

A Meeting of Cash Working Group Leads from East and Southern Africa



4 and 5 March 2020

Meeting Report

**Burundi, Ethiopia, Kenya, Madagascar, Malawi,
Mozambique, Somalia, Sudan, Uganda, Zimbabwe and the
Southern Africa Regional Group**

Table of Content

1.0 Introduction	3
1.1 Key Highlights of the Workshop:	3
1.2 Expectations	4
2.0 Looking back and looking forward	5
2.1 Success	5
2.2 Challenges	5
2.3 Potential Solutions	6
2.4 Key Priority Areas for Action	6
3.0 Coordination Tip sheet and MEB Tip Sheet presentation and discussion	7
3.1 Coordination Tip Sheet	7
3.1 Minimum Expenditure Basket (MEB) Tip Sheet	7
5.0 Innovation and Digitization:	8
5.1 Presentation: The Role of Mobile Money in Humanitarian Response	8
5.2 Panel Discussion-	8
6.0 State of World Cash Report Focus Group Discussion	10
7.0 Cash Programming and Social Protection-	10
8.0 Thematic Discussions	11
8.1 CWG and HRPs	11
8.2 CVA and Data Management	11
8.3 CVA and GBV	12
11.0 NEXT STEPS	14
12.0 What did the leads say at the end of the Workshop	14
ANNEXES	15
1. Participants lists	15
2. Programme of the workshop	16
3. State of the World Cash Report Regional Consultation FGD Report	18
4. Agenda suggestions from the CWG leads	21

I.0 Introduction

Cash Learning Partnership (CaLP) East and Southern Africa Office works with, closely engages and where possible supports the Cash Working Groups in the region (there are 13 active CWG from 12 countries). CaLP convened Cash Working Group (CWG) leads representing 11 CWGs from East and Southern Africa (ten country-based and one regional) in Nairobi on 4 and 5 March 2020.

It was a forum intended to provide a space for reflection, peer learning and developing solutions to shared challenges. The agenda and content were guided by requests from and contributions by participants. A summary of participants' request is provided in the Annex section. This report summarizes the discussions that took place in the two days meeting.

I.1 Key Highlights of the Workshop:

- Coordination should translate to action – CWGs need to become more than from information sharing forums and provide strategic direction.
- Effective engagement with government should create ownership and result in partnership – CWGs have become bolder in engaging with governments, and bolder in asks and this has translated in some clear wins. This should be upheld and scaled.
- Engagements with FSPs is not a one-off activity – It is possible to co-create solutions with FSPs but this requires that they are involved in discussions on a continuous basis and not only when their services are needed. We should be thinking in terms of building partnerships and not in terms of contracts.
- Determination of minimum expenditure baskets remains a challenge– CWGs in the region have made progress in a number of countries but still have some challenges. There is still a lot of room to learn from each other while recognizing that what works in one context may not work in another context.
- Innovation should be context specific and result in flexibility – Pushing ideas that worked well in one context as the silver bullet for another should be avoided. What would be truly innovative is when innovations result in multiple options of response and enable beneficiaries to choose how they want to be assisted.
- There are multiple opportunities to link to Government SP systems in addition to the delivery payment systems – Humanitarians could also seek opportunities to tweak SP designs to better support humanitarian CVA or contribute to building registries that consider emergencies.

I.2 Expectations

The expectations of the leads and co-leads were captured at the start of the meeting. The following were some of the thoughts and expectations grouped into themes: -

Cross-learning	Coordination	MEB and Knowledge Management
<ul style="list-style-type: none"> -Learn about CWG challenges and best practices from other countries especially on targeting. -Experience sharing/learning from other agencies on how they do CVA -To understand where coordination of safety nets sits in a country and what is happening in different countries. -Learn best practices in the region and ways to replicate and scale up. -Understanding how CWGs are structured in other countries and how other partners can support us to strengthen our CWG. -To learn from the cash working group leads and how CaLP supports them. 	<ul style="list-style-type: none"> - Get to know more about work priorities and challenges from CWGs and colleagues co-leading them across the region. -Get more familiar with the content and use of the cash coordination. -Sharing information on successful ways of actively engaging CWG members -Ideas of how to move CWG beyond an information sharing platform into a more strategic forum. -Better knowledge on coordination -Understanding of regional dynamics, priorities, challenges with regards to CWGs. -Share experiences on cash coordination in the past year 	<ul style="list-style-type: none"> -Get Familiar with the content of the MEB tip sheet -CWG success documentation, more on CVA and digitization, how to better lead the CWG meetings, more on MEB. -Understanding the challenges in Social Protection coordination -Sharing experience of other countries on harmonization of transfer values. -Innovative ideas on how to go around MEB -Learn on how to improve government engagement on cash leadership

2.0 Looking back and looking forward

In groups the CWG leads were asked to discuss the main success and challenges in the past one year.

2.1 Success

The participants reported good progress in their different countries of the region.

