

SURVEY

OCTOBER 2022 – SEPTEMBER 2023

You Asked, We Answered: Results from the CALP Network's Annual Survey 2023



West and Central Africa ToT
on Core Cash and Voucher
Assistance (CVA) skills
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ACTIVITÉ : CYCLE DE VIE DES DONNÉES ET FICHES-CONSEILS

Dans votre groupe, lisez la fiche-conseil. Écrivez sur un tableau à feuilles mobiles les points les plus

THE DATA LIFECYCLE

Network Issue

A presentation slide with a light blue background and orange borders. The title is 'ACTIVITÉ : CYCLE DE VIE DES DONNÉES ET FICHES-CONSEILS'. Below the title is a paragraph of text: 'Dans votre groupe, lisez la fiche-conseil. Écrivez sur un tableau à feuilles mobiles les points les plus'. To the right of the text is a circular diagram titled 'THE DATA LIFECYCLE' with several icons around it, including a person, a document, a gear, and a network. In the bottom right corner of the slide, there is a small logo for 'Network Issue'.

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Summary of Findings

The CALP Network is perceived as a vital actor in understanding the landscape of emerging CVA trends and in improving CVA quality. The 2023 survey indicates a strong and positive view of CALP among respondents, including increases in performance in various areas. Several respondents also commented on how CALP produced robust and relevant documents. While users greatly appreciate CALP's work, they also highlighted the need for more signposting and distilling learning into ever more digestible formats, including videos, infographics, podcasts, and social media channels.

CALP continues to perform strongly across key areas of its work, including engagement, training, and technical leadership. More specifically survey highlights included:

- Ninety-two percent (92%) of the respondents reported that CALP helped increase their knowledge and skills to design and implement CVA programmes in their organizations, a slight increase from last year (90%).
- Ninety-three percent (93%) of the respondents agreed that CALP significantly influenced the identification of and response to emerging trends, an increase from last year (86%).
- Ninety percent (90%) of the respondents felt engaged with the network, a notable increase from last year (74%).
- Among those who have accessed CALP training courses, 98% of the respondents stated that the courses had increased their knowledge and skills to deliver quality cash and voucher assistance (CVA). In addition,
 - there were notable decreases in the perceived barriers to training access.
 - aside from lack of time to dedicate to training, the most common barrier to accessing training, identified by 25% of the respondents, is a lack of awareness of opportunities.
- A vast majority (98%) of the respondents who use CALP guidance, tools, evidence and learning, stated that these resources helped to improve the quality of CVA programme design and implementation in their organizations.



92%

CALP Increased knowledge & skills to design & implement CVA programmes



93%

Agreed CALP significantly influenced the identification of and response to emerging trends



90%

Felt engaged with the network



98%

Stated the courses had increased their knowledge and skills to deliver quality cash & voucher assistance



98%

Stated that these resources helped to improve the quality of CVA programme design & implementation in their organizations

Methodology

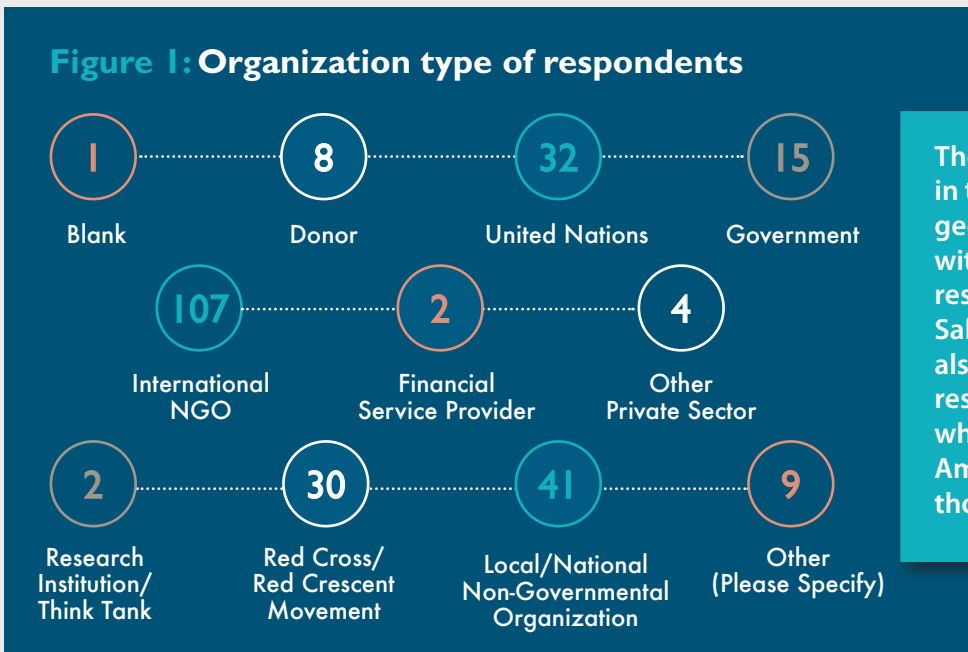
CALP conducts an annual survey to gather feedback to understand more about how people use and interact with the wide array of forums, events, information, resources, and training courses that are available through the network.

