

BASIC ASSISTANCE WORKING GROUP

21 APRIL 2017

AGENDA

1. Sector Updates

- a. Targeting Assistance
- b. Winter Support: Summary
- c. 2017 Q1 Achievements
- d. New IM Tool: Interactive Summary Dashboard

2. UNHCR Winter Post Distribution Monitoring Results

3. Aarsal Cash Assistance Pilot: Presentation by ACF

4. AOB

1.A SECTOR UPDATES – TARGETING ASSISTANCE

1.1 SECTOR UPDATES – Targeting Assistance

March 2017 (AI, RAIS)

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59,521 vulnerable households received multi-purpose cash

49,196 SYR HHs

9,411 PRS HHs

914 Leb HHs

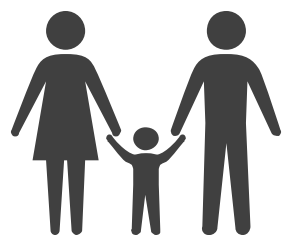
20,645 SYR HHs (unconditional / Education spec. /
approx. 60% overlap with MPC beneficiaries above)

USD 10,464,790 injected in the local economy

**1.B SECTOR UPDATES – WINTER
SUPPORT 2016 / 2017**

1.2 SECTOR UPDATES – Winter Support

Nov 2016 - Mar 2017 (RAIS, AI)



In-need

265,260

Reached

237,964

90%



Cash

185,476

78%*



CRIs

52,488

22%

**Out of the total reached cases, 78% received cash and 22% received CRIs; Cash remains the primary modality*



Needed

\$125 M

Secured

\$120 M

96%

1.2 SECTOR UPDATES – Winter Support





Nov 2016 – Mar 2017 (RAIS, AI) / 185,476 HHs reached with cash for winter out of 218,000 identified (85%)

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Package	Reach	Target	
\$147	122,000	124,000	98%
\$100	7,357	7,357	100%
\$75 top-up	44,555	45,000	99%
\$40 top-up	36,829	55,000	67%
Fuel Cards	11,564	10,000	116%
USD Injected	\$115,000,000	\$122,000,000	94%

1.2 SECTOR UPDATES – Winter Support

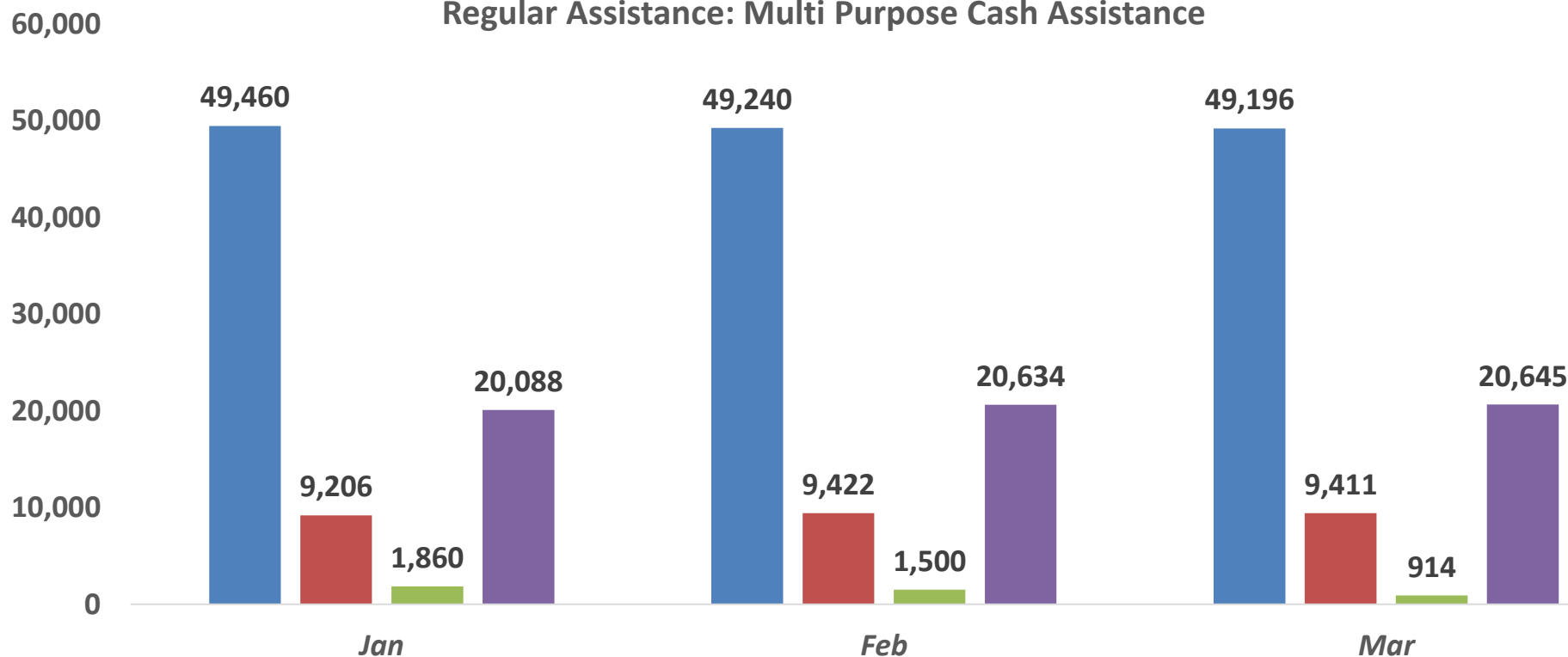
Nov 2016 – Mar 2017 (RAIS, AI) / 52,488 HHs reached through in kind CRIs

	CRIs	Distributed
	High thermal blankets	84,724
	Stoves	5,805
	In kind clothing kits	52,233
	Fuel / public schools	527

**1.C SECTOR UPDATES –2017 Q1
ACHIEVEMENTS**

1.c SECTOR UPDATES – 2017 Q1 ACHIEVEMENTS

Regular Assistance: Multi Purpose Cash Assistance



- # of Syrian households receiving multi-sector/ purpose cash transfers (every month)
- # of Palestinian households receiving multi-sector/ purpose cash transfers (every month)
- # of Lebanese households receiving multi-sector/ purpose cash transfers (every month)
- # of socio-economically vulnerable households with children (aged 5-15 years) receiving an unconditional cash transfer

