

Guidelines on Cash for Protection Programming in Jordan

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Guidelines on Cash for Protection Programming in Jordan

Introduction:

The Jordan Cash for Protection (C4P) Task Force developed this guideline to enhance or refine the cash for protection programming of its partners including new organizations who are planning to set up their cash-based protection interventions in addition to their Covid-19 emergency response. Based on international standards and adapted in the Jordan context, this document aims to unify the understanding of cash for protection concepts, definitions, eligibility criteria, calculation of amounts and tools to monitor and measure impact of C4P programs. It also includes good practices adapted by the partners as a response to the Covid-19 situation.

This is a living document wherein updates must be done based on international standards as well as the evolution of the Jordan context including agreed upon updates on the Minimum Expenditure Basket (MEB) with various sectors such as the Basic Needs Working Group as well as other sectoral inputs from the Protection Working Group. The C4P Task Force will review this document on a minimum annual basis for updates. This document will be shared with relevant working groups for inputs and endorsement to ensure collaboration and wider dissemination.

Part 1: Objectives, Protection Outcomes, Definitions, Forms of CFP and Risk associated with CFP

The below definitions have been developed by the Cash for Protection Task Force in Jordan, in order to outline a common understanding and approach to Cash for Protection programming amongst different actors within the current humanitarian response in Jordan.¹ The definitions are intended to serve as a guideline to organizations planning Cash for Protection Programs.

Objective of Cash for Protection Programming

Provision of cash assistance for a protection outcome is defined as reducing a protection risk by enhancing a protection benefit by either reducing a threat or vulnerability or increase capacities of individuals. Protection agencies must ensure that cash transfers do not cause further harm (e.g., exacerbate tensions within community or households) and being provided with the highest level of safeguarding for beneficiaries. Cash for Protection Programmes must adhere to the **do no harm principle**. Improved protection benefit is defined as improving household or community relations, dignity through choice, and safe and impartial access to assistance². The Cash for Protection (C4P) task force in Jordan describes C4P as a form of assistance that aims to prevent, mitigate or respond to protection risks. A protection incident/situation is defined as an event where an individual has experienced or is at risk of serious harm, violence, abuse,

¹ The definitions are based to a large extent on the SOPs of the UNHCR Emergency Cash Assistance and Protection Cash Assistance Programme in Lebanon (May 2016, revised 2017), but have been adapted to reflect the experiences and realities of NGOs delivering Cash for Protection in Jordan.

² Guide for Protection in Cash-Based Interventions. ERC. 2015.

exploitation, a severe form of discrimination, or a violation of their rights which is impacting on their safety and dignity, meaningful access, participation and empowerment, or otherwise their well-being³.

Cash for Protection is a form of assistance that aims to mitigate, either through prevention or response, a protection incident or situation experienced by vulnerable individuals or HHs (such as vulnerable refugees, migrants or members of the host communities). A Protection incident/situation is defined as an event where an individual has experienced or is at risk of *serious*⁴ harm, violence, abuse, exploitation, a severe form of discrimination, or a violation of their rights which is impacting on their safety and dignity, meaningful access, participation and empowerment, or otherwise their wellbeing. Case management services alone are often not sufficient to mitigate these incidents. If this is the case, they can be coupled with Cash transfers for a limited period of time.

Cash for protection is always to be seen as a complementary measure in

- preventing the materialization of a protection risk,
- responding to the consequences of a protection incident or threat, or
- reducing the exposure to an existing protection threat.

There are many different types of cash-based interventions (CBI) but Cash for Protection Task Force Jordan currently deploys a mixed approach of conditional and unconditional cash assistance. All CfP assistance must follow a **cash plus approach**, meaning cash assistance alone is not enough, it needs to be accompanied with another social protection activity, such as inclusion in awareness raising sessions, support through case management, individual psychosocial support, emotional support groups, vocational training and livelihood opportunities, etc. Elaboration on integration of CfP and Case Management is in Part 4 of this document.

- The cash payment(s) must always be accompanied by case management and other forms of assistance.
- Cash for Protection is not intended to assist refugees, vulnerable migrants or members of the host community to meet their basic needs as a result of their socio-economic vulnerability and cannot address the long-standing vulnerability.
- Depending on the programme, Cash for protection might be unconditional or conditional based on the needs and situational context.