CALP developed and published an anonymous survey in Arabic, English, French and Spanish, which remained open for responses throughout September 2023. The survey was shared via CALP's communication channels, such as the online discussion groups (D-groups), social media channels, and newsletters. CALP is committed to upholding transparency and mutual accountability, and is pleased to share results from the 259 respondents (a 25% increase from last year) who provided feedback. As not all questions required a response, the results reflect the percentage of those who responded to the specific question.

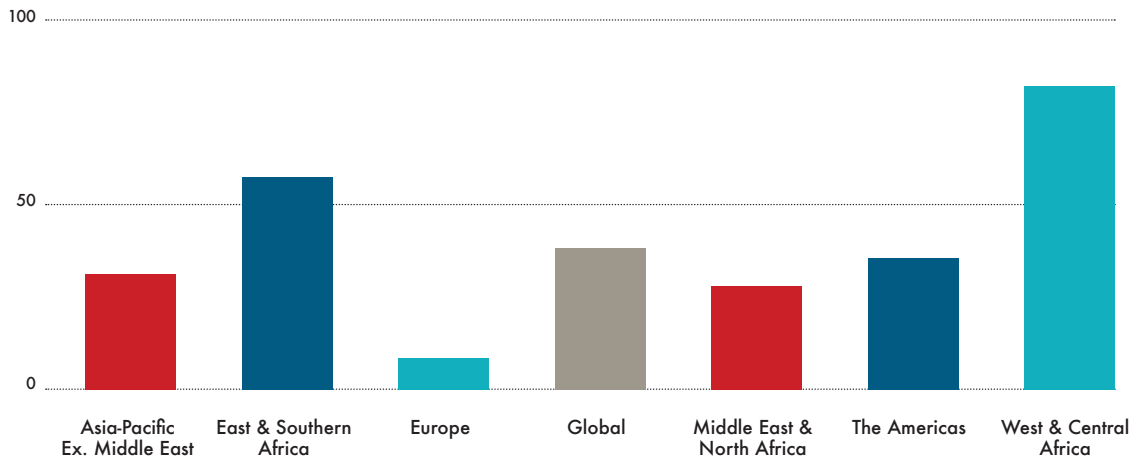
Respondent Profile

The 259 respondents represent diverse organizational profiles and geographical areas of interest. The respondents were drawn from organizations that were reflective of CALP's membership (see Figure 1).

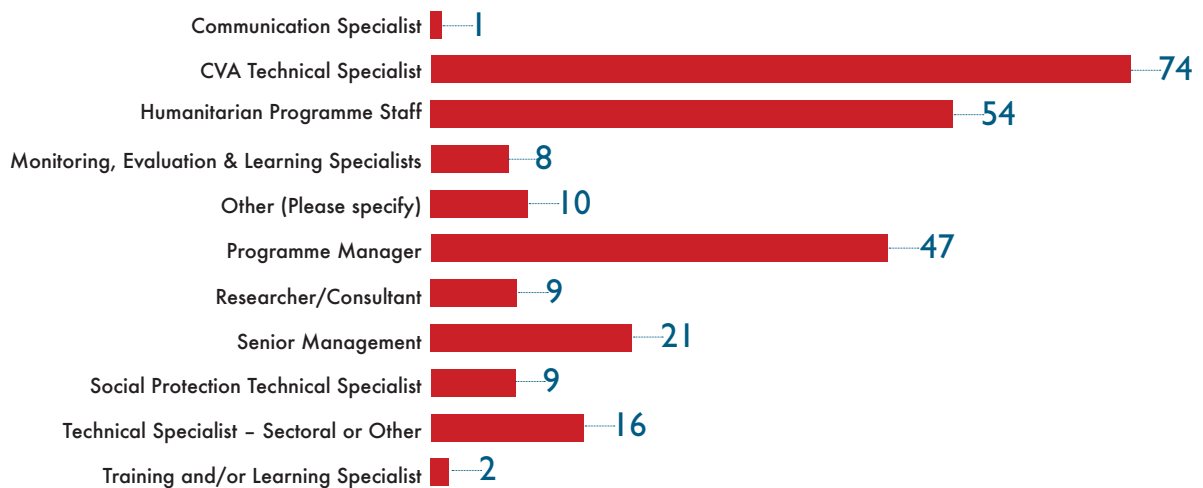
- Almost all CALP member constituent groups were well-represented as survey respondents, except financial service providers.
- The proportion of respondents from UN agencies, the Red Cross Red Crescent Movement and Governments increased significantly compared to last year, almost doubling.
- There was a decrease in the proportion of respondents from national NGOs at 17% compared to last year, when representation was relatively high at 23%.



