



Picture 1 Team in action

TC Harold

Post Distribution Monitoring Report
of the Cash Assistance Programme

**LEARNING FROM
THE PRACTICE**

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Preface

ADRA Fiji, TAB and Fiji Disabled People's Federation mobilized a post distribution monitoring team to Kadavu to monitor the efficiency and impact of cash assistance distributed by the organization and their respective Provincial Office local partners in the island to respond to TC Harold.

At the height of the intervention the agency distributed F\$ 266,400 worth of cash assistance to a total of 2,506 beneficiary households, across 76 villages in the nine districts in the Kadavu Province one of the worst affected by TC Harold. It is estimated that by the end of the exercise, the cash assistance distributed by the group went over 85% of the households in 'crisis' according to the TAB records.

The monitoring tools were designed to provide up-to-date information on affected population market behavior, the ease with which cash were received by beneficiaries, how resources were used, and the overall viability of a large-scale cash distribution programme operating in insecure and remote areas. A sizable quantitative data collection system was supplemented by independent qualitative surveys and loosely held talanoa sessions with key government partners, village elders, women's group and some teachers. All data were collated and analyzed by the MEL Team, giving project stakeholders access to a wide range of information on a range of programme issues from targeting to impact.

Distribution was carried out in June 2020. The same cohort of NGOs and TAB embarked on the same in Vatulele and Lau in November 2020. This report describes the findings of monitoring carried out on Phase 1 in Kadavu TC Harold Early Recovery.



Picture 2 Elderly disability beneficiary at Namalata

Acronyms

ADRA	Adventist Development & Relief Agency
BL	Baseline
CaLP	Cash Learning Partnership
CVA	Cash and Voucher Assistance
DO	District Office
FCWG	Fiji Cash Working Group
FDPG	Fiji Disability People's Federation
FGD	Focus Group Discussion
FHH	Female-headed household
HH	Household
ID	Identification
i-TAB	i-Taukei Affairs Board
MEB	Minimum Expenditure Basket
MEL	Monitoring, Evaluation and Learning
MHH	Male-headed household
NDMO	National Disaster Management Office
NFI	Non-Food Items
NGO	Non-governmental organization
PA	Provincial Administrator
PDM	Post-distribution monitoring
TNK	Turaga ni Koro
UNDP	United Nations Development Programme
VHW	Village Health Worker
WFP (UN)	World Food Programme

Executive Summary

The Emergency cash interventions carried out in Kadavu Province for TC Harold response, constitute the largest emergency cash-based programme Post TC Harold that was made possible with a strongly coordinated effort in partnership with the iTaukei Affairs Board and NDMO with a generous funding support from UNDP Pacific Office and ADRA International. At the height of the intervention, we distributed in Kadavu a total of F\$266,400 worth of direct cash to 2,506 beneficiary households over a one-off payment of F\$100 per households and an additional F\$50 for every households that has any persons with disabilities across the nine Districts in the province.

The monitoring process was primarily executed to inform ongoing programming. It included quantitative data collection (surveys), supplemented with qualitative monitoring (in-depth interviews) to allow for greater insight into issues such as targeting and diversion. Given that this was the first time that cash programming had been used in Fiji at scale, donors requested a comprehensive monitoring system, something that food assistance and other types of aid in Fiji have not been subjected to in the past.

Because of the geographical location and lay out of the islands, Kadavu is amongst the most complex environment for delivering humanitarian assistance. Security concerns mean that agencies often work through remote management, and even local staff face ongoing difficulties in accessing beneficiaries. The prospect of large-scale cash programming in such a context was therefore met with significant scepticism from stakeholders and the larger humanitarian community.

ADRA having strong community based relevant previous experience of cash programming in Fiji in partnership with the Department of Social Welfare, this being a rare opportunity targeting and conducted on the provincial level scale. The debate about the appropriateness of large-scale cash interventions caused some active delays, but it also forced 'pro-cash' agencies (those with previous experience) to articulate and examine the operational risks and potential mitigation strategies (a process that should not be specific to cash-based responses). This enabled actors with experience of cash-based interventions to share learning, debate issues and reach conclusions and local context evidenced based best practice together. This process will be beneficial to the Fiji Cash Working Group themselves and, through this report, will also benefit the larger humanitarian community.

At the inception of the programme the challenges and risks associated with successful aid delivery in Kadavu were significant. However, many of these challenges are not specific to cash-based programmes but are problems that come with working in a difficult, fragmented communities and environment through remote management.

In fact, despite the significant security and access challenges faced by the agency, Kadavu is an appropriate environment for cash interventions: it has an innovative, local system of supporting local markets and households. The market system is highly integrated and competitive as the island relies heavily on imported food, so availability is rarely an issue. Prior to implementation most items were available in most markets, local shops and canteens but households lacked the income to purchase them. This was mainly due to the fact that it after TC Harold it took a while for kava to be uprooted as access to the drawe (farms) were impossible as tracks were inaccessible because of fallen logs, debris and minor landslides.

While there were some specific contextual factors that enhanced the ability to utilize cash transfers as a mode of intervention, there is much to learn from the Kadavu experience. Food assistance (and other types of interventions) have not been subject to the same level of monitoring as the CVA programme, so it is difficult to know how this programme compares on issues such as targeting error, accountability and

ease of delivery. However, it is clear that cash programming upheld to different standards in terms of both monitoring and targeting than food assistance. Given the high level of need at the start of the intervention, blanket coverage was the most appropriate response. Although there were considerable difficulties during implementation relating to access, security and the sheer volume of transfers required, the process of cash and voucher delivery was relatively smooth. Appreciation and thanks largely to the previous experience of agencies and the role played by the Turaga ni Koros and Provincial Office networks to support delivery.

In terms of impact, there is strong evidence that the cash and voucher interventions enabled households to purchase food, increase the number of meals consumed each day and increase dietary diversity whilst waiting for government's food assistance, flood waters receding back into the sea and clearance of tracks in the forest. Importantly, there is evidence that the intervention also allowed households to repay debts, support children attending boarding schools with food, sending mothers and babies to nearby health centers for checkups and to receive injections, older people for their medication replacements, support families in the island while access to the market in Suva for kava sales were put on hold because of the lockdown and many more. This also contributed specifically to re-building household resilience helping to align and better position locals in the face of adversity. The cash intervention also improved the social standing of beneficiaries enabling them to participate in community alms in providing donations to church and village commitments for which they were previously recipients.



Picture 3 Community consultation at Daviqele Village, Nabukelevu

In summary, the monitoring system was beneficial to the organization in three ways:

1. It helped identify practical implementation issues in a timely manner, which allowed ADRA to make changes to the cash and voucher delivery process. This included increasing the number of distribution points to reduce travel time for beneficiaries; improving the service at distribution points to reduce beneficiary waiting time; increasing the transfer value; changing the value of cash distributed based on market price information; and managing operational issues brought to agencies' attention through the feedback mechanism.
2. The monitoring system also highlighted larger issues about targeting, diversion and reliance on gatekeepers, which would not have been picked up without the qualitative data collection. These issues are important for understanding the working environment and to helping us recognize and mitigate potential risks on their programmes.
3. It provided evidence of and impact with beneficiary households as a result of the interventions. Good programme monitoring is necessary to ensure that programmes are informed for future similar interventions. The feedback from sampled beneficiaries will form the basis for informed decision making on the need and appropriateness of CVA used at scaled up and replicated, in both Response and immediate short to long term recovery assistance to affected communities in Fiji. It is therefore recommended that cash-based responses be considered along with in kind during humanitarian assistance to affected outer islands in future. It is also recommended that a well-coordinated effort should be made from beneficiary selections, market assessments, consideration of delivery mechanism and implementation with a robust monitoring process throughout the CVA Project duration.



Picture 4 Vegetable gardens from cash interventions. Dravuwalu Naceva Kadavu

I. Brief Background and Methodology

Tropical Cyclone (TC) Harold caused widespread destruction in the Solomon Islands, Vanuatu, Fiji, and Tonga during April 2020. TC Harold was a Category 4 severe cyclone to occur in the South Pacific basin since Cyclone Gita in 2018 and was also the second-strongest tropical cyclone to ever affect Vanuatu and Fiji. Despite being spared a direct hit from TC Harold, Fiji suffered extensive damage from high winds, heavy rain and battering storm surge particularly in Kadavu, Lau and Vatulele.

The Fijian Government estimated that the cost of damage caused by TC Harold was F\$100 million. This was highlighted by the Minister for Defence, National Security and Policing, Disaster Management, Rural and Maritime Development Hon. Inia Seruiratu in one of his ministerial statement. These figures were based on Government's coordinated Detailed Damage Assessment conducted from April 13 to 28 2020. Hon. Seruiratu said damage to the agriculture sector had been estimated at around F\$27.8 million. He also said that 90 per cent of crops were destroyed in the worst affected areas, which mostly consisted of subsistence crops.