1.c SECTOR UPDATES – 2017 Q1 ACHIEVEMENTS

Monthly Dashboard Indicators	Progress	%Total	End 2017 Target (HHs)	USD Injected
# of households receiving multi-sector/ purpose cash transfers (every month)	75,357	31%	240,276	34,734,087
# of Syrian households receiving multi-sector/ purpose cash transfers (every month)	49,460	25%	195,776	25,875,325
# of Palestinian households receiving multi-sector/ purpose cash transfers (every month)	9,422	105%	9,000	747,950
# of Lebanese households receiving multi-sector/ purpose cash transfers (every month)	1,860	5%	35,500	2,808,962
# of socio-economically vulnerable households with children (aged 5-15 years) receiving an unconditional cash transfer	20,645	11%	180,000	5,301,850

1.c SECTOR UPDATES – 2017 Q1 ACHIEVEMENTS

Monthly Dashboard Indicator	Progress	%Total	End 2017 Target	USD Injected
# of households receiving seasonal cash grants or vouchers	183,265	61%	302,756	156,000,000
# of households receiving seasonal cash grants or vouchers (Syrians)	176,000	69%	255,956	127,977,500
# of households receiving seasonal cash grants or vouchers (Palestinians)	9,214	94%	9,800	4,900,000
# of households receiving seasonal cash grants or vouchers (Lebanese)	3,088	8%	37,000	18,500,000
# of vulnerable households with children (aged 0-14 years) receiving one-off seasonal cash assistance	8,283	15%	55,000	4,600,000

1.c SECTOR UPDATES – 2017 Q1 ACHIEVEMENTS

- 2017 /Total funding received: \$22,495,664 out of \$571,500,000 (4%)
- 2016 / total funding received: \$40,345,805 out of \$356,604,240 (11%)
- 10 out of 42 partners received funding in 2017 (?)
- Under reporting noticed on FTS; differences between AI and RAIS
- Different baselines: vulnerability cut offs applied to the total estimated number of Syrians (1.5M) in country → targets and budgets are high

1.D SECTOR UPDATES – NEW IM TOOLS

DRAFT / UNDER CONSTRUCTION

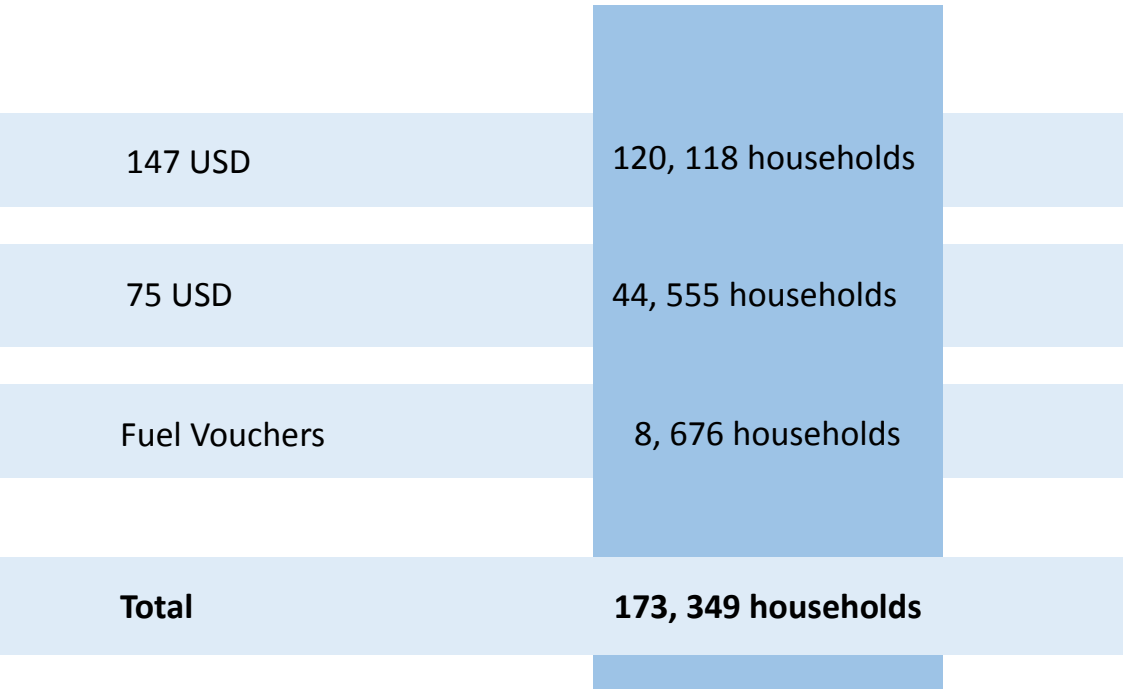
WHAT WOULD YOU LIKE TO SEE?

what are the main figures needed?

<https://app.powerbi.com/view?r=eyJrljoiYzA4YWY5YWQ0tYTIkZi00OWE2LTlmZGltZTdhY2NiYzZMzNjgxlidCI6IjhhMDYzYWY1LTc4YjgtNGY2NS1hZjgyLWI0ZDU2ZTM0YjU0MCI6ImMiOjI9>

2. UNHCR WINTER 2016/17 POST DISTRIBUTION MONITORING RESULTS

Winter 2016/17 Cash Assistance to Syrian Refugees



Winter 2016/17 PDM

- Objective: To examine beneficiary satisfaction with seasonal cash assistance for the 2016 2017 cycle in terms of selection, eligibility, distribution, access to ATMs, decision making and cash spending.
- Additional themes: cash advance and shelter needs.
- Sample
 - Simple random sampling
 - Representative of full caseload at a national level; Bekaa sample representative at governorate level.
 - Sample split proportional to caseloads at the district level.
 - Beneficiaries of seasonal cash (147 USD per month)

	Sample collected
Beirut and Mount Lebanon	112
Bekaa	595
North Lebanon	123
South Lebanon	50
Total	880

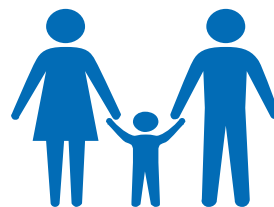
Sample characteristics



50.3%



49.7%



Average household size:

5.2

74.6% of respondents were heads of household.

Of those that were not head of households 88.2% were wives of male headed households.