1. Protection Outcomes of Cash for Protection

The below protection outcomes are adapted from the UNFPA study.⁵ These protection outcomes apply to prevention and response programmes. The outcomes listed below are not exhaustive and other protection outcomes may also apply.

- a. Support to withdraw from perpetrator/threat for GBV, Child Abuse, Sexual Exploitation and Abuse issues
 - Prevented or ceased intimate partner violence
 - Prevented or ceased violence against children
 - Prevented or ceased risk or exposure to sexual harassment, exploitation or abuse
 - Improved access to services
- b. Coverage of emergency needs as a consequence of GBV, Child Abuse, Sexual Exploitation and Abuse

³ Definition Agreed on with Cash for Protection Task Force

⁴ 'serious' is a threat to or violation of the integrity of the mental health or bodily autonomy of a person

⁵ Designing a programme for cash and voucher assistance within the gender GBV and SRH programmes, UNFPA Jordan, September to October 2020.

- Mitigate immediate risk or consequence of GBV, Child Abuse, Sexual Exploitation or Abuse
 - Increased accessibility to urgent GVB, CP, SEA services
- c. Coverage for emergency needs of protection cases to access Mental Health and Psychosocial Support
- Improved mental health and well-being
- d. Coverage for urgent legal services for protection cases
- Mitigate risks of imprisonment or deportation
 - Improved access to services
 - Improved safety and security from legal consequences

2. Definition of Terms

Below are the common definitions as it relates to cash transfer programs (CTP) and agreed by the Cash Learning Partnership (CaLP) which Jordan Cash for Protection Task Force will use:

- **Cash in Hand:** Cash in hand is a payment made directly to recipients in physical currency (notes and coins)
- **Cash Plus / Complementary Programming:** This term refers to programming where different modalities and/or activities are combined to achieve objectives. Complementary interventions may be implemented by one agency or by more than one agency working collaboratively. This approach can enable identification of effective combinations of activities to address needs and achieve programme objectives. Ideally this will be facilitated by a coordinated, multisectoral approach to needs assessment and programming.
- **Conditionality:** Conditionality refers to prerequisite activities or obligations that a recipient must fulfil in order to receive assistance. Conditions can in principle be used with any kind of transfer (cash, vouchers, in-kind, service delivery) depending on the intervention design and objectives. Some interventions might require recipients to achieve agreed outputs as a condition of receiving subsequent tranches. Note that conditionality is distinct from restriction (how assistance is used) and targeting (criteria for selecting recipients). Examples of conditions include attending school, building a shelter, attending nutrition screenings, undertaking work, training, etc. Cash for work/assets/training are all forms of conditional transfer. See also Unconditional Transfer and Restriction
- **E-Cash:** Any electronic substitute for the direct transfer of physical currency that provides full, unrestricted flexibility for purchases. It may be stored, spent, and/or received through a mobile phone, prepaid ATM/debit card or other electronic transfer. E-cash transfers will usually provide the option to withdraw funds as physical cash if required
- **Emergency Cash Assistance:** This refers to cash assistance in response to an emergency protection situation. An emergency protection situation refers to a protection incident/situation is defined as an event where an individual has experienced or is at risk of *serious* harm, violence, abuse, exploitation, a severe form of discrimination, or a violation of their rights which is impacting on their safety and dignity, meaningful access, participation and empowerment, or otherwise their wellbeing. Serious means a threat to or violation of the integrity of the mental health or bodily autonomy of a person
- **Modality:** Modality refers to the form of assistance – e.g., cash transfer, vouchers, in-kind, service delivery, or a combination (modalities). This can include both direct transfers to household level,

and assistance provided at a more general or community level e.g., health services, WASH infrastructure.

