Inter-Agency Coordination Turkey

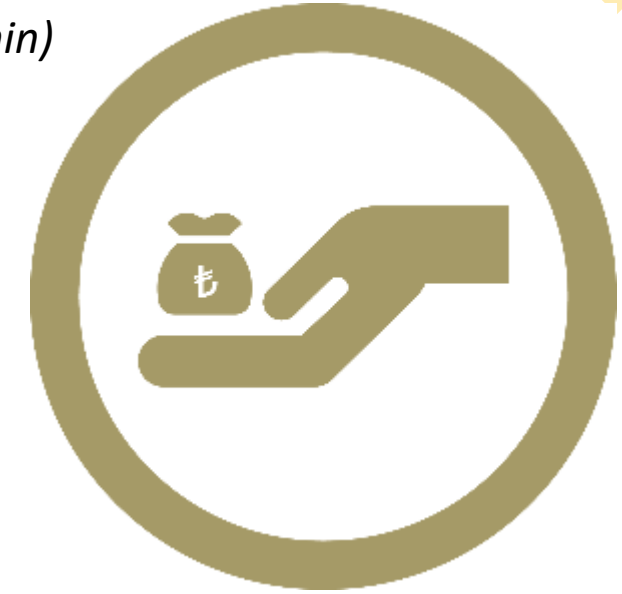
Cash-Based Interventions Technical Working Group

Ankara – Istanbul – Gaziantep

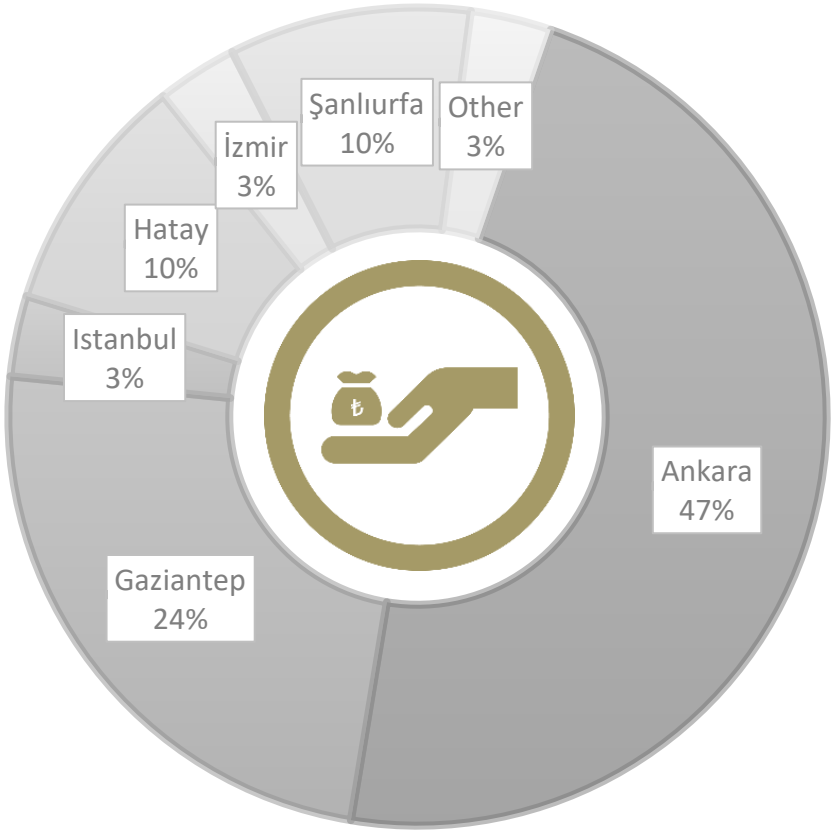
29 March, 2022

Agenda

1. Welcome & Introductions *(5 mins)*
2. Announcements *(10 mins)*
3. Programme Updates *(10 min)*
4. Focus: Post-Distribution Monitoring of Cash-based Interventions *(IA/IM, 70 min)*
   a) Overview of PDM in CBI *(IA, 10 min)*
   b) PDM Practices by Partners *(WHH, SEVKAR, Concern, 45 min)*
   c) Q&A *(15 min)*
5. **A**ny **O**ther **B**usiness *(5 min)*



Welcome & Introductions



TRC	**İzmir BB-Mülteci**	**REALs**
DG ECHO	**Masası**	**WHH**
US Embassy, PRM	**ASAM**	**WVI**
IOM	**TAS**	**AlResala Foundation**
IFRC	**WSA**	**ASAM**
World Vision SR	**HIHFAD**	**FAO**
Welthungerhilfe	**GIZ**	**URC**
CARE	**INGEV**	**UNRCO**
ILO	**Violet Org. (Menekşe)**	**Concern WW**
İGAM	**Malatya Şam Derneği**	
UNHCR	**UNFPA**	

Announcements - Updates

- **ECHO's new cash policy**
- **New interagency model for cash coordination**

Announcements

Blog: ECHO's new cash policy – what's good and what's missing?

Published on March 25, 2022

Humanitarian Outcomes
1,907 followers

+ Follow

By Paul Harvey, Valentina Barca, Louisa Seferis, Calum Mclean. March 2022.