The Adventist Development Relief Agency (ADRA), in collaboration with the iTaukei Affairs Board (TAB) and the United Nations Development Programme (UNDP) Pacific Office in Fiji, Resilience and Sustainable Team (RSD) implemented the 'Fiji TC Harold Early Recovery Project' for the severely devastated communities in Lau, Kadavu and Vatulele. The project intervention comprises of two components: Debris, Waste Management and Community Infrastructure Rehabilitation (Lead by TAB); and Cash programming (Lead by ADRA Fiji) through livelihoods Support Programme including food security. Since May 27, 2020, the TAB officials together with the ADRA Fiji team were in Kadavu coordinating the Cash programming Assistance, providing households in the 76 communities a modest cash injection for those who have lost income and assets to meet urgent family and household expenses.

2,506 households received a cash allowance of F\$100, 112 people living with disability also received additional support of F\$ 50 and each community received F\$150 to include community clean up, replanting fallen pines trees, backyard gardening, quick fixes and fuel for power tools. TAB and ADRA Fiji team during the distribution conducted awareness to the 76 communities in Kadavu to prevent and address protection issues and inform recipients of cash assistance regarding the post monitoring distribution and feedback mechanics with the participation of all community members (50% women). The awareness session was conducted in i-taukei language and emphasized the intent of the cash assistance and encouraged feedback from the beneficiaries and to report any kind of abuse.

The Low Value Grant (LVG) Agreement between the United Nations Development Programme Pacific Office and ADRA Fiji as part of the project Pacific Resilience and Sustainable Development Support is being implemented at the request of the Government of Fiji and funded by DFAT.

The iTaukei Affairs Board in line with its mandatory role in ensuring the Wellbeing of the iTaukei vested within the provisions of the iTaukei Affairs Act Section 4(4), has secured partnership with ADRA Fiji in restoring lives of iTaukei communities and families affected by the recent TC Harold. The TC Harold support is administered through the UNDP RSD team, Pacific Resilience and Sustainable Development Support project with funding support from the Australian Government and the Government of Fiji.

As part of its commitment to good governance, transparency and accountability, a team was deployed to gather as much information as possible on the impact and effectiveness of the CVA and document feedbacks to improve cash assistance in the future, moreover for learning and improving service delivery. ADRA is firmly of the view that complaints and feedback from beneficiaries are valuable resource for project implementation. The team targeted at sampling at least 15-20% of the 76 communities during the 15-days trip.

The team conducted 510 beneficiary interviews which comprises of people with disabilities, local vendors, community leaders, District (Tikina) representatives and government officials.

Out of the 510 beneficiaries interviewed, 306 were females with 204 males.

Table 1 Summary of responders interviewed by category and sex.

People without Beneficiaries		People with Disabilities (PWD)		Local Vendors/ Shop owners, canteen operators		Community Leaders, TNK		Tikina representatives		Gov Rep		TOTAL	
M	F	M	F	M	F	M	F	M	F	M	F	M	F
108	281	15	13	3	12	76	0	1	0	1	2	204	306

II. Myth of Cash in Fiji

The Fiji Government has more than 30 CVA parallel programs running to support vulnerable people. However, it is still a cultural issue and myth regarding the distribution of Cash in the Pacific context.

An article by Georgina Sturge regarding Myth of Cash: The pre-conception and more often criticism sees giving cash directly to those in need as somehow less acceptable than other forms of aid, and in the same breath condemns the general wasting of aid money. Here are five common myths about cash transfers followed by what in the local Fiji practice actually known about this form of aid:

Myth 1: Cash increases corruption

The idea of just giving cash to the poor tends to call up a mental image of wads of banknotes changing hands. For critics, the assumption is that cash is easier to steal and more tempting than other forms of assistance. But there is no reason why cash transfers should be more susceptible to corruption than other forms of social protection. In all programmes, there is a risk that people who are not eligible for the aid, be it cash or goods, will still obtain it somehow. Just giving cash actually cuts out layers of middlemen, thereby reducing the opportunity for corruption.

Myth 2: Cash transfers make people lazy

A [review of 165 studies](#) by the Overseas Development Institute, covering 56 cash transfer programmes, found – on the whole – that they actually increased the likelihood of an adult being in work and increased the number of hours they worked per week. Child labour also tended to decrease, while school attendance improved. In the case of Pakistan’s Benazir Income Support Programme (BISP), singled out for criticism in recent media articles, a 2015 evaluation found that cash transfers only reduced labour force participation among the elderly and sick – undeniably a positive outcome.

Any form of assistance, be it foreign aid or welfare benefits, can be accused of creating a culture of dependency. However, far from removing people’s incentive to work, giving people some financial breathing room removes a lot of their constraints to participating in the labour force, such as transport costs and the need to spend time gathering food for subsistence.

Myth 3: People will spend it on cigarettes and alcohol

Cash transfer recipients are sometimes viewed in the same way as lottery winners – the assumption being that they will immediately blow their budget on luxuries. But evidence overwhelmingly shows that people use cash aid wisely, with expenditure on food increasing and recipients being more likely to buy productive assets, for example for farming. Proponents of cash transfers argue that the best way to help the poor and vulnerable is to let them decide what they need, as opposed to paternalistic approaches that establish needs in advance. Cash is also more dynamic in responding to changing needs. For example, giving people goods, such as sacks of flour and rice, involves constantly re-evaluating the need for those items over others.

Myth 4: Cash should only be given in emergencies

One argument against cash goes that it is only justified if there is a life-or-death need, like after a tsunami or in the midst of a war. The same criticism is made of foreign aid in general, with people whose poverty is not the result of some catastrophic event being viewed as somehow less deserving. Leaving aside the question of who are the 'deserving' poor, there is no reason why cash transfers should be seen as appropriate only in emergencies. In fact, cash transfer programmes first began long time in Fiji as a way of tackling poverty in all its forms, and today most cash transfer programmes are large-scale and long-term.

The use of cash for emergency relief is a comparatively recent development but it has also proven itself to be a lifeline, for example in Fiji where it helped more than thousand people to survive and recover from cyclones.

Myth 5: It's a waste of money

The discussion over whether foreign aid could be better spent at home can be reserved for another day, but the evidence overwhelmingly suggests that cash should be seen as one of the best forms of aid. Hundreds of studies have shown that cash transfers are more efficient and impactful than their alternatives.

But giving cash alone is not enough to achieve its positive potential. The conditions in which people can spend their cash aid need to allow for free choice and fair opportunities, and this is where investment around the programme itself comes in, for example to improve accountability.

There are clear justifications for using UK aid to finance the setting up of cash transfer programmes like Pakistan's BISP. And it is worth investing in setting up a system well to make it sustainable in the long term, eventually removing the need for foreign contributions altogether.

Lastly, only about five or six percent of all humanitarian aid comes in the form of cash. Given that cash transfers have proven benefits for poverty reduction, education, health, and women's empowerment, they should be given more of a chance, not shot down for political motives.

III. Monitoring System and Methodology

Objectives of the monitoring exercise:

- a) To monitor the efficiency, effectiveness and accountability of the cash and voucher distribution systems:
 - To determine the cost, speed and management efficiency with which inputs and activities are converted into results (i.e. whether the project is accountable to donors).
 - To determine whether the implementing partners adhered to the agreed targeting criteria

- and the level of beneficiary participation in the targeting process (i.e. whether implementing partners are accountable to themselves and to beneficiaries).
 - To assess the effectiveness of the community feedback mechanism and how the implementing agency responded to comments received (i.e., whether project is accountable to beneficiaries).
 - To substantiate as far as possible any reported claims of diversion of cash or mismanagement by the Turaga ni Koro or other distribution partners.
- b) To monitor the impacts of the cash and voucher distribution on local markets and participating traders.
 - c) To monitor beneficiary spending patterns (for cash) and the impacts of the cash and voucher distribution on nutrition and displacement/return.
 - d) To provide regular feedback to the consortium partners and their donors on the M&E findings.
 - e) To document and make publicly accessible the lessons emerging from the cash and voucher distribution project, particularly lessons regarding the scaling up of such interventions.

Interviews were randomly conducted with a number of project stakeholders: community leaders, Turaga ni Koro's, women, men and non-beneficiary households on a one-to-one basis. In addition, a number of focus groups discussions was loosely conducted with beneficiaries over informal talanoa sessions.

The monitoring focus on the following topics:

- Household and Community Impacts
- Household Income and Spending
- Food Security
- Social and Community Impact
- Market Behavior and Impacts

IV. Process Findings

Question 1

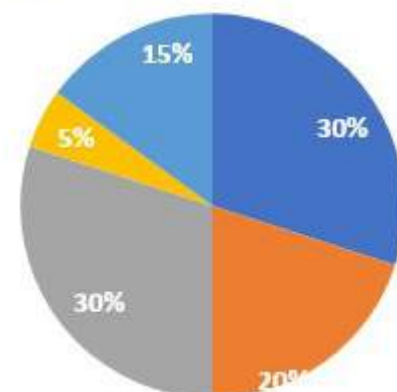
What problems did you face before receiving the project support/CVA assistance?

At least 30% of beneficiaries identified food as the most common problem faced after the cyclone. With dalo and cassava as the main staples and source of carbohydrates, breadfruits were also brought to the ground. Access to the farms also resulted in late harvesting and many produce were left to rot in the soil. Another 20% of beneficiaries interviewed with damaged homes, 30% mentioned that they both faced food problem with their homes were also damaged or kitchen completely destroyed. Another 15% mentioned that they did not receive the assistance and 5% of beneficiaries mentioned that everything was normal for them and they did not face any problem however, upon interview it can be observed that the beneficiaries are in need for long term psychosocial support to aid normalcy.

