



POST-DISTRIBUTION MONITORING

Urgent Cash Assistance

August 2014



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A - BRIEF DESCRIPTION: PU-AMI ACTIVITIES



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- **Winter 2013/2014: Home adaptation / Sealing-off Kits (SoK) for mitigating harsh weather**
 - ✓ 1,800 SoK distributed in Amman, Zarqa, Jerash and Balqa
 - ✓ Mitigate damp, mould
 - ✓ Temporarily seal-off
 - ✓ Fill small holes/gaps
 - ✓ Closing gaps in doors and windows frames
 - ✓ Enhance thermal insulation

- **Health Needs Assessment with MoH in Zarqa Governorate**

- **Continuous Field needs screening and referrals**

- **From April to June 2014: Urgent Cash Assistance in Amman, Zarqa, Jerash and Balqa**
 - ✓ 2,154 families

B - PU-AMI BENEFICIARY IDENTIFICATION METHODOLOGY



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Reach-out team: 14 Field Officers under the supervision of two team leaders in Amman, Jerash, Balqa & Zarqa:

- CBOs
- Syrian Focal Points
- Referrals from other agencies
- Hotline
- Door-to-door
- Beneficiaries themselves
- Word of mouth / snowball





C - NEEDS ANALYSIS

As per PU-AMI database:

PU-AMI Field teams assessed 5,394 households from October 2013 to June 2014 in Amman, Zarqa, Jerash & Balqa:

- *75% Syrian households (4,021)*
- *23% Jordanian households (1,240)*
- *2% other nationalities (133)*





NEEDS ANALYSIS

Protection:

- 4% of assessed Syrians NOT registered with UNHCR
- 50% with pending UNHCR renewal
- 30% hold an inaccurate Mol card

Shelter:

- 99% of Syrian households assessed are renting their dwelling (63% of Jordanian households)
 - *Average rent paid by assessed Jordanians: 78.5 JOD*
 - *Average rent paid by assessed Syrians: 120 JOD*
- Average member per family: 6.6 individuals in Syrian family / 5.8 individuals in Jordanian family
- 9% of Syrian households assessed face threat of eviction (among them 1/5 are Syrian female-headed household)





NEEDS ANALYSIS

Health:

- 65% of assessed respondents suffer from chronic disease
- 11% of Syrian household assessed comprise at least one person with disability (functional limitation)
- *66% of assessed Syrian Households had to pay for medical treatment*
- *12.6% cannot afford surgical operation*

D - PU-AMI URGENT CASH ASSISTANCE



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- *RRP6 – Cash Response:*

- *Objective 1: « Ensure that the needs of extremely vulnerable Syrian as well as Jordanians affected by the refugee crisis are covered across Jordan »*

- *Output 1.2. : « Provision of equitable urgent cash assistance »*
 - *2,154 beneficiaries*
 - *4 governorates: Amman, Zarqa, Jerash & Balqa*
 - *One-shot 130 JOD*
 - *From April to June 2014*

VULNERABILITY SCORING SYSTEM

Rapid Household Assessment (RHA)

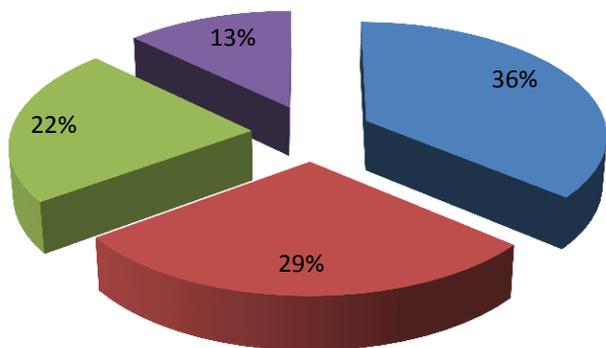
- Demo / Socio-economic status (HH gender, Disabilities, Elderly...)
- Documentation & Protection (UNHCR, Mol, tenure documentation)
- Dwelling conditions
- Household Income & Expenses
- Access to basic services
- Access to Public services (health, Education, etc)

Selection of beneficiaries through:

- Scoring system
- Automatic cases:
 - Female head of household with no family support (no family members aged 18-55)
 - Head of household with functional limitation (including enabling diseases and/or recent injuries)
 - Elderly (55+) head of household with no family support (no family members aged 18-55)
 - Household with children not registered at school and are working
- Exclusion criteria:
 - Syrian household who receive regular cash from UNHCR or NGO or received cash assistance in past two months (as checked with other agencies)
 - Jordanian households who receive regular cash from National Aid Fund