A new ECHO Thematic Policy on humanitarian cash was published this week. It updates and replaces the Funding Guidelines on Cash and Vouchers from 2013. It's a really valuable new resource which presents clear guidance for ECHO's partners and there is a lot to like about it. This blog makes some early observations about the policy. It's written by Paul Harvey, Valentina Barca, Louisa Seferis and Calum McLean who have all been working on humanitarian cash and social protection issues as researchers, consultants and practitioners

Four specific areas of the guidance particularly important for strengthening humanitarian cash responses

- Cash over vouchers,
- Separation of functions,
- Metrics on value for money,
- Harmonising approaches.

https://www.linkedin.com/pulse/blog-echos-new-cash-policy-whats-good-missing-humanitarian-outcomes/

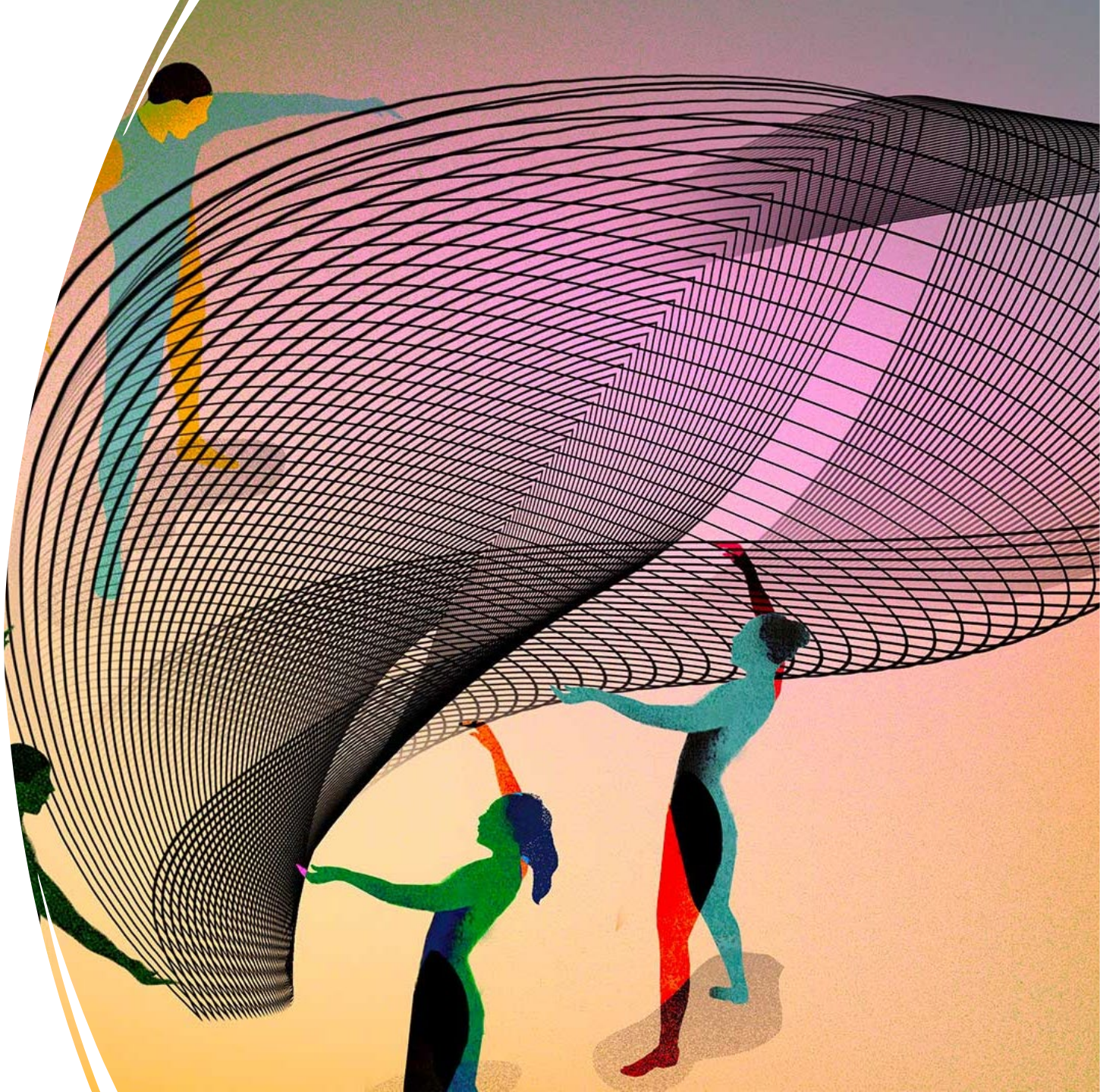
Announcements

New interagency model for cash coordination...