There was good diversity in terms of respondents' geographical focus, with about half of the respondents focused on Sub-Saharan Africa. There were also a good proportion of responses from respondents who focused on the Americas, Asia-Pacific and those with a global remit.

Figure 2: Geographical focus of survey respondents

Looking at the professional roles of respondents, the survey drew responses from the expected CALP audience of CVA specialists (29%), programme staff (21%), and programme managers (19%). Other significant roles include senior managers (8.5%) and non-CVA technical specialists (6%). There were also a smaller number of researchers (3%), social protection and MEAL specialists (3% each).

Figure 3: Role profile of survey respondents

The gender distribution of the respondents, in line with previous CALP surveys, is heavily biased towards male respondents, which make up 76% of the survey respondents, compared to 22% female and about 2% non-binary or other. The gap between males and females was most significant in Sub-Saharan Africa, which also accounted for the majority of the survey respondents.

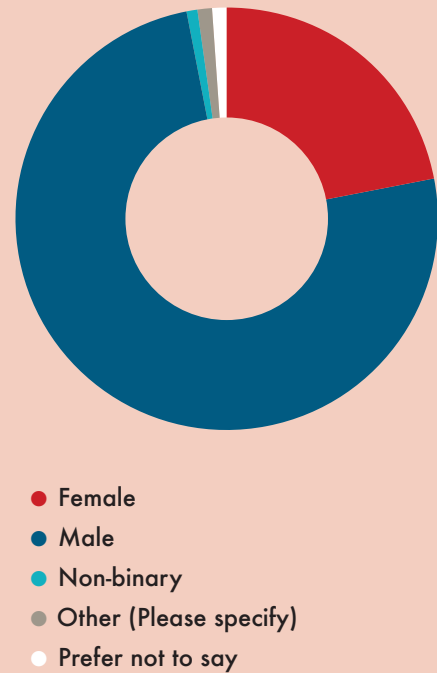
Network Engagement

CALP's strategy is premised on collective action, directed by a shared vision and principles. This survey sought to understand users' engagement in the network.

Ninety percent (90%) of the respondents felt that they were engaged with the network on various levels, an increase compared to last year's rate of 74%. A high rate of engagement is expected as the voluntary, online survey is most likely to be completed by respondents who are already engaged.

Nonetheless, it is positive to see an increasing trend in engagement given the profile of respondents is likely very similar to last year. Nearly 9% of the respondents did not feel engaged with CALP. Specific reasons for the lack of engagement were not solicited, but a couple respondents noted in general feedback that due to changes in roles, they are no longer as focused on CVA.

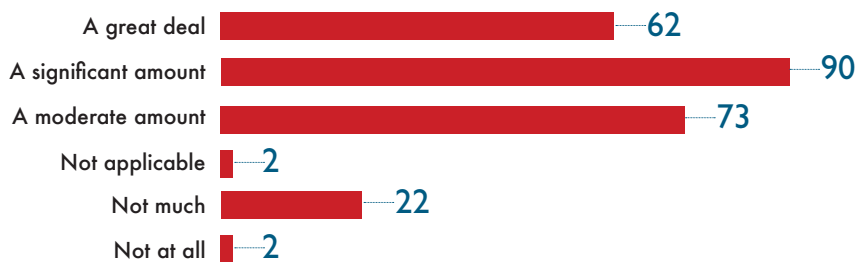
Figure 4:
Respondents' Gender



Respondents in the Americas felt most strongly engaged, while it was slightly weaker in Asia-Pacific, presumably linked to the recent re-establishment of CALP in the region, as well as in Europe, where there is a lack of dedicated CALP regional staff.