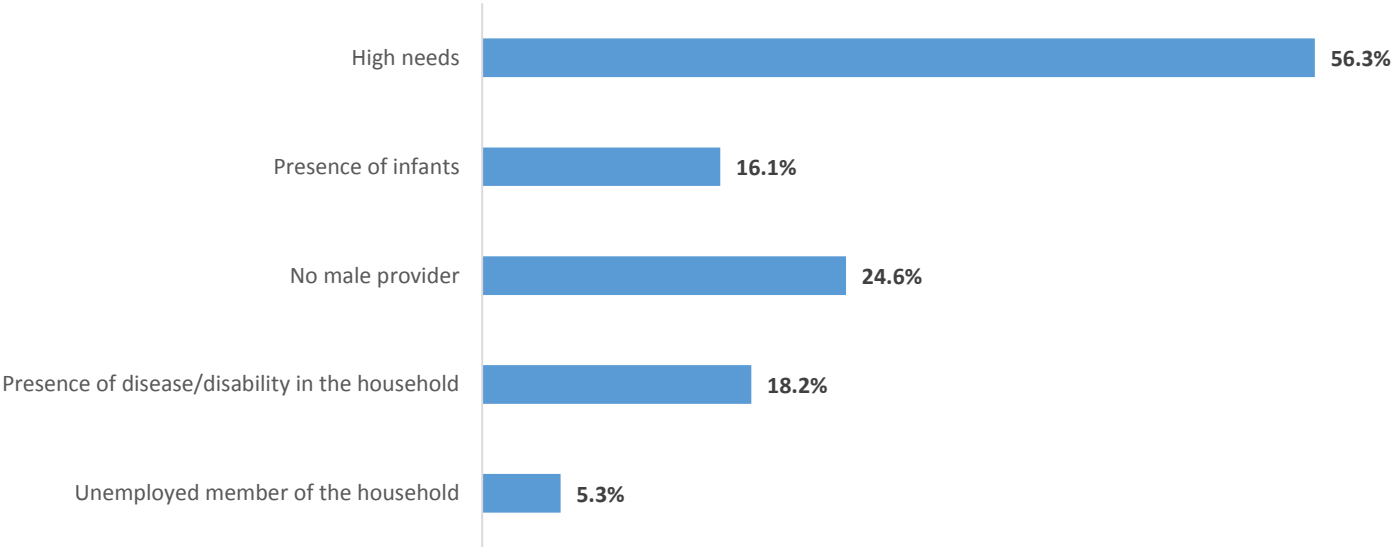
71% of respondents was the person who went to withdraw the last assistance from the ATM

84.3% reported attending the distribution.

Selection and eligibility

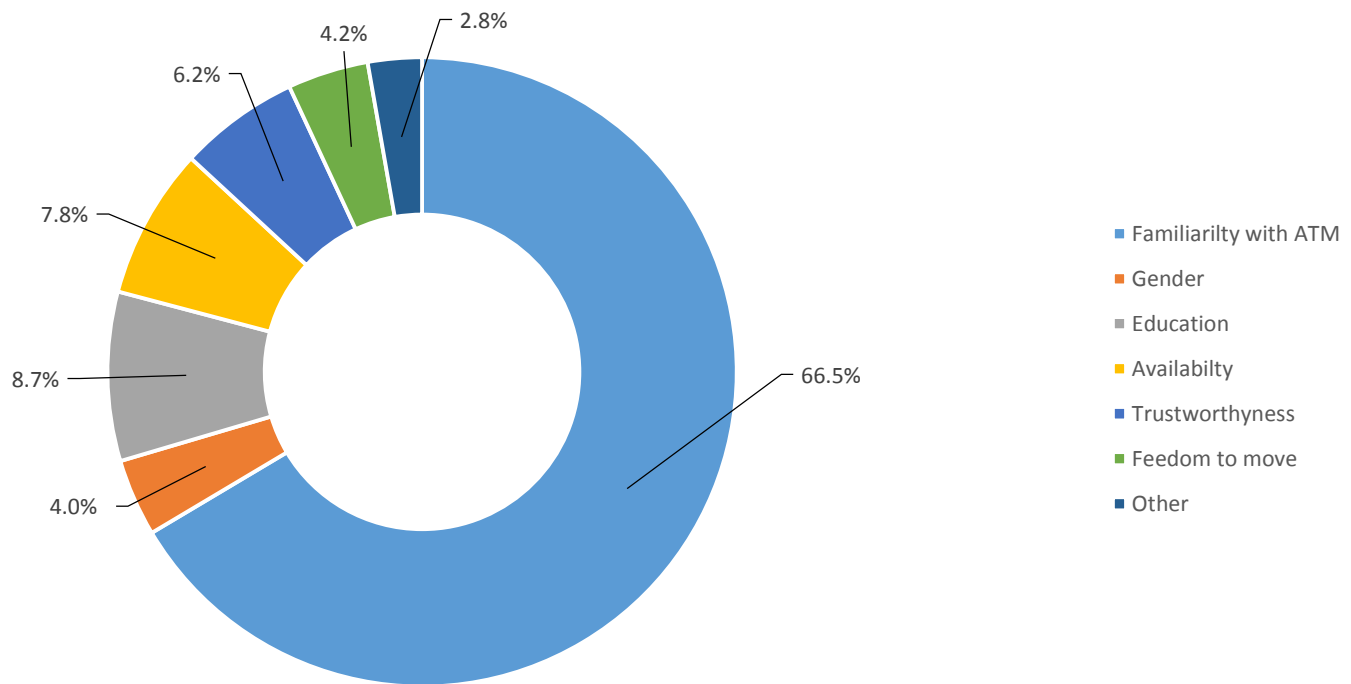
- 28.4% of respondents reporting knowing why they were selected for seasonal cash assistance

Perceived reasons of selection criteria for eligibility among beneficiaries of winter cash assistance



ATM access

Considerations of decision making surrounding selecting household members to travel to the ATM to withdraw winter cash assistance.



ATM Access



Average time to reach ATM
21.5 Minutes



30% no cost of transportation to ATM
52% pay less than 5000LBP; 15% pay between 5000LBP-15000LBP; 2.6% pay more than 15000LBP



ATMs.
Distance and cost were the most common (mostly



84.6% withdrew the full amount at once



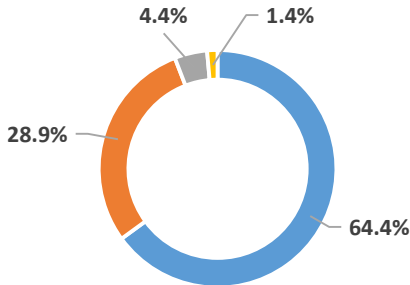
Less than 5% reported challenges with withdrawal, mostly have to wait in long lines (Bekaa)

Cash Advance

- 92.3% of respondents reported that receiving the seasonal cash assistance as a lump sum did not cause any problems
 - Those that reported problems mentioned that all or most of the money was spend shortly after the assistance was received and they needed more money to stay warm in the coming months
- 83% reported that they prefer to receive the assistance on a monthly basis rather than as a lump sum

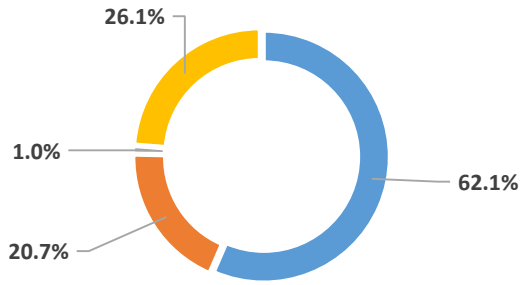
Decision Making

Member of the household who is usually in possession of the ATM card.

