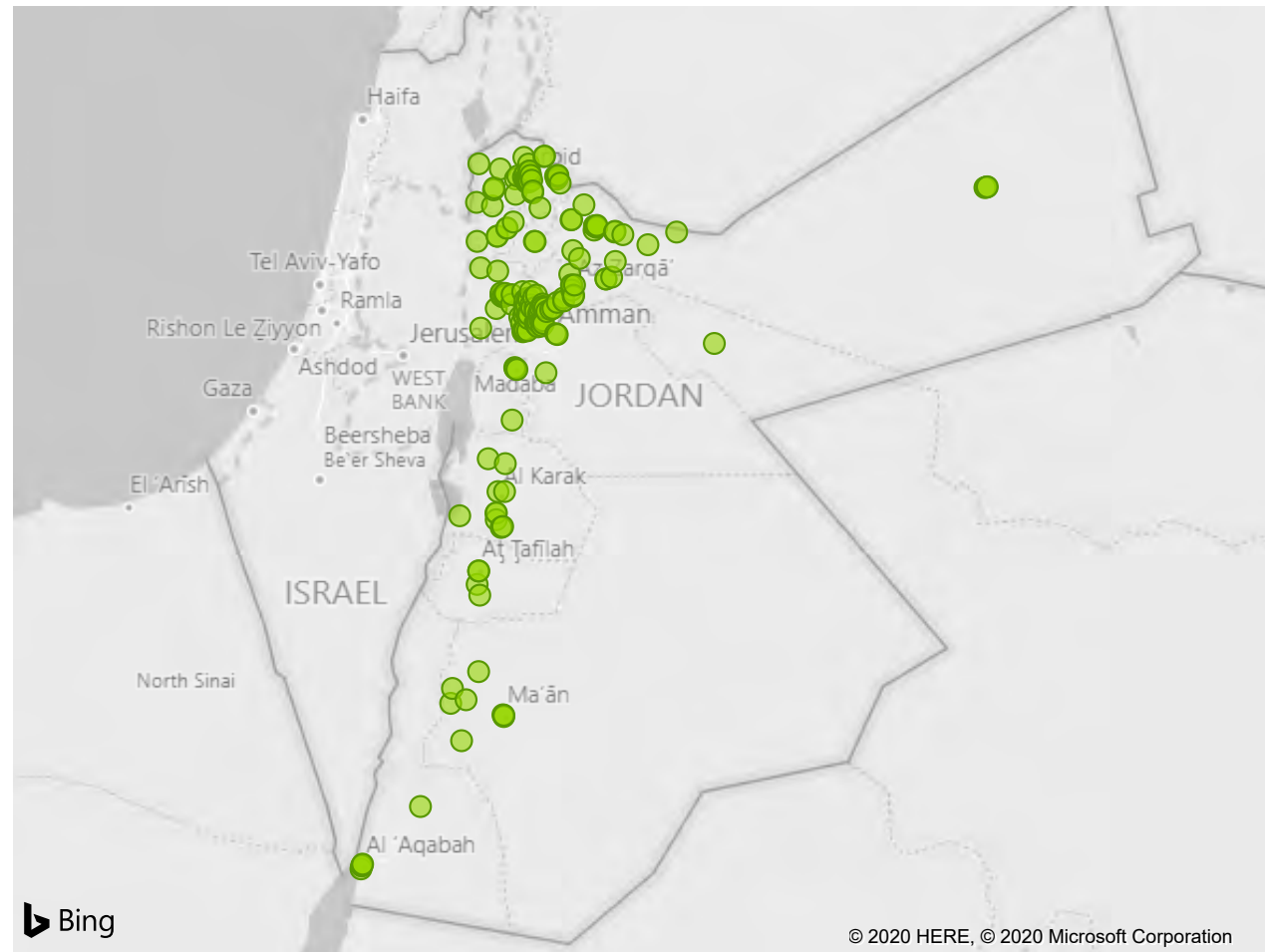
Ninety-nine percent of WFP-contracted shops in communities were open as of April 30th. This represents a significant increase for the 58% of WFP-contracted shops in communities that were open in the previous COVID19 Monitoring Report #1

Are WFP-contracted shops open?  
(n=199)

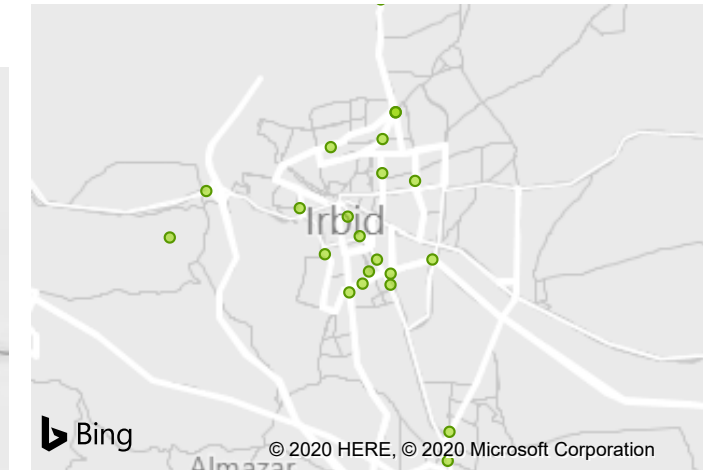


### Jordan

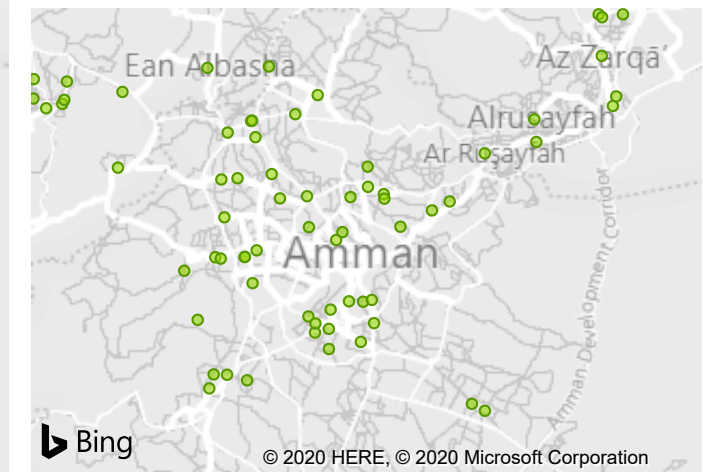
● closed ● open



### Irbid City



### Amman City

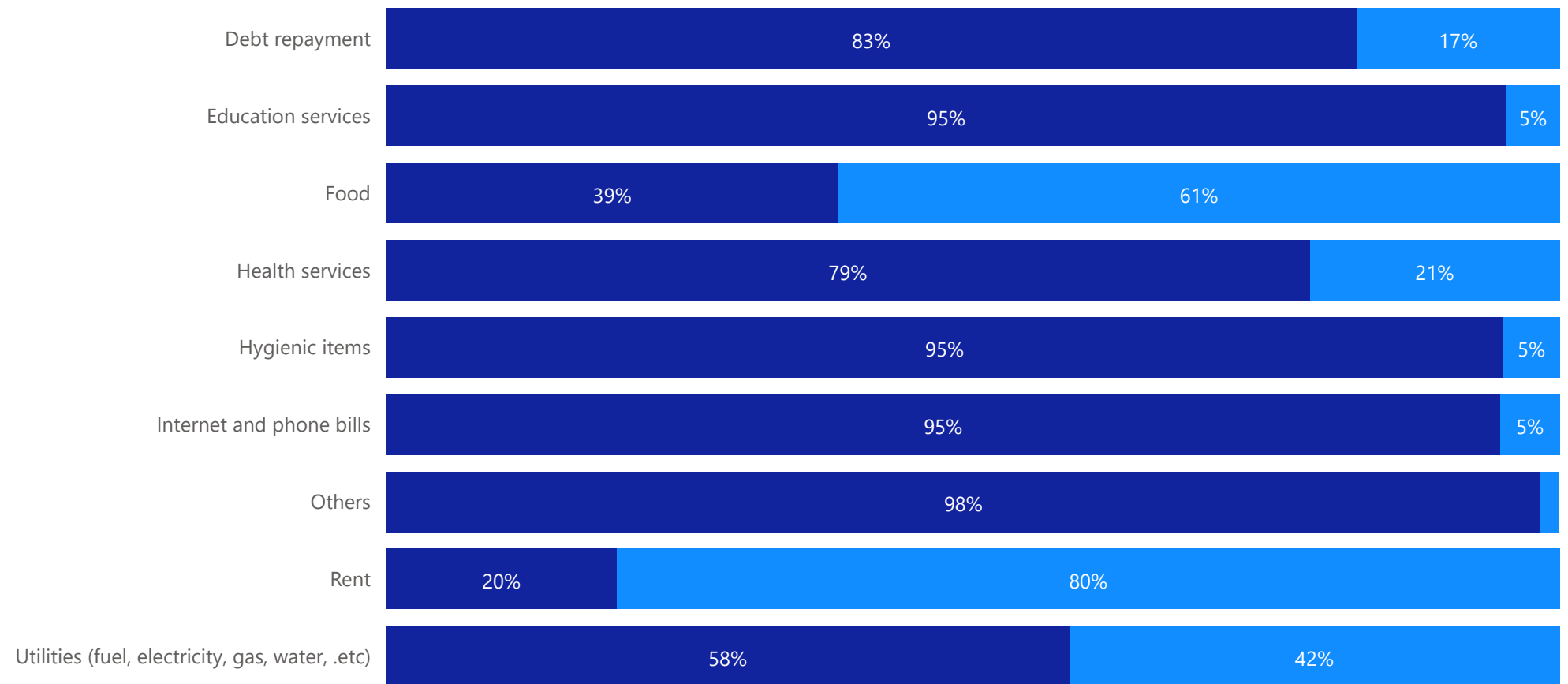


## Community - COVID19 Impact Information

The most urgent need for households in communities has been rent (80%), followed by food (61%), utilities (42%), health services (21%), and debt repayment (17%). Gender disaggregated data was also explored to better understand if male and female respondents differed in their views on the needs of households in communities. The analysis found slight differences, with female respondents citing rent (75%), food (57%), utilities (40%), health services (25%), and debt repayment (17%) as the household's most urgent needs and male respondents citing rent (85%), food (64%), utilities (44%), health services (18%), and debt repayment (18%) as the household's most urgent needs.