- One major achievement was that CWGs on average remained active throughout unlike previously when they would sprout during crisis and die with the end of the crisis.
- Many CWGs have supported on the work of developing the minimum expenditure basket but the structure varied. Examples include Uganda that has concluded its MEB development process through support of CashCap. Somalia is reviewing its MEB and including the Household Economic Analysis (HEA) approach, Malawi is adopting right based approach etc.
- A lot of progress was reported in working with Government - Kenya, and Madagascar have their CWG led by Government agencies.
- Improved reporting- Some CWGs reported that they have put in place 4W reporting.
- Engagements with FSPs has improved for some countries. For example, some collaborative projects were taking place in Somalia. GSMA Mobile for Humanitarian Project has helped bridge the gap.
- Improved planning by most of the CWGs i.e. Annual work plans and strategies for CWG developed.
- More sub-national level CWGs formed linking to the national CWGs with active participation. For example Ethiopia (2 active regional CWG), Somalia (TORs for Regional CWG developed, Somaliland CWG very active) and Mozambique (Beira CWG active).

2.2 Challenges

Interestingly, some issues that were reported as a success for some CWGs were challenges for others.

This led to deeper discussions amongst the participants and enhanced cross learning which was the main objective of the workshop. Main challenges mentioned include-:

- **MEB and Harmonized transfer values** remain a big challenge. Even for the CWG/countries that have already finalized their MEB guidelines agreeing to a transfer values and getting all partners to use the transfer values recommended by the CWG was a challenge. Another challenge was ensuring that the document remained live and was regularly updated.
- CWG struggle with low attendance and **lack of active participations** by actors in the CWG was reported as a challenge. **Inconsistency in attendance** also resulted actors missing on critical developments after long absences. Some reported **non-responsiveness by some actors** to make decisions or agreeing to the use of harmonized tools.
- Lack of dedicated **resources to manage the CWG** activities and relying on volunteers
- **Government engagement** was a challenge although it was reported as success for some countries - though it seemed that full ownership of the CWG by the Government has not been achieved. Participation by the Government remained to be a challenge.
- **Lack of Information/Knowledge management** in country and beyond- It was noted CWG partners do not cross share their learnings, successes, failures, or even studies undertaken for the benefit.

Other Challenges that were specific to some CWGs are:-

- Lack of coordinated way of approaching the FSPs
- Lack of agreed/unified targeting criteria amongst partners
- Some CWG had challenges in national CWG coordinating with the subnational CWG Lack of physical cash (Zimbabwe) and lack of/disruptions of financial infrastructure to support CVA in Sudan

2.3 Potential Solutions

In the same groups the participants discussed the potential solutions to the some of the key challenges. The following solutions were suggested.

- Enhance co-ordination among partners by reaching out individually to those who do not attend meetings.
- Sharing the attendance sheets with the ICCG to be part of the requirement of getting Multipurpose SHF funds, this will be the same way the Clusters will use their individual criteria for funding the SHF
- Setting standards for partners to support and implement agreed upon frameworks on harmonization
- Advocacy for resourcing of the CWG – better mapping out of time invested and analysis of key activities of the CWG will help with advocacy.
- Better mapping of interventions between Government and Humanitarian actors
- MEB tip-sheet – this will be a solution to every country struggling on where to start from.

2.4 Key Priority Areas for Action

A long list of priority areas was discussed in the groups, some were country specific and some were common across all the countries and needed collective action.

Specific Key priority areas for action:

- Malawi – Joint market assessment
- Burundi – 3W mapping
- Ethiopia – Continuing work on the MEB/Clarity on Government's role/better linking with other clusters
- Kenya – Looking at the and involving the development in Cash programming. Working with the Government on single registry.
- Uganda- Common Cash Platform

Key areas for collective action:

- Collective advocacy for resourcing of CWGs
- Mapping of interventions that link government and humanitarian actors
- Collective advocacy for improving CWG partners' active participation in meetings and supporting collective common approach.
- National NGOs engagements/nationalization of the CWG – improving the Sub-national level coordination and engagements with local organizations and ensuring that field level CWG groups are active and connected to the national CWG.

- Governments and private sector engagements in the CWG
- Making the CWG groups relevant and interesting. Presentations by diverse actors on technical topics.

3.0 Coordination Tip sheet and MEB Tip Sheet presentation and discussion.

CaLP's newest resources the coordination tip sheet and the MEB Tip sheet were presented to the participants and plenary discussions was held.

3.1 Coordination Tip Sheet

The Tip sheet provides practical hints and tips to support effective cash coordination and provides an accessible guide to existing resources, addressing key operational issues. The Coordination Tip sheet can be found [Here](#)

Key takeaways from the Discussion:

- Participants reflected that this was a needed and timely resource
- They stressed that diversity and context-specificity are key and that we should not strive for an absolutely uniform approach
- Suggestion that a condensed/ checklist version be produced to guide busy CWGs
- The need for continuous exchanges at regional level for purposes of cross-learning was emphasized. In addition to existing skype group suggestions were made to have regional webinars and dedicated CWG leads D-groups
- Staffing and resourcing of CWGs remains a major constraint

3.1 Minimum Expenditure Basket (MEB) Tip Sheet

The purpose of the Tip sheet is to accompany practitioners and decision makers through key stages in the process of developing a MEB by;

(a) helping them identify the most appropriate path to take taking into account their context, objective, existing capacities and available resources.