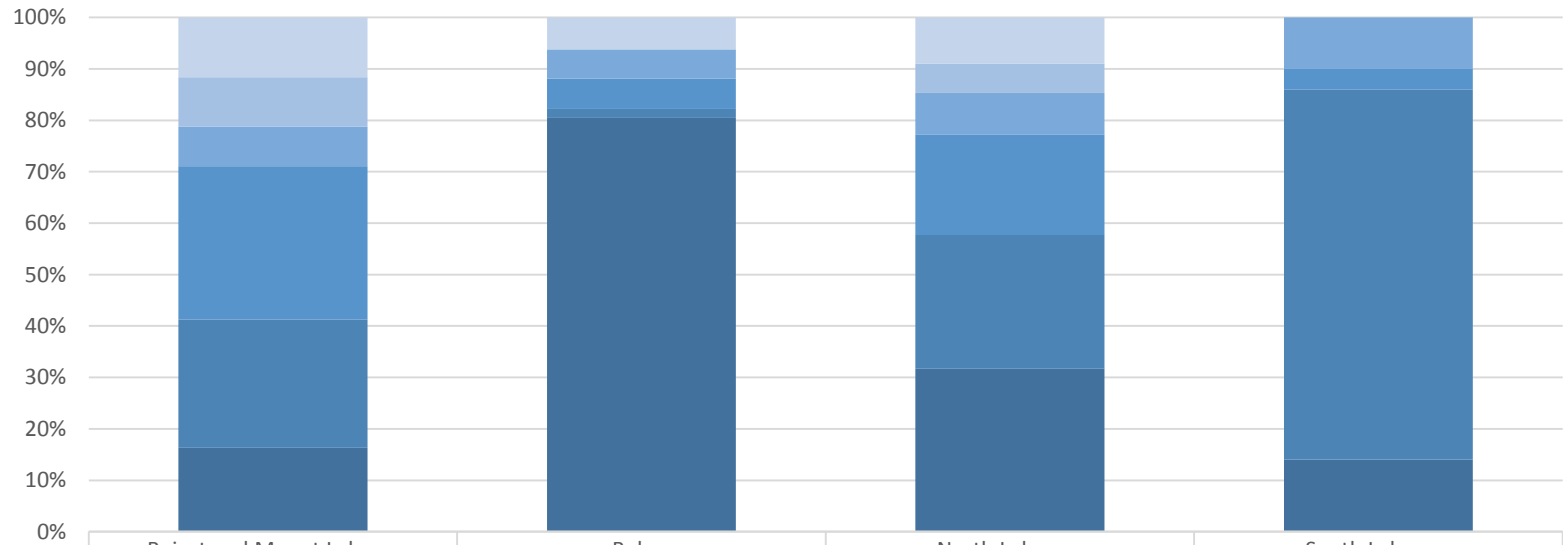


- Male head of household
- Female head of household
- Other female family member
- Other male family member

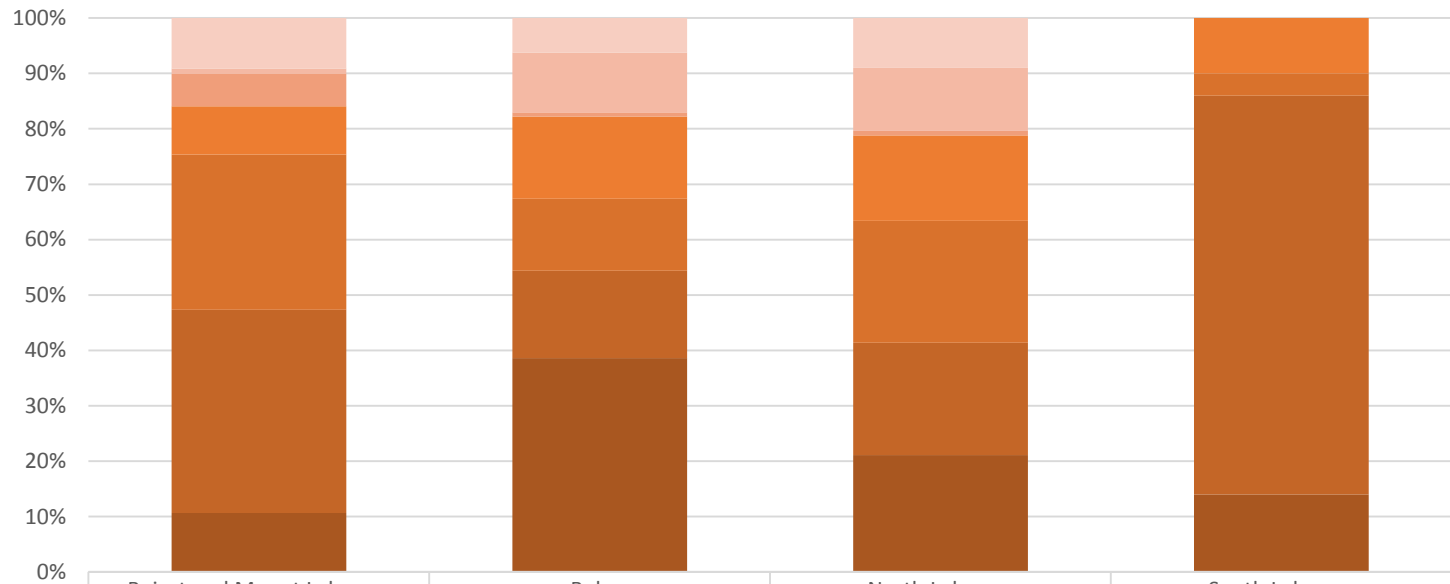
Member of the household who is the main decision maker with regards on how to spend the winter cash assistance