CVA specialists, programme staff and managers, as well as senior managers felt strongly engaged with CALP. It was weaker among other groups, where representation in the survey was already low.

Figure 5: Respondents' engagement with CALP



CALP activities, platforms, and initiatives which helped users feel engaged

Including:



48.5%

Attending CALP training courses



43%

Attending CALP organized events and webinars



41.5%

Using CALP e-learning platforms and courses



37%

Being a member of CALP-facilitated working groups



32%

Receiving CALP newsletters



19%

Being a member of CALP's online discussion group

Events, webinars, and working groups appear to engage people from nearly all types of organizations. The number of people feeling engaged through CALP-facilitated working groups nearly doubled to 37% in 2023. The growth and strengthening of CALP-facilitated groups may be linked to this trend.

We asked the respondents' views on how CALP has improved diversity and inclusion across its work. Last year, these issues were combined into one question, but to ensure more meaningful data, the issues were separated into two questions.

When asked the extent to which CALP has made its work more representative of the actors involved in CVA delivery, 73% of the respondents said that CALP has accomplished this, ranging from a moderate to a significant extent. Conversely, 7% of the respondents expressed a perception of minimal improvement or no improvement at all. Notably, among respondents affiliated with local and national NGOs, as well as the Red Cross and Red Crescent movement, opinions were more polarized – with 84% acknowledging CALP's advancements in diversity, while 11% voiced reservations, citing limited progress or negligible change.

Overall, it appears that respondents recognize the positive progress being made to increasing diversity.

Figure 6:
Has CALP improved diversity across its work?

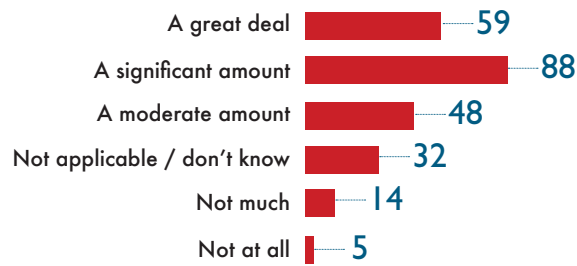
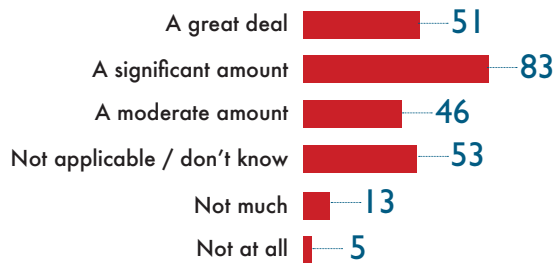


Figure 7:
Has CALP made its work more accessible to people with specific needs?



75% of the respondents thought CALP had improved inclusivity & accessibility across its work.

7% of the respondents agreed with the statement that there was little to no improvements in this area.

Training

Over half (59%) of the respondents had accessed CALP training resources over the last year.

Positively, there was a decrease in most barriers to accessing CALP training resources compared to last year. This may be due to efforts by CALP to address the barriers reported by respondents in the past year through strengthened communications and signposting, including a newsletter dedicated to training and jobs, as well as the increased availability of trainings in various languages.

Respondents reported the following issues regarding the barriers which prevented them from accessing CALP's training resources in the past year:

- Thirty percent (30%) did not have time to attend (compared to 34% last year).
- Twenty-five percent (25%) were unaware of when training opportunities were occurring (compared to 34% last year).
- Eighteen percent (18%) said that travel and accommodation costs were a barrier to accessing training (no comparable data from last year).
- Sixteen percent (16%) said that training fees were a barrier to accessing training (no comparable data from last year). Training fees refer to courses delivered by CALP's training partners and/or those charged by individual consultants.
- Fourteen percent (14%) reported that they did not know how to access online training (compared to 21% last year).
- Thirteen percent (13%) stated that they had applied for training courses but were not selected (compared to 21% last year).
- Five percent (5%) stated that the lack of training in their preferred language was a barrier (compared to 17% last year).