Since the curfew, what has been the most urgent need of the household? (n=376)

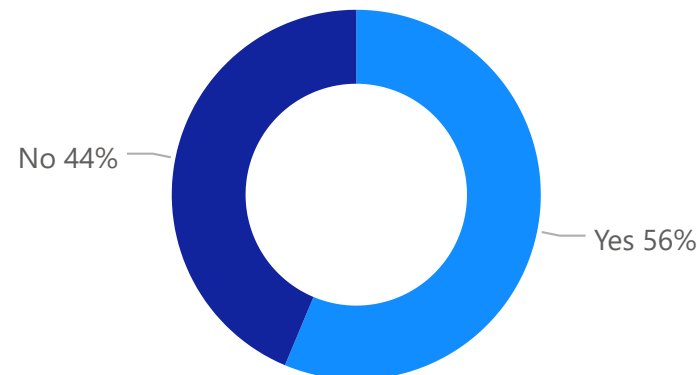
● No ● Yes



## Community - COVID19 Impact Information (cont.)

Fifty-six 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 31% of households citing lost access to markets. This appears to be similar to the findings of the *General Food Assistance to Refugees: COVID19 Monitoring Report #1* in which 67% of households in camps indicated the COVID19 had affected their ability to access food, and 67% of affected households citing lost employment and 50% of affected households citing lost access to markets.

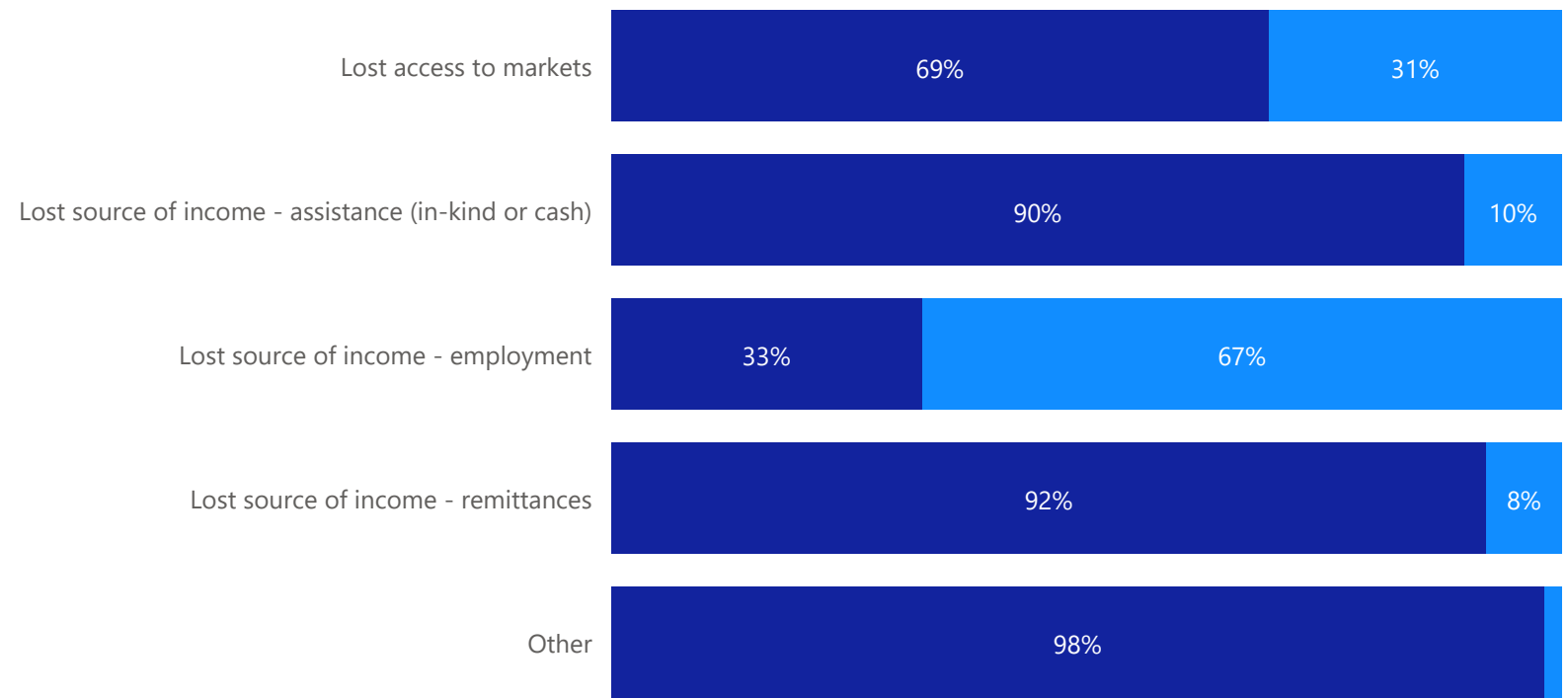
### Has COVID19 affected your ability to access food? (n=380)



### Has COVID19 affected your ability to access food? = Yes

#### How has COVID19 affected your ability to access food? (n=214)

● No ● Yes



## Community - COVID19 Impact Information (cont.)

For households in communities who cited that COVID19 had affected their ability to access food and who noted lost source of income, further exploration was undertaken to determine the extent of impact. For these households, 24% reported that most of their income was lost and 76% reported that all of their income was lost. On average, these households had 1 member engaged in paid labor before the curfew and now have 0 members engaged in paid labor.

*Has COVID19 affected your ability to access food? = Yes; How has COVID19 affected your ability to access food? = Lost Source of Income - Employment*

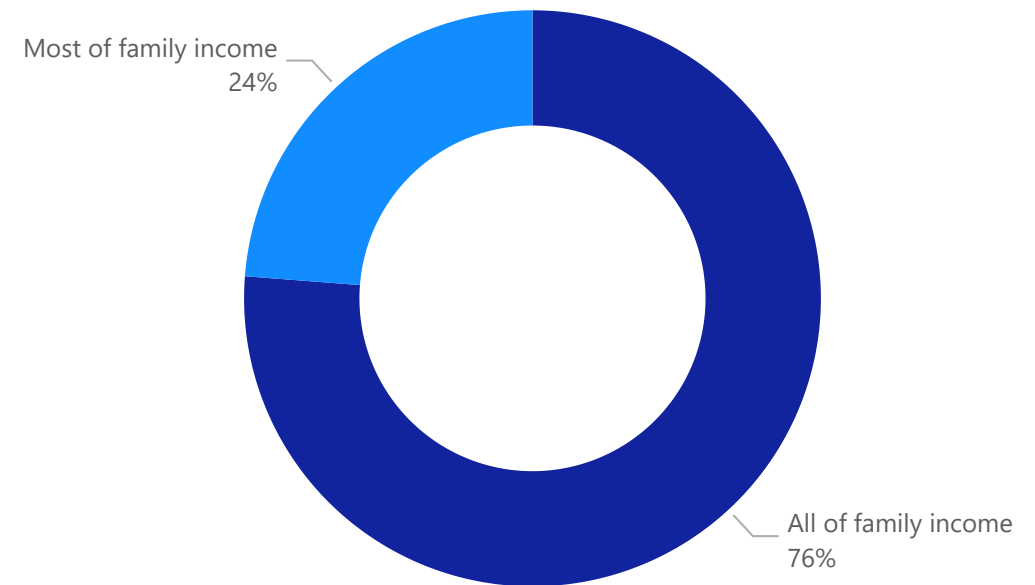
To what extent have you and/or any household members lost income?  
(n=143)

1

Average number of family members engaged in paid labor before the curfew (n=143)

0

Average number of family members engaged in paid labor after the curfew? (n=143)



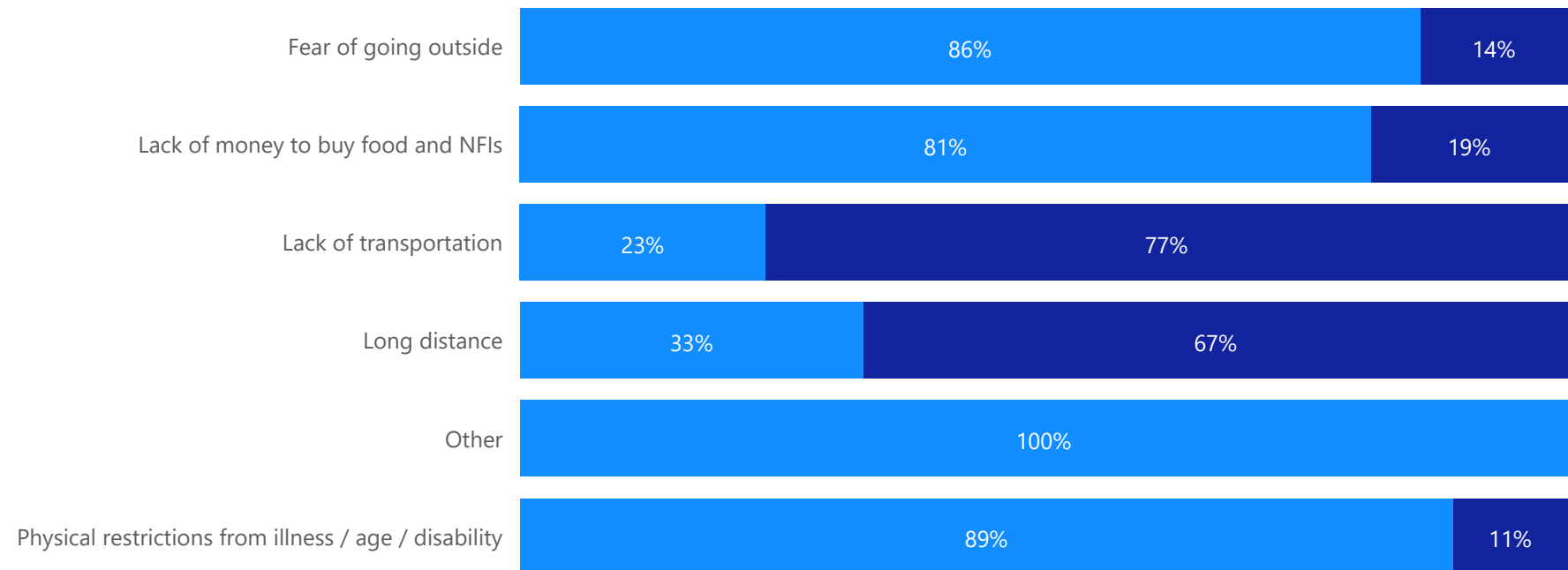
## Community - COVID19 Impact Information (cont.)

For households in communities who cited that COVID19 had affected their ability to access food and who noted lost access to markets, further exploration was undertaken to determine the underlying cause. For these households, 77% were not able to access markets because of lack of transportation and 67% because of long distances. Other reasons include lack of money (19%), fear of going outside (14%), and physical restrictions associated with illness, age, or disability.