- **Multipurpose Cash Transfers (MPC):** Multipurpose Cash Transfers (MPC) are transfers (either periodic or one-off) corresponding to the amount of money required to cover, fully or partially, a household's basic and/or recovery needs. The term refers to cash transfers designed to address multiple needs, with the transfer value calculated accordingly. MPC transfer values are often indexed to expenditure gaps based on a Minimum Expenditure Basket (MEB), or other monetized calculation of the amount required to cover basic needs. All MPC are unrestricted in terms of use as they can be spent as the recipient chooses. This concept may also be referred to as Multipurpose Cash Grants (MPG), or Multipurpose Cash Assistance (MPCA).
- **Unrestricted Use of Cash:** Restriction refers to limits on the use of assistance by recipients. Restrictions apply to the range of goods and services that the assistance can be used to purchase, and the places where it can be used. The degree of restriction may vary – from the requirement to buy specific items, to buying from a general category of goods or services. Vouchers are restricted by default since they are inherently limited in where and how they can be used. In-kind assistance is also restricted. Cash transfers are unrestricted in terms of use by recipients. Note that restrictions are distinct from conditions, which apply only to activities that must be fulfilled in order to receive assistance.
- **Unconditional transfers:** Unconditional transfers are provided without the recipient having to do anything in order to receive assistance, other than meet the intervention's targeting criteria (targeting being separate from conditionality).

3. Forms of Cash for Protection

Cash for Protection can take two different forms:

a) **One-time Emergency Cash for Protection**

- Usually, a one-time payment that **addresses an emergency situation** that exposes an individual or a household to risk or actual serious harm. It aims to resolve the emergency situation or to mitigate serious harm or potential threat to personal safety or well-being.
- The emergency situation may relate to an **unforeseen event or incident** (such as an accident, detention of a family member, forced eviction etc.) It may also be caused by the **accumulation of factors**, such as medical situation, ongoing harassment, or change in family composition/dynamic that leads to an emergency situation.
- This assistance may not always be in response to an immediate threat (where quick delivery is essential). It can also be used as a tool to respond to threats that are not immediate and referrals for cash for shelter, Multipurpose Cash Assistance (MPCA), health and psychosocial support need to happen based on the case needs along with the one-time cash assistance to ensure sustainable response impact.
- An event that leads to serious harm is in itself not sufficient to warrant the issuance of Cash for Emergencies. There must be a chance that a one-time cash payment is able to address or mitigate the serious harm. Serious harm must be on the balance of probabilities, be likely to occur and not be theoretical.

Examples:

- This could be when the case needs to move to a new place for more safety as part of the protection intervention.
- When an urgent or immediate need should be covered such as food and clothing for unaccompanied children's cases with no caregiver or stable care arrangement until a longer-term plan is agreed upon in which a recurrent type of cash assistance could be a better option.
 - HH faces an immediate risk of eviction by the landlord due to an inability to pay the rent. In such a case, cash for protection may be used as a short-term intervention to avoid the immediate risk of eviction, while being referred for other, more long-term support.
 - A person is missing civil documents and due to this, is facing recurring rights-violations, such as restriction on freedom of movement and is at a higher risk of arrest and detention. Cash for protection may be used to pay for the various costs associated with the issuing of civil documentation, including lawyers' fees, court fees, cost of civil documents, transportation to civil affairs directorates, court, etc.
 - A survivor of abuse and violence, including GBV, needs to access various type of assistance and services to help him/her recover from a traumatic experience and restore his/her sense of self and humanity. In such a case, cash for protection can be used to cover a wide array of expenses, including the cost of the services or assistance themselves (medical interventions, medical equipment, psychological consultations etc.) as well as the cost of transportation to access assistance.

b) **Recurring Cash for Protection**

- In many cases, a one-time cash-payment is not sufficient to mitigate serious harm. Cash for Protection can therefore also be paid over several months through multiple instalments of cash assistance. In this type of payment, the cash provision will be part of the Case Management service and case plan to achieve the protection outcome.
- This form of recurring Cash for Protection can serve to **bridge a period of extreme hardship** that has been brought about by unforeseen circumstances such as a protection incident, an accident, a medical emergency/condition. It can also target **persons transitioning out of a protection situation into safety** (=legal safety, physical safety, mental wellbeing) or certain

categories of **persons facing a particular protection incident/situation due to their profiles** (e.g., unaccompanied child, child labor, person with disability, elderly person, LGBTI, single heads of household).

- The minimum requirement for Cash for Protection to be considered as 'recurrent' is for cash instalments to be provided at least twice. Usually, the payment should be limited to a certain period of time (three to six months). However, within this period the case should be re-evaluated within the case management programme to assess whether further assistance is needed. If it is clear from the beginning that the case is in a situation of recurrent need, the case should be referred to a more sustainable programme/Multi-Purpose Cash Programme, if possible.