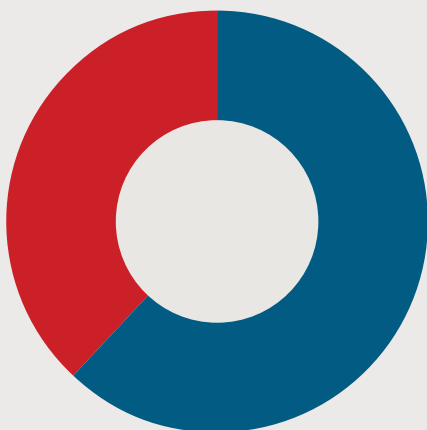


Figure 8:
Respondents accessing
CALP training resources

- Yes
- No



30%

Did not have
time to attend



25%

Unaware of
when training
opportunities
were occurring



18%

Said travel &
accommodation
costs were a barrier
to accessing
training



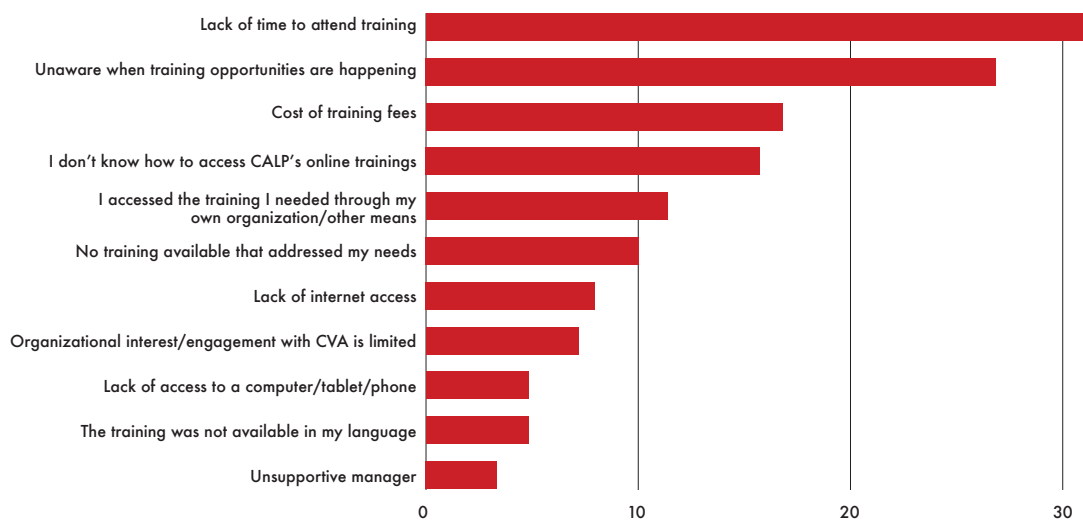
16%

Said that training
fees were a barrier
to accessing
training

Some respondents reported other reasons for not taking CALP trainings, including:

- **It was not perceived as a need or priority for certain individuals and/or non-CVA job profiles.**
- **The lack of available courses in specific countries.**
- **Lack of internet access.**

Figure 9: Challenges that prevented respondents' access to CALP training



Ninety-eight percent (98%) of the respondents who had participated in CALP training agreed that it had increased their knowledge and skills to design and implement good quality CVA. Forty-eight percent (48%) of the respondents agreed that it helped a great deal and 34% agreed that it helped a significant amount. CALP's training appears highly valued by survey respondents and is widely perceived to impact CVA quality, which supports historic feedback we have received from course evaluations and CALP's Learning Impact Survey.

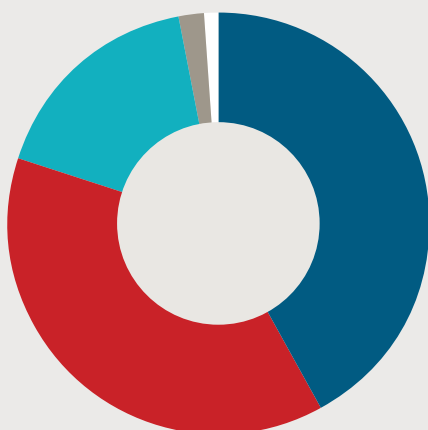


Figure 10: CALP trainings' contribution to quality of CVA implementation and design

- A great deal
- A significant amount
- A moderate amount
- Not applicable/don't know
- Not much

Training-Related Feedback and Actions

The feedback demonstrated strong demand and appreciation for CALP training resources. While much of the information is available on CALP's website and CALP's Cash Learning Hub on Kaya, the feedback highlights that there is a need to improve signposting to improve access to the available resources, as well as better messaging about the overall training offer.