(b) providing guidance on specific technical issues.

The MEB Tip sheet can be accessed [Here](#)

Key takeaways from the Discussion:

- Participants shared experiences of MEB development in different contexts across the region, noting that the political challenges are in some cases greater than technical challenges
- Alignment/ complementarity with social safety-net payments is a key challenge in the region
- CWG leads shared challenges around preventing the MEB from becoming a "shopping list" from the clusters
- Many participants felt that asking people in need directly would be a fairer and more effective way to establish the MEB than extrapolating this from clusters
- Use of SPHERE standards /rights based approach was also suggested as an alternative approach

- The need for granularity among population groups vs. Averages was discussed with differing opinions
- They reflected that this was a needed and timely resource

5.0 Innovation and Digitization

The session was meant to provide space for dialogue on engaging with financial service providers (mobile network operators), financial innovations and digitization in the region. It was divided into a presentation by Global System for Mobile Communications, GSMA and a panel discussion.

5.1 Presentation: The Role of Mobile Money in Humanitarian Response

The GSMA Mobile for Humanitarian Innovation (M4H) programme works to accelerate the delivery and impact of digital humanitarian assistance. The main objective of the programme is to build strategic partnerships between MNOs and humanitarian organizations focusing on increasing understanding of mobile money systems in specific contexts among the humanitarian community. The presentation was drawn from the GSMA Mobile Money Handbooks.

Key takeaways from the presentation:

- Mobile technology has the reach and the capability and integration in daily life to deliver transformative impact for those who need it most.
- Mobile money could play a key role in CVA delivery in contexts where it is appropriate.
- There are still many countries in Africa where the presence of mobile money is not being utilized by humanitarian organizations despite good coverage.
- Aggregating demand through CWGs could result in lower costs for humanitarian projects
- Investing in customization provides better results. Partnerships with mobile network operators work best when service providers are involved in building programmes and not only as contractors
- Two guidance has been developed by GSMA, Mobile Handbook for Humanitarians and for MNOs.
- GSMA work involves building learning agenda, catalyzing learning agenda, advocating for enabling environment, monitoring and evaluating, and disseminating insights and profile achievements. GSMA closely work with CWGs in some countries the region and are open to work with other countries. They have created linkages to support effective CVA delivery where Mobile Money is used.

5.2 Panel Discussion

Strategic partnerships will be the foundation for innovation in building frameworks that are customized to humanitarian and crisis-affected populations' needs. The panel discussion brought together representatives of two mobile money operators in Kenya and two humanitarian CVA practitioners to share and discuss how strategic partnerships have worked in the past, successes and failures and how they can be improved going forward. The panel was moderated by Lili Mohiddin of the Norwegian Refugee Council (NRC) and the following questions were posed to the panelists.

1. Equity Bank – Saralyn Wairimu, Special Projects

The Equity Bank has a long record of partnerships with the Humanitarian Sector, what are the examples of such partnerships? An essential part of humanitarian response, is the pre-agreements made in partnership

with service providers, that are activated in times of crisis or emergency. What are the factors that Equity considered when creating these pre-arranged agreements? They had to factor in the partners implementation framework, and the overall costs. In regards to SP they have partnerships with the government of Kenya supporting various social protection initiatives and a subsidies programme for farmers.

2. Safaricom – Catherine Kaunda

Safaricom is one of the largest Mobile Mobile Operators in Kenya. They work with many humanitarian organizations to deliver cash and voucher assistances. What are the challenges in dealing and supporting Humanitarian organizations and what could be done better by humanitarian organizations seeking to engage Digital and Financial service providers? What measure does Safaricom have in place to mitigate protection risks, for instance by agents. Safaricom ensures that agents are rained on Humanitarian code of conduct during their trainings. They do due diligence checks when recruiting agents. They have also invested in solutions for visually impaired customers within their mobile money platform.

3. Somali Cash Consortium – Rory Crew, Financial Services Lead

Rory Crew leads the Financial Services work stream of the Somalia Cash Working Group; they are working on standard operating procedures specifically for the verification of beneficiaries by the MNOs that will be expected to be used by all agencies. He is also in his own capacity as financial director for Somali Cash consortium working on a number of innovation for the consortium including voice verification.

Give a brief outline on the SCWG approach to partnerships with Service Providers? What are some of the lessons learnt including risks and mitigation? The issue of information gaps between NGOs and MNOs/FSPs has been overcome by having a lot of communication from the onset and all through the process to ensure both parties understand what they want. Having the FSP workstream has also significantly helped in ensuring actors leverage on joint negotiations with FSPs on various services.

4. CARE Somalia – Elmi Nur, Emergency Director

CARE Somalia is piloting using voice verification in confirming that the beneficiaries have received the monthly cash. Give a brief overview of how CARE Somalia is applying technology in humanitarian programming.