Table 2 Problems before receiving CVA

CVA BENEFICIARIES

- Food Problem
- House Damaged
- Both House/Food Problem
- No Prblem
- Did not receive any assistance



Question 2

Did you receive assistance from any other agency and what sought of assistance was given to you? And did you understand the purpose of the cash assistance.

Almost 70% of people surveyed mentioned that they had also received some sort of assistance from other agencies like the Fiji Red Cross, Government and family members living in Suva, Lautoka and abroad. Part of these assistance donated from other agencies were food rations, tents, tarpaulins, eating utensils and blankets. However, the remaining 30% stated that they did not receive any assistance from other agencies but were first recipients of TC Harold assistance in the CVA. This was confirmed by one of the community leaders during the one to one interview, where he stated that CVA was something new to them and were not sure as recipients if there was an expectation on their part to perform in return of the cash- this is especially important for the dissemination of the awareness package to be disseminated and followed through with partners including Provincial Counterparts as per pre-distribution awareness guidelines agreed. All the interviewees highlighted that as recipients they had the freedom and opportunity to buy what was really needed for the family and the timing was right. Furthermore, a significant number of women were not aware of the assistance until they were summoned to the community hall for the announcement and registration. The excitement of receiving cash assistance during that crucial time particularly in terms of cash, lighten up their spirit and people were both thrilled doubting at first that cash will be distributed. Upon enquiry with the Turaga ni Koro's they informed that they had received advance information and the awareness guidelines on the CVA however were doubting that there would be a response TC Harold in terms of real cash and were rather reluctant to disseminate information to the communities based on false promises often done by project implementers in the past.

Question 3

Do you know the cash value or entitlement you received?

Nearly all the interviewees did mention that they were aware of the transfer value amounting to \$100.00 with an additional \$50.00 was provided for people with disabilities to help support them.

Cash for Quick Fix: Management and Impact

At all the villages cash distribution was conducted in community halls to ease crowd control and help with identification of people to avoid duplication. Older citizens and people with special needs who were served directly delivered into their households stated that their CVA were safely delivered to them.



Picture 5 Interviewer with Mr. Vilikesa Tale



Picture 6 Interview with Mr Wame Raione
TNK Namara



Picture 7 Interview with Community
Leader Nabukelevu Ira

An additional \$150.00 cash was provided to communities in the form of cash-for-work agreement for the cleaning up of beaches, walkways, village ground, drainage and high-risk areas that would be potential breeding grounds for mosquitoes for a safe and clean environment. Majority of the Turaga ni Koros

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mentioned that this was used to purchase gasoline and line trimmers for brush-cutters which was also witnessed by community members. According to community leaders, this was something new to them and was absolutely useful at such time when people cannot afford to clean grounds and drains, since priority was food and not so much on village cleanliness. The assistance was also further highlighted by the interviewees as promoting unity which contributed to social cohesion as it brought everyone together to rebuild their communities given their respective recollections of stories to share during the 'solesolevaki' clean up. Some communities used a portion of the money to buy rice and food items supporting the women as they prepare food whilst the men diligently worked with children and youths to clean up the village, repair toilets and walkways for older people and those with special needs.

Further twenty eight (28) person with disabilities beneficiaries were interviewed at home visits. Most also mentioned that the assistance is one of its kind and something new for them. They reiterated that this is something that will be an unforgettable experience for them knowing that they are cared for and were not left behind. Expenses covered for persons with disabilities have included savings for emergency runs to the main hospital in Vunisea Government Station, specific food items such as cereal (Weetbix) and milk and sugar (essential item at remote island communities).



Picture 8 A beneficiary who is also a canteen operator at Nasau Nabukelevu Kadavu. With records of her sales.



Picture 9 Team in action

Question 4

Were any recipients disadvantaged by the cash payment system?

From the feedbacks received it can be deduced that the distributions covered nearly all households in any given community and there were either two or three households whom either have relocated to Suva temporarily, some were not in their homes attending family functions or away in farm houses and could not be reached at all.

Question 5

Was there any abuse of cash by agency staff?

When approached, community members were satisfied with the service rendered to them by the team and also stated that there was not any abuse of cash involved in the distribution venue, nor have the Turaga ni Koro received any complaints or grievances however some were missed out due to the reasons mentioned in Q4.

Question 6

If both cash and in-kind assistance were available, which option do you prefer and why?

With the myths and often pre-conceived ideas around CVA, some of the real experiences shared by recipients have included the following;

- I am able to buy kerosene as the other donors had supported us with stoves with no kerosene and I needed this to cook food for the family.
- My house was partly damaged, and I needed cash to buy some nails to fix our family home.
- I needed cash as our source of income (kava plantations) were completely destroyed or partially damaged and I needed money to travel to Vunisea to buy kerosene and nails for the family's urgent need.
- I am able to buy seedlings to start my own backyard garden for the family use and also sell to get income for the family.
- I am an elderly of 78 yrs. of age, I was able to buy our solar lamp as our solar plate was damaged during the cyclone and with the \$100 received from this assistance I had contributed \$40.00 to buy a solar lamp for the family and this was also used for our small canteen.
- I was able to purchase a pair of rubber gumboots for me. As the sole breadwinner in the family, I have to walk through the forest and bushes to reach my farm and salvage whatever crops that could be consumed. I thought of my safety, cutting my way through the debris left by the cyclone. If I hurt myself, I will not be able to walk to the farms, and I will put my family's life at risk. I cannot let my wife to collect food alone. I have three children to look after. This story of my white rubber boots may sound funny to you but to me it means my life and my family.
- We were able to hire the village punt to Soso Health Centre. We took our babies for their monthly checkups and infants were able to receive their vaccinations on time- we would have had to wait until after fishing for sales if the weather is good.
- I took my dad to the hospital in Vunisea. The money was able to cater for his transportation and other small needs such as medication.
- I smartly divided up the money for us at home, and I send some in an envelope to my two children in Vunisea to buy some food as the school was also facing difficulties attending to students in boarding schools. We received calls from them so we thought to split the money between us.



Picture 10 Interview with PWD

However, the remaining 30% support the initiative to provide in-kind due to the following reasons;

- There is thirteen (13) of us in the family and the money is not enough to buy necessities due to the expensive costs of goods and logistics in remote arrears.
- Some mentioned that this may be misused instead of buying food for the family.

Question 7

Where and how accessible were the markets where cash was spent?

Almost all communities visited had two (2) or more canteens which were accessible to everyone. Most of the shopkeepers when approached to give their views on the trend of shopping in the communities, mentioned that before the assistance, a handful of people were on their list of bad debtors as they have been taking goods and repayment was taking long. The sales was good after the distribution, where some even settle their credit by at least half which were helpful for me to replenish, as this was a challenge for them before the assistance since most community members bought goods on credit which had affected the business. After the assistance, community members found to be purchasing goods on cash and those that have been taking goods on credit have cleared their debts that led to increase canteens savings. Some shop keepers mentioned that they were able to diversify their business, where they were able to bring in frozen goods that are more demanding in the community, with varieties of baby diapers/ bathing soap and gas cylinders.

Supporting diversification on this business trend, it was a smart approach by these shopkeepers as they have almost all goods needed by the community members that had helped to decrease the need to travel to Vunisea.

Question 8

How long does the assistance last?

Beneficiary interviews on the Cash assistance, 50% mentioned that cash was used to buy food and this lasted three (3) weeks to one (1) month because there is only four (4) to five (5) members in the family. The assistance was sufficient for this group of people as they have a small number of household members.

However, the remaining 50% when approached to give their views, mentioned that the assistance only lasted a couple of days (3 days av.) where few families were leaving together and sharing the same house. \$100 dollars was not enough, especially for families where toddlers are that have special need of food consumption.

Question 9

Do you have any suggestions of how to improve the cash assistance program?

Beneficiaries when approached on their feedback and recommendations to the CVA, around 80% suggested;

- That the amount be increased to at least cover for food expenses and also to assist with maintenance of homes as shelter are some of the basic that were damaged as experienced by some villagers.
- Amount to be increased to be able to meet the high cost of living in rural areas as cost for goods are doubled when sold in canteens.
- This is to be increase because of the big number of family members and \$100 is not enough to last for at least a week.

V. Lesson learnt

- a) Use of local market/resources/knowledge to localisation.
- b) To review the amount of CVA as some households have 12 members while others have 4 members on the definitions of households versus families.

VI. Positive Impact

- a) 70% beneficiaries shared positive feedback on the use of the CVA to cater for their food and building materials.
- b) 50% of people with disabilities managed to use the money to generate income for them (selling of cigarettes) and their family.
- c) 10% beneficiaries bought seedlings and produce their own seedlings and sell it.
- d) 60% beneficiaries mentioned that they able to cover some of their necessities such as fuel.
- e) The assistance donated for cleaning up had brought about unity amongst people in the community.

VII. Feedback and Complaint Mechanism.

During this visit there were few complaints received on the unfair distribution which was addressed to the Country Director and the following measures were taken to address the issue;

1. Complainant contacted for more information; and
2. Complainant assisted and was accorded with the \$100.00 assistance.