Respondent feedback	CALP comments and responses
<p>I would like to attend CALP courses face-to-face.</p> <p>I would like more online CALP training courses.</p>	<p>For information on how to access courses – both face-to-face and online – please see here. There are CALP certified courses arranged by organizations, training partners, and cash working groups, as well as courses arranged by the CALP team. A full suite of CALP and CVA-related trainings can be found on The Cash Learning Hub hosted by the Humanitarian Leadership Academy. Registration is required to access courses and is free.</p> <p>Our strategy is to work with certified trainers and training partner organizations, which charge fees to recover their costs, to meet the high demand for trainings. Our focus is on helping stakeholders to arrange their own courses by accessing CALP training materials, using online courses, and working with certified trainers.</p> <p>We have invested in a CALP online course – which provides a blend of facilitated and self-directed learning. The bulk of the materials that form part of the course can be accessed on-demand and for free. The course is often preferred to face-to-face training because of the reduced carbon footprint, the lower cost of participation for attendees (i.e., no travel and accommodation costs), and its flexibility – as it can be taken at a time convenient for the participant.</p>
<p>I would like a YouTube channel with key materials & case studies to promote CVA.</p>	<p>We have one! Please subscribe to the CALP Network YouTube channel to access all video content.</p>
<p>Provide more frequent trainings & learning materials (PowerPoint format) for learners.</p>	<p>Our face-to-face training materials are all available to download – free of charge – via The Cash Learning Hub hosted by the Humanitarian Leadership Academy. Registration is required and is free.</p>
<p>Undertake training in Portuguese for Lusophone countries to catch up with CVA knowledge for anglophones and francophones.</p>	<p>We have one online course available in Portuguese, namely CVA: The Fundamentals. We are aware of the demand for more courses in Portuguese and other languages, but due to financial resources, it is difficult to translate and develop courses in other languages, while maintaining technical quality. We will continue to explore how this might be possible, if and when additional resources are available.</p>

Respondent feedback	CALP comments and responses
CALP should deliver more trainings in the country where I am working.	Please contact CALP's Learning Team, training@calpnetwork.org and/or relevant regional office (contacts here). Please also consider using the free e-learning training courses which are available via the Cash Learning Hub.
CALP training courses are aimed at institutions and do not take sufficient account of other needs, and submissions for training courses are often not followed up with adequate feedback.	CALP aims to strengthen existing humanitarian structures, e.g. CWGs, however, we also aim to support underserved groups, e.g. local and national actors. Please contact CALP's Learning Team, training@calpnetwork.org and/or relevant regional office (contacts here) with your specific concerns.
The training should also include offline options, training material and notes for those in hard-to-reach areas that do not have stable internet connection.	We have not yet identified a platform allowing courses to be conducted offline. As of now, our online training courses require some degree of internet access and bandwidth. Training videos can be downloaded from YouTube and watched offline. Where possible, we try to develop content which is accessible in small bite-size pieces, which we hope will reduce completion issues for those with internet connectivity challenges. We will continue to explore opportunities for offline training.
Provide scholarships for certain candidates.	All e-learning courses are free of charge and can be accessed via the Cash Learning Hub. CALP-delivered courses are generally free for selected candidates, with costs covered by our donors. Unfortunately, we are unable to cover travel and accommodation costs for individual participants.
We would like further elaboration and detailed training programmes, such as a training for finance staff.	The most comprehensive courses offered by CALP are the flagship "Core CVA Skills for Programme Staff", which can be delivered in person or online. In addition, we offer various specialized courses focused on topics such as monitoring, markets and social protection linkages, as well as courses targeting finance and logistics staff and senior management. We believe that practical experience, coaching, or courses tailored to a very specific learning objective is a logical next step after completion of the CALP course.
CALP should do better in addressing gaps through providing training, technical support to local NGOs, technology, or platforms for digital CVA implementation, data protection.	E-learning courses are freely available to all organizations through the Cash Learning Hub. Additionally, technical resources can be accessed via the library, Programme Quality Toolbox, and Cash 101. Amidst the high demand for training, we prioritize places for local organizations in the courses that we fund. We also encourage our training partners and other organizations offering CVA training to do the same. We convene webinars, discussions, and learning spaces on priority technical issues, all of which are free. Based on CALP's previous experiences, we decided to step away from direct organizational development support for individual organizations as it is very resource intensive and we do not have the resources to do it at any scale. If you would like to engage with us in collective efforts to strengthen locally-led CVA responses, please join the Working Group on Locally-Led Response .