Part 2: Eligibility Criteria for Cash for Protection includes:

When assessing C4P cases, the following targeted groups and **types of protection cases** must be the basis in assessing eligibility of clients for C4P. The lists are not exhaustive and there may be other types of cases and target groups that case managers and social workers may identify in the field:

Type of Cases Targeted through C4P

Cases that are at high risk of or experience one or more of the following protection threats are eligible for C4P:

1. High risk violence, abuse and/or exploitation such as:

A- Gender Based Violence issues such as rape, sexual assault, physical abuse, emotional abuse, economic exploitation or abuse, etc.

Examples:

- A woman was severely beaten by her husband and sought the help of an NGO for medical assistance and a safe place to stay together with her three children. She fears that her husband will kill her and he will also harm the children. She cannot go seek help from her relatives as they will surely send her back to her husband.
- A child has been sexually abused by a perpetrator living in the same neighbourhood with his family, the child and his family's safety are at danger as the perpetrator's family pressures and threatens the child and his family to drop the legal charges. The child and his family need to leave the neighbourhood, but they cannot leave due to financial constraints.

B- Child Protection issues such as physical abuse, emotional abuse, hazardous child labour

Examples:

- Children and mother are being consistently physically abused and exploited by the father. They are unsafe and have no financial or community support or resources other than accepting living with the abusive father. Main Protection interventions have taken place under case management, (reporting to FPD, psychosocial support and counselling to the family, etc.)
- Children and the entire family face emotional abuse by the neighbours based on ethnic or origin backgrounds. The bullying is impacting the family accessing services such as education, health livelihood and psychological well-being and coping skills. Children dropped out of school to not interact with the neighbourhood while going from and to school. Parents are keeping themselves with the children isolated at home not to face any incident of emotional abuse while the living daily needs are not being met. With a limited cash support, the family will be able to provide immediate needs of the children and complementary services such livelihood, counselling, awareness campaigns in the neighbourhood, will pave the way for better community integration and long-term interventions for the entire family.

C- Sexual Exploitation and Abuse by humanitarian workers

Example:

An LGBTQI beneficiary seeking for resettlement reported to the complaints hotline that he was being sexually harassed by one of the NGO staff by sending him lewd photos and indecent messages. When the report reached the investigation stage, the beneficiary received death threats from the perpetrator and some unknown persons. The beneficiary feared for his life and needed to transfer to another house for safety purposes.

2. Protection risks with health consequences (including MHPSS)

- Life-saving medical treatment or care not covered by organizations who provide medical assistance (e.g.)

- Cases of patients or corpses being withheld in hospital due to unpaid bills
- Police generalisation/warrant due to unsettled medical invoices
- Inability to cover transportation costs to access treatment
- 3. Protection risks with a consequence of a sudden change in economic or living circumstances such as:
 - sudden loss of primary source of income, e.g., due to short term health emergency of primary income earner/caregiver, detention or death of primary income earner/caregiver
 - sudden loss of essential household items, e.g., due to fire or flooding
 - harsh weather conditions in the houses
 - inability to cover burial costs of a family member
- 4. Legal protection risks such as
 - unregistered status / waiting for registration; lack of needed documentation, e.g., birth notification/birth certificate/marriage certificate
 - eviction or risk of eviction
 - detention or risk of detention/police warrant/generalisation as part of violation of refugee or migrant rights
 - issues related to family separation/separation from caregiver (e.g., divorce, custody, alimony)
- 5. Protection risks with a consequence of lack of adequate shelter
 - severely damaged or unsafe shelters
 - lack of safe shelter for SGBV and LGBTI-cases
 - limited mobility and accessibility of shelter

Please note the following points:

- The above list is meant to serve as a **guideline** to organizations. It highlights what kind of protection risks exist in Jordan and can assist organizations in defining eligibility criteria for their programs.
- Organizations might choose to focus their program only on some of the above-mentioned protection risks.
- The list is **not exclusive**. Organizations usually conduct individual assessments and might identify protection risks not included in the above list that make the case eligible for C4P.