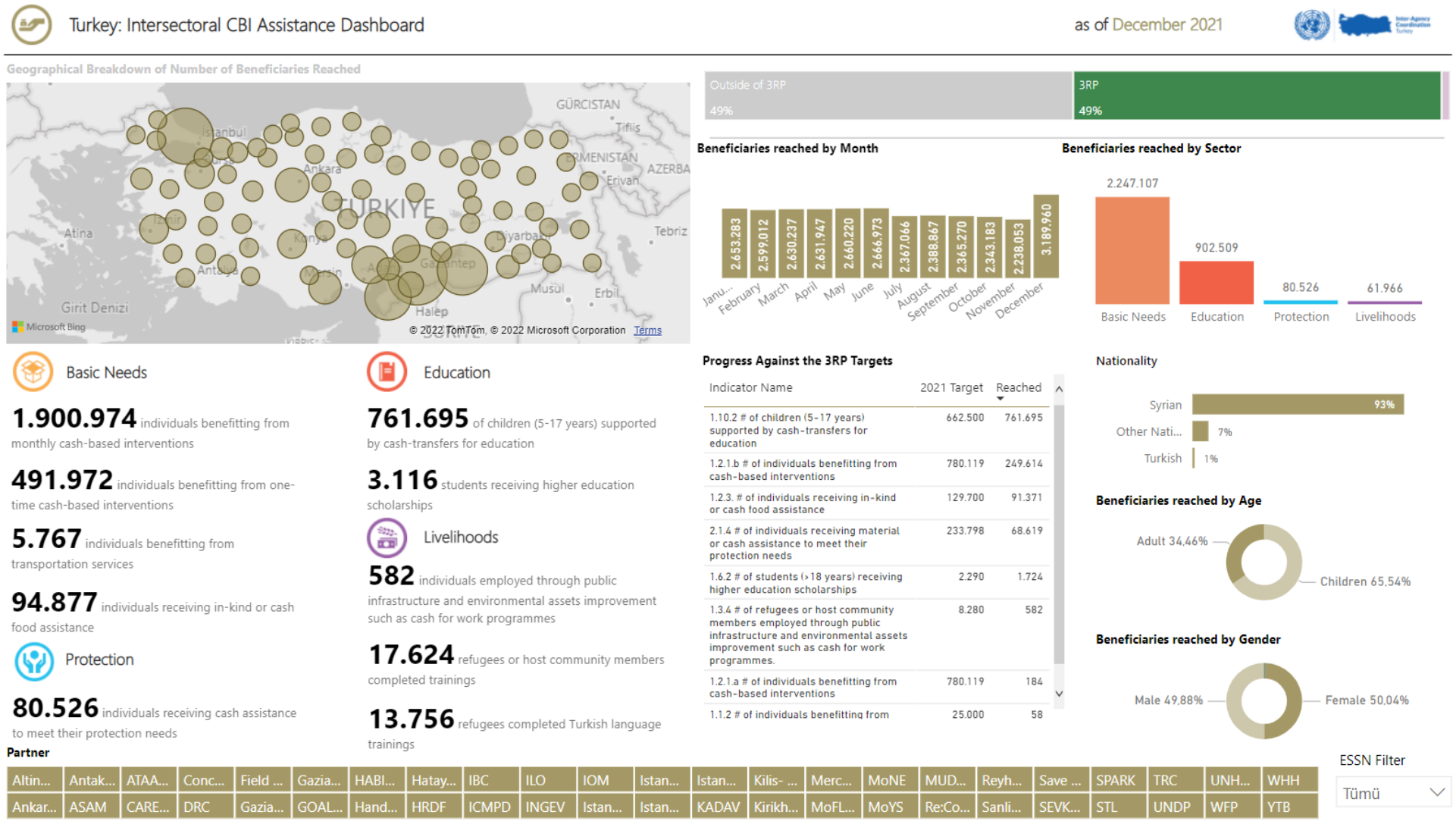
- Cash coordination is not only a technical issue but olsa a strategic one.
- The Global Cash Operations in the Division of Resilience and Solutions, in collaboration with the Regional Bureaux, has developed a strategy to strengthen cash coordination.
- This includes assessment of the effectiveness of current Cash Working Groups, checklists, tools, dashboards, and capacity-building.
- The strategy will be rolled out in the coming months...

Announcements

- CARE continues to provie technical support to CBI TWG,
- **Complementing technical advisor application is open**,
- Email to unver@unhcr.org, share your years of experience in CBI, area of interest and the support that you can provide.



CBI Program Updates



https://app.powerbi.com/view?r=eyJrIjoiYWJhNTM3YTgtMzQ2Yy00OThkLTg3ODYtNGIzZDFjYWU2M2Q2IiwidCI6ImU1YzM3OTgxLTY2NjQtNDEzNC04YTBjLTY1NDNkMmFmODBiZSIsImMiOjh9

CBI Program Updates

Any updates from partners?