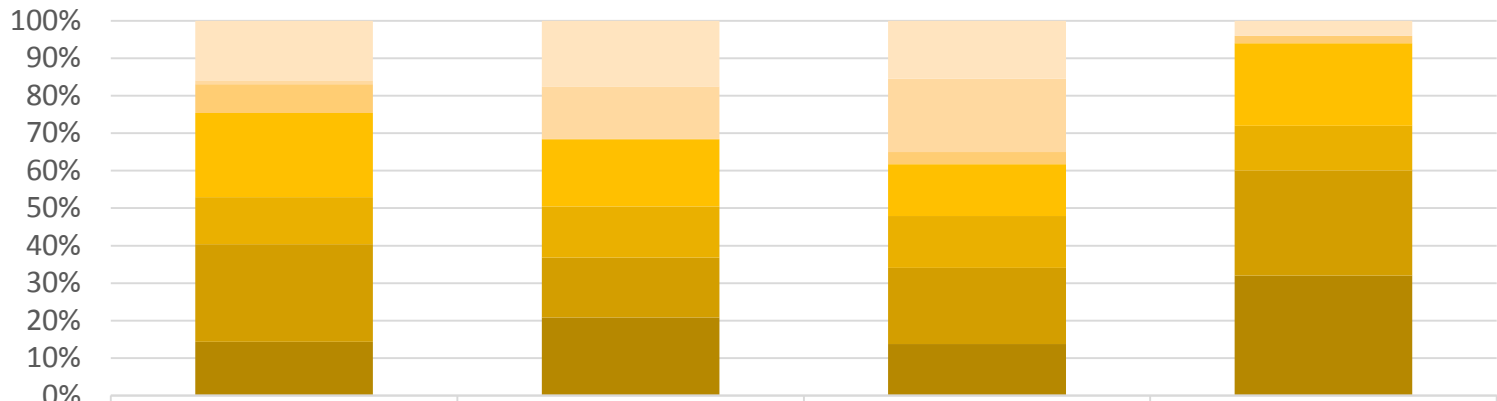
- Male head of household
- Female head of household
- Other
- Joint decision between husband and wife



	Beirut and Mount Lebanon	Bekaa	North Lebanon	South Lebanon
Other	11.6%	6.2%	9.0%	0.0%
Clothes	9.6%	0.0%	5.7%	0.0%
Health	7.7%	5.7%	8.1%	10.0%
Rent	29.8%	5.9%	19.5%	4.0%
Food	25.0%	1.7%	26.0%	72.0%
Fuel	16.3%	80.5%	31.7%	14.0%



	Beirut and Mount Lebanon	Bekaa	North Lebanon	South Lebanon
Other	9.1%	6.2%	9.0%	0.0%
Debt repayment	1.0%	10.8%	11.4%	0.0%
Clothes	5.8%	0.8%	0.8%	0.0%
Health	8.7%	14.8%	15.4%	10.0%
Rent	27.9%	13.0%	22.0%	4.0%
Food	36.5%	15.8%	20.3%	72.0%
Fuel	10.6%	38.6%	21.1%	14.0%



	Beirut and Mount Lebanon	Bekaa	North Lebanon	South Lebanon
Other	15.9%	17.4%	15.5%	4.0%
Debt Repayment	1.0%	13.8%	19.5%	0.0%
Clothes	7.7%	0.1%	3.3%	2.0%
Health	22.5%	17.8%	13.8%	22.0%
Rent	12.5%	13.5%	13.8%	12.0%
Food	26.0%	15.8%	20.3%	28.0%
Fuel	14.4%	20.7%	13.8%	32.0%

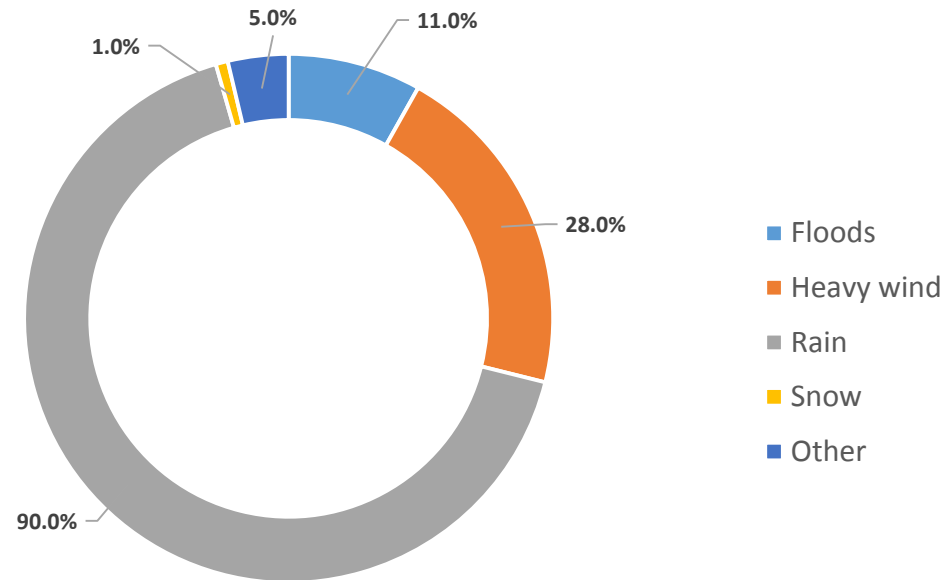
Ability of winter cash assistance to meet household needs

	A Great Deal	A little	Not much	Not at all
Beirut and Mount Lebanon	69.2%	26.0%	4.8%	0.0%
Bekaa	44.3%	54.0%	1.2%	0.5%
North Lebanon	59.3%	36.6%	3.3%	0.8%
South Lebanon	70.0%	30.0%	0.0%	0.0%

In-kind (CRIs) and Shelter assistance

- 86% of the sampled households reported not having received any core relief items (CRIs) during this winter season.
 - Blankets were the most commonly reported item received.
- 3% reported that they had received some kind of shelter assistance.
 - Most commonly shelter kits.

Types of adverse weather effects that caused damage to the shelters of beneficiaries



Complaints and Feedback



92.4% reported that they use the hotline to report complaints.



7.7% of beneficiaries reported having registered a complaint related to assistance.



Of those with registered complaints, half reported that their complaint was resolved.



67.9% prefer using the hotline to file a complaint, while 24.8% prefer going to the agency's office.

Conclusion and Recommendations

- Improving communication with beneficiaries on selection.
- While minimal risk was associated with ATM access it is worth further examining issues of overcrowding.
- Preference of cash assistance as a monthly transfer



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

QUESTIONS?

3. ARSAL CASH ASSISTANCE PILOT: PRESENTATION BY ACF

PROVIDING IMPROVED ACCESS TO ESSENTIAL GOODS AND SERVICES FOR HIGHLY VULNERABLE POPULATIONS IN HARD TO REACH AREAS

ARSAL



SUMMARY

1. Program basic Information
2. Methodology- KACHE
3. Monitoring and evaluation
4. Some conclusions

PROGRAM BASIC INFORMATION

Duration: from July 2016-until May 2017

Main activity: Distribution of Multipurpose Cash to 653 HHs. 175\$ monthly and 75 \$ winterization (only for Syrian) from mid-November until mid-March.