Key takeaways:

- Pre-Existing frameworks are possible: - In Kenya, Equity and Safaricom have pre-existing framework agreements with some agencies and government of delivering cash assistance.
- Thinking ahead is key. Involving the Financial Service Providers early in the program design has proved to be much more efficient and effective in coming up with strategic partnerships.
- It is possible to co-create solutions with private sector and government if all are on the same page. This requires that humanitarians invest in understanding the issues, are bolder in their requests and engagement is long-term.
- GSMA provides an important linkage between humanitarian actors and MNOs. One of the innovations made possible through strategic partnership is the GSMA Mobile for Humanitarian program has supported CARE and Somali Cash consortium on voice recognition, that was recently rolled out by CARE.

- Innovations are context specific and might necessarily be successful if copy paste in different contexts.

6.0 State of World Cash Report Focus Group Discussion

The participants were divided into three groups, with all the groups covering the state of CVA in the region as question 1 and each group discussing; Capacity Building-Group 1, Coordination-Group 2 Knowledge Management-Group 3.

Key takeaways:

- There is still a lot of capacity building required at the field level and specifically for national/local organizations. CWGs are not able to support trainings due to lack of resources. Therefore, interagency resourcing for trainings is critical going forward as the local agencies lack internal resources to support training of their staff.
- In protracted crises in the region the lack of agreed leadership isn't a problem for coordination per se, but the lack of dedicated resourcing is. In sudden-onset crises the lack of clarity is still a headache.
- There continues to be valuable innovations in the region, some of which were localized solutions tailor-made for specific contexts with unique needs and conditions. There is a feeling that increasingly there is a push for others in the region to adopt innovations that have worked well in other countries without seriously considering the variables. Participants also noted a tendency to push for total adoption of new innovations by all actors rather than seeing these as providing more alternatives/ solutions to a problem.
- Regarding M&E and learning – there are interesting studies taking place especially with regard humanitarian contexts but gaps remain. There is also need to relook at existing data and see what we can learn.

7.0 Cash Programming and Social Protection

The session was participant led. It included a presentation by Kai ROEHM, the Southern Africa Regional Technical Cash Working Group (SARTCWG) and a guest speaker Tayllor Renee of UNICEF. The presentation covered:

- Theoretical overview of Social Protection and linkages.
- What exists in the region – common patterns?
- Learning bursts of concepts of SP in linking with Humanitarian response

A day before the session, the participants were asked what they would like to cover during the session and the following issues were posted:

- Sensitivities around sharing beneficiaries' data with Government (protection related)
- Risk of fraud if channeling funds through Government
- Risk of political misappropriation
- Targeting
- Capacity building of government Social Protection structures – exit strategy
- The linkage between humanitarian CVA and safety nets and social protection

Key takeaways:

- Linking humanitarian CVA to government Social Protection systems does not only mean using common payment systems. It would also be beneficial to jointly work on preparedness of Social Protection systems. For example, by building registries thinking of humanitarian caseloads
- It is also about designing humanitarian action in a way that makes it easy for government to take over in the long-term. There are also opportunities for government to learn from humanitarian sphere
- Learning from countries that have been able to forge strong relationship could be useful to those starting out.
- The need to strengthen coordination with Social Protection working groups where they exist was underscored- Kenya and Ethiopia CWG have involved and invited the Social Protection Government departments to the meetings.
- A tip sheet or guideline was recommended by participants to guide those starting out.
- The linkages between Social Protection and Humanitarian response needs to be clearly defined. The participants appreciated the presentation on the basics of linking humanitarian CVA and Social Protection and recommended having similar presentations at the CWGs.

8.0 Other Thematic Discussions

8.1 CWG and HRPs

Participants shared thoughts about the importance of HRPs for humanitarian response. The majority reflected that a solid plan was an important factor in an effective response, and that CVA is currently poorly reflected across plans. Participants discussed current levels of engagement in HRP development – currently very mixed across the region – and agreed that stronger and earlier engagement of CWGs would support more effective planning. We ran through the current template, including recent changes relevant to cash, and tips for CWG engagement from [recent CaLP blogs](#).

8.2 CVA and Data Management

Responsible data management in CVA, challenges and solutions was discussed in a break out group. The following challenges and solutions were identified.

Challenges:

- Data ownership
- Too much data collection and collecting data that is not used
- Lack of centralized data base
- Limited access
- Country regulation and lack of data management policies
- Lack of adequate resources for data management
- No feedback to respondents on how the data was used or will be used

- No data sharing agreements with partners e.g. Financial Services Providers or consent from respondents.
- Single data registry and its management
- Requirement to adhere to data international laws

Solutions:

- Data minimization - collecting only the key data
- Joint targeting and data collection – single registries/centralized databases
- Advocacy for enabling environment and resources for data management
- Beneficiary consent should be at the center
- Having MOU/Agreement with specific ministries responsible for data management depending on where you work
- Clear and effective data management policy
- Clear data sharing agreements and consent to be sorted
- Global data protection regulations
- Disposal of data/archiving plan
- Feedback to respondents should be compulsory part of the programming
- Encrypted data
- Awareness creation-partners using single data registry
- Guidance on data management- collecting, storing, disposal, archiving
- Affordable data management systems
- Templates on data sharing agreements

8.3 CVA and GBV

Some of the different available resources in integrating GBV and CVA were mentioned and familiarity of the same assessed. These included:

- Pocket guide for non-GBV specialists
- IASC guidelines to integrate GBV in humanitarian action
- WRC GBV Guidelines
- CVA and abuse of power (UNHCR)
- CVA and GBV Compendium (Practical guide) – This was presented in a bit detail and how the trainings can be used by the CWG leads to share with the partners. Module 1 and 2 were mentioned. The Burundi study was also presented.