*Has COVID19 affected your ability to access food? = Yes; How has COVID19 affected your ability to access food? = Lost Access to Markets*

What issues did you face in accessing market? (n=64)

● No ● Yes

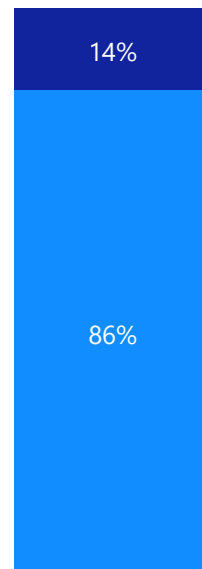


## Community - COVID19 Impact Information (cont.)

Fourteen percent of households in communities indicated that they have received assistance from other sources since the curfew began. For those that received assistance, 87% indicated that the assistance was provided by other organizations. Eighty-nine percent of assistance was provided as cash assistance and 11% of assistance was provided as in-kind food assistance.

### Since the curfew, have you received any assistance from any other sources? (n=380)

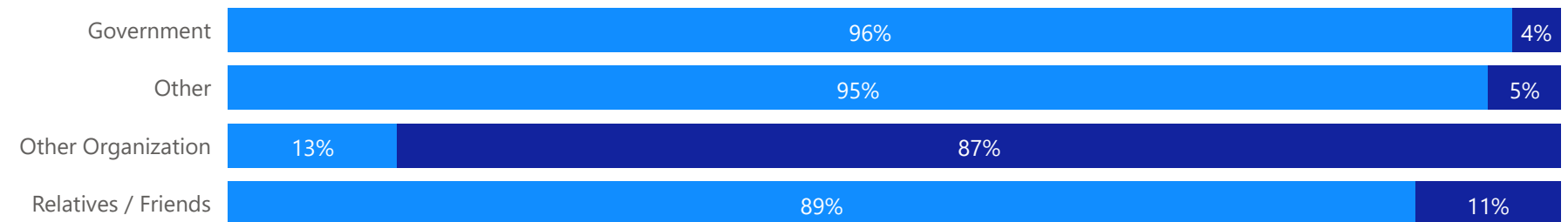
● No ● Yes



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

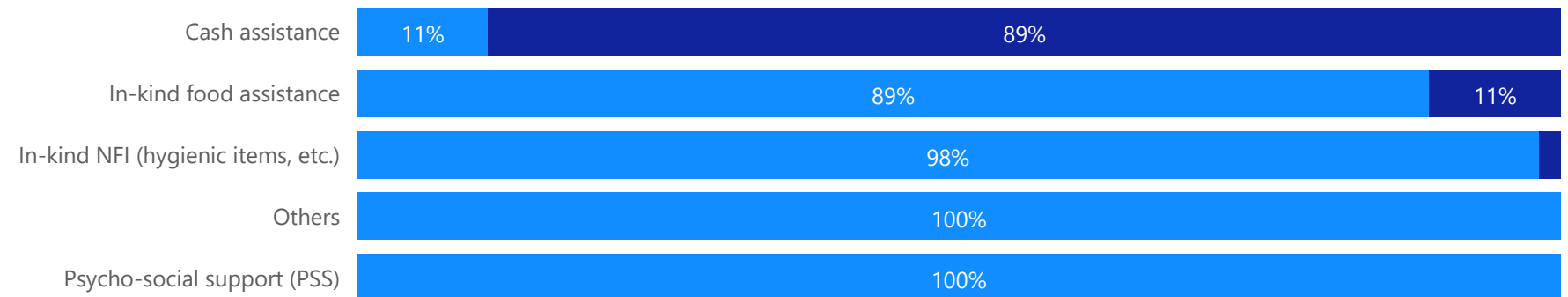
#### From where? (n=55)

● No ● Yes



#### What type of assistance did you receive? (n=55)

● No ● Yes

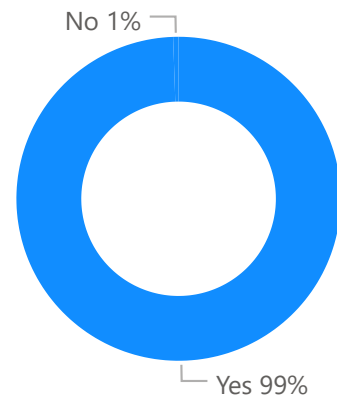




## Community - Early Reload Information

Ninety-nine percent of households in communities were found to be aware of the early reload of May assistance. Of those aware of the reload, 92% indicated that they found the early reload helpful and 8% did not find the early reload helpful. Of those that found the early reload helpful, 94% noted that the early reload allowed them to stock-up on food for Ramadan and 18% noted that the early reload supplemented lost household income. Of those that did not find the early reload helpful, 45% reported that the early stock was finished, 35% reported lost access to ATM and/or shops, and 26% reported that they were unable to stock food due to crowds. For households able to stock up on food, an average of 12 days of additional food was cited.

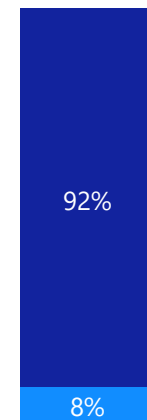
Are you aware that there was an early reload of May WFP assistance? (n=373)



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

Was the early reload of May WFP assistance helpful? (n=371)

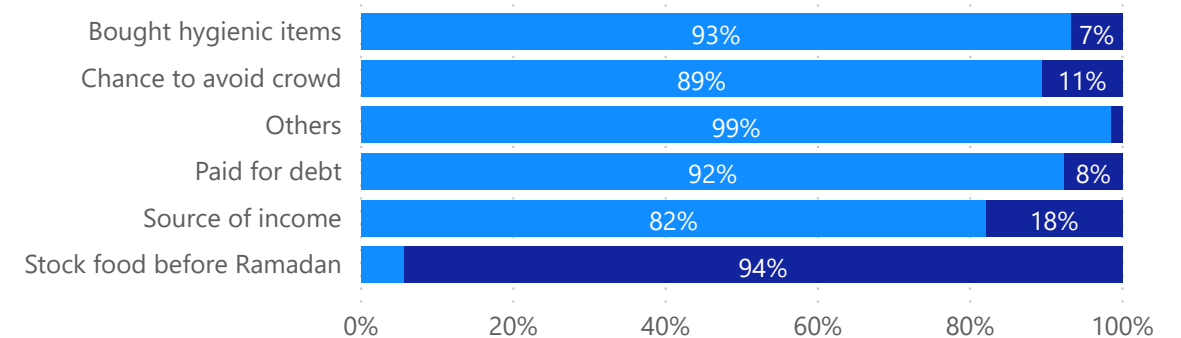
● No ● Yes



**12**  
Average number of days of additional food stocks (n=371)

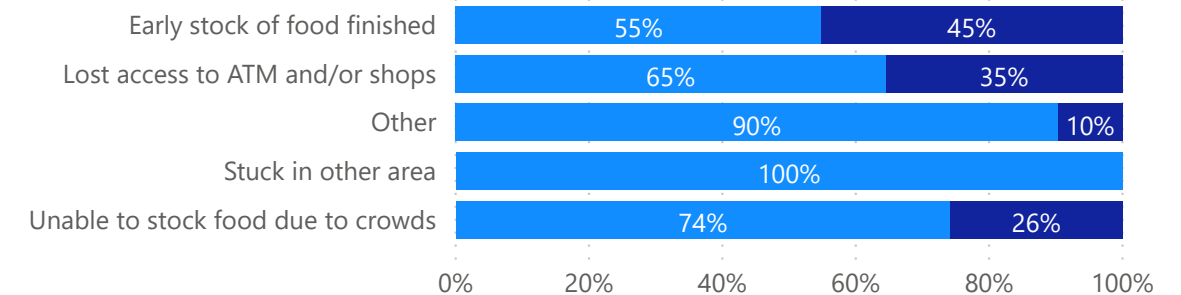
How was the early reload helpful? (n=340)

● No ● Yes



Why wasn't the early reload helpful? (n=31)

● No ● Yes



## Community - Redemption Information

Ninety-eight percent of households in communities indicated that they had possession of their WFP e-card. Of the 2% of households in communities not in possession of their card, 57% were still able to buy food through the acquisition of debt from either relatives and 57% were still able to buy food through the acquisition of debt at WFP-contracted shops. In addition, for the 2% of households not in possession of their card, 86% left their e-card at the WFP-contracted shop.

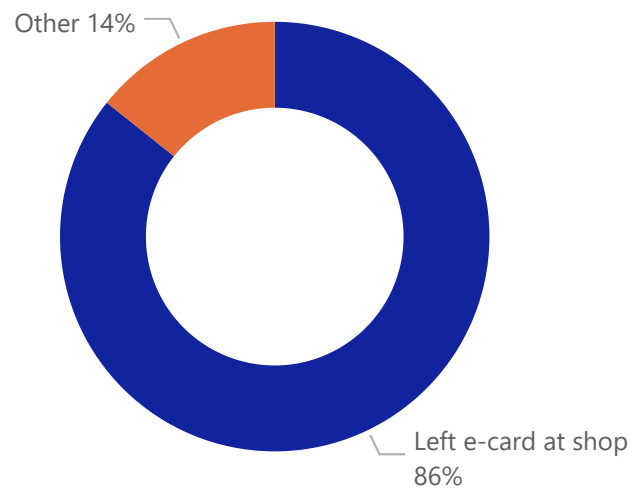
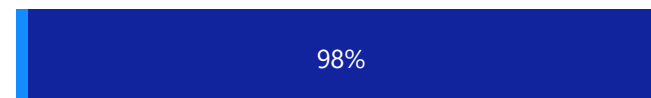
### Do you have your WFP e-card? = NO

Why don't you have your WFP e-card? (n=7)