Technical Leadership

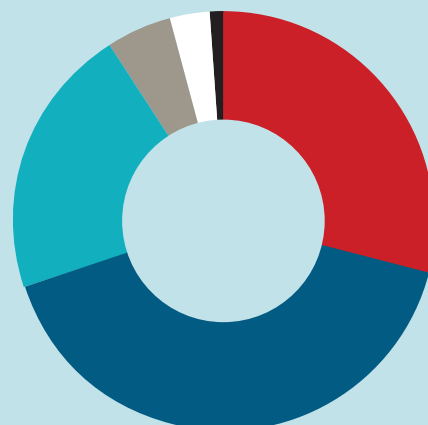
Ninety-three percent (93%) of the respondents agreed that CALP positively influenced the identification of and response to emerging trends.

- Twenty-eight percent (28%) of the respondents agreed that CALP positively influenced the identification of and response to emerging trends by a great deal.
- Forty-two percent (42%) of the respondents agreed that CALP positively influenced the identification of and response to emerging trends by a significant amount.
- Twenty-two percent (22%) of the respondents agreed that CALP positively influenced the identification of and response to emerging trends by a moderate amount.
- A small percentage (1.5%) of the respondents agreed that CALP did not really positively influence the identification of and response to emerging trends.
- The remaining respondents said, 'I don't know/Not applicable'.

Sixty-four percent (64%) of the respondents reported using CALP-produced guidance or tools in the past year, a slight increase compared to last year (61%). There were slight differences in how respondents perceived the value of CALP tools and guidance, compared to evidence and learning, but they were not significant.



Figure 11:
CALP's influence in the
identification of &
response to emerging trends



- A great deal
- A significant amount
- A moderate amount
- Not applicable
- Not much
- Not at all

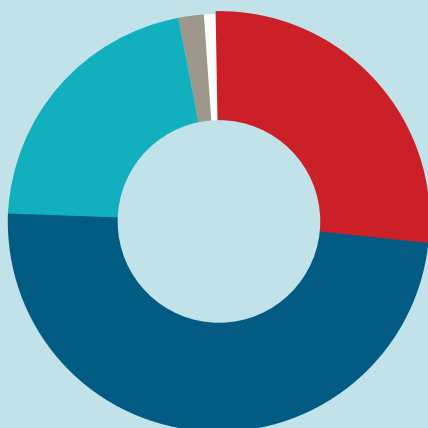
Among those reporting use of CALP-produced tools, 98% stated that these helped to improve the quality of CVA programme design and implementation in their organizations. Regarding the extent of these improvements to CVA quality, respondents replied as follows:

- Twenty-seven percent (27%) agreed that CALP tools and guidance contributed a great deal.
- Forty-nine percent (49%) agreed that CALP tools and guidance contributed a significant amount.
- Twenty-one percent (21%) agreed that CALP tools and guidance contributed a moderate amount.
- Less than 1% agreed that CALP tools and guidance did not contribute much.

Ninety-eight percent (98%) of the respondents agreed that CALP-produced learning and evidence contribute to improving CVA quality.

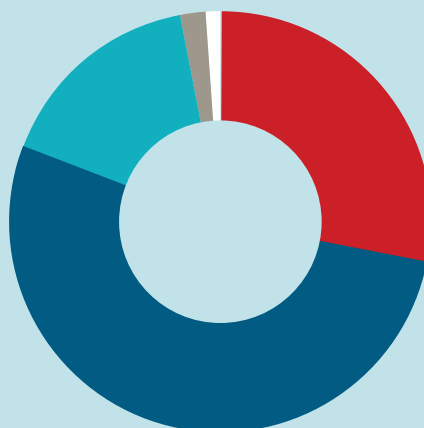
- Twenty-eight percent (28%) agreed that CALP learning and evidence contributed a great deal.
- Fifty-three percent (53%) agreed that CALP learning and evidence contributed a significant amount.
- Sixteen percent (16%) agreed that CALP learning and evidence contributed a moderate amount.
- Two percent (2%) agreed that CALP learning and evidence did not contribute much.

Figure 12:
Contribution of CALP tools and guidance to improving CVA quality



- A great deal
- A significant amount
- A moderate amount
- Not applicable
- Not much

Figure 13:
Contribution of CALP evidence and learning to improving CVA quality



- A great deal
- A significant amount
- A moderate amount
- Not applicable
- Not much

Thematic Priorities

Respondents prioritized the following thematic topics for CALP's focus:



Cash coordination was the top priority by a significant margin, and it also featured strongly among responses from senior management. This is in line with expectations, given cash working groups (CWGs) are the primary forum for practitioners engaging with CVA operationally, and its importance in policy discussions in recent years. Seventy-nine percent (79%) of the respondents agreed that cash coordination was effective in improving the quality of CVA programmes over the past year, a slight increase from the previous year (75%).