Beneficiaries: 653 HHs (20% Lebanese) –

555 Syrian refugees: 530 from UNHCR severely vulnerable lists & 25 referred by organizations working in the area (MSF & IRC)

98 Lebanese: from Ministry of Social Affairs /NPTP lists

Selection of vendors: 10 vendors in total

6 vendors (markets)

4 vendors (2 clothing shops and 2 fuel stations)

METHODOLOGY- KACHE (KIT FOR AUTONOMOUS CASH ASSISTANCE IN HUMANITARIAN EMERGENCIES)

An emergency tool kit, composed by an online platform, hand-held terminals and smart cards.



Terminals are delivered to points of sale where beneficiaries can obtain their necessities, paying through their individual smart cards.

Allows E- transfers for previously inaccessible areas due to their isolation, insecurity or limited infrastructure (case of Aarsal where there is no access to ATM).

1,185,320.00 USD
ALLOCATED

319.39 USD
IN CIRCULATION

1,184,334.00 USD
REDEEMED

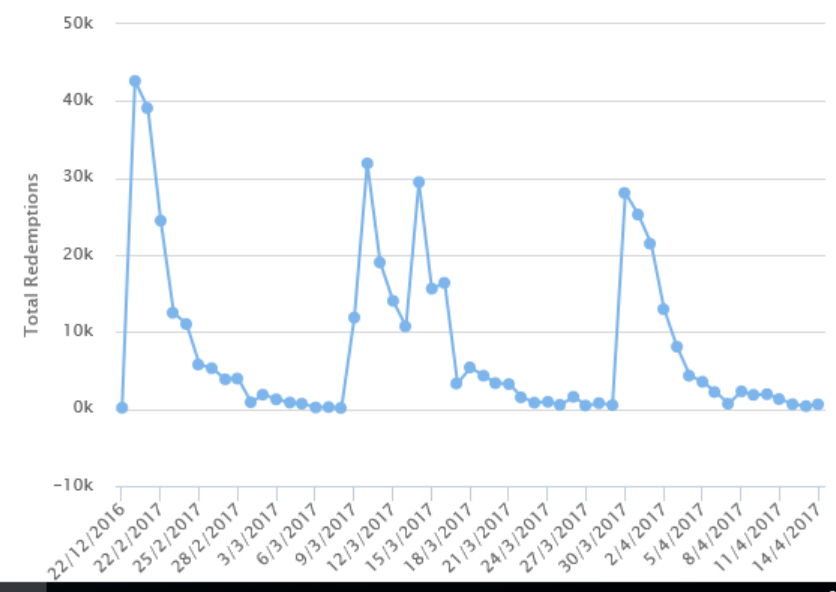
1,066,996.27 USD
PAID TO VENDORS

BENEFICIARY BALANCES

Show 10 entries

Name	Id	Amount
نهاده معاذ الفرج	781-13C20450	175.17 USD
حسن عوده	LB-A-16-0092	137.18 USD
رجاء احمد جوخدار	781-14C10738	0.65 USD
اسماء محمد السليح الزين	568-13C01078	0.47 USD
فاسم عز الدين	LB-A-16-0054	0.45 USD
عمر الحنجري	LB-A-16-0013	0.41 USD
صفية الحنجري	LB-A-16-0053	0.38 USD
ميرام خضر الزهوري	781-13C12641	0.37 USD
شمسه ديب بكار	781-13C31032	0.36 USD

REDEEM VALUES BY DAYS



MONITORING AND EVALUATION -METHODOLOGY-

Specific activities:

Baseline

Post Distribution Monitoring (PDM)- distribution

Post Distribution Monitoring (PDM)- usage

Endline (May 2017)

Monthly activities:

Hotline available

Shop monitoring

Price monitoring

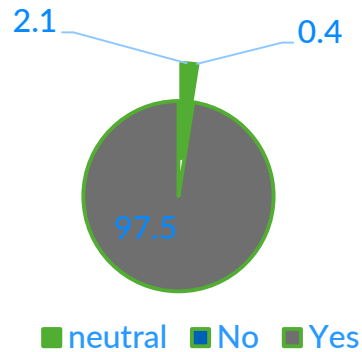
Phone call investigation , check up calls, non- redemption calls for beneficiaries and vendors

Collecting receipts from vendors

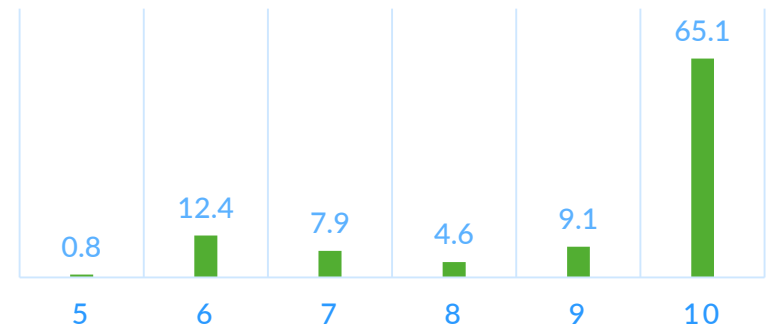
Platform monitoring: amount redeemed (both by beneficiary & vendors), products purchased

MONITORING AND EVALUATION RESULTS

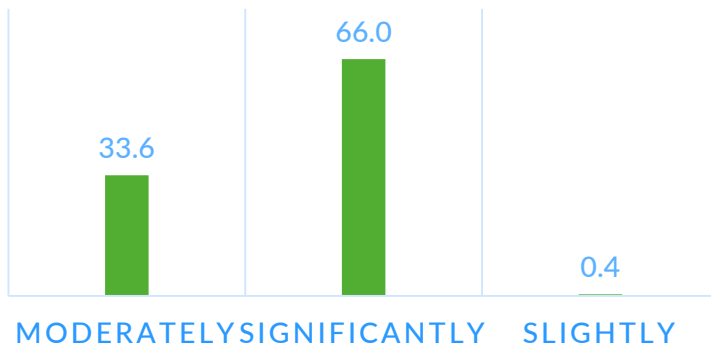
Satisfaction with ACF treatment in regards to the assistance