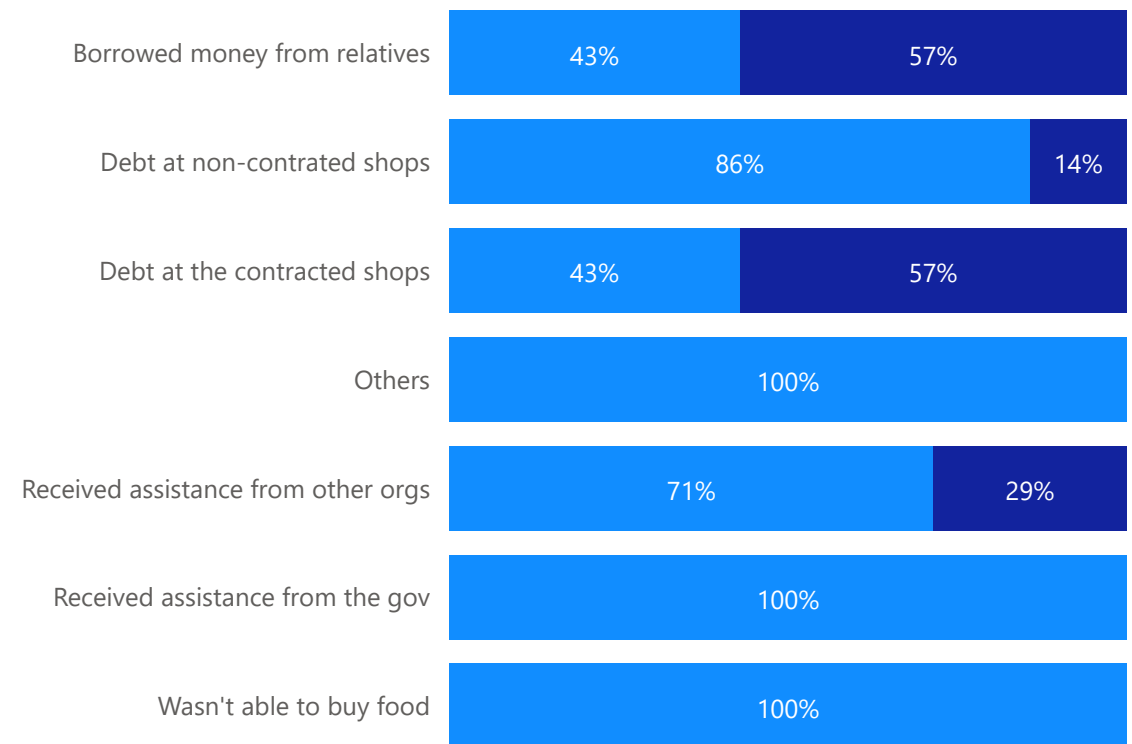
How were you able to access food without your e-card? (n=7)

Do you have your WFP e-card? (n=380)

● No ● Yes



● No ● Yes

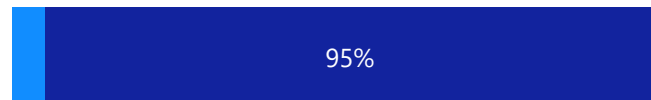


## Community - Redemption Information (cont.)

Ninety-five percent of households in communities were able to redeem their assistance. Of those that redeemed their assistance, 70% percent withdrew cash; 25% went directly to WFP-contracted shops, and 5% percent redeemed their assistance via both modalities. For households that selected the cash modality, 67% selected the cash modality because prices were cheaper at non-contracted shops and 59% selected cash to pay for other priorities.

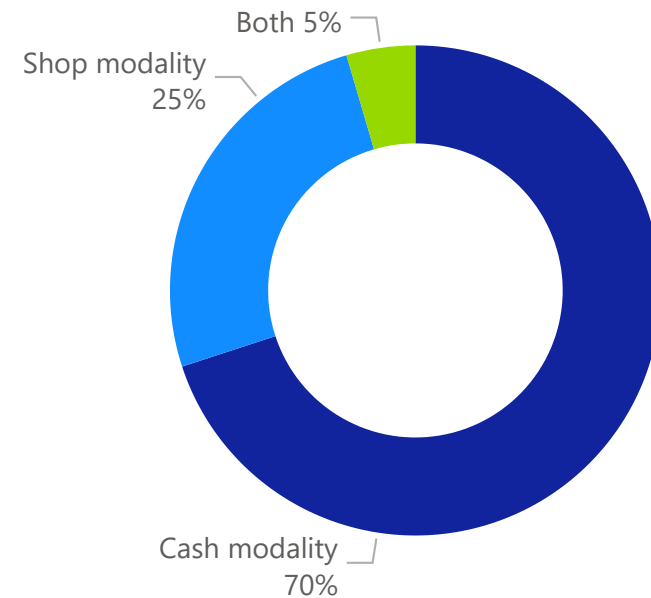
### Since the curfew, have you been able to redeem your WFP assistance? (n=372)

● No ● Yes



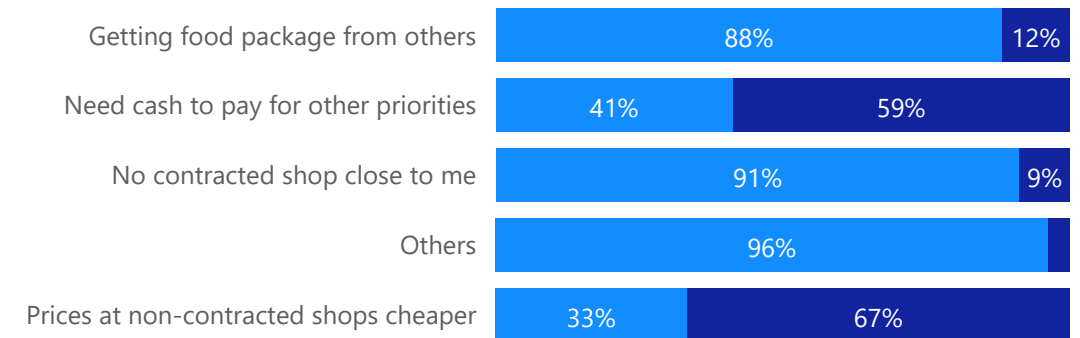
### Since the curfew, have you been able to redeem your WFP assistance? = Yes

#### Since the curfew, how were you able to redeem your WFP assistance? (n=353)



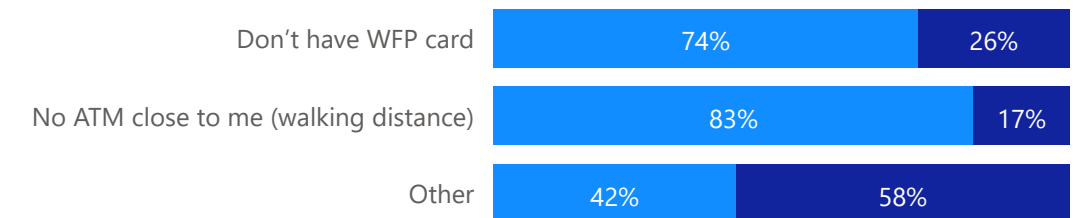
#### Why did you pick the cash modality? (n=264)

● No ● Yes



#### Why did you pick the shop modality? (n=106)

● No ● Yes



# General Food Assistance to Refugees: COVID19 Monitoring Report #2

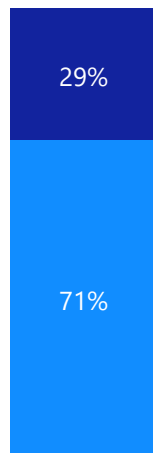
## Community - Redemption Information (cont.)

Of the 95% of households in communities that redeemed their assistance, 92% of indicated that they went to the ATM machine by walking and 5% indicated that they went to the ATM machine by car. The average time to travel to the ATM machine was 11 minutes and average time to queue in line at the ATM machine was 10 minutes. Twenty-nine percent of households cited challenges in withdrawing cash at the ATM, with long lines at the ATM cited as the most frequent challenge. Of the 5% of households in communities that were not able to redeem their assistance, 79% cited challenges accessing ATM machines and/or shops. The majority of household who indicated that they had challenges in withdrawing cash were found to be from Irbid, with crowds cited as the primary challenge faced by households.

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

Did you face any type of unusual challenges in withdrawing at ATM this month? (n=264)

● No ● Yes



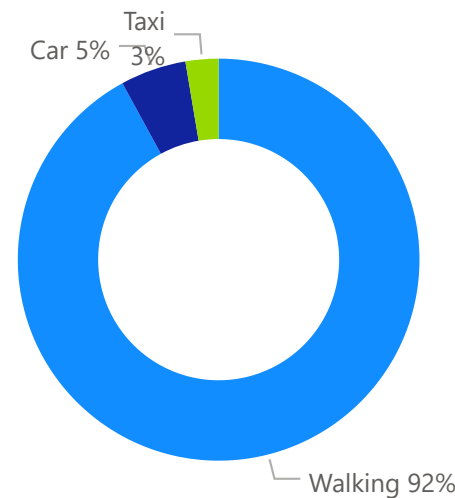
11

Average travel time to the ATM machine (minutes)? (n=264)

10

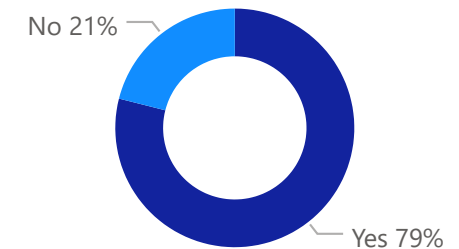
Average queue time for ATM machine (minutes)? (n=264)

Since the curfew, how did you go there? (n=264)



### Since the curfew, have you been able to redeem your WFP assistance? = No

Regarding accessibility to ATM machines and/or shops, are you facing any challenges? (n=19)