VIII. Challenges Faced by Community Members

During the interview, it was also observed that after numerous disasters including TC Harold, psychological resilience level is evident as recipients vocalise that they are still abundantly blessed with food even though most of the farms were destroyed but they are still surviving from root crops and food assistance catering for immediate needs however, their real need was to have their homes fixed.

80% did mentioned that food items in the earlier food assistance had been wasted as they have been overwhelmed with supplies with some food items not really edible for families and duplicate food distribution were conducted to their community.



Picture 11



Picture 12

Monitoring and Evaluation Officers interviewing mothers

IX. Recommendation

- Ensure data used is updated and appropriate inclusively: To train and create awareness to Community Leaders on how to collect information/data in times of Emergency to avoid people being left out and not considered in the list. TAB to organize a bi-annual review of data to ensure that no HHs is left out.
- Conduct assessment after any disaster: Proper assessment to be made to communities after any disaster to understand where the real needs are before any intervention.
- Ensuring our intervention impacted its purpose: The assistance to be delivered to communities 2 to 3 months after disaster following feedback from community members that were interviewed and leaders, emphasizing that this is the time where communities had utilized most of in kinds donated by agencies and farms are not ready to meet the family needs.
- There should be a criteria on the assistance, this is something that can be considered following the feedback from the 10%, who stated that they did not face any problem but still received the assistance.
- Awareness on the distribution to be conducted separately from the Cash Voucher Assistance (CVA) distribution time.

X. Conclusion

As a result of the Post - distribution monitoring feedback the following are recommendations to be considered.

- Food assistance to be delivered after 2 – 3 months in a more systemic way or as a follow up to initial distribution, recorded by over supply during response from all agencies within the first four weeks;
- Food from the garden are still not ready after replanting, therefore provision of CVA was delivered on time to provide good buffer when it is needed to cater for the immediate food need.
- Good planning in providing such assistance to be emphasized amongst partners that are facilitating the process to avoid duplication as well as to save costs in delivery of assistance that would be more effective and contextualize meeting the real needs in the community.

After this Post - distribution monitoring Visit it can be concluded that two (2) to three (3) months after any disaster people are really faced with severe need of food assistance as they have no more food available as the assisting agencies all arrived and delivered assistance at the same time. This is the opportune and appropriate time for CVA based on the TC Harold experience shared by beneficiaries. The time frame 2-3 months allows for market recovery in the context of maritime outer islands re-stocking of village canteens with the franchise boat resuming normal service to the maritime islands.

XI. Learning meeting Report by Consultant Exodus Management & Consultant

1. Overview

As a disaster response to Tropical Cyclone Harold, ADRA together with the iTaukei Affairs Board and the United Nations Development Programme (UNDP) Pacific Office delivered the Cash Voucher Assistance (CVA) to Kadavu, Vatulele and the Southern Lauan Islands.

UNDP Pacific Office as the funding donor of the CVA Programme had also followed through with further support to review lessons learnt from the CVA distribution. This was delivered through a Lesson Learnt Workshop that focused on the following areas to generate the outputs demonstrated in this report:

1. Reflection – Successes and Challenges to implementing the CVA Guideline.
2. Root Causes of Barriers and Challenges.
3. Lessons & Recommendations to improve CVA effectiveness.

The Lessons, Discussion and Workshop was facilitated over a half-day session to allow the stakeholders to contribute to the focus areas of the workshop.

As such, this report reflects the input of multiple stakeholders from International Agencies, International NGOs, Local NGOs, Faith Based Groups and Government bodies. It strongly recognizes the need to have CVA in Fiji and at the same it demonstrates the need for increased capacity and capability in developing, collaborating, analyzing, planning, implementing, monitoring, and evaluating CVA.

The three key areas of the workshop provide an understanding of the challenges and barriers to CVA and most importantly the suggestions to increase the effectiveness of Cash and Voucher Assistance in Fiji.

2.



Picture 13 Participants moving into their groups



Picture 14 Reflection Success of CVA

2.1 Reflection Activity

The attendees were asked to individually reflect on their CVA experiences and identify areas of successes

IDENTIFIED AREAS OF SUCCESSSES	Capacity Building	Collaboration & Partnership	Communication	Disaster Management	Governance & Ethics	Inclusion	Programme Management
	Ongoing training and discussions of CVA with the partners	Inclusion of the I-taukei Affairs Board (ITAB) Roko Tui in the Program	Awareness sessions on CVA with beneficiaries translated to the local language	CVA is distributed directly to the affected communities	Localised processes	Focus on People with Disabilities	Addresses the needs on the ground after relief, response and the early recovery phase
Least identified areas of success	Collaboration & Partnership	Responsiveness	Least identified areas of success	Transparency	Targeted Communities – women & children & People with Disabilities	Post monitoring exercise	
	Integration of the respective stakeholders			Identified risks & mitigations			
	Most identified areas of success			Most identified areas of success			

Figure 1.1 Reflection Activity Areas of Success

2.2 Team Responses

A total of 14 reflection notes were gathered in this activity and for reporting purpose, this has been further summarized under thematic areas as provided in Figure 2.1. The most identified areas of success relates to 1) Collaboration & Partnership 2) Governance & Ethics. This indicates that these areas were viewed as visible and effective. Successes as such, will need to be continued and replicated. On the other hand, the least identified areas are denoted in amber on Figure 2.1. These areas are not visible and may prompt for more clarity of processes as next steps.

3. What do we need to do more of?

Reflection Activity

Simultaneous to the earlier section, the attendees were asked to individually reflect and identify what areas from their recent CVA experience needs to be repeated and or more focus. In other words, what do we need to do more of. The question and reflection help to reconfirm activity responses from section 2.2.

IDENTIFIED AREAS THAT REQUIRES MORE FOCUS	Capacity Development	Cash Technology	Collaboration & Partnership	Communication	Data Integrity	Inclusion	Programme Management
	Share learnings on impact to community attitude & what helps change/improve it.	Consider more cost-effective approaches. eg mobile money.	Private sector involvement	Awareness criteria for recipients	Prepare correct data before going into the field	Focus on People with Disabilities	Focus on CVA preparedness and/or implementation in Fiji e.g contribution to improving community data
Improve speed of delivery		"Partnership"	Localization of content	Data checks to be done regularly & updated		Stakeholder follow-up on progress	
Training of new Partners (NGO's & Government) to increase knowledge of CVA		Involve Private Sector		Verification process		Community preparation – pre-registration first 3 days	
More training on CVA modality for partners							
Organizational preparedness							
Awareness & Capacity building							
Most Identified	Least Identified			Note - This was further discussed in plenary	Least identified	Note - This was further discussed in plenary	

Figure 2 Reflection Activity: Required areas of focus

In the second reflection activity, the teams identified the following as processes and focus areas that needs to be regularly performed and or considered.

In this activity it, the reflection notes by the attendees reconfirms certain thematic areas from the first reflection activity relating to Capacity Development. As this is the most identified area of focus for this activity, it demonstrates that skills, knowledge, experience and exposure needs to be urgently developed. This will require a Capability Development and Capacity Design approach as follow up actions.

There are other common thematic areas such as 1) Collaboration & Partnership 2) Communications 3) Inclusion and 4) Programme Management. These identified common areas of focus indicates that it needs to be explored and strengthened.

FINDINGS

Activities 2.1 and 3.1 are modes of activities that identify individual needs based on experience. As the workshop attendees represent their respective organisations, these findings can be used to further identify areas to improve CVA strategies and policies. The most significant results points to the need for urgent Capacity Development in CVA.

4. Lesson Learned

4.1 What are the Barriers & Challenges of the CVA program?

In this activity the group was reshuffled to ensure that there was a mixtu Agency, FBOs, NGOs and Government in each table. The intention wa the team presenting their responses.

4.2 Presentation Notes from Group 1

- Community attitudes towards Cash –
 - many were not aware,
 - if they were aware, they were not supportive,
 - they need time to address this before you introduce th
- Poor quality outdated community data
- Access to remote, people with disability & the most vulnerable
 - very challenging & expensive.
- Access to market/goods
 - inconsistency in accessing good and services to be able to spend the money
- Validation of beneficiary lists used
 - bias of data collection by the villagers, some may access the funds, and some may not be due to cultural reasons.
- Speed of delivery versus following the best practice/complete process
 - For remote areas, timeliness is critical.
 - TC Harold struck around April, CVA assistance was delivered in November when some beneficiaries may have already recovered from the disaster.



Photo 4.1: Presentation on Barriers

- o Preparedness awareness before disasters strike
- Lack of evidence about which modality has the most impact in Fiji
 - o more consultation and data is required to determine which CVA process the community prefers.

5. Learnings to Barriers

5.1 What are the root causes to the Barriers and Challenges?

In this activity the group setting is similar to activity 4.1 and had first discussed their responses prior to their team presentation.

5.2 Presentation Notes from Group 2

- Lack of awareness on community & stakeholders, the program modality objectives
 - o the outcome & expectations. Community were receiving cash and were not aware of why they are receiving cash. More awareness to be done.
- Economic challenges
 - o not profitable for service providers. E.g. Transport and telecommunication sectors. Remoteness is a barrier to delivering cash due to the costs involved in terms of transportation and also the blackouts from communications
- Reliance on historical data
 - o Most often not regularly updated centrally – inter government agencies
 - o Lack of data integration & sharing
 - o Non availability of updated data.