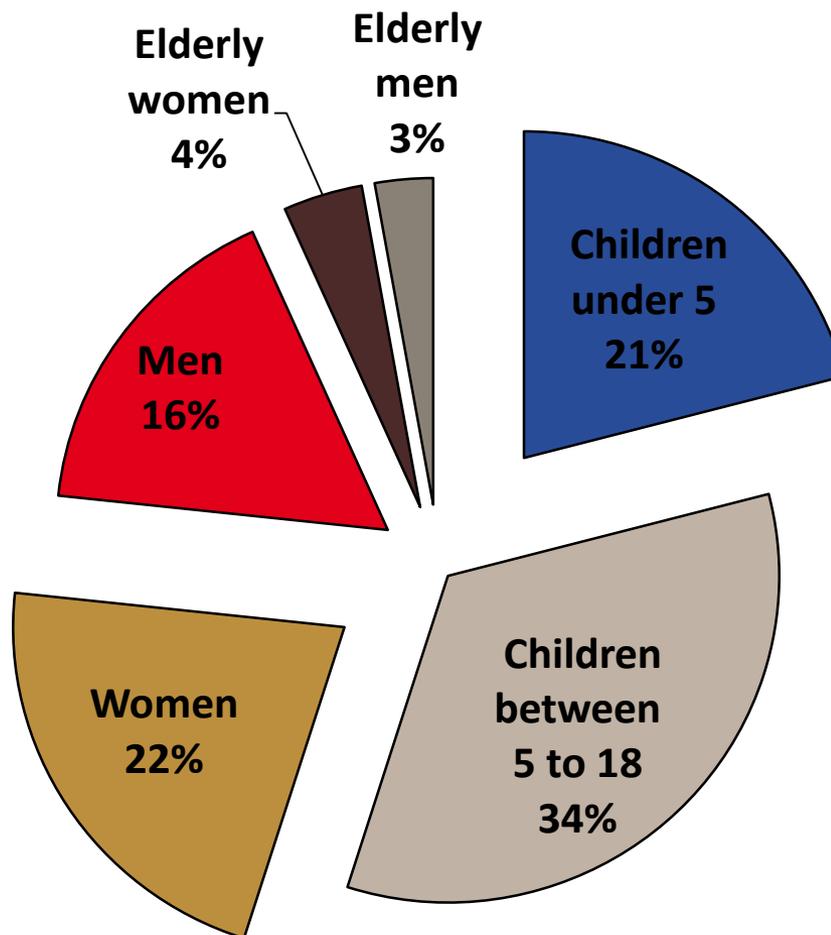
PU-AMI URGENT CASH ASSISTANCE

Number of cash grant distributed per Governorate



■ Amman ■ Zarqa ■ Jerash ■ Balqa

- ✓ 20% of the UCA direct beneficiaries are people with functional limitation
- ✓ 28% of the UCA direct beneficiaries are female-headed households



Disaggregation of the Syrian UCA beneficiaries

UCA DISTRIBUTION PROCESS

Distribution via bankcards through home visits:

- Safety
- Customized and adapted to the needs of beneficiaries
- Cross-checked by M&E after distribution for activation

Distribution of hard cash:

- People with specific needs

Market price monitoring

during the distributions to monitor prices in the targeted communities



E - POST-DISTRIBUTION MONITORING (PDM) METHODOLOGY

Objectives:

- Evaluate impact of the UCA activity provided by PU-AMI
- Feedbacks on the assessment and distribution processes
- 254 beneficiaries assessed out of 2,154 (confidence level of 95% and confidence interval of 5.76)
- Stratified sampling: Beneficiaries are divided by nationality, community, gender, types (FHH, PWD)

F - MAIN RESULTS

- Hotline Service: **70.5%** reported that they did NOT need to call the hotline for any help.
- **Unclear about where to access the location of the bank**: 11% said the location of the bank was not clear, particularly in rural areas (Jerash governorate)
- **15%** of the Syrian assessed and **2%** of Jordanian assessed mentioned increase of prices for grocery items after the cash distribution.
- Satisfaction with the assistance provided:
100% of the respondents reported that the cash assistance provided was part of their most substantial needs.

MAIN RESULTS

70% of respondents reported that no problems occurred following the Cash Distribution.

98% of the beneficiaries stated they felt safe while accessing the bank

88% of the beneficiaries stated the process to withdraw money was easy

➤ Issue regarding deadline for cards activation with the bank.

➤ *66% of Syrian beneficiaries withdrawn all the cash within 6 days, 100% within 3 weeks.*

➤ *90% of the UCA beneficiaries spent the total 130 JOD within a week, among them 57.8% within a day.*

➤ ***72% of Syrian beneficiaries used the cash to pay their rents (32% of Jordanian beneficiaries)***

➤ ***22% of Syrian beneficiaries used the cash to pay for medical expenses (19% of Jordanian beneficiaries)***

➤ *20% of the Syrian and 53% of the Jordanian beneficiaries also used part of the money to buy food.*

G - LESSONS LEARNED

- **Time between the assessment and the distribution** (24% of beneficiaries stated it was too long)
- **Geo-localisation of the beneficiaries by the distribution teams (different from the assessment teams)**
- **Time between distribution and activation** (issues with the bank)
- **Rationale behind the amount of the UCA? Best time for UCA distribution?**
 - Average expenses for basic needs of Syrian families (6 members) = 277.5 JOD
 - 130 JOD covers 46% of the average monthly expenses
 - Winter? Eïd?
- **Jordanian beneficiaries (NAF lists and re-assessment)**
- **Avoid duplication with CBOs and/or other agencies**
- **Referrals to other agencies (flag for regular cash assistance)**