The participants in groups discussed the following questions:

1. Does GBV feature in the agenda of the CWGs? What collective action are we doing to integrate GBV Risk mitigation into CVA interventions?
 - **Madagascar** has it in the work plan (Govt) supported by UNICEF and World Bank
 - **Uganda** has a strategic objective on mainstreaming Gender into CVA protection, Resource transfer, study
 - **Ethiopia** CARE has offered to organize a training for partners on CVA & Gender
 - There have been presentations in **Ethiopia, Somalia** and Kenya on CVA and GBV

- Awareness sessions done in **Malawi** but needs attention
- **Burundi**-pilot project between CWG and GBV sub-sector, led by UNFPA to mitigate GBV risks. The project findings that that 1 out of 2 (or 50%) of females in Burundi are a victim of GBV. Burundi CWG held a 3-day workshop, uncovering what were the risks, and documenting the evidence. Women preferred in kind over cash, claiming that in some areas men use cash to get a second wife.
- **Mozambique**: Work with Protection WG, put together protection mainstreaming key messages for feedback hotline
- **Zimbabwe**: Not a topic of discussion or focus in CWG.
- **Somalia**: Cash protection workstream exists within CWG, developing matrixes for risk analysis
- **Ethiopia**: included in cash related workshops, include GBV in capacity building
- Power dynamics are difficult
- Difficult to assess: if cash is more at risk of GBV, any resource transfer can put power dynamics at risk than other asset transfers

2. What needs to be done better to work with GBV actors:

- Integration of GBV Risk mitigation- Socialize/build awareness in our CWGs of the resources available - CaLP/WRC/CARE
- Engage GBV specialist to be part of the CWGs – Example of Madagascar UNICEF provided technical support
- Engage and collaborate with protection sectors and CWG to engage in attend the protection platforms
- Ensure that GBV issues and concerns are well articulated and advocated for in the HRP
- Develop common GBV risk mitigation plans/guides and assessments
- Be more deliberate/intentional about CVA/GBV agenda not only for reporting purposes
- In contexts where the cluster system is active, CWGs could advocate for inclusion of cash and GBV in the HCT strategy.
- Recommendation: Closer coordination between GBV sub-sector and Protection WG, and CWG
- Risk assessment and program development
- GBV and cash programming is very contextual and based on socio-cultural and domestic dynamics in given country
- Analyze the risks of giving only to the women, re-enforces gender stereotypes
- Careful analysis is needed when designing projects. In some contexts targeting only women could undermine mens' self-esteem, because the man used to be the income generator contributed to suicide and mental health issues.
- Closer coordination of the CWG with GBV sub-sector WG
- Evidence creation: to better understand the dimension or impact it has
- Monitoring of GBV sub-sector initiatives that might be related to cash

11.0 NEXT STEPS.

It was agreed that CaLP will:

- Share a report of the meeting. Once agreed, the report will be posted on the CaLP library.
- Circulate list of participant contacts.
- Add all CWG leads and co-leads to the skype group – request for skype details to be circulated
- Explore suggestion to develop a Tip Sheet on linking humanitarian CVA and social protection
- Seek out and share examples of template for data sharing agreements
- Follow up on the proposition to have CWG global forum

It was agreed that CWG Leads and co-Leads will;

- Engage actively on existing platforms and any other that may be utilized for purposes of cross-learning

12.0 What did the leads say at the end of the Workshop

- Enjoyed and learnt a lot from all the others
- Happy to hear and learn from others on the GBV and CVA and on the MEB and Coordination Tip Sheets.
- Lots of learning especially from MEB session.
- HRP and GBV sessions were very helpful
- It was an eye opener, to hear of some of the challenges and how to mitigate them using different approaches
- The SP session was helpful
- MEB guidance was helpful
- Very informative
- Proposition to have a global CWG leads meeting
- Helpful having the sessions and able to analyse where 'we' are and learn from others
- Proposition to have a translator in future
- It's helpful knowing that you are not alone when facing some of these challenges
- Hoping we can continue engagement. Feel that there is a lot to be done but energized at the same time
- Great to learn and hear experiences from those in the field. And a lot is happening in innovation in this region and it's good to share this with the rest of the world
- It was helpful to learn from others and excited to go back and implement all that has been learnt
- Hearing and seeing people doing things differently is encouraging
- Leveraging on so many initiatives happening in the region. A lot of innovation we can learn from. Will take home idea of FSP mapping?
- It's been great and thank you to the organizers. As a result of high vulnerabilities, there is a lot of engagement between government and NGOs and this has brought Madagascar to where it is in coordination. Learnt a lot in the last 2 days.
- I was able to hear what we can do practically, where coordination is concerned. Learnt from different countries and look forward to a follow up
- It was great to share challenges. The MEB and SP sessions were help

ANNEXES.