Target Groups of Cash for Protection

Persons belonging to the following groups face increased protection risks and are therefore target groups of C4P interventions.

A- Children (aged <18) facing or at risk of CP concerns for instance: Child Labor, Child marriage, unaccompanied and separated children.

Children who are facing or exposed to violence, neglect and/or exploitation. Children who have no stable care arrangement or caregiver to take care of, in which it impacts their development and safety. As per each case assessment the CFP needs to be identified as resolution for the concern/risk in which it prevents, remediate or resolves the protection issue for the child. Child Protection concerns in order to include the case in CFP assistance and eligibility Criteria.

B - Women (aged > 18) survivors of GBV such as sexual assault or rape, sexual exploitation and abuse, domestic violence, and other similar situations.

C- Minority groups:

- Person identifying him/herself as LGBTIQ+ and:
 - At risk of or survivor of violence, exploitation and/or abuse due to his/her sexual orientation;
 - Facing denial of services due to his/her sexual orientation;
 - Facing social exclusion on the basis of his/her sexual orientation;
- Person of nationality other than Jordanian or Syrian (including Iraqi, Yemeni, Sudanese, Somali, etc.):

- At risk of or survivor of violence, exploitation and/or abuse due to his/her nationality;
 - Facing denial of services due to his/her nationality;
 - Facing social exclusion on the basis of his/her nationality;
- Person belonging to an ethnic/religious minority and:
 - At risk of or survivor of violence, exploitation and/or abuse due to his/her ethnicity/religion;
 - Facing denial of services due to his/her ethnicity/religion;
 - Facing social exclusion on the basis of his/her religion.
- D- Single caregiver
- Persons giving care to children, older individuals or persons with severe illnesses and disability
 - with no family support
 - unable to meet basic needs, which impacts on the safety of the person in care
- E-Women at risk
- Pregnant women
 - Lactating women
 - Women with disabilities
 - Single women without family support (including separated, divorced and widowed women as well as married women who are not accompanied by an adult male)
- F-Older individuals (aged 60+) at risk
- Persons isolated/separated from families, neglected or abandoned by family or relatives
 - Persons with disabilities including physical, visual, hearing, mental and intellectual disabilities
 - Persons with health problems (severe mental or physical illness; specific health and nutritional needs, need for home-based care, need for prescription drugs for NCD/chronic illnesses etc.)
- G-Large families (6 or more family members):
- Families with babies, toddlers or children attending school (including foster families)
 - Member of the family is a person with disability or an older person.
- H- Persons with disabilities or chronic illnesses
- Person (adult/Child) with physical disability
 - Person (adult/Child) with sensory disability (hearing and visual)
 - Persons (adult/Child) with intellectual/learning disability
 - Person with mental health disability (Adult/Child) including survivor of torture or trauma.

Please note the following points:

- The above list serves as a guideline and is not exclusive.
- Cash for Protection can target persons belonging to the target group, their caregivers or cases in which one household member belongs to the above-mentioned target groups.
- Organizations should apply an intersectional approach and prioritize cases that face multiple protection risks or vulnerabilities.
- Cases not belonging to one of these target groups can still be eligible for C4P, if they face one of the above-mentioned protection threats.
- The above groups could be very vulnerable and face one or more protection concerns. Protection needs should be identified with these types of specific needs and vulnerabilities to be included in the C4P target group and assistance.

Part 3: Amounts and Modalities of Cash Transfers

Amount

The amount provided to clients will depend entirely on the specific need assessed by the case manager. It is determined by an analysis of the costs associated with the mitigation of the protection concern. However, there must be a limit or a maximum amount per client based on Minimum Expenditure Basket (MEB). On an exceptional and limited basis, households and individuals with an exceptional and properly documented need (e.g., urgent or life-saving) for additional cash assistance above the set ceiling may be considered for such but upon written case management assessment and justification. This written exception should be annexed with the C4P Cash Request Form.

Recurrent cash for protection

Recurrent cash for protection is a type of C4P within case management programme specifically supporting clients with multiple months to cover specific needs, often for rent. There are GBV survivors with accumulated debts who receive notice of eviction or threat of report to police. One organization provides up to 5 months to cover rent. Organizations should take into account the average rent per governorate provided in 2019 by the Shelter Sub-Working Group:

The amount of assistance paid by the agency corresponds to the monthly rent, as indicated on the lease agreement. However, to avoid inflation in the areas of intervention, it is advised that the rent is capped to the maximum rent per governorate per number of rooms.