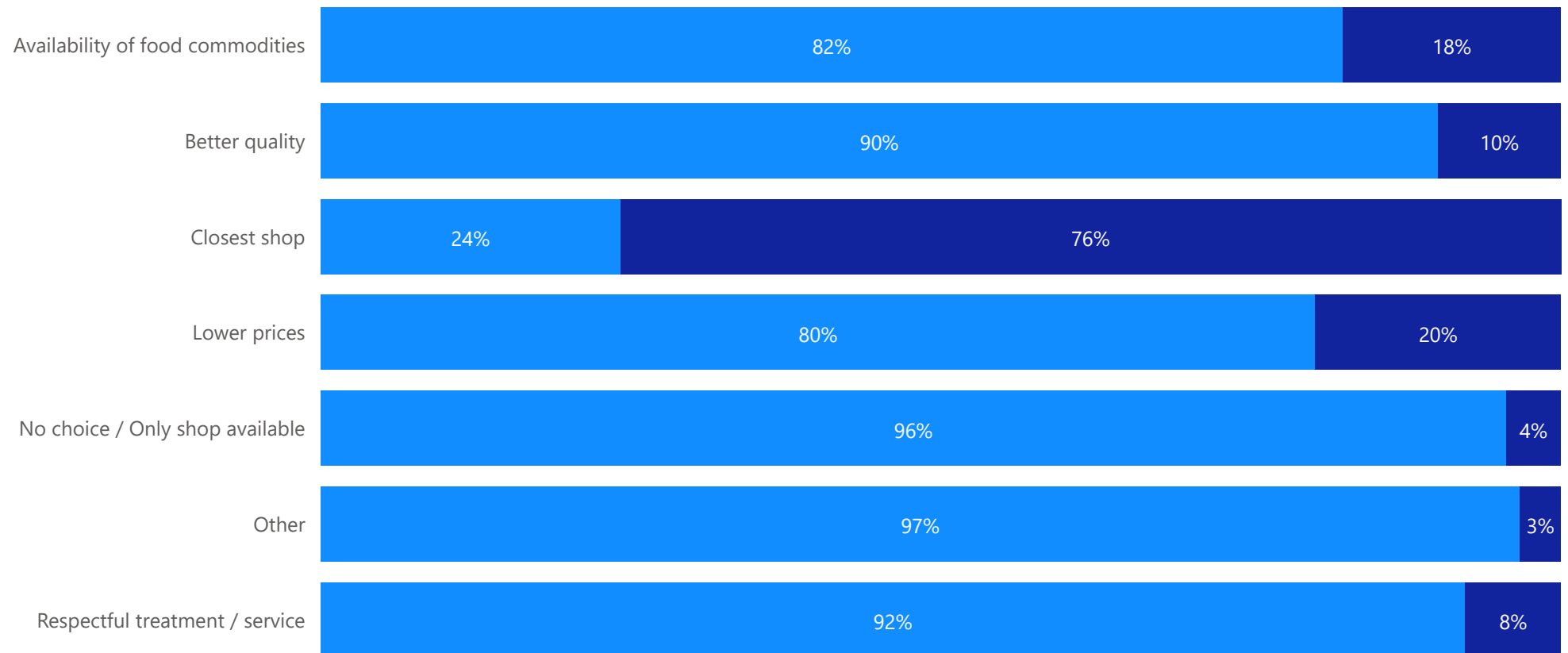
What kind of access issues have you been facing?	Percent of Total
Live in remote area – ATM / Shop not accessible by foot	60%
Others	13%
Single mom with children	13%
Crowd	7%
Not allowed to leave house (legal concern, fear of detention, etc.)	7%

## Community - Contracted Shop Information

Households in communities were asked to cite their rationale for selecting which WFP-contracted shop to go to, 76% noted the closest shop, 20% noted that there were lower prices, and 18% noted availability of food commodities. This appears to be unchanged from the findings of the *General Food Assistance to Refugees: COVID19 Monitoring Report #1* in which households in communities selected the shop based on the closest shop (88%), better quality (21%), and availability of food commodities (18%).

Since the curfew, how did you select which WFP-contracted shop to go to? (n=91)

● No ● Yes



## Community - Contracted Shop Information (cont.)

For households in communities, the average time for traveling to the WFP-contracted shop was 21 minutes and the average time for queuing at the shop was 28 minutes. Seventy-one percent of beneficiaries went to the shop by walking and 18% went to the shop by car. Generally, WFP-contracted shops followed social distancing guidance, provided staff with masks and gloves, provided customers with liquid hand sanitizers, and treated customers respectfully. Thirty-four percent of households in camps reported not being allowed to purchase hygienic items with assistance.

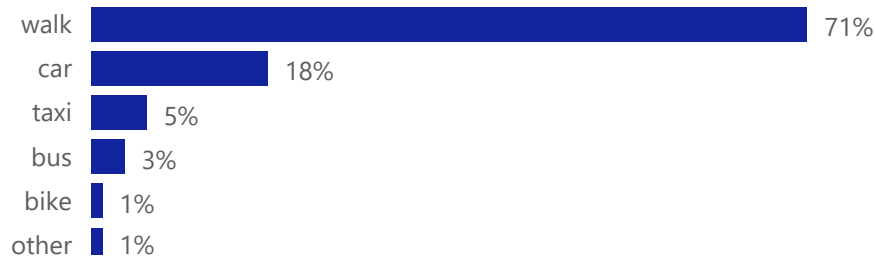
21

Average travel time to WFP-contracted shops (minutes)? (n=91)

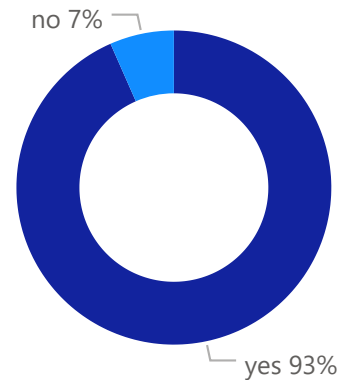
28

Average queue time for WFP-contracted shops (minutes)? (n=91)

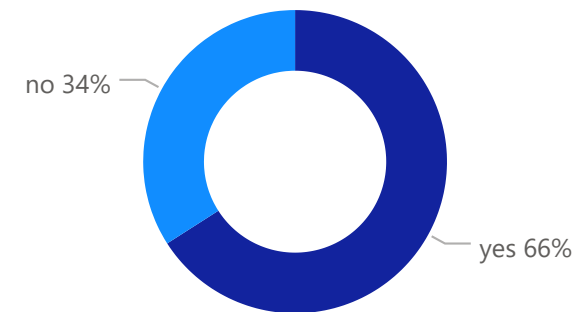
Since the curfew, how did you go there? (n=91)



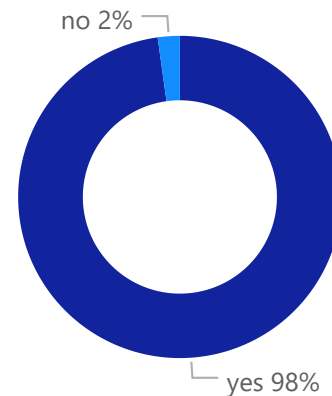
Since the curfew, was liquid hand sanitizer available for you inside the shop? (n=91)



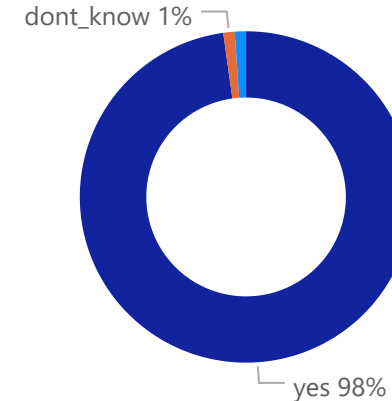
Since the curfew, have staff in WFP-contracted shops allowed you to purchase hygienic items with WFP assistance? (n=91)



Since the curfew, was there enough spacing (at least 1.5 - 2.0 meters) between individuals at the shop? (n=91)

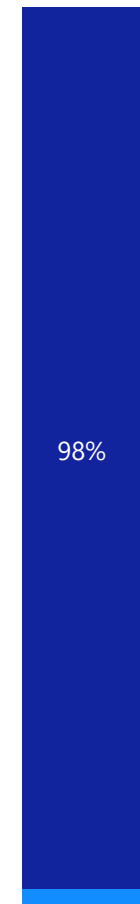


Since the curfew, have staff inside WFP-contracted shops been wearing masks and gloves? (n=91)



Since the curfew, have staff inside WFP-contracted shops treated you fairly and respectfully? (n=91)

● no ● yes

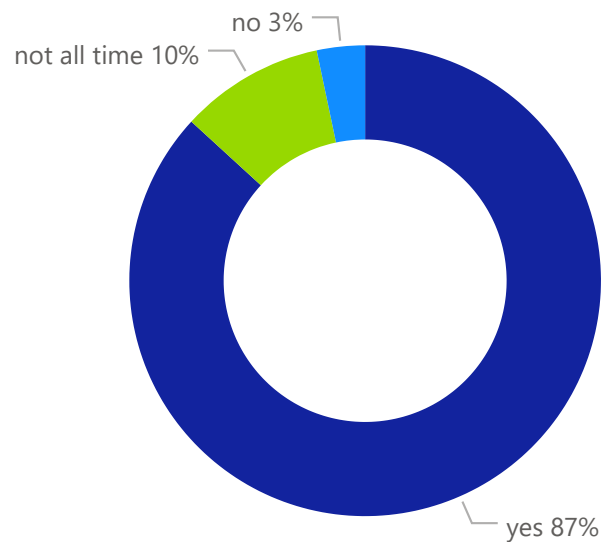


# General Food Assistance to Refugees: COVID19 Monitoring Report #2

## Community - Contracted Shop Information (cont.)

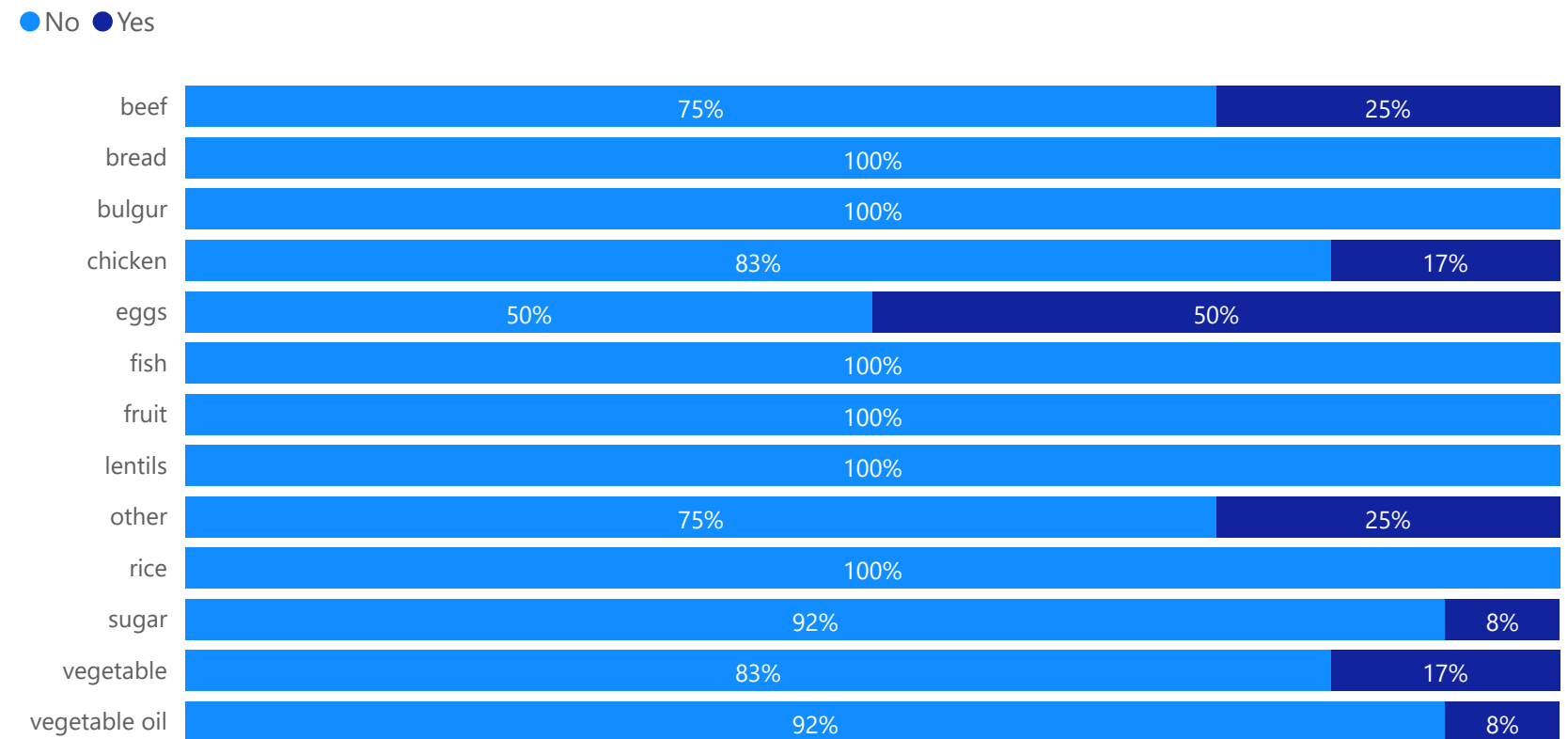
Eighty-seven percent of households noted that all basic food items required were available at WFP-contracted shop. Twelve percent stated that basic food items were not available (3%) or not available all the time (10%). Items most frequently cited as not available at WFP-contracted shops, included eggs (50%), beef (25%), other (25%), vegetables (17%), and chicken (17%). This is in line with price monitoring findings which confirm price hikes for eggs and some vegetables (such as tomatoes)