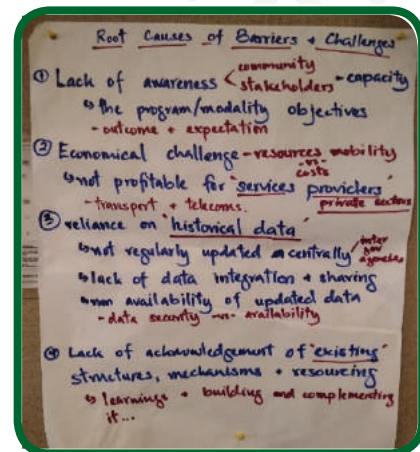


Photo 5.1: Flip Chart on root causes of barriers to CVA

It was highlighted that communities were giving incorrect data due to commitments. As a result, there are data discrepancies between initial data and distribution data. These are areas for further development

- Lack of acknowledgement of existing structures, mechanism, & resourcing – learnings & building and complementing it.

"...There are things that are already in the community, we don't need to do anything new but build on the existing structures & mechanisms within the community ..."

6. Way Forward on Process Effectiveness

6.1 What changes are needed to increase the effectiveness of the CVA Guidelines?

In this activity the group setting is similar to prior group activities. The team had first discussed their responses prior to the team presentation.

6.2 Presentation Notes from Group 3.

Localised CVA preparedness to be developed and must include:

- Organisational Cash Readiness Tool (OCRT);
- An active Fiji Cash Working Group that encourages and facilitate:
 - o Technical Support for
 - CVA
 - Market
 - Programs
 - o Buy in from:
 - Government
 - Communities
 - Private Sector
- Framework for agreements amongst Partners for effective collaborations;
- Research for understanding of appropriate responses to gender, marginalized groups & minority groups; and
- Simulation exercises must be conducted.

Develop Guidelines for CVA Responses which must include

- Needs assessments to include-
- Basic Needs
- Market & infrastructure
- Inclusion
- Risks & Conflicts
- Response analysis must have attributes that are-
- Flexible
- Adaptability
- Smart

Increase collaboration and engagement with government, the community and Cash Working Group

- Accountability of implementation of programs
- Exit strategy
- The need to realise existing resources before suggesting changes or creating new processes



Photo 6.1 Group 3 Presentation

7. Way Forward on Processes & Collaboration

7.1 What changes are needed to enhance CVA Processes and Collaboration?

In this activity the group setting is similar to prior group activities. The team had first discussed their responses prior to the team presentation.

7.2 Presentation Notes from Group 4.

- **Verification of data before and after distribution.**
 - Consistency measures to data must be established.
- **Sharing of data with CVA Stakeholders.**
- **Recommended efforts on cash & voucher preparedness**
 - Fiji Cash Working Group engage relevant suppliers for distribution of cash when the need arises.
 - Review Minimum Expenditure Budget (MEB) amounts given to households – no clear indication on the amount that a family will receive as some families will have more than two-three families living together under one household.

8. Conclusion

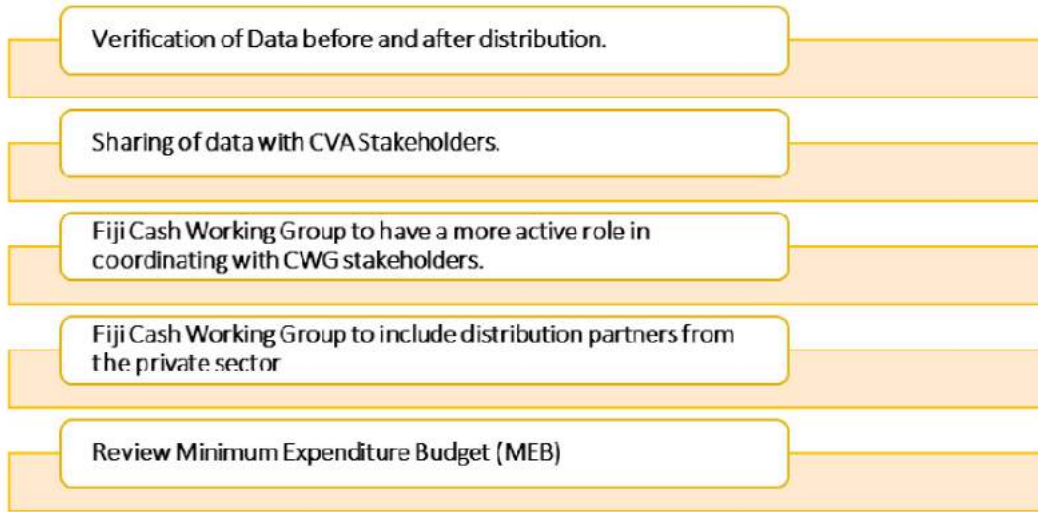
This workshop report had explored lessons from the recent CVA distribution by first identifying individual needs to improve and enhance CVA capacity and secondly to collectively identify barriers, root causes and identify set of changes to current way of CVA distribution as the way forward for CVA.

In the workshop closing, the closing remarks by Mr. Iliapi Tuwai emphasized the need for strong and effective partnership with government, donors and NGOs.

The workshop identified the following key changes as Way Forward. In acting on this, it is expected that it will strengthen CVA effectiveness, processes, and collaboration.

8.1 Changes To Be Made To Increase CVA Effectiveness

- Deliver progressive CVA Training to address CVA Organisational and Capacity needs.
- Develop localised preparedness processes at organitional, systems level
- Disaster preparedness must include CVA simulations
- Develop Guidelines for CVA Response Tools
- Increase collaboration and engagement with government, the community and Cash Working Group



XII. Partnership Model- Learning and Recommendations

The Cash Assistance Program funded by UNDP Pacific Office allowed ADRA Fiji to implement the Multi Stakeholder Partnership where common goals and approaches has been established to enable multiple diverse stakeholders move forward pursuing the same goals.

The project had continuous exchange with other international Multi Stakeholder Partnership. It created perspective in growth and development and tackle some common problems of participatory/cooperation processes.

This is the first time that TAB has implemented CVA as part of its response, and working together with ADRA facilitate the process, build the capacity on CVA and monitoring methodologies.

The recommendation from TAB regarding the partnership is to conduct the same experience during preparedness phase so there will be enough time to link with the communities and mobilize resources.

Multi-stakeholder partnerships (MSPs) have become popular for tackling the complex challenges of sustainable development.



Figure 3 Multi-stakeholder partnerships (MSPs) Guide

ADRA Fiji working with TAB and Conservation International (CI) has followed the seven principles for Multi-Stakeholder partnership Effectiveness:

- Embrace systemic change;
- Transform institutions or “the rules of the game”;
- Work with power to address power differences or abuses;
- Deal with conflict;
- Communicate effectively;
- Promote collaborative leadership; and
- Foster participatory learning.

XIII. Annexes

Annexes 01 CVA Glossary

GLOSSARY Some of the definitions below were collected from MERCY CORPS | Cash Transfer Programming: Methodology Guide the Methodology Guide. Others were gleaned from on-line dictionaries such as Wikipedia.com, thefreedictionary.com, and businessdictionary.com.

1. Asset: a resource with economic value that an individual, corporation, or country owns or controls with the expectation that it will provide future benefit. Within CTP, an asset may refer to a household asset (such as jewelry, furniture, vehicles, food, etc.) or a livelihoods asset (such as seeds, tools, sewing machine, livestock, etc.). Livelihoods assets can also be called “productive assets.”
2. Cash transfer programming (CTP): refers to all programs where cash (or vouchers for goods or services) is directly provided to beneficiaries; it describes all the various mechanisms of cash transfers, including cash-for-work and vouchers, used to implement programs.
3. Cash transfer: direct payments of money to a recipient; may also be referred to as a “cash grant.”
4. Cash-for-Work (CFW): a CTP program type that pays beneficiaries for unskilled and skilled labor performed on projects that build or repair community assets or infrastructure.
5. Cash voucher: a piece of paper or coupon which provides beneficiaries with access to nearly any identified good or service from a vendor participating in the program; may also be referred to as “value voucher.”
6. Commodity voucher: a piece of paper or coupon which provides beneficiaries with access to pre-defined commodities or services that can be exchanged with any vendor participating in the program.
7. Condition: a limiting or modifying circumstance. Within CTP, conditions are used when implementing agencies want to influence the behaviors or practices of beneficiaries before distributing money. Conditions are used within CCTs; beneficiaries must fulfill designated requirements before they receive money. However, once they receive that money, they are free to spend it as they wish. Conditions are not ways in which implementing agencies restrict what beneficiaries purchase (see “restriction.”)
8. Conditional cash transfer (CCT): a CTP program type where a beneficiary must complete a condition – usually by demonstrating a behavior (such as keeping a child enrolled in school) – to receive a cash transfer. CCTs do not restrict what people may purchase.
9. Demand: an economic principle that describes a consumer’s desire, willingness, and ability to pay a price for a specific good or service; demand refers to how much (quantity) of a product or service is desired by buyers.