Sample Food Expenditure Basket

- When people are fully dependent on food assistance, WFP provides **2,100 calories per person**. https://www.wfp.org/wfp-food-basket
- *There is no one-size-fits-all standard, but it recommended to cover at least 75 percent calories needed per person.*
- Example monthly food basket for family of 6: Prices based on retail stores in Ankara, Turkey (accessed through web on 28.03.2022)

#	Commodities	Kg	Packaging	No of calories per day	Quantity per day	Pack	Price	Indv. Cost (100%)
1	Rice	4,00	4 x 1 kg pp bag	460	133g	4	₺ 14.90	₺ 59.60
2	Bulgur	1,50	3x 0.5 Kg PP bag	172	50g	3	₺ 4.25	₺ 12.75
3	Brown Lentils	4,00	4 x 1 Kg PP Bag	155	133g	4	₺ 22.25	₺ 89.00
4	Red Lentils	4,00	4 x 1 Kg PP Bag	155	133g	4	₺ 17.50	₺ 70.00
5	Dried Chickpeas	4,00	4x1 kg pp bag	484	133g	4	₺ 17.50	₺ 70.00
6	Sunflower Oil	1,00	1x 1 Liter bottle	221	25g	1	₺ 32.50	₺ 32.50
7	Tomato Paste	1,60	2 x 0.83 kg metal can	46	55g	2	₺ 11.90	₺ 23.80
8	Sugar	1,50	3x 0.5kg packets	193	50g	3	₺ 8.50	₺ 25.50
9	Salt	0.5	1x 0.5 Kg PP bag	0	5g	1	₺ 9.00	₺ 9.00
10	Tea	0.15	1x 200 g pkt	6	6g	1	₺ 11.64	₺ 11.64
11	Pasta	3,00	6 x 0.50 kg PP bag	131	100g	6	₺ 4.20	₺ 25.20
12	Beans	1,50	3x0.5kg pp bag	77	50g	3	₺ 11.50	₺ 34.50
				2100				₺ 463.49

Monthly Food Cost of a Household of 6 (100%)
₺ 2,781

Monthly Food Cost of a Household of 6 (75%)
₺ 2,086

- Cost of food for a household increased from TRY 282.12 per person (23 Noveber 2021) to TRY 463.49, **marking a 64 percent increase.**
- Increase of the cost of this sample basket is 88 percent compared to May 2021.

Focus: Post-Distribution Monitoring of CBIs

a) Overview of PDM in CBI *(IA, 10 min)*

b) PDM Practices by Partners

   a) WHH

   b) SEVKAR

   c) Concern

c) Q&A *(15 min)*

Focus: Post-Distribution Monitoring of CBIs

PDM

is a survey mechanism to collect and understand refugees' feedback on the assistance provided by humanitarian agencies.

is widely used to help evaluate the effectiveness of the cash assistance provided directly by humanitarian agencies.

is conducted independently from the distribution exercise itself, but closely following it in time.

provides opportunity to identify any improvements required to implement similar assistance again in the future

Focus: Post-Distribution Monitoring of CBIs

Did the CBI

help refugees to address their multiple needs in accordance with their household and personal priorities?

providing access to a more diversified diet, better hygiene or shelter improvements, decreased dropouts etc?

Did refugees

experience difficulties in collecting cash?

receive the cash on the day they expected it?

find the items and services they require in the local market, both in terms of quantity and quality?

have any security issues?

Focus: Post-Distribution Monitoring of CBIs

Who

did receive the cash?

did make decisions on spending?

How

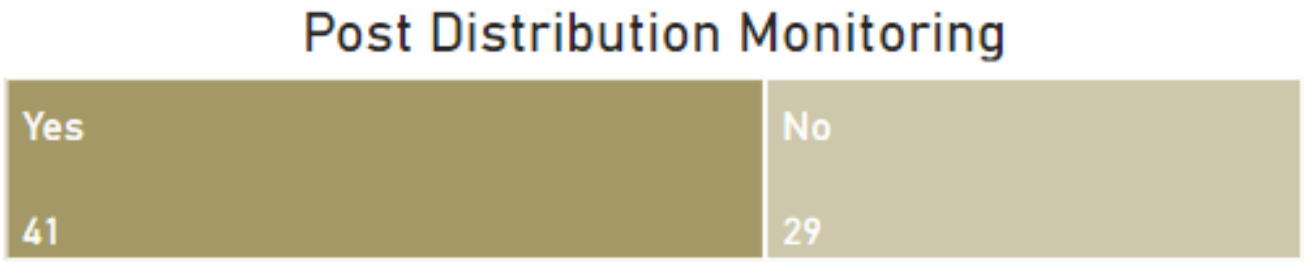
cash contributed to the individual household in fulfilling family needs?

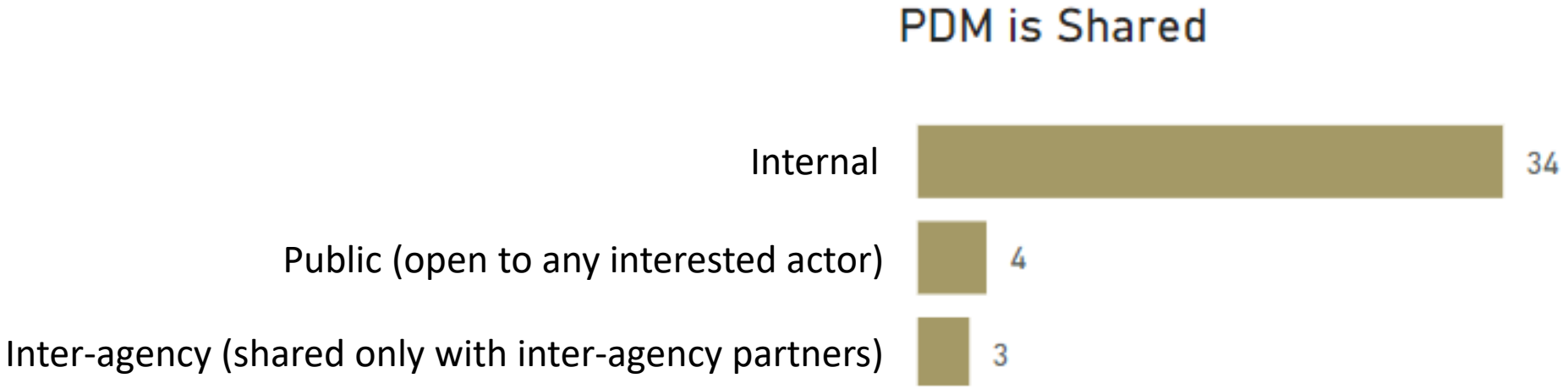
much of the needs were covered?