I. Participants lists

No.	Country	Position/Role	Name	Organization
1	Burundi	Co-Led	Elisa GABELLIERI	WFP
2	Burundi	Co-Lead	Arcade NIMUBONA	Government
3	Ethiopia	Co-Chair	Mohamed Bedru	IOM
4	Ethiopia	Co-Chair (Alternate)	Roba Bante	SCI
5	Ethiopia	Coordinator(Secretary)	Jennie Aarbeg	OCHA
6	Kenya	CWG Co lead	Jacinta Oichoe	World Vision
7	Kenya	CWG MEB Work Stream Chair.	Peter Murgor	Food for the Hungry
8	Malawi	Co-Chair	Millicent Odera	WFP
	Malawi	Co- Chair	Kennedy Nyirenda	Concern
9	Madagascar	Government Co chairs	SOLOFONIRINA Herinjaka Landry Government	Government of Madagascar
10	Madagascar	Government Co chairs	Bruno Emmanuel RANDRIAHARIHAJA	Government of Madagascar
11	Mozambique	Co- Chair	Ryan Webb	WFP
12	Somalia	Co-Chair	Kaitlyn Scott	Concern
13	Somalia	Co- Chair	Mary Karanja	WFP
14	Somaliland	Co-Chair Somaliland	Amrea Shire	Care
16	Sudan	Co-Lead	Yasmine Bannaga	WFP
17	Uganda	CWG Coordinator	Helene Smith	CashCAP- UNHCR
18	Uganda	Co-Chair	Stephan Deutscher	WFP
19	Uganda	Co-Chair	Jamal Abu Musa,	UNHCR
20	Uganda	CWG Technical Advisor(TA)	Azim Noorani	CashCAPWFP
21	Zimbabwe	Co-Chair	Debbie GOURLAY	WFP
22	Southern Regional CWG	Co-Chair	Kai ROEHM	WFP
23	Abdinur Elmi	Panelist/Somaliland Co Chair	CARE	
24	Sahara Dahir		CaLP	
25	Sapenzie Ojiambo		CaLP	
26	Sophie Tholstrup		CaLP	
27	Esther Mbogho		CaLP	

2. Programme of the workshop

Cash Working Group Leads Meeting, East and Southern Africa 4-5 March 2020, Emory Hotel, Kandara Road, Nairobi

Agenda

Wednesday 4 March

Time	Session	Facilitator
0830 – 0900	Arrivals/coffee	
0900 – 0930	Welcome and roundtable introductions	Sapenzie Ojiambo- CaLP Regional Representative, East and Southern Africa Office
0930 – 1100	CWG-successes, challenges, needs and best practice (Presentation and Group Work)	Sapenzie Ojiambo- CaLP Regional Representative, East and Southern Africa Office
1100– 1130	<i>Coffee break</i>	
1130 – 1230	Coordination Tip sheet; Building CWGs that work: engagement, resourcing, sustainability (Presentation and Group Work)	Sophie Tholstrup, CaLP Global Policy Coordinator
1230 – 1330	<i>Lunch</i>	
1330 – 1515	MEB Tip Sheet and transfer value calculation (Presentation and Group Work)	Sophie Tholstrup, CaLP Global Policy Coordinator
1515 – 1530	<i>Coffee break</i>	
1530 – 1700	Innovation and Digitization - Engagements with FSPs- GSMA Mobile 4 Humanitarian Handbook - Panel discussion (FSPs and GSMA and INGO)	Jaki Mebur- GSMA AbdiNur Elmi- CARE Rory Crew- Somalia Cash Consortium Catherine Kaunda- Equity Bank Idah Gacheri- Safaricom
1730 onwards	<i>Networking event</i>	

Thursday 5 March

Time	Session	Facilitator
0830 - 0900	Review of day one.	Esther Mbogho- Regional Program Officer
0900 - 1030	Focus Group Discussion:- State of the World Cash Report(SOWC)	Sapenzie Ojiambo- CaLP Regional Representative, East and Southern Africa Office
1030 - 1100	<i>Coffee break</i>	
1100 - 1230	Cash Programming and Social Protection: - Country Examples(Presentation)	Kai ROEHM, Programme Policy Officer, Social Protection and Cash-based Transfers (CBT) WFP, Regional Bureau, South Africa

	Discussion: - Safety nets and its coordination at the country level.	Guest Speaker- Tayllor Renee Spadafora Social Policy Specialist (Social Protection) UNICEF Eastern and Southern Africa Regional Office
1230 - 1330	<i>Lunch</i>	
1330-1415	Cash Voucher Assistance and HRP(CWG role)	Sophie Tholstrup, CaLP Global Policy Coordinator
1415 - 1530	Breakout sessions: - 2 groups 1) CVA and GBV 2) CVA and data protection	1. Sahara Dahir, Regional Program Manager 2. Esther Mbogho, CaLP Regional Officer
1530-1600	<i>Coffee break</i>	
1600– 1645	Summing up and next steps	Sapenzie Ojiambo- CaLP Regional Representative, East and Southern Africa Office

3. State of the World Cash Report Regional Consultation FGD Report.

State of the World Cash Report 2:- East and Southern Africa Regional Focus Group Discussion.