10. Disbursement mechanism: a method for transferring or disbursing funds; within CTP, disbursement mechanisms can include formal financial institutions (such as banks), informal financial institutions, the implementing agency (if money or vouchers are handed out directly), transfer mechanisms, and others.
11. Economic recovery: the rapid, tailored support for the livelihoods, enterprises, and economies affected in the wake of a crisis as defined by the Minimum Economic Recovery Standards from the SEEP Network. (See <http://www.seepnetwork.org/> for more information.)
12. E-transfer (or “electronic transfer”): a disbursement mechanism that involves the electronic transfer of money or vouchers from the implementing agency to the beneficiary. E-transfers include access to cash through mobile money; to goods/services through mobile vouchers; or payments made via smart cards (i.e., ATM, credit or debit cards).
13. Fair: (See “voucher fair” below.)
14. Inflation: a persistent increase in the general price level of goods and services in an economy over a period of time.
15. Key informant(s): a few individuals selected on the basis of criteria such as knowledge, compatibility, age, experience, or reputation who provide information about their local context. Within CTP, for example, this might be the head of the traders’ union within a particular marketplace.
16. Linkage(s): The connections made between market actors to buy, sell, or otherwise work together for their mutual benefit. Improving and expanding these linkages can expand networks and increase market participation and integration.
17. Livelihoods: a means of securing the necessities in life; in CTP, livelihoods often refer to the activities people conduct in order to generate income (for example, driving a taxi or breeding chickens for sale.)
18. Market: a set of arrangements by which buyers and sellers are in contact to exchange goods or services; the interaction of demand and supply.
19. Market development: an approach that facilitates the development of systems that increase incomes and access to goods and services while reducing the effects and risks of disaster, conflict or other shocks.
20. Market system: the larger group of actors and activities necessary to make a market work, including supporting services and infrastructure, rules, and the enabling environment (for example, business regulations and transportation networks.)
21. Mobile money: digital currency which is stored in an electronic wallet on a mobile phone.
22. Mobile voucher: a form of mobile transfer used to collect goods (or services) but not cash where authentication relies on a mobile phone.
23. Multiplier effect: an economic concept that describes how an increase in some economic activity starts a chain reaction that generates more activity than the original increase.
24. Post-distribution monitoring (PDM): a monitoring process specific to CTP that examines how efficient the distribution was, as well as the impact of the distribution (such as how funds were spend, food consumption levels, coping mechanisms, etc.) PDM will also check for levels of fraud and/or corruption.
25. 25. Redemption: the process of exchanging a coupon (or voucher) for a good or service. Within CTP, voucher redemption occurs when beneficiaries trade their vouchers for goods/services with participating vendors.
26. 26. Restriction: something that restricts, a limitation or regulation. Within CTP, restrictions are used to influence what beneficiaries purchase or to prevent them from purchasing certain goods, typically alcohol, tobacco products, and other “anti-social” items. A restriction is not a “condition” for receiving a transfer.
27. Smart card: a plastic card containing a computer chip that can be used to purchase goods and services or perform other operations requiring data stored on the chip. Within CTP, smart cards are typically used to transfer money or vouchers.

28. Supply: an economic concept that describes the total amount of a specific good or service that is available to consumers.
29. Unconditional cash transfer (UCT): a type of CTP program where money is transferred to a program beneficiary simply by that person qualifying for participation within the program's scope; this is in contrast to CCTs, where beneficiaries are required to "do something" to receive a transfer. Like CCTs, however, once beneficiaries receive the money, UCTs do not restrict what people may purchase.
30. Value voucher: (see "cash voucher")
31. Voucher fair: a venue where formal or informal traders collect to supply needed goods and provide competitive prices, quality, and quantity for voucher redemption.

Annexes 02 ADRA experience in Cash Voucher Assistance Program

Cash Voucher Assistance have been used in multiple emergency settings as a way to support affected populations by reinforcing choice, dignity and accountability for the affected people aiding in the recovery of markets. Evaluations and reviews of past emergencies have indicated the need for much stronger inter-agency/ multi-sectoral CVA coordination and approaches on both a technical and strategic level. CVA in Fiji is feasible and appropriate due to the existing system of government programmes, financial services and infrastructure and with wide support private sector that are enabling factors for CVA both in the humanitarian and development context.

ADRA Fiji has implemented Cash Voucher Assistance as part of their humanitarian response of TC Evans (2013), TC Winston (2016) and TC Harold (2020) benefiting Fijian communities. ADRA Fiji is an active member of the Cash Working Group at National and Regional level.

Interventions in CVA

2013

1. Food Voucher after TC Evans Lessons Learned : After TC Evans, ADRA Fiji implemented the project: "Improving the food security of the population affected by Cyclone Evan". Some lessons learned from the implementation of Food voucher are:

- **Cost Efficiency:** A planned cash transfer modality should be the most cost efficient and convenient, for beneficiaries, method of delivery of humanitarian aid. In practice it means that before starting the set-up of certain tools, organisations should compare costs of all the possible modalities along with the length of installation (what indirectly leads to the increase of the supporting costs). For example, identification cards and mobile money could be a great modality in "long-term" relief project (at least longer than 3 months) or development. It can happen that you will invest money in a cash transfer tool for a one-time short relief project and the set-up costs will double (or go even higher) your supporting costs. Without particular plans for sustainability of such a project, your "top up" on the support costs may be not cost effective, meaning that the same result could be achieved with less financial efforts and be delivered even quicker.
- **Opportunities to combine or sequence modalities:** Diverse modalities or distribution tools can be implemented within one project. Different cash transfer tools can be combined with each other (for example, mobile money and cash distributions) and also with non-cash transfer relief actions as it was carried out in this project (vouchers were combined with food/agricultural packs). The combined used should always depend on what makes sense for the beneficiaries to use if it is to justify the time

and money spent on installation and implementation. In this project tools which require long time installation were not relevant due to the relief nature of the project. Therefore, paper vouchers were chosen as a relatively easy implementation cash transfer tool (specifically to the Fijian community where only 65% of the population has an ID card of any type and not every HH has mobile phones and not every place has phone coverage. Circumstances may vary in different regions and countries).

- Gender Risks and Power Reactions: Before implementation of a cash transfer modality, gender issues within the targeted community need to be analysed. In case of any difficulties in understanding of these flows within communities, interviews and focal groups with beneficiaries and heads of community are necessary to prevent any kind of harm by the delivery of humanitarian aid.

2016

2. Food Cash/ Voucher after TC Winston: ADRA Fiji has distributed 1,550 Food cash and 1,479 Food vouchers in the areas affected by TC Winston and funded by EU through ADRA Germany.

The cost for food cash/ voucher was FJD 40, the amount represents the basic food standard to each household during Disaster response by NDMO. The project team has conducted the Rapid Market Assessment to identify the feasibility of Food cash or Food voucher, market dynamic, stock, storage and market capacity to respond the demand of food voucher and food cash.

The Food cash was distributed in the communities where the access to the market where distance and the transportation cost was high. The food cash has allowed households to get the food items locally activating the local economy and supporting some income initiatives. The Food Voucher was distributed in the communities where the access to the Supermarket did not require spending a lot of time or resources from the households. The process was the selection of the supermarket through a procurement process. The Food Voucher intervention was unrestricted, the households can choose what food to buy (fresh vegetables, fruit or meat). The project team distributed the food vouchers among the communities, and then we followed the redeemed process.

We also followed the Supermarket services to households; the quantity of stock and the different food items households acquired. The households had a period to redeem their food voucher and to collect the food they must submit their ID number.

After the household redeemed the Food voucher, the project team collected the food voucher with the detail of each food item acquired of each household. It was clear in the agreement with the Supermarket that the project will pay the amount for the items of households buy no more than FJD 40 but if the households just spent FJD38 then the project pay the exactly amount and if the amount of FJD 40 exceeds then the households paid the extra funds required.

3. Monitoring Support to WFP of CVA in Response to TC Winston: The research and consultations conducted by WFP with different stakeholders in Fiji showed that the Government, through the Ministry of Women, Children and Poverty Alleviation (Department of Social Welfare), has a strong cash grant and food voucher based social protection system. Given this strong experience and capacity of the Fiji government in dealing disasters and other shocks, WFP has supported existing government systems rather than creating a parallel response. The food assistance programme supported by WFP targeted all beneficiaries under the Poverty Benefit Scheme and Care and Protection Allowance in the 12 Government Priority areas, and provided a top up of \$150 FJ per household per month for a period of two months – complementing the existing \$50 FJ per household per month food voucher programme by the Government for these beneficiaries. A total of 12,761 households currently registered in the Poverty benefit scheme and Care and Protection Allowance and 7,895 individuals under the Social Pension Scheme in the 12 areas, namely

Vanuabalavu, Koro, Lomaiviti Group, Taveuni, Savusavu, Bua - Nabouwalu, Tavua, Tailevu –Ra, Rakiraki, Ba, Lautoka, and Yasawa, benefited from this programme.

ADRA Fiji provided programme support to WFP through monitoring of the programme on behalf of WFP and accessed quantitative and qualitative data on WFP operations. ADRA has provided the following services to WFP ensuring that all information provided by WFP or otherwise relating to WFP is kept confidential.

- Visited project sites regularly and monitored the food voucher programme.
- Conducted Retailer monitoring.
- Undertook post distribution monitoring in all the 12 areas.
- Follow up on identified issues at field level.