Since the curfew, are all the basic food items you require available in the WFP-contracted shops? (n=91)



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

Which basic food items were not available at the WFP-contracted shop? (n=91)

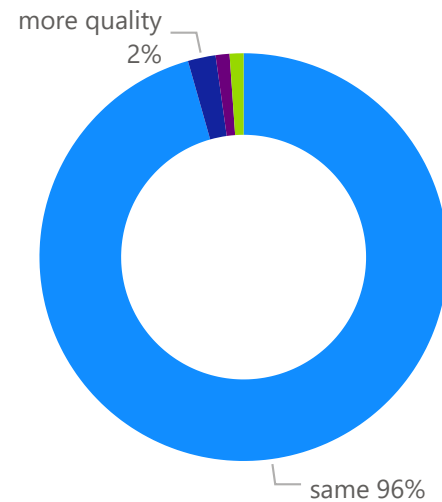
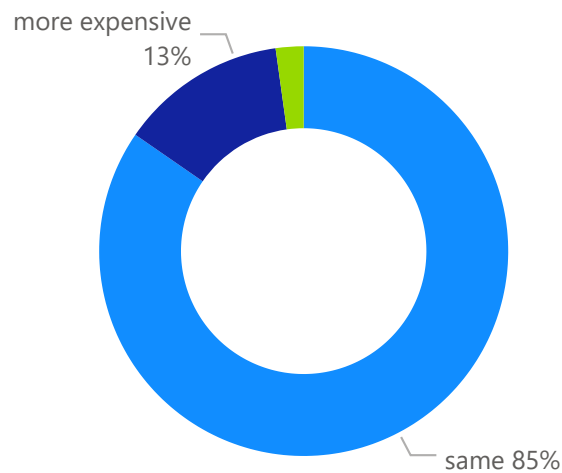


## Community - Contracted Shop Information (cont.)

Eighty-five percent of households in communities stated that the price of basic food items was the same as before the curfew and 13% stated that prices were more expensive than before the curfew. Items at WFP-contracted shops most frequently cited as the most expensive, included eggs (34%) and chicken (24%). 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, how would you rate the price of basic food items, compared to before the curfew? (n=91)

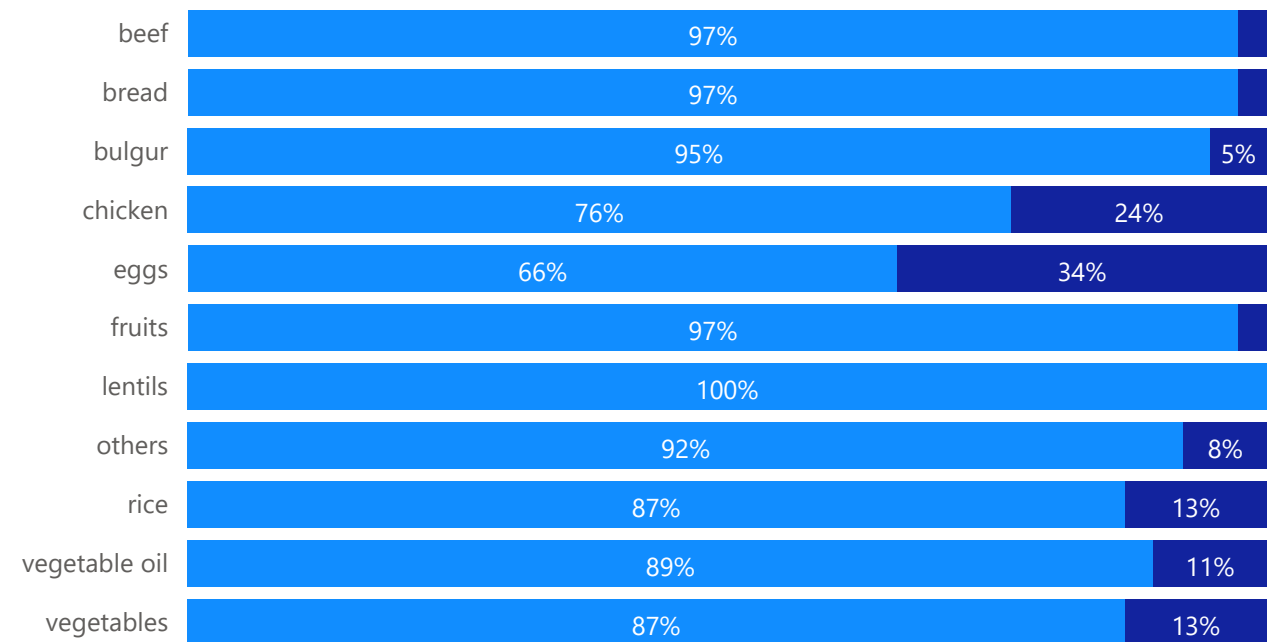
Since the curfew, how would you rate the quality of basic food items, compared to before the curfew? (n=91)



*Since the curfew, how would you rate the prices of basic food items, compared to before the curfew? = More expensive; Not all the time*

Which are most expensive items? (n=37)

● No ● Yes

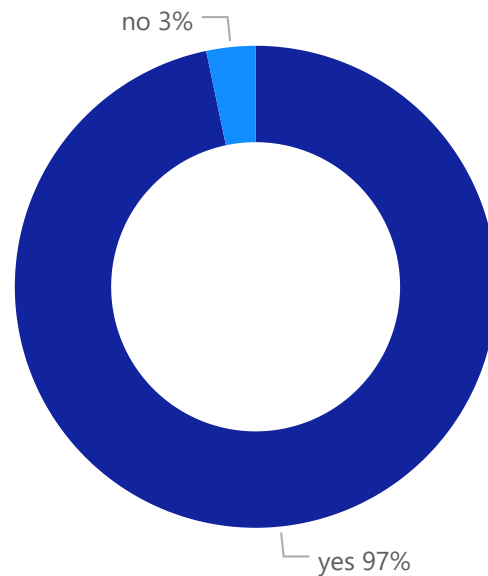




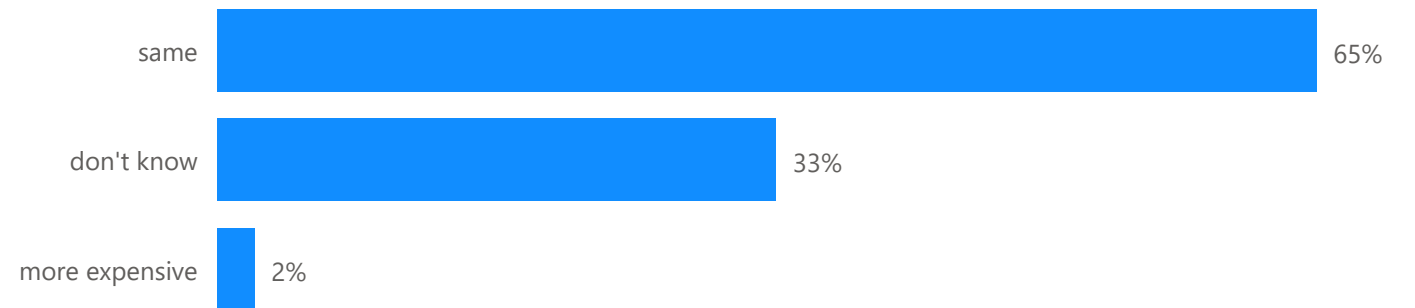
## Community - Contracted Shop Information (cont.)

Ninety-seven percent of households in communities confirmed the availability of hygienic items and 3% of households in communities stated that hygienic items were not available. Sixty-five percent of households in communities stated that prices of hygienic items were the same as before the curfew and 66% of households in communities stated that the quality of hygienic items were the same as before the curfew

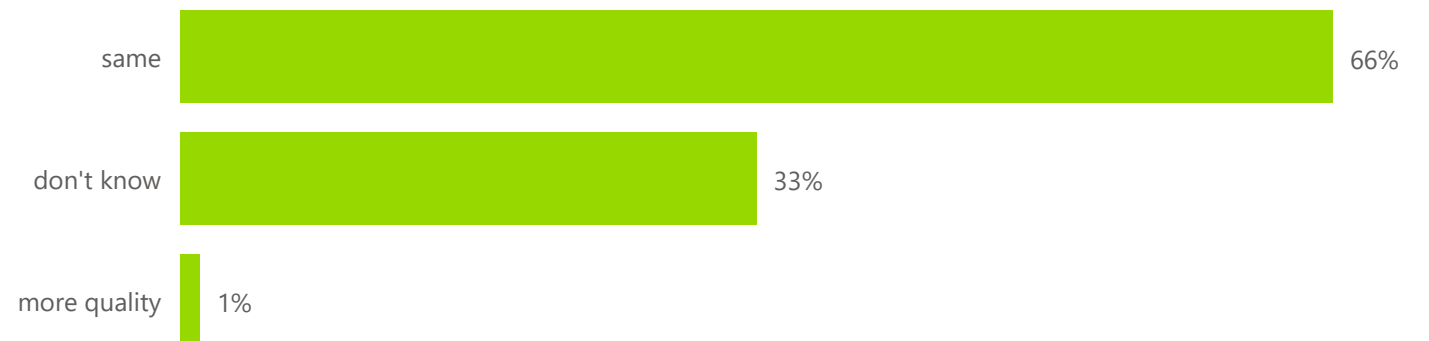
Since the curfew, are all the basic hygiene items you require available in WFP-contracted shops? (n=91)