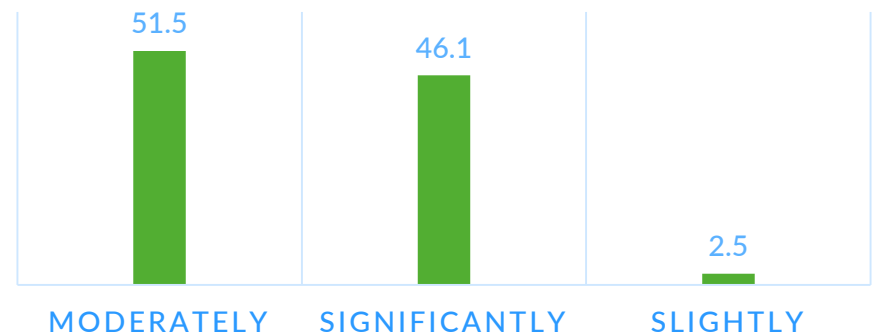
SATISFACTION SCORE OF THE BENEFICIARIES WITH ACF ASSISTANCE



CONTRIBUTION OF ASSISTANCE TO ENHANCE THE INDEPENDENCY/AUTONOMY (%)



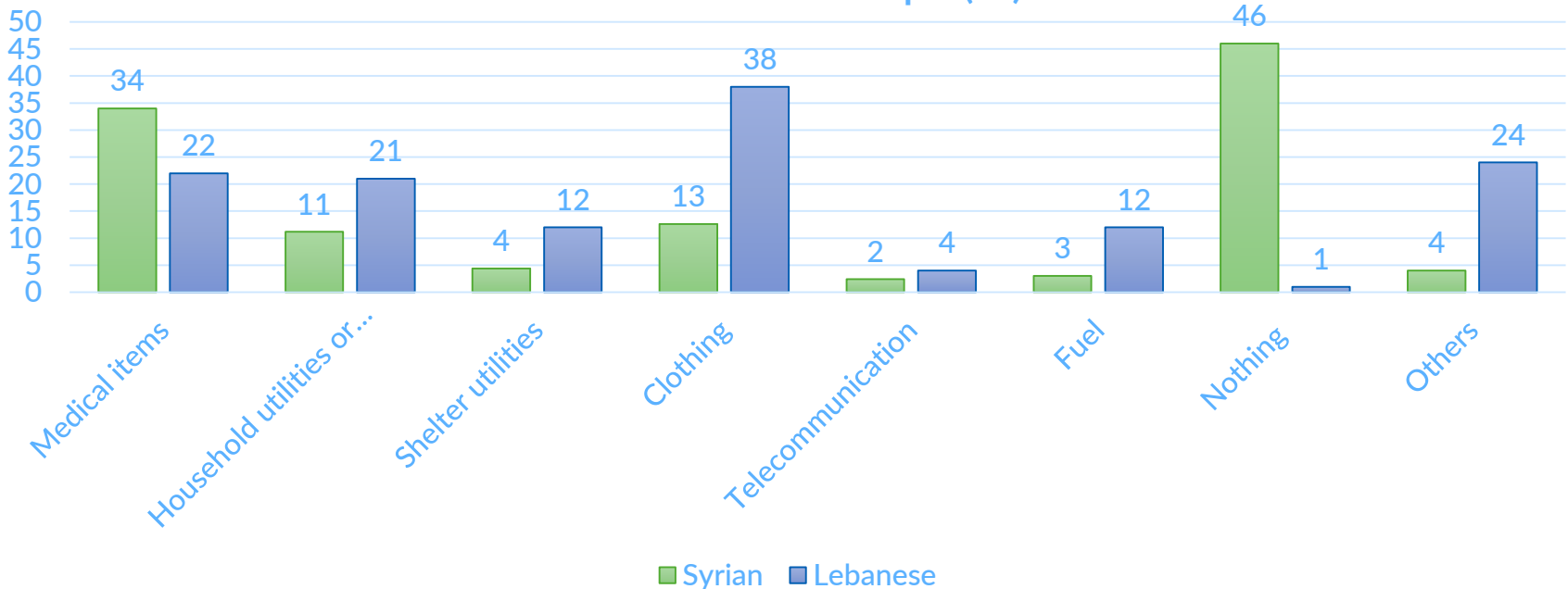
CONTRIBUTION OF ASSISTANCE IN PRIORITIZING THE PURCHASES AND EXPENDITURES



MONITORING AND EVALUATION RESULTS

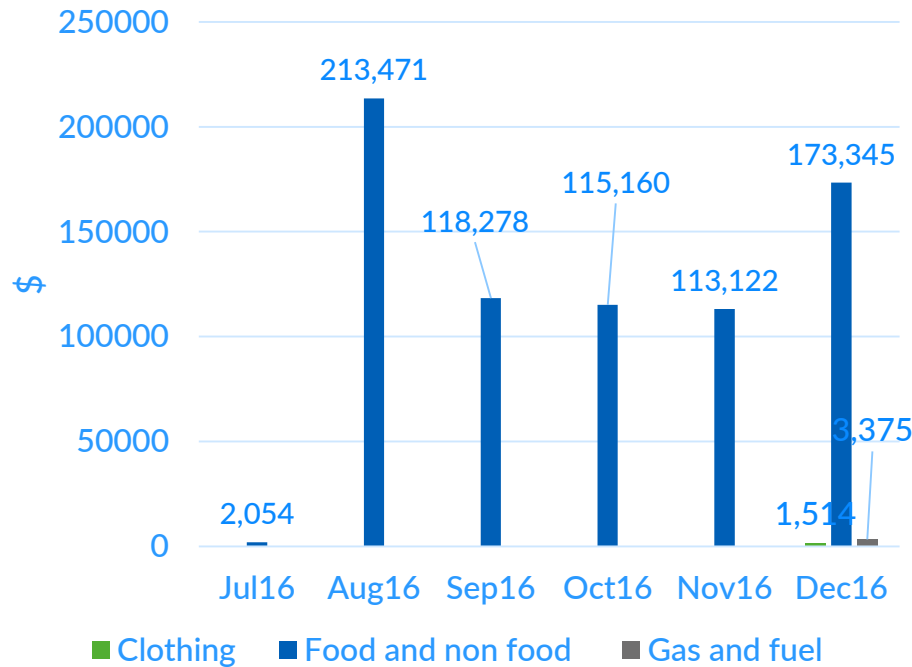
54% of Syrian and 99% of Lebanese believe their needs are not covered currently.

