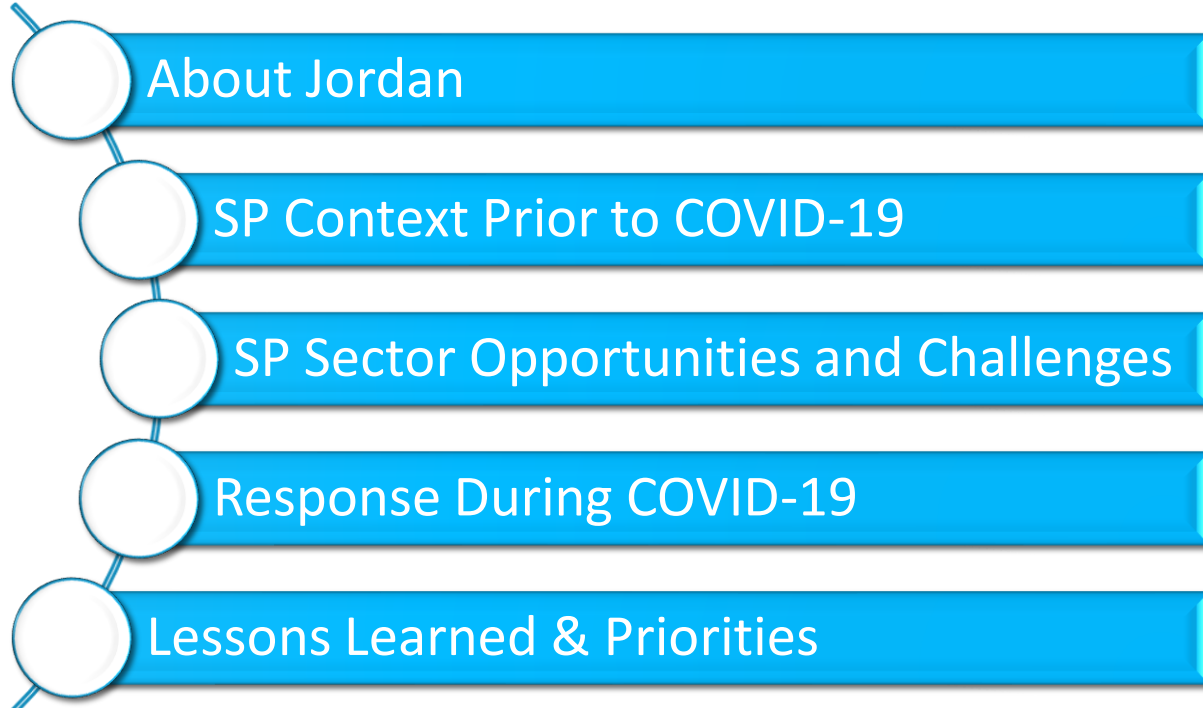




Ministry of Social Development

Jordan's Social Protection Sector Response During COVID - 19

Outline





About Jordan



Capital City: **Amman**

Population: **10,726,00**

Refugees: **1.4** million refugees hosted in Jordan; over **750,000** registered with UNHCR, **83%** live outside camps in urban areas.

Area: **89,342 km²**

Poverty rate: **15.7%** (pre-COVID-19)

Unemployment Rate: increased from **19%** (pre-COVID) to **23%** in the Q2 of 2020.

The unemployment rate rose for both males (**21.5%** from **17.1%**) and females (**28.6%** from **27.2%**).

Characteristics of Poor Jordanians



Context Prior to COVID-19

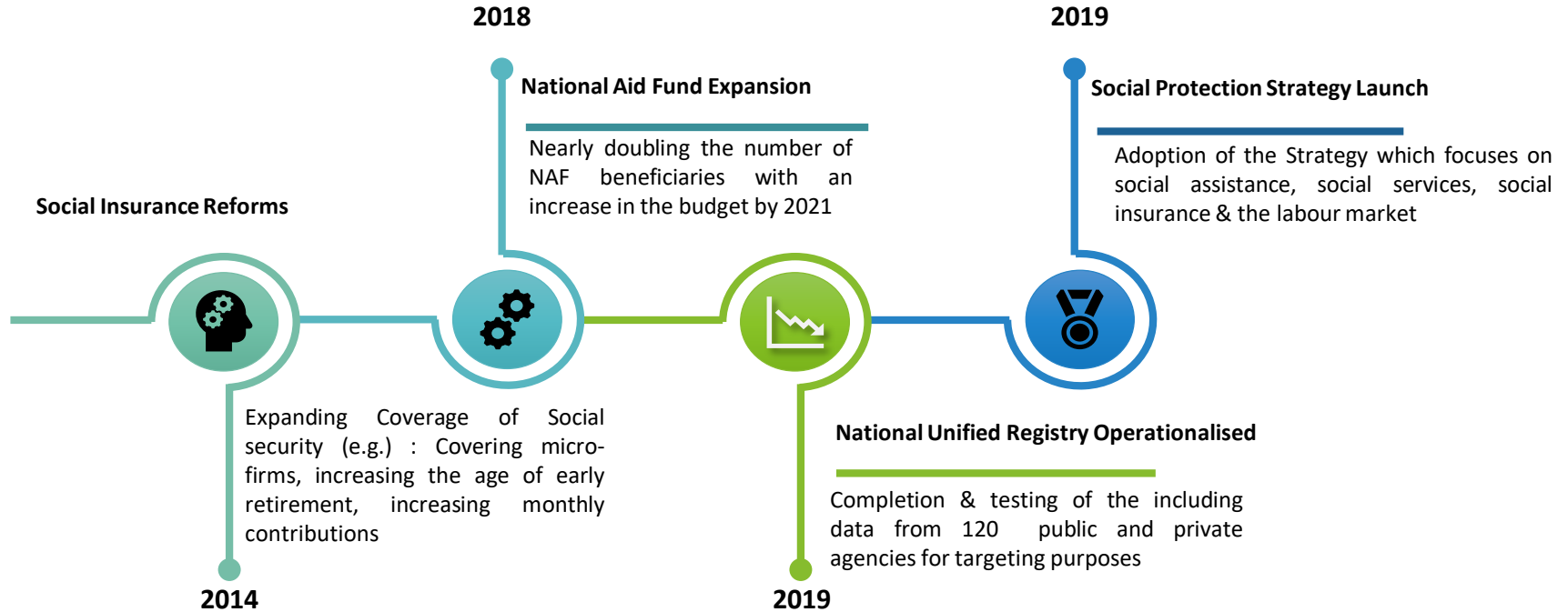
Jordan's has a long history of providing SP programs in different areas.