Average rent per governorate per number of rooms (JOD per month)						
Governorate	Number of rooms excluding kitchen, toilet and corridors					Overall average per governorate
	1	2	3	4	5	
Ajloun	91	112	123	163	125	109
Amman	112	170	201	219	271	144
Aqaba	117	170	107	200		124
Balqa	107	130	145	245	300	118
Irbid	104	142	167	172	181	133
Jerash	91	114	146	130		109
Karak	94	120	125	125		110
Maan	89	109	136	185		104
Madaba	114	144	148			128
Mafraq	101	128	150	155	155	119
Tafileh	88	100	101			97
Zarqa	102	131	152	142	170	118
Overall average per number of rooms	106	144	172	186	193	131

Cash for case management

The cash transfer should vary in value based on the specific needs of the client. The amount of the cash assistance will be within on the Minimum Expenditure Basket (MEB, 2020) in Jordan, adjusted to the family size.

Monthly Minimum Expenditure Basket for Syrian Refugees in Jordan (Urban)									
Absolute Poverty Line 2020									
Sector	Item	In SMEB	Family Size						
			1	2	3	4	5	6	7+
Basic Needs	Basic HH items	No	4.02	5	5.73	6.15	6.3	6.49	6.96
	Utilities	Yes	13.34	17.72	21.28	23.52	25.44	25.6	27.41
	Total		17.36	22.72	27.01	29.67	31.74	32.09	34.37
Education	Access to Education (Transport)	No	-	21.1	42.25	63.37	84.49	105.61	126.74
	Uniforms	No	-	2.8	5.54	8.31	11.08	13.86	16.63
	Supplementary school supply	No	-	6	12	18	24	30	36
	Daily allowance for child	No	-	11.2	22.41	33.62	44.83	56.03	67.24
	Total		-	41.1	82.2	123.3	164.4	205.5	246.61
Food Security	Bulgur	Yes	5.09	10.17	15.26	20.34	25.43	30.51	35.6
	Cheese Spread	Yes	1.22	2.45	3.67	4.9	6.12	7.34	8.57
	Green Vegetables	Yes	0.27	0.54	0.81	1.08	1.35	1.62	1.89
	Eggs	Yes	0.61	1.22	1.83	2.44	3.05	3.66	4.28
	Lentils	Yes	1.29	2.59	3.88	5.18	6.47	7.76	9.06
	Pasta	Yes	1.79	3.58	5.37	7.16	8.95	10.75	12.54
	Rice	Yes	5.72	11.44	17.17	22.89	28.61	34.33	40.05
	Salt	Yes	0.06	0.12	0.17	0.23	0.29	0.35	0.41
	Sugar	Yes	0.67	1.35	2.02	2.7	3.37	4.04	4.72
	Vegetable Oil	Yes	0.77	1.54	2.31	3.08	3.86	4.63	5.4
	Total		19.32	38.67	57.99	77.34	96.67	116	135.36
Health	Primary	No	2.73	5.46	8.19	10.93	13.66	16.39	19.12
	Secondary	No	1.06	2.11	3.17	4.23	5.29	6.34	7.40
	Tertiary / catastrophic	No	1.52	3.03	4.55	6.06	7.58	9.09	10.61

