



# POST-DISTRIBUTION MONITORING

Urgent Cash Assistance

August 2014



Humanitarian Aid  
and Civil Protection

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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



*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





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# 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)

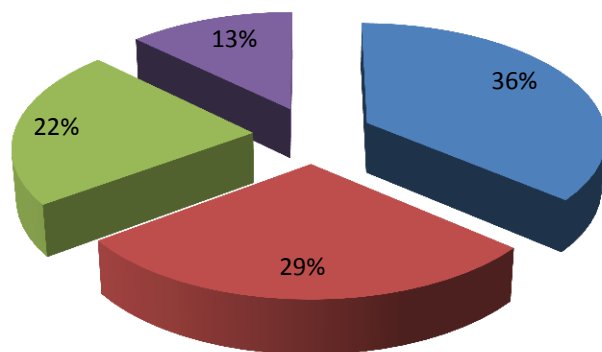
- Demo / Socio-economic status (HH gender, Disabilities, Elderly...)
- Documentation & Protection (UNHCR, Mol, tenure documentation)
- Dwelling conditions
- Household Income & Expenses
- Access to basic services
- Access to Public services (health, Education, etc)

## 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

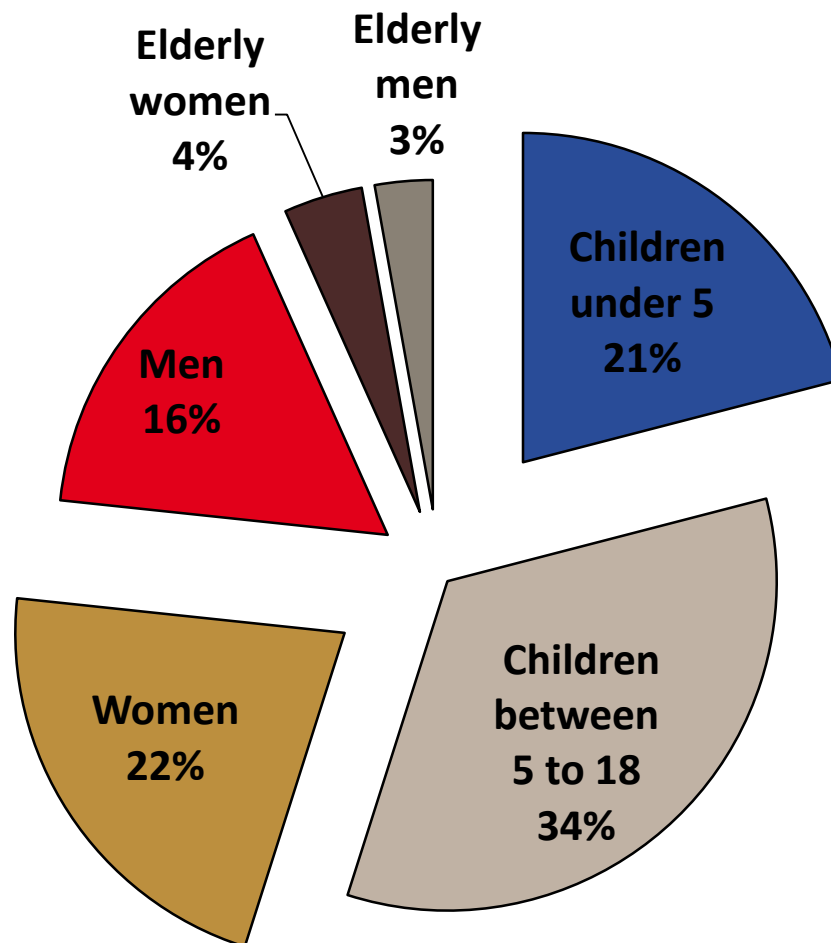
# PU-AMI URGENT CASH ASSISTANCE

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)**