did the market respond?

What was the experience and the level of satisfaction of refugees?

Focus: Post-Distribution Monitoring of CBIs





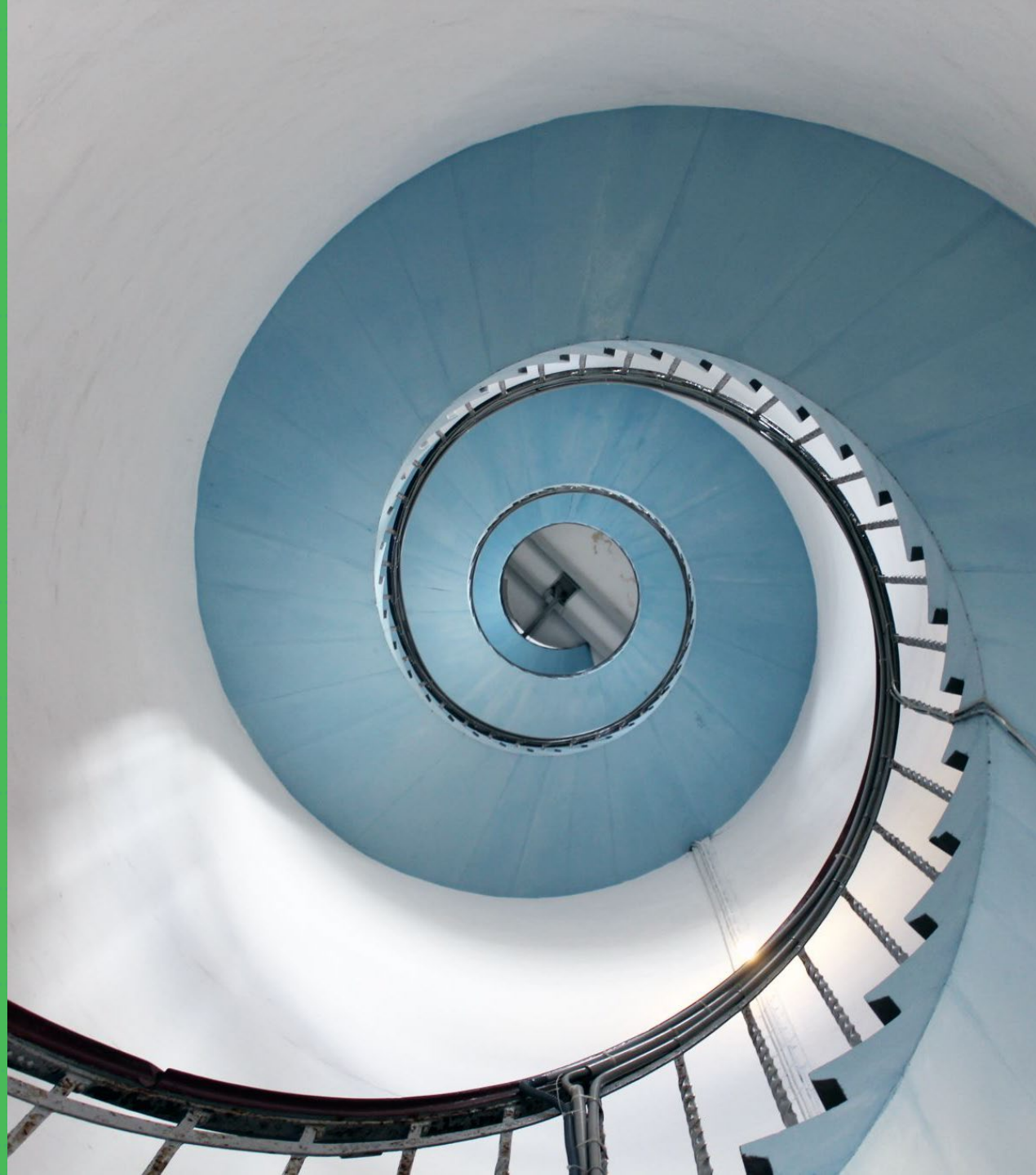
welt hunger hilfe

For a world without hunger

WHH_TURKEY

MARCH 2022

CASH-BASED INTERVENTION



PROJECT INTRO

- **Project title**: Urgent support for vulnerable Syrian refugees in SE Turkey through protection, winterization and COVID-19 support.
- **Output level**: The resilience and capacity to cope with winter and COVID-19 related challenges is strengthened within the targeted households in Gaziantep and Hatay, through one-off seasonal financial support.
- **Activity**: Cash assistance identification and registration - Cash assistance distribution via Ziraat Bank.