There were several other priorities, including:

<ul style="list-style-type: none"> 19% Preparedness & anticipatory action 19% Digital payments 17% Markets 16% Social protection 16% Locally-led response 16% Gender & inclusion 15% Environment & climate 13% Financial inclusion 12% Monitoring & evaluation 	<ul style="list-style-type: none"> 10% Data responsibility 9% Human mobility 6.5% Inflation & depreciation 6.5% Private sector engagement 6% Tracking CVA 6% Operational models 1.5% Other: education, health, group cash transfers, peacebuilding
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Respondents expected CALP to support across thematic topics particularly through training and summaries of lessons and evidence. Other support included information sharing, supporting collaborative action, facilitating open discussion and learning, research and webinars. There was a lower level of interest in supporting thematic work through social media channels and newsletters.

Feedback on CALP’s Work

Over 100 respondents provided feedback to CALP, with much of it positive and appreciative of CALP’s contributions to the aid sector, including CALP’s support to coordination structures, trainings, and information sharing.

Below is the feedback from respondents on how to improve CALP’s work. We have responded to queries and noted how CALP will act based on the feedback.

Respondent feedback	CALP response
CALP should increase coordination, awareness-raising and development of innovative mechanisms to counter the risk of fraud.	This is a high priority for CALP this year. Stay tuned to CALP’s website and newsletters for forthcoming activities and ways to engage.
Conduct research on the effect of CVA in hard-to-reach areas, both in terms of communities and markets.	There has been extensive research of cash in hard-to-reach contexts in CALP’s library. In addition, CALP has undertaken a review of increasing CVA access to hard-to-reach populations in the Sahel. Please contact mirko.tommasi@calpnetwork.org
Engaging local actors and supporting their technical skills and knowledge to reach underserved populations.	Strengthening engagement with local and national actors is a strategic goal across CALP’s work. CALP hosts global and MENA-focused <i>communities of practice</i> on this topic. Please contact CALP’s thematic lead on this area of work, crys.chamaa@calpnetwork.org
CALP should establish presence in other countries such as South Sudan to guide the CVA programming in regular bases. I would appreciate CALP’s support to addressing inflation/depreciation on humanitarian response in Ethiopia.	CWGs are designed to support CVA programming at country level, and CALP works closely with CWGs to contribute to this goal. Please contact the relevant CWG – list of contacts is here . For information about CALP’s engagement in East Africa, please contact the regional representative, sapenzie.ojiambo@calpnetwork.org . CALP is in contact with the Ethiopia CWG regarding issues of inflation/depreciation. Please contact CALP’s Sapenzie Ojiambo Please also see CALP <i>technical guidance</i> on this issue.

Respondent feedback	CALP response
<p>Provide support in identifying banks which provide digital services and effectively support access for vulnerable populations, including those with low literacy and numeracy. Banks that open online payments. Opening an account using a telephone number.</p>	<p>This information should be available in national CWGs. Please contact the leads of your relevant CWG using the CWG directory.</p>
<p>Stop creating parallel coordination structures.</p>	<p>We work closely with CWGs and the Cash Advisory Group and strive to avoid duplications and/or the creation of parallel structures. We would like to know more about this point, please share specific concerns with lynn.yoshikawa@calpnetwork.org.</p>
<p>Support advocacy on cash appropriateness for both the emergency and developmental context.</p>	<p>We have many resources, including the Cash 101 webpage, to support increasing awareness and CVA advocacy. These materials should be tailored to the context and targeted audience. If you need assistance, please contact the relevant Regional Representative; contacts are available here.</p>
<p>CALP should support the humanitarian community to reflect on the roles of the Government in the Cash Working Group, including support to the development of national policies on CVA.</p>	<p>Engagement with Governments is a strategic priority for CALP's outreach. We strive to support CWGs to ensure local leadership and engagement in CWGs, including with Governments wherever appropriate. Please contact the relevant Regional Representative; contacts are available here.</p>



West and Central Africa ToT on Core Cash
and Voucher Assistance (CVA) skills
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CALP NETWORK
CASH ET COUPONS VOUCHER AUX CASSES
CERTIFICAT DE PARTICIPATION
Ce certificat est attribué à
Hamadou KOMOU
pour sa participation à la formation de
"Compétences de base en stratégies commerciales pour le
personnel programmeur"
à la date du 15/05/2024
à l'adresse de l'UNICEF