Since the curfew, how would you rate the prices of basic hygiene items, compared to before the curfew? (n=91)



Since the curfew, how would you rate the quality of basic hygiene items, compared to before the curfew? (n=91)



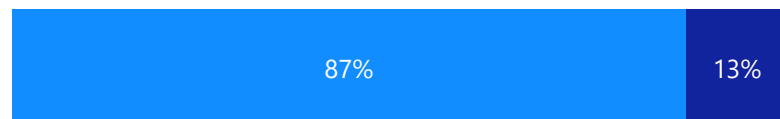
# General Food Assistance to Refugees: COVID19 Monitoring Report #2

## Community - Protection Information

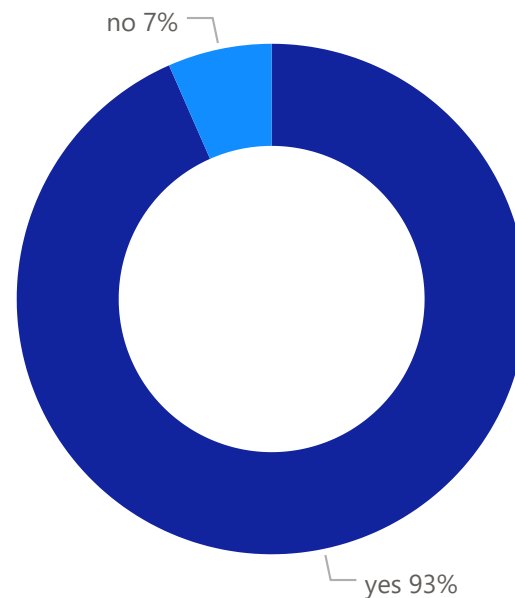
Ninety-three percent of shops provided receipts to households in communities and 53% of households in communities witnessed people with special needs being prioritized at WFP-contracted shops. One livelihoods coping mechanism explored during the data collection exercise, although not promoted by WFP Jordan, was the practice of purchasing items on credit. Thirteen percent of households in camps were allowed to buy food on credit at WFP-contracted shops.

Since the curfew, were you able to purchase items on credit from WFP-contracted shops? (n=91)

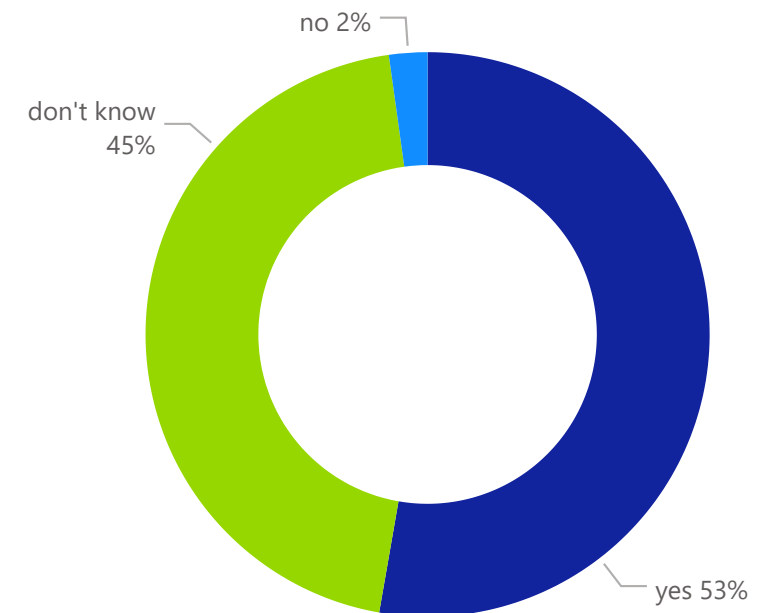
● no ● yes



Since the curfew, were you provided a receipt at WFP-contracted shops? (n=91)



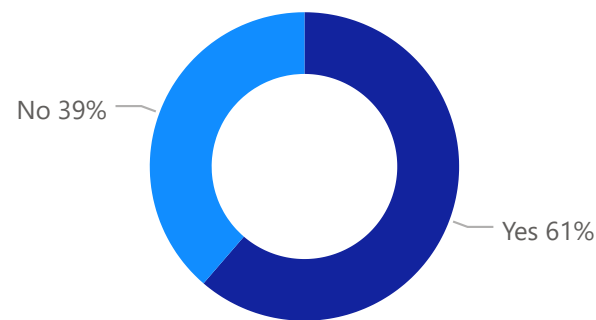
Since the curfew, have you witnessed people with special needs being prioritized to buy food at WFP-contracted shops? (n=91)



## Community - Accountability to Affected Populations Information

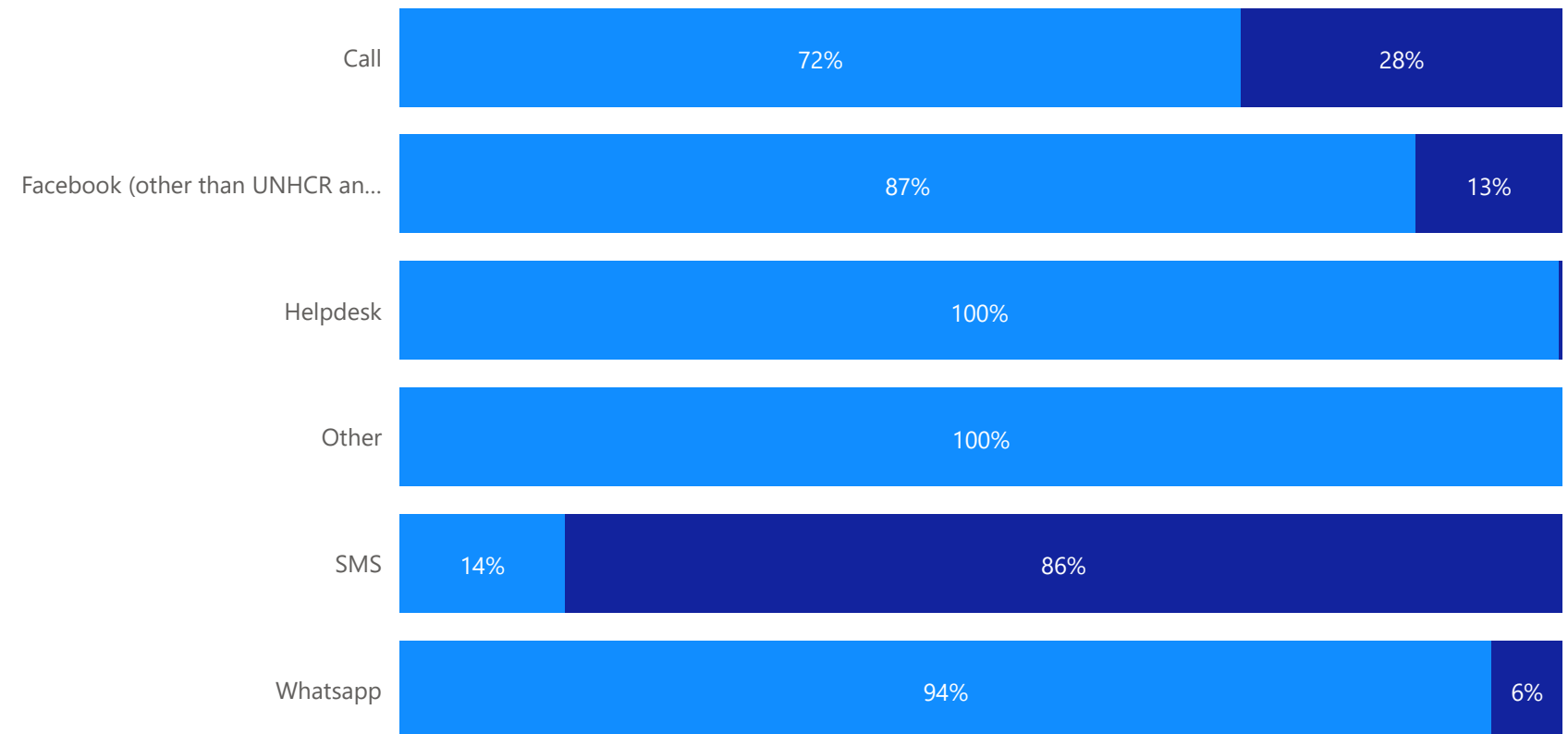
Seventy-one percent of households in communities received communication from WFP related to COVID19. Households were asked to recommend preferred communication channels for communicating with WFP, with 86% of households preferring SMS and 28% preferring phone call. Gender disaggregated data was also explored to better understand if male and female respondents differed in their views on preferred communication channels. The analysis found slight differences, with female respondents citing SMS (84%) and call (29%) as the preferred communication channels and male respondents citing SMS (88%) and call (27%) as the preferred communication channels.