ADRA has monitored all the 12 targeted areas on a monthly basis and interviewed a minimum of 4% of the target beneficiaries in each area.

ADRA Fiji has supported with the monitoring of the program through:

- Interviewing the households during the distribution point of Food vouchers and cash-based transfer at the Department of Social Welfare office, at the bank or cash machine to identified some issues such as: beneficiary satisfaction, concerns and constraints, waiting time at the distribution point, time travel to distribution point, issues related to fraud, attention to people with disabilities or elderly people, understanding of the CBT program.
- Interviewing the households at the supermarket and supermarket managers (observation also was also required during the monitoring) when the households redeem their food voucher to identify some aspects such as: stock, customer services, process of redeem of food vouchers, food items display and quality.
- Interviewing the households at their home to identify some aspects such as: food consumption and household expenditures, coping strategies of food, house dietary diversity, time and resources use to redeem their food voucher, impact of the food voucher in their families, other source of assistance, WFP entitlement food quality, use, preference, accountability to affected population and some key protection issues.

ADRA Fiji has trained facilitators to collect the information in each of the 12 location. The facilitators were equipped with Android phones to use Kobo Toolbox as a tool to collect the information. The interviews tools were provided by WFP. ADRA Fiji team uploaded the questionnaires to KoboToolbox.

Regarding the language the project team translated the questionnaires in i-Taukei. And in the communities where the households were Fijian Hindi; ADRA Fiji team appointed facilitators could translate to Hindi to facilitate the understanding and collection of data.

2019

4. Participation in the CVA Preparedness by Save the Children Australia: ADRA Fiji participate in the testing of the CVA preparedness by Save the Children Australia in the West of Fiji using mobile platform. ADRA Fiji facilitate the coordination with the Community Disaster Management Committees and actively participate in the workshop at community level.

2020

5. MERLI and CVA: ADRA Fiji as a leader in the Monitoring, Evaluation, Research, learning and Innovation Technical Support for Australian Humanitarian partners has reviewed a post monitoring tool for CVA. The tool was disseminated to 22 local partners and submitted to WFP and NDMO for review.

6. CVA Multipurpose to response TC Harold

ADRA Fiji in partnership with TAB and financial support of UNDP Pacific Office and in coordination with the Prime Minister's office and NDMO is conducting CVA Multipurpose in the areas affected by TC Harold. ADRA International also contributed to benefit people with disability and community quick fix.

In Kind Food, Security and Livelihood Distribution vs. Cash Assistance

Some of the following issues observed comparing and contrasting the two with various issues of implementation

Physical Infrastructure	<i>Warehousing and stockpiling no proper storage on the island accessible to affected communities. Limited to only those within the government stations that has pre-positioned containers</i>	<i>No warehouse costs</i>
Supply Consistence/ Availability	<i>Heavily dependent on supply thus likely delay when demand is high on supplier</i>	<i>Households are free to buy from any shop/ market Instability reduces supply</i>
Commodity prices	<i>Reduced prices in market Price differences/extra</i>	<i>Set prices and options for households No transport costs</i>
Insecurity	<i>Risk of family and community conflicts at home or at the distribution venue</i>	<i>Risk of identity theft- verification at the distribution venue communal hall Risk of communal/family conflict</i>
Climate factors	<i>Delay in FSLC delivery Affect distribution plans</i>	<i>Distribution also affected by weather and tide for some of the communities</i>
Household Income	<i>Lower food demand in market</i>	<i>Increase flexibility and choice Increased food demand in market</i>
Household Preference	<i>Controlled food supply limited to often main basic foods of the family which includes sugar and salt</i>	<i>Increased flexibility and choice eg. Can buy other products such as soft food for the elderly and for breast feeding children. Able to buy salt and sugar which is not within the food ration packs but a need at the village level.</i>

Lessons Learnt:

- **Stakeholder Engagement** makes work easier. Involving the community creates empowerment, ownership and accountability to all. This results in fewer complaints and better beneficiary selection. Ensuring that communities voices are heard and in this case through the communal meetings during the awareness sessions at the community level. This was facilitated at the distribution venues usually

- the community hall where the beneficiaries are also considered as vital stakeholders in ensuring that the CVA implementers are also accountable to the beneficiaries during and after the implementation.
- **Forging partnerships with other stakeholders** in development such as in this current implementation with TAB and the Provincial team on the ground, local leadership and village representatives minimises duplication of interventions/resources and facilitates learning. In this case the Turaga ni Koro's acknowledged the need to always have updated disaggregated data of the members of their communities to ensure no one is left behind including persons with disabilities.
 - **Start-up workshop & Project Orientation** are important to have the entire team to understand the proposal, the project objectives and the key that would guarantee the success of the project. The field team can't assume that everybody knows and understand the project. In this case ADRA, TAB and Provincial team had a crash orientation/briefing on the day of the implementation which did not leave much room for ensuring everyone was on the same page during the implementation.
 - **Respect for local culture/traditions and volunteers** to avoid potential conflict when implementing the project. In this case, the strong adherence to the traditional structures and protocols have been led by the Provincial Roko's team during the village distribution. The traditional practices of 'solesolevaki' through the Roko's Tui's introduction at the village meeting setting builds on existing structures and the courtesies of upholding traditional dignities of the affected communities have contributed to the smooth project implementation.

With the anticipated community expectations and to cushion the backlash on selection on beneficiaries Roko Tui's (4) will lead as the face for the 4 teams on the ground, Roko Tui's (4) provided the safety and security responsibilities on the ground as the traditional structures is still the revered and prominent security guaranteed, Itinerary on the distribution schedule would be depended on the specific location, reach and community availability hence the change on the itinerary for the 2 teams to the Baba Ceva and Muana I Cake (Top end of the island), Selection on the ground of the additional considerations for the variances in numbers and beneficiaries took into consideration (vulnerabilities-elderly, disability, single parent household, widowed, teenage pregnancies) priorities over other households not included in the list-decisions made was inclined to be informed by the communal traditional leadership and administration of the Turaga ni Koro.

Protection Issues

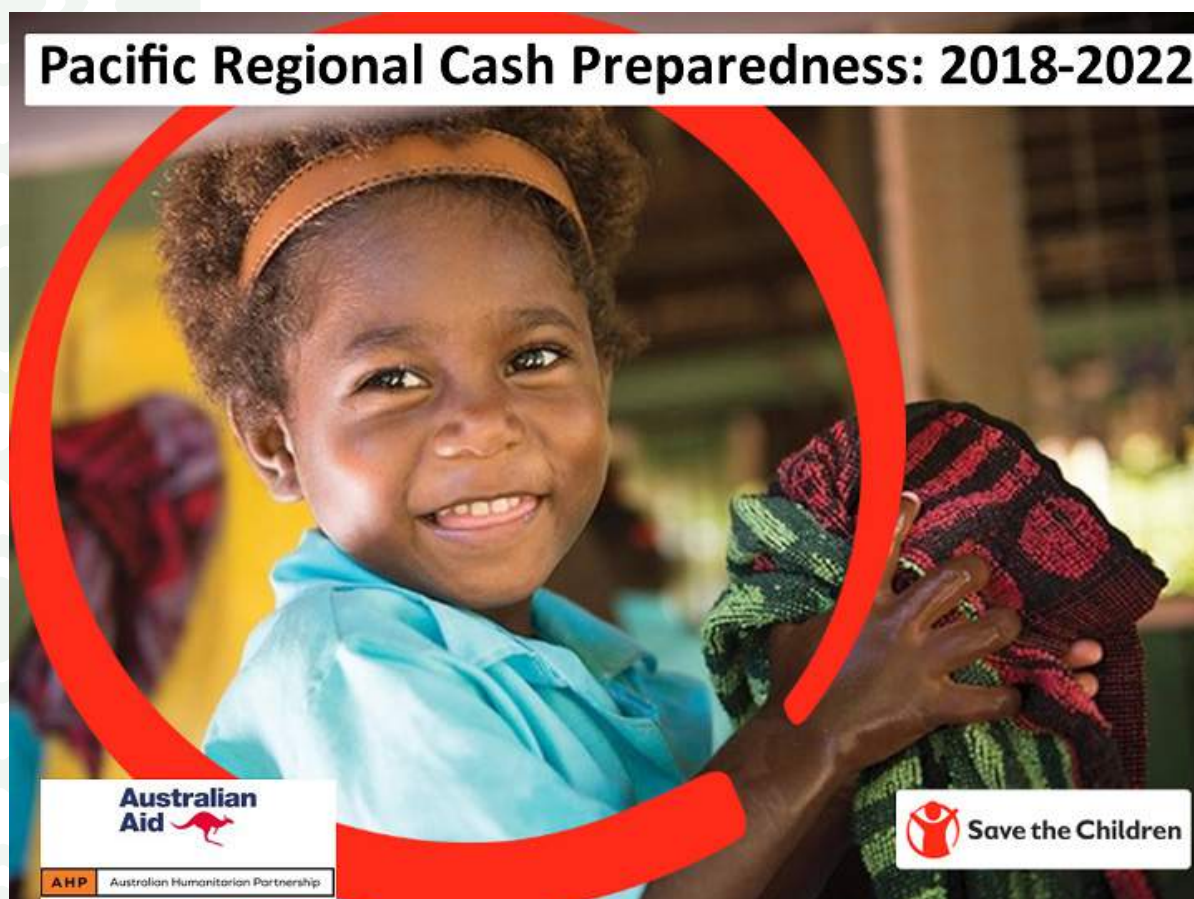
The voucher and Cash are modalities that promote the dignity of the people. It is importance to consider some protection issues for example:

- Who decided to buy with the cash? Wife or husband
- If the recipient is an elderly person how to protect this person from exploitation.
- How to avoid robbery during the collection of food cash/ voucher.