TOOL DESIGN

- MEAL & Project team developed a tool that collected data to measure project's indicator. The objective is to collect feedback about;
- Usefulness,
- Satisfaction,
- Accountability, and
- Protection Mainstreaming Indicator.

TOOL CREATION

- IT Team created AkvFlow Form (digital platform for data collection).
- MEAL Team tested the tool.

DATA COLLECTION

- Quantitative method was applied for this purpose (Household Survey).
- MEAL Team delivered a training to daily workers.
- Daily workers piloted the tool.
- Data was collected through phone-based survey conducted remotely.
- Data was collected as of late December 2021 till mid-January 2022 over the course of 13 working days.

SAMPLE SIZE

- Total number of HHS who received the cash assistance is 2248 HHs in both Gaziantep and Hatay.
- MEAL team used simple random sample.
- The sample size was calculated with a 95% confidence level and 5% confidence interval resulting in a sample of 328.

DATA ANALYSIS

- Data was cleaned and analyzed by MEAL Team.
- Analysis of findings was disaggregated per gender and location.
- MEAL Team conducted the analysis by using Microsoft Office Excel.

REPORT

- PDM report was shared internally with the Head of Project, project and program team.

CHALLENGES

- Short timeline to collect data due to end of daily workers' contracts.
- Shortage of number of daily workers.
- Current situation of COVID-19 prevented Households' visits
- Lack of field permission to conduct face to face PDM

RECOMMENDATION

- Enhance and strengthen sharing information system with beneficiaries.
- Targeting more host community households.
- Using both channels (SMS and Phone Calls) to deliver information about the assistance.

ANY QUESTIONS?

THANK YOU!

28.03.2022

Post-Distribution Monitoring
SMS Vouchers / Vouchers
WISER II and İzmir Earthquake Response

PROJECTS

WISER II

- 1.080 SMS Shopping vouchers (SMS and in person)
- Hatay &Istanbul

-Alone women with children, alone +65 years old, families with people living with disability, families with people with need ongoing treatment and more

Izmir Earthquake Emergency Support

- 900 shopping vouchers
- WASH kits including personal and COVID-19 related hygiene products

-İzmir; Informal settings including Bayraklı district, parks and Galen Hospital parking lot

WHY PDM ?

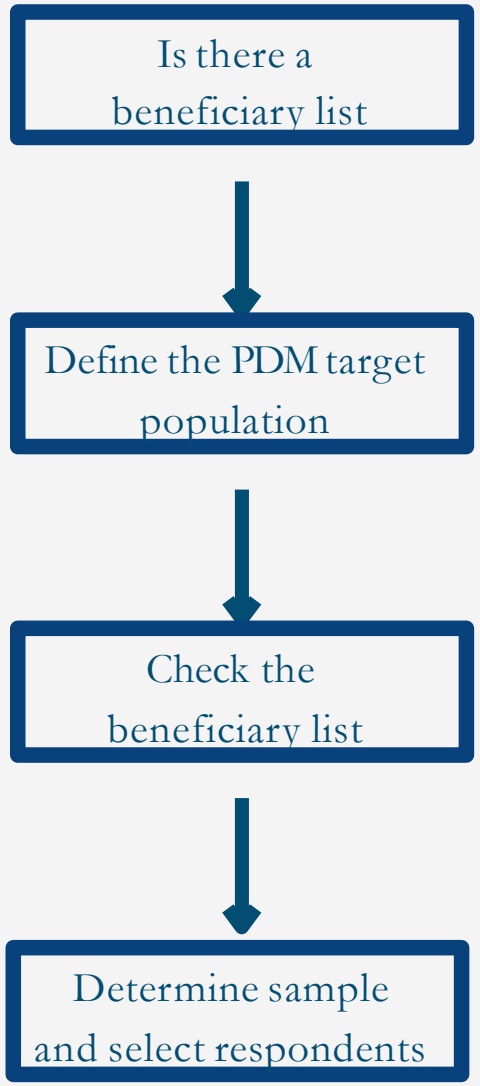
- Monitoring beneficiary experience from the distribution
- Verify receipt of correct amount of voucher by household based on location
- Understand how voucher are being used by beneficiaries
- Evaluate overall satisfaction of the program from the perspective of beneficiaries
- Monitor protection risks related to distribution of voucher
- Utilize the info to improve future distributions and overall program quality for similar projects

METHODOLOGY SELECTION& TOOL DESIGN

- PDM for WISER II rely on; 1. Semi-Structured Interviews
  2. FGD and Direct Observation/site visits
- Interview questions was targeting specific groups of interest (e.g. women or people living with disabilities)
- PDMs conducted with members of the households who received vouchers (ideally the person who used the voucher/was responsible for the shopping)- also add set of indicative questions for the rest of the family to ensure compliance of data
- Search for protection concerns with GBV sensitivity - data collection should not focus on collect information about specific incidents