The Cash Working Group Leads meeting was held on 4th-5th March, with 22 participants from Burundi, Ethiopia, Kenya, Malawi, Madagascar, Mozambique, Somalia, Sudan, Uganda and Zimbabwe and the Regional South Africa CWG lead based in South Africa.

The Focus Group Discussion for the State of the World Cash Report 2 was part of the agenda with a session of 1.5 hrs. The participants were divided into three groups, with all the all groups doing the state of CVA in the region as question 1 and each group discussing; Capacity Building-Group 1, Coordination-Group 2 Knowledge Management-Group 3.

Group 1

Q1- Barriers, Challenges of CVA in the region-

- Some countries affected by lack of liquidity(Zimbabwe).
- Poor financial infrastructure in some countries due to political unrest, this disrupts progress mad on CVA (Sudan).
- Availability/challenges of getting commodities- Sudan, Zimbabwe
- Government regulations in some countries- Like Uganda recently increasing mobile tax

Q2 - Capacity Building:

The overall headline is that there is still a lot of capacity building required at the field level and specifically for national/local organizations. The CWG are not able to support in trainings because of resources, so the need to have interagency resourcing for trainings is critical going forward as the local agencies lack internal resources to support in trainings. The following came up in the discussions-;

- Progress in terms of availability of CaLP courses, having certified trainers list to expand reach has been helpful.
- Online courses help to some extent but not helpful at the field level, because 1. people prefer face-to face trainings 2. Internet connectivity issues, 3. Technology know how to go through the online course.
- Trainings materials not translated to many languages- This hinders field level reach
- ToT coverage to be expanded, CaLP should target to have certified trainers in every country in the region to reduce cost of getting trainers from other countries. Also Certification process is long and costly whereby a ToT has to undertake a training with specified trainers only to be certified; proposal to have the ToT to be certified at the ToT training level.
- Lack of technical capacity in implementing CVA at national levels- Like setting of transfer values, this affects the design setup and sometimes agencies switching from CVA to in kind as they will underestimate the costs of the CVA- Smaller trainings to build specific technical areas is proposed.
- Donors, Agencies and Governments pushing for CVA does not match with level of effort in trainings- Many countries have not had a single inter agency training of CVA the last one year
- Lack of Capacity for field level staff still a big issue-
- Lack of capacity by the operational staff big issue too- Many still leaving with the in-kind way.

- Lack of funding by CWG to support trainings/Technical Assistance- Donors support human resource/position for the CWG, but zero contribution in terms of the position facilitation costs to provide technical support to the partners. More advocacy needed for CWG funding to support capacity at national and regional levels, this was proposed to be in the form of Joint application/joint response plans.

Q3 - Coordination

The overall headline is that in protracted crises in the region the lack of agreed leadership isn't a problem per se, but the lack of dedicated resourcing is. In sudden onset crises the lack of clarity is still a headache. Three areas of progress and/or learning from the countries represented in the group that we should try to capture if possible are:

1. Links between CWG and government/ SP – a huge range of experience in the group. From Kenya (work hand in hand with the HSNP, agree transfer values, strong leadership of the CWG from government, reports strong positive progress over last two years) and Madagascar (CWG led by government, agencies are seen to work in support of government's plan, NGOs occasionally "go rogue" during response to specific crises), through Burundi (CWG sits under the social protection ministry – benefits but mean emergency response gets squeezed out), to Somalia (SP law signed a few months ago, government actively reaching out to CWG to learn from humanitarian actors as the SP system is built (will be delivered through WFP SCOPE)), through to Ethiopia (very little contact between CWG and PSNP, don't know counterparts, don't come to meetings, no agreement on transfer values/ targeting).

2. Gradual (but uneven) movement from info sharing bodies to coordination fora – a sense that there's some slow positive progress here. Burundi feels the CWG is currently largely an info-sharing forum and struggles to get substantive engagement beyond this/ to get CWG decisions and recommendations respected, Somalia is able to collect information on and map the activities of cash actors across the response but doesn't feel able to fully influence response analysis or operational coordination, the Kenya CWG feels it plays a strong operational coordination role – with partners increasingly checking in with regional coordination bodies and aligning with their plans and recommendations..

3. Managing cyclical and recurrent crises: the role of the CWG around the crisis cycle – we discussed the changing role of the CWG around the crisis cycle. While some contexts (Mozambique, Somalia) say they struggle to get (a) engagement and (b) funding for preparedness activities which they believe are critical, Kenya sees the readiness of donors to fund preparedness activities (e.g. ECHO supporting MEB development) increasing in the region. A sense from all groups that activities completed in the calmer phases – MEB, pre-agreements with FSPs, capacity building – make a real impact in crisis and should get more attention.