Items that beneficiaries like to buy but not available in the contracted shops (%)

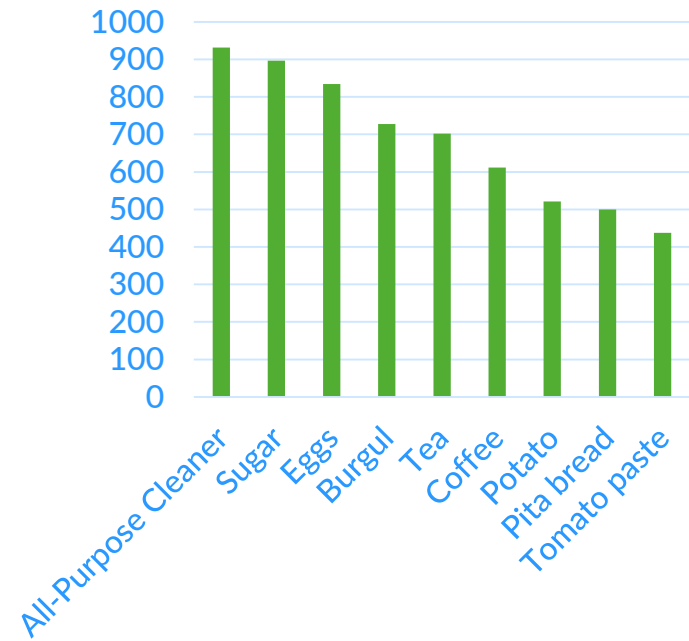


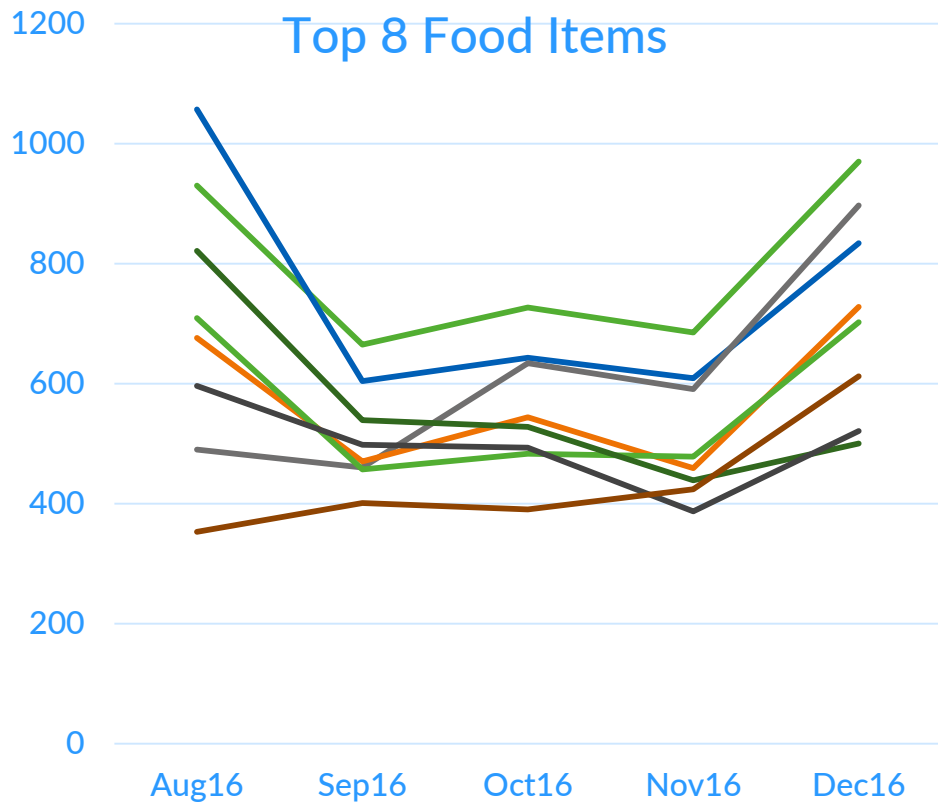
COPING STRATEGIES

Expenditure amount by basket category

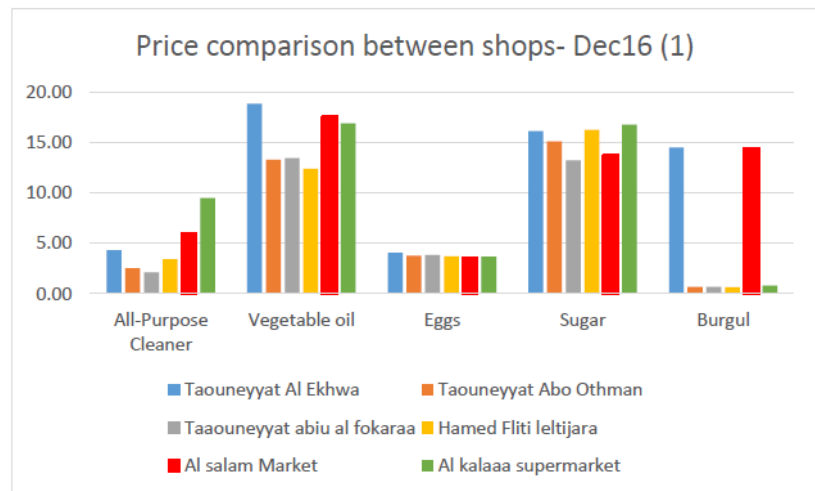
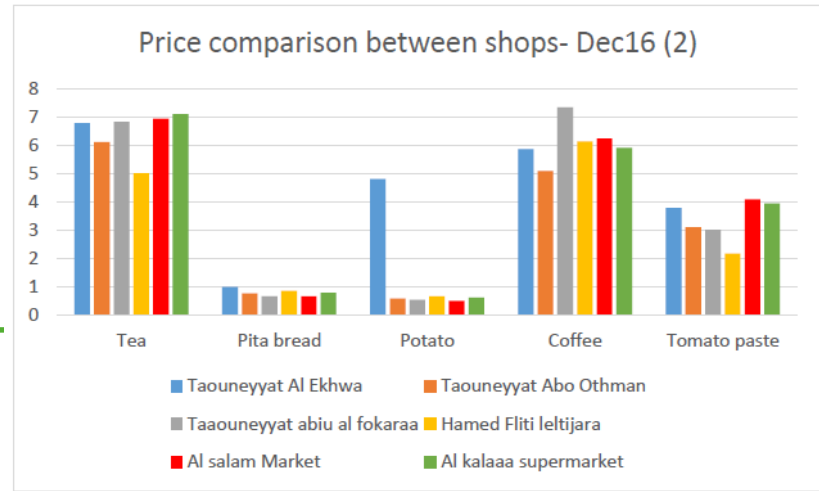


Top 10 items demanded in Dec16





- Vegetable oil
- Sugar
- Tea
- Potato
- Eggs
- Burgul
- Pita bread
- Coffee



- Taouneyyat Al Ekhwa
- Taouneyyat Abo Othman
- Taouneyyat abiu al fokaraa
- Hamed Fliti leltijara
- Al salam Market
- Al kalaaa supermarket

CONCLUSIONS

Adapted methodology to the area: possibility of improvement adding services and cash out through vendors.

No negative effects detected in markets through price monitoring and availability of products

Current small caseload –possibility to scale up according to basic needs in the area and market capacity

Aarsal as a priority for covering humanitarian gap in the country