SAMPLING

- Probability sampling - total number of HHs in the sub-group category targeted by the PDM by filtering through the bnf database (10% backup list)
- Samples were taken from two sites of the project; Hatay & Istanbul; vulnerable groups who received and who did not receive the assistance
- Same process followed by each subgroup including families with people living with disabilities, alone women etc. - HHs randomly selected from the bnf list
- Probability sampling (simple random sampling) for beneficiaries and snowball sampling for non-recipients applied - to confirm that the assistance was provided in a safe and accessible way.
- Calculation has been designed to provide the levels of accuracy: Confidence level – 95%; Population proportion – 0.5; Margin of error – 0.04.



DATA COLLECTION & ANALYSIS

Data Collection:

- Collected information- bnf selection criteria accuracy, satisfaction on distribution, assessment of use of vouchers, accountability
- PDM's conducted through HH surveys; primary data collected through HH level questionnaire designed for PDM interview using the GoogleForm (*SEVKAR started to use Commcare software for data collection since March 2022*)
- Ideal is in-person surveys but due to COVID, surveys conducted through phone
- Data collected by experienced and trained enumerators, data cleaned by SEVKAR MEAL staff familiar with PDMs and projects

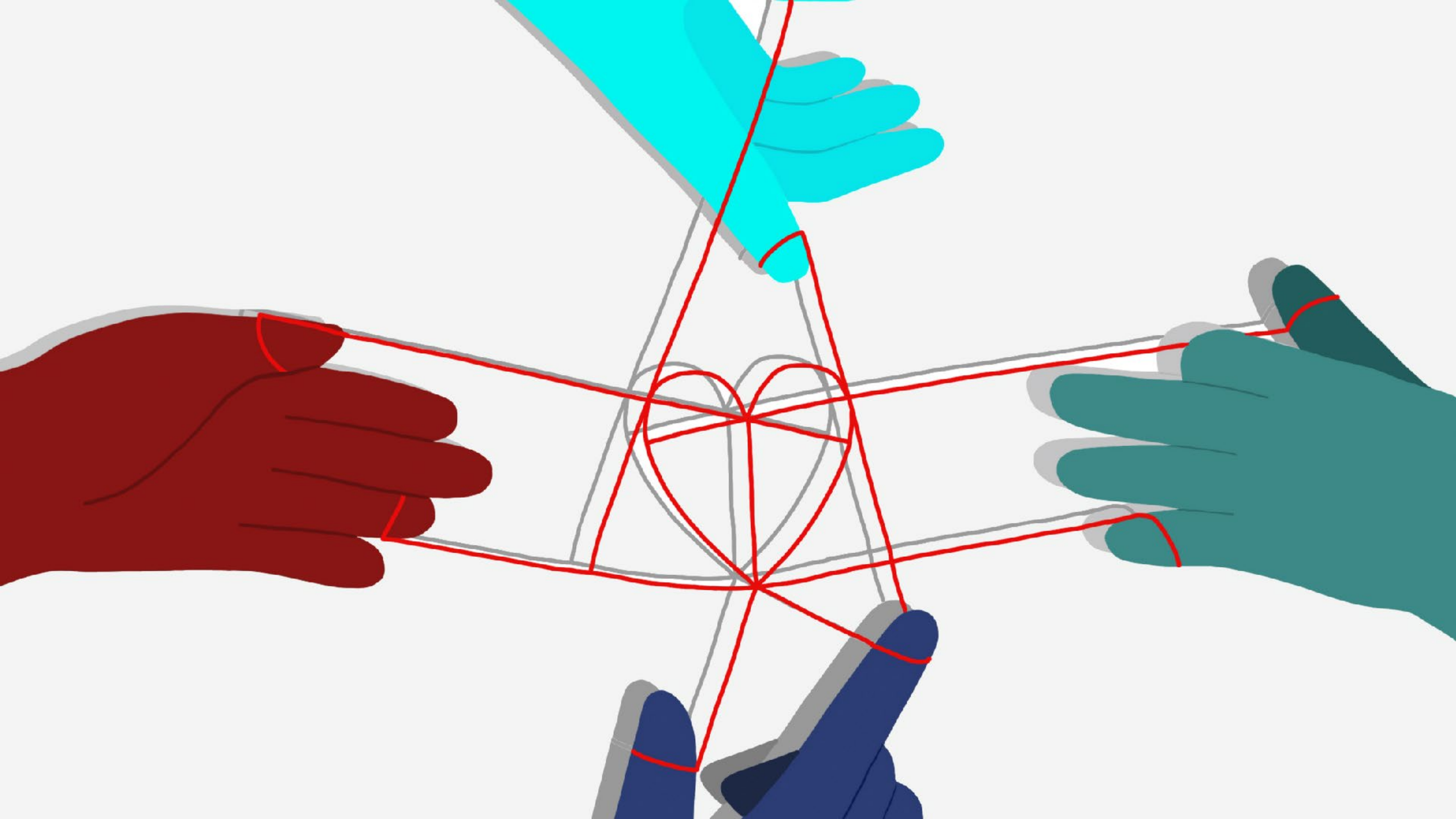
DATA COLLECTION & ANALYSIS

Analysis:

- SEVKAR's M&E staff lead analysis
- Main themes captured - including satisfaction /dissatisfaction with the criteria applied, challenges faced
- Primarily: Gender, age and nationality aggregated data - in addition: protection concerns filter applied
- Identify patterns and findings of interest
- Analysis and interpretation were done through both Excel and Tableau Power BI software
- PDM reports shared with donors, information used in beneficiary capacity assessments

CONSIDERATIONS & LESSONS LEARNT

- 7-10 days after the vouchers have been distributed to households- quarterly frequency
- Time&Technical&Financial Resource - Results should be used actively to verify that the project continues to meet needs of beneficiaries, considering their safety and security, as well as that of implementing staff- SEVKAR use After Action Reviews(AAR) for reflection to the teams
- PDMs data is crucial to design next distribution - detect basket expenditure, beneficiary targeting, timeliness etc.
- Accountability to affected populations - PDM results should be shared with affected populations - CBI cluster should lead and create platforms for this purpose
- Locally appropriate and gender sensitive PDM - know the community and emergency well - avoid questions might create misunderstanding and/or be insulting
- FCRM was introduced and linked with PDM but there is a risk that could be used for complaints.



Post-Distribution Monitoring (PDM) for Cash-based interventions (CBIs)

Concern Worldwide, Turkey

MEAL Unit

5 April 2022

Post-Distribution Monitoring Programmes

Education Programme

- Fighting Child Labour (FCLE) - BPRM
  - *Şanlıurfa*
  - Working children were removed from the labor market to continue their school and are regularly monitored by the education team. *Children's attendance at school and 90% attendance is a must.*
  - Children were monitored monthly by program teams.
  - Quarterly, CWW MEAL team conducting PDM.

- PSS Programme-ECHO
  - *Şanlıurfa, Adıyaman, Malatya, Gaziantep*
  - Back to school stationary set
  - PSS Kit
  - Home-based recreation set

CBI steps in CWW

- **Also in Protection Programme and Livelihood programme**

Not only for cash-based intervention but also for in-kind support, CWW is implementing PDM as a standard process

Assessment

Verification

Distribution

Post-Distribution Monitoring

Completion of The Process After Feedback

Concern Programme Teams

Concern MEAL Team

Post-Distribution Monitoring Survey Method

- For sampling;
  - http://www.raosoft.com/samplesize.html
- For data collection;
  - %30 in person, %70 by phone calls approach
- Survey in Concern internal database
  - https://concern.iformbuilder.com/
- Analysis by MEAL team on Excel or Zoho (for data visualisation)

Post-Monitoring Survey Components

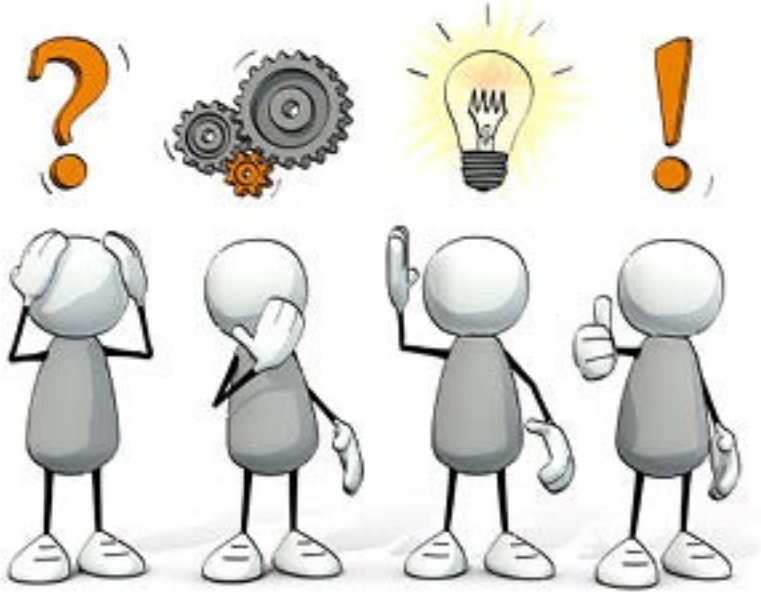
- Verification about;
  - Amount of the money
  - The delivery date
  - *Compliance with selection criteria (fb to programme teams)*
- Satisfaction regarding;
  - Timing of the services
  - Quality of the services
  - Quantity of the services
- Safeguarding/PSEA;
  - Satisfaction regarding staff behaviour
  - The challenges they face in the process
- Accountability;
  - Knowledge of benef regarding CRM
  - Delivery of CRM card/brochure/information session

Post-Monitoring Monitoring Report Sharing

- Information sharing and reflection meetings with;
  - Partners
  - Programme Staff
- Reporting to donor organisations as annex

Thank you!

Q&A



- Questions
- Comments
- Resources
- Action points

AOB

Next Regular Meeting: Tuesday, 24 May 2022

Ad-hoc meeting in April will be communicated closer to date.

THANK YOU