Q4 - Knowledge Management

The overall headline is that there continues to be valuable innovations in the region, some of which were localized solutions tailor-made for specific contexts with unique needs and conditions. There is a feeling that increasingly there is a push for others in the region to adopt innovations that have work well in other countries without seriously considering the variables. Participants also noted a tendency to push for total adoption of new innovations by all actors rather than seeing these as a way of providing more alternatives/ solutions to a problem. Regarding M&E and learning – there are interesting studies taking place especially

with regard humanitarian contexts but gaps remain. There is also need to relook at existing data and see what we can learn.

- 1. There is no silver bullet:** The group noted a tendency to idealize innovations that work in one context and attempt to make them the gold standard. The current push to use mobile money for CVA responses was cited as one such case, which has understandably many benefits for recipients and efficiency of operations but doesn't always work well in all contexts. In some countries in southern Africa there have been issues with liquidity – agents not having enough cash. In other contexts, such as Lesotho its merely a transfer of risk to the agents who have to carry cash for distribution to beneficiaries (as it is still not possible / in routine to pay for goods and services electronically). The possibility to create monopolies where only a one (or a few) entities can provide the services required was noted. Having few alternatives also puts humanitarians at a lower bargaining power – The case of Somalia was cited. In addition, the importance of remaining cognizant of beneficiaries spending patterns was highlighted – “sometimes beneficiaries may not pick the most cost efficient option but the safest and easiest to use”
- 2. Innovation should allow for choice:** There was a sense that new innovation is not being seen as a way of providing alternatives but often seen as the only way to do business before long (This was also in reference to mobile money). What would be truly innovative is to find a way of beneficiaries choosing how they want to be assisted as innovations crop up. For example, if cash aid was to be delivered through platforms of beneficiaries' choice e.g. card, mobile money or cash in hand and not only one option for all. An example in which Malawi tries to give options to withdraw via card was cited i.e. Card enables withdrawal of cash from banks/atms, from agents as well as direct purchase of commodities with different fees applied and implications for beneficiaries.
- 3. Example of context specific innovation:** To address the issue of fluctuating exchange rates and government halting transfer of more than 100 USD in dollars, humanitarians were able to advocate for mobile money providers to enable/support exchange of USD to Somaliland shillings via mobile phone at the point of purchase. Money would be stored on the recipient's phone in USD and changed to Somaliland shillings upon purchase of goods and services.
- 4. Monitoring, evaluation and learning systems in place:** An example of work being done by various actors to determine the influence of varying the frequency and size of transfers on CVA outcomes. The example of an upcoming project by Give directly and WFP to study the effect of long-term monthly pay outs vs. one off payments in bulk cash transfers was cited. Give directly is already implementing an alternative approach to cash transfers where they provide one off assistance valued at 1,000 USD to beneficiaries. Other examples of similar studies exist in the region at a smaller scale – notably by WFP, the Somali cash consortium among others in Somalia. Generally, surveys showed that beneficiaries preferred larger payments less frequently. A study by the Somali Cash Consortium did not find significant difference in outcomes for those that received larger payments less frequently compared to those that received smaller payments more frequently.
- 5. Gaps in M&E and learning systems:** There is need for meta-analysis of existing project specific and sector specific studies to determine what they tell us about impact, context and efficiency of CVA operations. Also, while there are many studies focusing on CVA for emergency response; fewer studies exist on CVA for recovery, resilience and development. Another revolutionary approach would be to be able to follow recipients of CVA for several years and observe how their lives evolve.

4. Agenda suggestions from the CWG leads

The CWG were asked to contribute to interest areas and what they would like to get out of the meeting, and from what they shared, emerging priorities were drafted as the agenda of the workshop. Here is what was shared.

1. Key issues to discuss is the issues of multipurpose cash transfers, where the organisations draw their resources. Currently, most partners draw resources from different clusters.
2. I think, an honest discussion has to be made with donors as we know, cash cannot be limited by sectors.
3. Cost Efficiency and Effectiveness Analysis for CVA and In-Kind Food
4. Impact Assessments for CVA Programmes – Key Considerations/Parameters
5. Transfer Value Harmonization across various actors in CVA programming
6. Innovation/Digitization/ moving away from cash in transit (still a lot in Southern Africa).
7. Minimum Expenditure Baskets/essential needs analysis/survival thresholds etc – update from the countries that have experience in this.
8. Coordination: national linkages between Cash working groups, social protection, emergency response etc
9. CWG management: coordination tips, resources and linkages with sectors
10. Discussion on safety nets and its coordination at the country level. Should the CWG be coordinating humanitarian cash as well as safety nets cash or where should coordination of safety nets fall?
11. Advocacy for cash: I suggest to add this point to the agenda as we made progress on this and now we got the approval from the government to use cash as a modality of assistance in crisis response),
12. Linkages between the National and local organization.

---END---