	Deliveries	No	0.31	0.63	0.94	1.26	1.57	1.88	2.20
	Baby Kit	No	0.04	0.09	0.13	0.17	0.21	0.26	0.30
	Total		5.66	11.32	16.98	22.64	28.30	33.96	39.62
Livelihoods	Working Tools, PPE	No	41	82	82	82	82	82	82
	Work Permit	No	2.22	4.44	4.44	4.44	4.44	4.44	4.44
	Transportation	No	13	26	26	26	26	26	26
	Total		56.22	112.44	112.44	112.44	112.44	112.44	112.44
Protection	Transport	No	10	16	16	16	16	16	16
	Communications	No	7	7	7	7	7	7	7
	Birth certificates	No	0.08	0.08	0.08	0.08	0.08	0.08	0.08
	Total		17.08	23.08	23.08	23.08	23.08	23.08	23.08
Shelter	Rent	Yes	81.56	100.26	111.62	116.71	119.08	121.01	123.18
	Total		81.56	100.26	111.62	116.71	119.08	121.01	123.18
WASH	Water (bottled)	Yes	1.2	1.4	1.5	1.7	2	2	2.57
	Water (network, tanker, dislodging, etc)	Yes	4.36	4.77	4.9	5.17	5.68	5.7	7.5
	Hygiene Items	Yes	1.35	1.56	1.67	1.76	1.86	2.09	2.5
	Total		6.91	7.73	8.07	8.63	9.54	9.79	12.57
GRAND TOTAL			204.11	357.32	439.39	513.81	585.25	653.87	727.23
Per Capita			204.11	178.66	146.46	128.45	117.05	108.98	103.89
<i>*All prices are in JOD</i>									

An example of calculation for a particular case is as follows:

The subject of this case is a woman married for 14 years, exposed to psychological and physical abuse by her husband on a daily basis. She resorted to reporting to the Family Protection Department for 3 times but the husband continued with the violence until he was apprehended and jailed by the police related to illegal drugs. The survivor including her four children stayed with the husband's family in a two-room house together with mother-in-law, father-in-law, father in law's brother, and her aunt's nephew. The father-in-law sexually assaulted her two times and she feared that her 13-year-old daughter may suffer the same. The survivor intended to leave the husband's family and could not return to her own family as similar issues of drugs and sexual assault also happens.

Case manager assessed the case and recommends the following in terms of emergency cash for protection assistance for a month while a long-term solution is explored with the survivor including referral for livelihood and shelter assistance:

Amount	Intended Use
JoD 100	1-month payment for a rented house with her children
JoD 80	1-month support for food
JoD 24 case manager	1-month support for communication and transportation to be able to connect with and psychosocial support services as well as referral to livelihood assistance or MPCA following assessment of household members incapacity to engage in livelihood activities

Total amount recommended is: JoD 204

Part 4: Case Management and Complementary Measures

As indicated in the objective section of this document, C4P must be carried out within the case management approach and must be complemented with other services. Below is the process of integration of C4P within the case management process⁶

Integrating the use of cash assistance should be considered by case managers across each of the standard steps of case management. In accordance with humanitarian principles and best practice, case managers must obtain informed consent from clients when referring for cash assistance, as with any other service. Consent should be obtained in writing and be recorded in the client's case file.

Case Management Steps	Process for integration
Welcome and Introduction	<p>The case manager should greet and comfort the client (CP or GBV) and begin to trust and rapport. This is the time to assess the client's immediate safety and ex the case management process, confidentiality and limits, and to obtain permi (informed consent or assent) to engage the client in services.</p>
Assessment	<p>In the initial assessment, the case manager should focus on</p> <ol style="list-style-type: none"> 1) developing an understanding of the client's social and economic environment and intrapersonal strengths and assets; and 2) assessing the client's various needs. For CP cases, the Best Interest Assessment or Determination must be applied. 3) Assessing the best modality to address the client's needs (whether this is through assistance, in kind or cash). If CASH is considered the best modality CfR with the eligibility criteria. <p>If the client has no safe or confidential access to or control over cash and if cash can help mitigate the risk(s) the client has disclosed or support them in meeting their immediate needs and access to services, the case manager may:</p> <ul style="list-style-type: none"> • Discuss and plan with the client how they would use cash to improve their situation, how they will cope after cash assistance ends, as well as identify any potential risks associated with the referral and mitigation mechanisms. For CP cases, have a separate interview, planning and discussion with the parent/parents/guardian; • Explain the cash purpose to the client; • Obtain the client's or for CP cases, legal guardian(s)' consent; and <p>For bank transfers, explanation to the beneficiary about the Central Bank of Jordan directive to provide them the ID numbers and obtain written informed consent of the client to share ID numbers with the bank.</p>
Case Action Planning	<p>At this stage, based on the assessment, exploration and explanation of various services that could mitigate risk or address immediate concerns of the client (and explanation with parents/caregivers if the client is a child), takes place. Such services in Jordan</p>

⁶ Adapted from Cash for Protection Standard Operating Procedures, INTERSOS Jordan, April, 2020.

