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WFP's Work in Enabling Social Protection in Jordan

Highlights of the World Food Programme's Contributions to Social Protection in a New Normal

March 2021

Modernizing Delivery Systems in Jordan To Reach New Beneficiaries Through Digital Services

Throughout 2020, the COVID-19 outbreak in Jordan was generally kept under control and food security among vulnerable Jordanian households remained largely stable.

The Government of Jordan was able to mitigate potential impacts on food security by distributing supplies of food and other essential goods to households and preventing food price inflation through robust controls and monitoring mechanisms.

Amongst the government response measures, the National Aid Fund (NAF), Jordan's largest and primary social assistance and poverty alleviation body, expanded coverage of its Takaful safety net programme. The expansion provided emergency cash assistance (via mobile money wallet) to 250,000 additional day labourers and informal workers who were heavily affected by COVID-19 outbreak and its economic consequences.

WFP's intervention provided technical assistance and operational funding that enabled the NAF to rapidly expand to reach this new caseload. In particular, WFP's technical support focused on access to digital services that enabled the

expansion in a context where movement across Jordan was highly restricted and physically reaching beneficiaries was impossible.

Specific support included:

- a. Promoting financial inclusion for new beneficiaries by running virtual sessions on how to remotely enrol and open mobile money wallets; and
- b. On-the-job support to the NAF to design and implement new grievance and redress processes with an online appeal mechanism, as well as training for the NAF's hotline staff.

During the COVID-19 response, WFP's long-term technical assistance also achieved a milestone by integrating the NAF's database with the e-wallet databases of the Central Bank of Jordan and the Jordan Payments and Clearing Company. With this new feature, the NAF is able to verify the e-wallet status and have a faster enrolment for new beneficiaries that eliminates manual intervention-related errors. Integration with multiple payment service providers is the next step forward.



DIGITAL ADVISORY AND SOLUTIONS SERVICES



The COVID-19 response was also made possible through a closely coordinated agreement with the World Bank that aimed to jointly support the NAF. The World Bank offered a financial contribution that was necessary for the NAF to fund the emergency assistance, while WFP offered the technical and operational capacity support which enabled the NAF to design and implement their planned response.

These achievements were founded on a strong partnership between WFP and the NAF which predated the COVID-19 outbreak. WFP was already providing technical assistance to the NAF on work streams including: a large-scale validation exercise of existing NAF beneficiaries, digital payments enrolment and systems enhancements, strengthening grievance and redress mechanisms, and on-going staff salary support.

WFP Jordan's experience in managing large-scale digital cash-based assistance programmes gave the organization a unique capacity to partner with the NAF during the COVID-19 response. The Country Office systems and know-how that evolved through the Syrian refugee response over the past decade put WFP in a position to demonstrate what the capability of a modern digital safety net programme could be to the national government, and use this to experience to bring long-term value to the NAF.

WFP has already committed to continue supporting a variety of NAF programmes beyond the COVID-19 emergency response. In 2021, virtual data collection exercises (for 130,000 families) and virtual information sessions for newly enrolled beneficiaries (for 230,000 families) will continue, alongside support to monitoring and evaluation processes.



To know more about WFP's work in enabling social protection around the globe check the full publication and infographic:

World Food Programme

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