Have you received any communication for WFP related to COVID19 (e.g. regarding curfew, crowd control measures, early reload)? (n=380)



In light of the curfew, what communication channels would you recommend for communicating with WFP? (n=380)

● No ● Yes



## Community - Accountability to Affected Populations Information (cont.)

---

*Do you have suggestions or recommendations related to how WFP can support during the COVID outbreak?*

---

### **Provide Early Reload of June Assistance**

*"next reload should be earlier because of the Eid"*

*"early reload for next month too"*

*"next month, will WFP reload earlier"*

### **Provide Additional Mobile ATMs / Branches**

*"mobile ATM will be great help"*

*"a nearer branch should be much better"*

*"if there is a mobile ATM it will help a lot for the remote people in farming"*

*"walks for 2 hours to reach ATM"*

*"mobile ATM to redeem the assistance"*

*"mobile ATM"*

*"mobile ATM"*

*"ATM is far, she sent her neighbor that has a permission to redeem for her"*

*"add another ATM in Mafraq"*

*"mobile ATM will save me walking for more than an hour"*

*"to have Ahli Bank branch at Azraq"*

### **Increase Assistance Amount**

*"increase amount of assistance"*

*"increase value of WFP assistance"*

*"increase the value of the assistance"*

*"asked to provide extra assistance this month to cover shortage in income"*

# Section III - Analysis of Complaints and Feedback

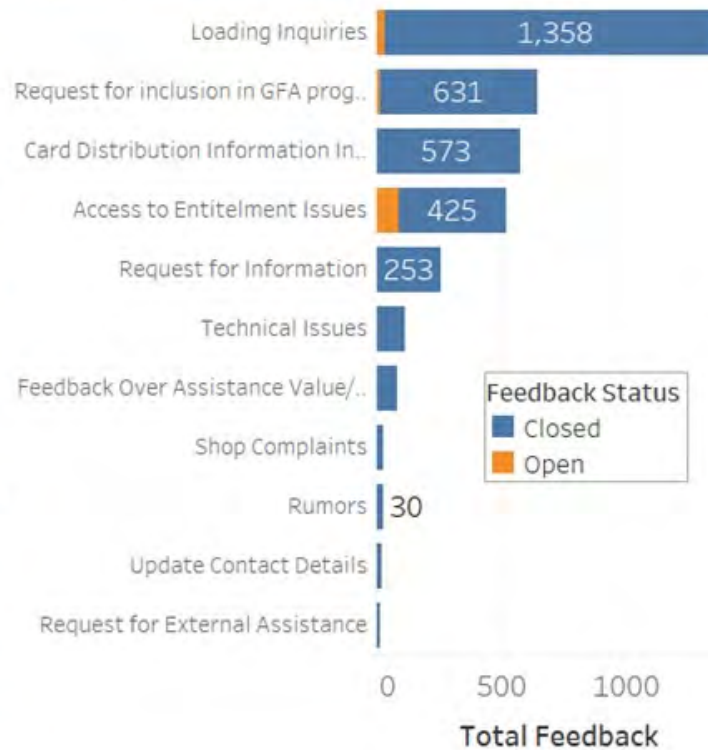
## Bi-weekly Covid-19 Complaint and Feedback Mechanism

### Feedback Channels

- 1- Hotline
- 2- Social media platforms
- 3- Helpdesk in the camps
- 4- BCM Calls

WFP 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 2400 calls per week whereas the helpdesks in camps, when combined, receive around 200 inquiries per week. The majority of feedback and inquiries 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.

### Types Of Feedback Received

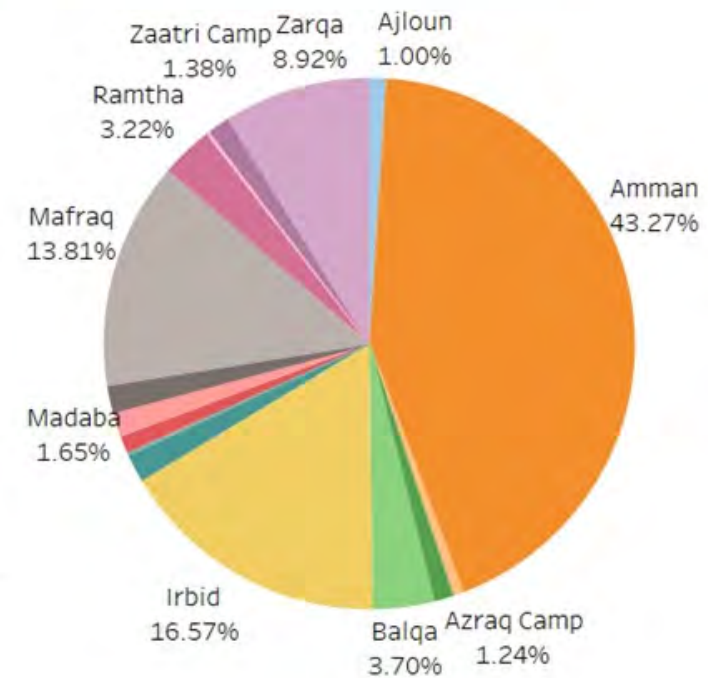


April 20th- May 2nd 2020

### Percentage of Feedback by Gender



### Percentage of Feedback by Location



# Section IV - Conclusions

## Camps - Conclusions

### **Food Remains Most Urgent Need for Households in Camps, However Impact of COVID19 on Food Access Appears to Be Easing**

The most urgent need self-identified by households in camps was food, cited by 61% of households. However, it appears that the impact of COVID19 and associated governmental measures have eased a bit as 26% of households in camps indicated that COVID19 had affected their ability to access food for this round of BCM as compared to 41% of households in camps from the previous round of BCM. This may be partially driven by the relaxation of governmental measures and an increase in humanitarian assistance in the camps, with 58% of households in camps indicating that they have received assistance from other humanitarian organizations since the curfew began. Sixty-nine percent of the assistance was provided as cash assistance and 55% of assistance provided as in-kind assistance of non-food items (NFI).

### **Lost Livelihoods Tied to COVID19 Continues to be Primary Driver for Food Access Issues for Households in Camps While Food Access Issues Tied To Lost Market Access Reduces**

Of the 26% of households in camps that indicated that COVID19 had affected their ability to access food, 83% cited lost employment and 7% cited lost access to markets as the cause of the household's ability to access food. These percentages represent an increase in the importance of lost income and reduction in the importance of lost market access when compared to the previous round of BCM in which of the 41% of households in communities that indicated that COVID19 had affected their ability to access food, 63% cited lost employment and 31% of cited lost access to markets.

### **May Early Reload Effective for Households in Camps, Who Reported High Levels of Perceived Helpfulness**

Of those aware of the early reload of May assistance, 93% indicated that they found the early reload helpful. Of those that found the early reload helpful, 99% noted that the early reload allowed them to stock-up on food for Ramadan and 14% noted that the early reload supplemented lost household income. Households were able to stock up on an average of 13 days of additional food.

### **Wait Times at WFP-Contracted Shops Remain Long, Especially in Azraq Camp**

For households in camps, the average queue time at shops was 107 minutes. This differed significantly across camps with an average queue time of 159 minutes in Azraq Camp and an average of 86 minutes in Zaatari Camp. This is further evidenced by households who noted *"spent 5 hours on the queue for bread from 4am to 9am, the day before the total curfew"* and *"approach sameh mall at 3:00am until 16:00pm sometimes only to get a chance to buy their bread"*

### **Split Opinion on Food Prices, However Almost Half of Households in Camps Felt That Prices in WFP-Contracted Shops in Camps Were More Expensive Than Before Curfew, Especially for Vegetables, Meat, and Eggs.**

Forty-seven percent, of households in camps stated that the price of basic food items was the same as before the curfew and 41% stated that the prices of basic food items were more expensive than before the curfew. Items at WFP-contracted shops most frequently cited as more expensive, included vegetables (53%), eggs (47%), chicken (33%), and rice (22%). Similarly, these items, especially vegetables and eggs, were most frequently noted as having limited availability within shops.

### **Quality of Bread Remains a Challenge at WFP-Contracted Bread-Selling Points**

One-hundred percent of households in camps purchased bread from bread selling point in the camp since the curfew, but only 50% of households were satisfied by the quality of the bread. The most common complaints were dry bread (65%) and unbaked bread (30%). Staff at bread selling points generally wore masks and gloves (90%) and roughly three-quarters provided hand sanitizer at the bread selling point (73%). Bread products were generally available at bread selling points (90%).

### **WFP Communication to Beneficiaries Effective in Camps**

One-hundred percent of households in camps were found to be aware of the early reload of May assistance and 76% of households in camps received some form of communication from WFP related to COVID19.



## Community - Conclusions

### **Increasing Number of WFP-Contracted Shops Open in Communities**

Ninety-nine percent of WFP-contracted shops in communities were open as of April 30th. This represents a significant increase for the 58% of WFP-contracted shops in communities that were open in the previous BCM.

### **Rent Most Urgent Need for Households in Communities, However Food Access Remains Urgent Need and Impact of COVID19 on Food Access Persists**

The most urgent self-identified need for households in communities was rent, cited by 80% of households in communities. Food and utilities were also noted as urgent needs by 61% of households and 42% of households respectively. It appears that the impact of COVID19 and associated governmental measures persists as 56% of households in communities indicated that COVID19 had affected their ability to access food for this round of BCM, a similar value to the 67% of households in communities that indicated that COVID19 had affected their ability to access food from the previous round of BCM. It should be noted that the pressure on households seems to be easing as fewer households feel their ability to access food compromised.

### **Lost Livelihoods Tied to COVID19 Continues to be Primary Driver for Food Access Issues for Households in Communities While Food Access Issues Tied To Lost Market Access Reduces**

Of the 56% of households in communities that indicated that COVID19 had affected their ability to access food, 67% cited lost employment and 31% cited lost access to markets as the cause of the household's ability to access food. This is similar to what was reported from the previous round of BCM in which of the 67% of households in communities that indicated that COVID19 had affected their ability to access food, 67% cited lost employment and 50% of cited lost access to markets. It should be noted that access to markets has generally improved nationally, with the re-opening of supermarkets and easing of restrictions on movement

### **May Early Reload Effective, Showing High Levels of Perceived Helpfulness**

Of those aware of the early reload of May assistance, 92% indicated that they found the early reload helpful. Of those that found the early reload helpful, 94% noted that the early reload allowed them to stock-up on food for Ramadan and 18% noted that the early reload supplemented lost household income. Households were able to stock up on an average of 12 days of additional food.

### **Stable Food Prices in WFP-Contracted Shops Reported by Households in Communities, However Some Increases in the Price of Fresh Foods Observed Through Price Monitoring**

Eighty-five percent, of households in camps stated that the price of basic food items was the same as before the curfew and 13% stated that the prices of basic food items were more expensive than before the curfew. Food price monitoring found that across Jordan prices showed some fluctuations during the past 2 months, though mostly within acceptable limits (+/- 20%). Exceptions were some fresh foods such as tomatoes, apples and eggs for which considerable price hikes were registered since February. Some regional differences were observed for Irbid governorate where prices for lentils and bulgur increased substantially over the past 2 months.

### **Household in Communities More Able to Redeem Assistance and Shifting Towards Cash Redemption**

Ninety-five percent of households in communities were able to redeem their assistance. Of those that redeemed their assistance, 70% percent withdrew cash, 25% went directly to WFP-contracted shops, and 5% percent redeemed their assistance via both modalities. For households that selected the cash modality, 67% selected the cash modality because prices were cheaper at non-contracted shops and 59% selected cash to pay for other priorities. This represents a significant change in household redemption as the previous BCM found that only 71% of households in communities were able to redeem their assistance, with 47% percent withdrawing cash, 43% going directly to WFP-contracted shops, and 10% percent redeeming their assistance via both modalities.

### **WFP Communication to Beneficiaries Effective in Communities, Although Less Effective Than in Camps**

Ninety-nine percent of households in camps were found to be aware of the early reload of May assistance, however only 61% of households in camps received some form of communication from WFP related to COVID19.

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