	<p>include:</p> <ul style="list-style-type: none"> a. Awareness Raising Workshops b. Individual Psychosocial Support Services c. Group Psychosocial Support Services d. Emotional Support Groups e. Education Support Services f. Assistive devices for PWSN g. Legal Services h. Sexual Reproductive Health Awareness Sessions i. Basic Needs j. Cash Transfer Programmes k. others - <p>Exploration and explanation of the services of various partners also takes place such as:</p> <ul style="list-style-type: none"> a. Individual On-line Counselling b. HIV-testing and other support services for LGBTQIA cases c. PSS for children with disabilities d. Other interagency referrals such as PSS, livelihoods, etc. <p>In this stage, include the cash assistance as an “action” in the action plan indicating the proposed amount, mode of transfer and the time frame. As agreed with the client, indicate the complementary services including its duration or time frame.</p>
<p>Implementation of the Action Plan</p>	<p>In this step, the case manager will need to contact relevant service providers and make referrals for the client according to the case action plan once the client has given consent. A key role of the case managers of GBV and CP on survivor-centered case management is coordinating care for the client.</p> <p>The case manager processes within the organization the cash request using the organization agreed upon documents and cash disbursement procedures. The case manager informs the client when the cash is ready to receive and in which mode of transfer.</p>
<p>Follow up and review</p>	<p>Case follow up allows the case manager to assess the client’s situation as well as monitor the status of the case action plan. Through the follow up, case manager monitors if the client is getting the needed help and services including the cash in a timely manner; if the intended outcomes from services received are delivered; if there are any barriers to achieving case action goals; and whether the client has any new or different needs. If it is clear from the beginning that the case is in a situation of recurrent need, the case should be referred to a more sustainable programme such as MPCA program where possible.</p> <p>Post Distribution Monitoring relevant to case management ensures that the client level of risks is reduced, that the process of facilitating and receipt of cash by client has not put clients at any additional risk. The case manager will inform the client about PDM and its purpose once the cash is received. The PDM will be facilitated by another staff from the organization to ensure objectivity of the PDM results.</p>
<p>Closure</p>	<p>Once the intended outcomes from the services are achieved and there are no threats or risks on the client, the case is ready for closure. Once case closure is agreed with the client, the case manager recommends case closure to the Senior Case Manager for approval of closure of the case. Once approved, the case manager confirms with</p>

	<p>the client on the closure of the case.</p> <p>The case manager ensures that all documentations including receipts related to the cash are all finalized and properly stored according to the organization's data storage protocol.</p> <p>The case will also be closed in the RAIS.</p>
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Annex 1 - Term of References

A. Caseworker Job Description

A Caseworker, is responsible for helping adults, children and families find and obtain or access different governmental or association/ organization resources like healthcare, and education services, financial aid or counseling. Their duties include meeting with clients to identify their needs, using established services map/ referral pathways to provide assistance to their clients and communicating with their clients regularly.

Duties and responsibilities

Some of the duties and responsibilities of a Caseworker as part of case management process include documenting case history, preparing reports and serving as a liaison between families, government, non-governmental organizations, schools, courts and other essential services. Here are some of the daily duties of a Caseworker:

- Filing and maintaining case history reports
- Interviewing clients to assess their situational needs
- Determining which services and assistance are necessary and life saving
- Serving as a liaison between the client and social, financial, health and legal services
- Developing a plan of action to improve the client's well-being
- Planning regular follow-ups to assess progress and additional needs
- Reviewing and modifying plans as circumstances change for the individual

B. Cash Transfer Officer

Cash Transfer officer, is responsible on daily support of the smooth implement of the Cash Transfer Intervention, on the Community based approaches in both Conditional and Unconditional Cash Transfer. The officer will be responsible for monitoring, documenting, accounting and reporting the cash distribution activities.

Duties and responsibilities

- To ensure the proper implementation and reporting of the Cash based Program Activities by supervising the Cash Distribution by adoption of transparency and participatory approaches
- Facilitate Communities to identify suitable Cash Distribution methods together with technical staff, Local Authorities, and different Stakeholders
- Working closely with Social and Case management and MEAL teams to ensure non exclusion of special vulnerable individuals and Households, and adherence to set accountability standards