SP receives the highest share of public spending (18.9% of the public budget mainly for pensions). However, spending on non-contributory social assistance programs is less than 1% of GDP

Economic Shocks and Influx of Refugees have strained the financing and provision of public services (Increased vulnerabilities & shrinking fiscal space)

Important Steps taken recently to strengthening the system (by enhancing targeting, coordination, and coverage of the most vulnerable)

Major Policy Updates



Coordination and Implementation Mechanism

	Pre- COVID-19	Post-COVID-19
Financial Resources	High spending on Social Protection	Coordinated financing mechanism from different sources : <ul style="list-style-type: none"> - National budget - Social Security Corporation - Charity support (Himmat Watan, Alkhier Account, and Health Account)
Systems availability and Readiness	Expansion and Modernization of the Cash Transfer Program of the National Aid Fund (NAF) under Takaful connected to the National Unified Registry (NUR)	Establishment of National Social Protection Response Committee led by MOSD minister and comprised of the key SP players. Coordinated social assistance through one monitoring dashboard and exchange data of beneficiaries. Use of Takaful platform to register cash assistance beneficiaries online
Enrollment and Targeting to Cash Transfer Assistance	Availability of data for beneficiaries and non-beneficiaries of the cash assistance programs in the NUR.	The maturity of the NUR and connecting it to more agencies working in social protection which provided reliable data on potential beneficiaries from different programs
Payment of cash assistance	Manual entry on a basic system + “beneficiary card” provision Digital payment for Takaful using Basic Bank accounts and e-wallets	Automated portal to register for e-wallet complemented by interactive SMS, awareness sessions, scanned documents used to open accounts
Monitoring and Evaluation	Paper- based grievances/letters Decision made by a committee, case by case	Online form, call center, automated cases handling system based on pre-designed GRM flows

Opportunities and Challenges

Opportunities

- Recent sector updates, the operationalization of NUR and e-payment enabled a quick rapid response
- Coordinated efforts through the National Social Protection Committee
- Developing emergency financing strategies (establishing the Himmat Watan Fund, the Charity Account, and the Health Account) through donations from private entities And individuals

Challenges

- Challenges associated with opening or withdrawing credit from e-wallets and electronic difficulties in general related to the lack of Internet availability and the ability of electronic payment systems to expand and respond to shock."
- Institutionalization of the social protection committee within the national strategies
- Sustainability of funding
- The prolonged nature of the crisis and implications for increased vulnerability (unemployment and poverty)

COVID-19 Response

National Social Assistance

- ❑ New emergency Programme specifically for informal workers with rapid delivery assistance through e-wallets up over **240,000 households around 1.3 Million individuals**
- ❑ Provision of cash and in-kind assistance to existing and new beneficiaries of social assistance programmes continued throughout the crisis
- ❑ **Around 500, 000 households** (approximately 2.5 millions individuals) benefited from cash assistance during the crisis (by August 2020)
- ❑ A total of **584,726** parcels and vouchers were delivered

COVID-19 Response

Social Security and Employment Protection

- ❑ The government protected workers by making the dismissal of workers unlawful for the duration of the emergency
- ❑ Measures help formal workers to gain some liquidity during the crisis (reduction in subscription contributions, unemployment allowance, and advance payments on assured income)
- ❑ The SSC's retroactive registration policies have resulted in the formalization of 14,500 businesses

COVID-19 Response

Social Services

- ❑ Ensuring the continuity of health, education, and protection services through different modalities
- ❑ Protection of individuals living in care centres/homes (orphans, elderly, juveniles, people with disability and women victims of violence) through: Daily monitoring of the health conditions for both residents and staff, Safe hygiene practices, staff rotation and maintain food supply for care homes.
- ❑ National Communication & Awareness Campaign with different tools including a website and social media platforms

Lesson Learned

- Investing in the preparedness and shock-responsiveness of SP systems
- Cash over In-Kind & provision of CFW programs
- Creating a single online window for social protection linked to the Jordan's Social Registry (National Unified Registry - NUR)
- Investing in technology for vulnerable households.