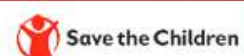
From the ADRA Fiji experience it is important to promote the rights of the recipients with clear information on what benefits they are qualified, amount of money they will receive and establish a feedback/complaint

mechanism. Also prioritized the most vulnerable groups in the community: elderly people, people with disabilities, mother with children under two years old, pregnant women, women head of households.

Annexes 03 Learning meeting presentations



Background



- Covering 4 PIC (Fiji, Solomon Islands, PNG and Vanuatu) and funded by AHP Disaster READY.
- Timeframe: 2018-22 (June)
- National Philanthropy Trust (Solomon Islands, PNG and Vanuatu).
- Implementing partner:
 1. SC Fiji
 2. World Food Programme (Regional)
 3. Oxfam in Pacific (Regional)

3

Statement of the problem



- Lack of buy-in in using Cash and Voucher Assistance during humanitarian response.
- Lack of technical and operation capacity to design and implement CVA Humanitarian
- Lack of Coordination and communication.
- Lack of Standard Operating Procedure.
- Limited study of CVA in Pacific – feasibility, gender and inclusion

4

CVA Key activities



- **Capacity Building** – CVA, market, programming, inclusion and technology
- **Research** – CVA Feasibility Assessment
- **Cash Coordination** – platform to discuss broad CVA topics, buy-in CVA
- **Simulation Exercise** – develop SOP, operation, lesson learned documentation

CVA Propose Activity Based on Lesson Learned



Activity	PIC
Capacity Building	CORE CVA Program in Solomon and PNG by CALP
Research	Launching of Feasibility and Risk Assessment (FRA): 6 provinces PNG.
Cash Coordination	<ol style="list-style-type: none"> 1. Establishment of CWG in PNG. 2. Solomon Islands CVA Roadmap
Beneficiary Management and Cash system	<ol style="list-style-type: none"> 1. Solomon Islands and PNG

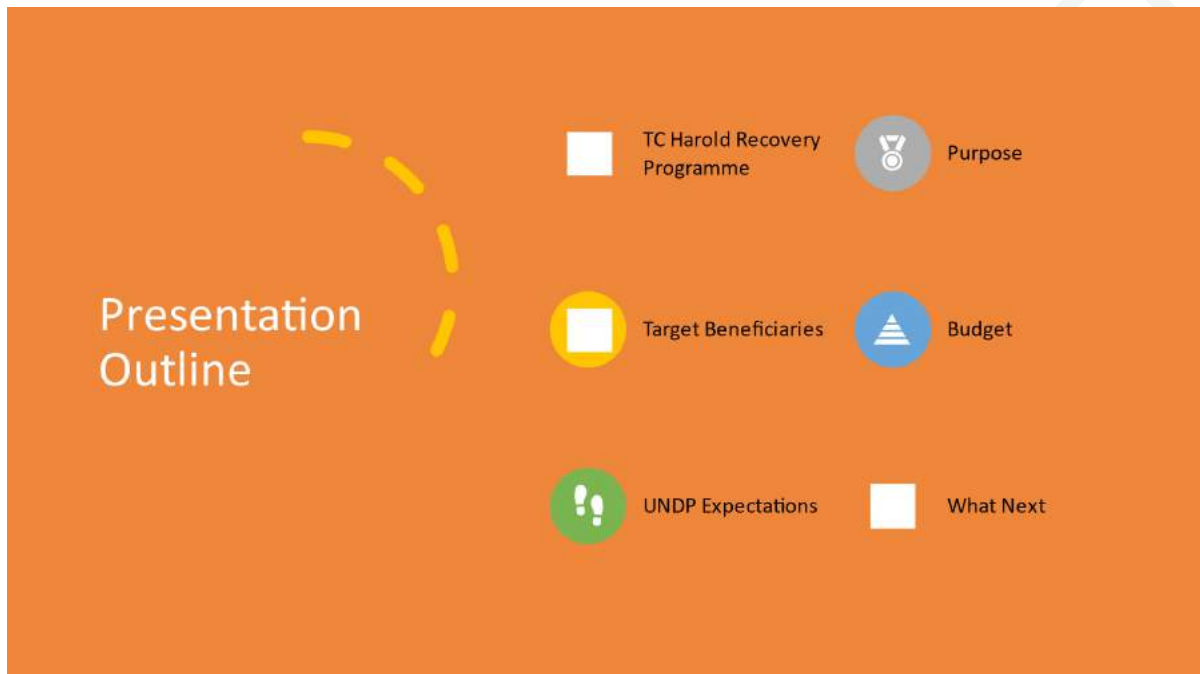
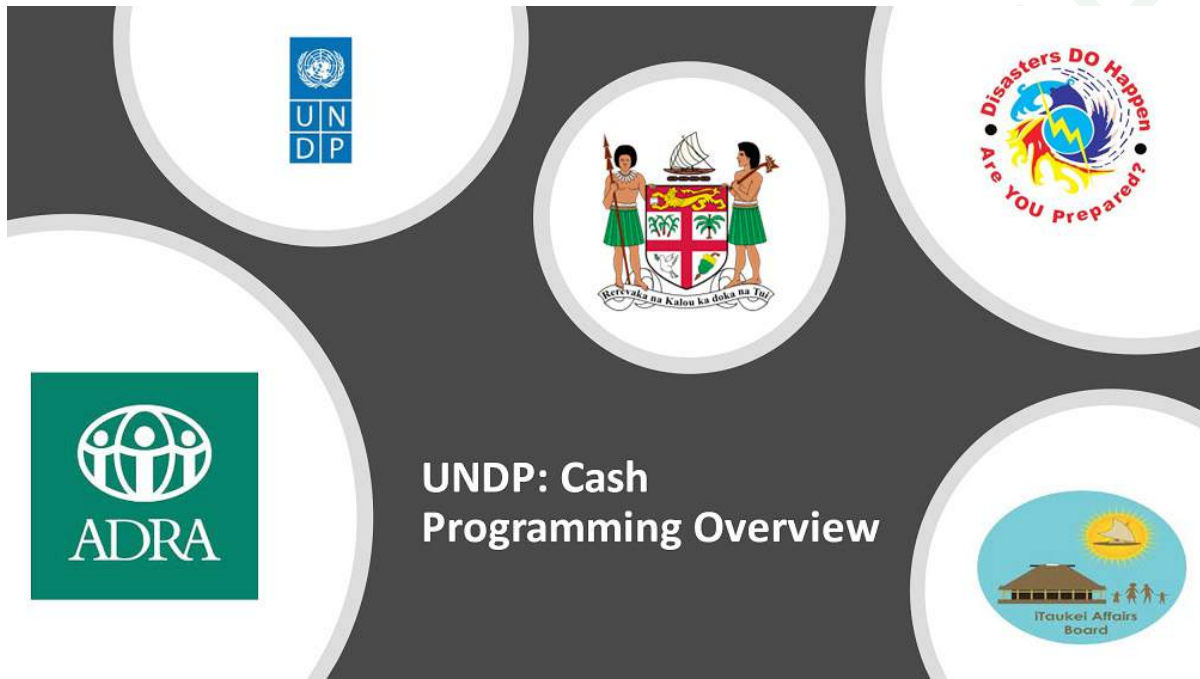
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Save Children Australia

Nashrudin Modin <nashrudin.modin@savethechildren.org.au>



TC Harold Recovery Programme

project
intervention
comprises of
two (2)
components:

debris and Waste
Management and
Community Infrastructure
Rehabilitation;

cash programming
through livelihoods
Support Programme
including food security;

Debris and Waste Management and Community Infrastructure Rehabilitation

- It involves the procurement of power tools valued at US\$51,000 for 18 localities (Kadavu-9, Lau-8 & Vatulele-1). This complements the thrust of the Fiji Maritime Pine Scheme TC Harold Rehabilitation Programme in both Kadavu and Lau. The power tools will be used by the communities in Phase 2 of the rehabilitation phase.

cash programming through livelihoods Support Programme including food security

- Component 2 addresses cash programming through livelihoods Support Programme including food security. This would require community work in village settings and will quickly provide a source of cash income to households who have lost income/assets, to assist them in meeting their most urgent family and community expenses.

Cash Programming: Purpose

- Local livelihoods in the affected areas severely disrupted and cash support programmes
- provide a source of cash income to groups of people who have lost income/assets, to assist them in meeting their most urgent family and community expenses.
- improve the psychological outlook of disaster-affected people, by engaging them in meaningful work which helps their community to restore livelihoods activities and return to normal life.
- encourages the affected people to be part of the rehabilitation process while also replacing in the immediate short term their normal sources of income, and thereby reinforcing the functional accountability of provision of basic family needs and welfare.
- COVID-19 Internal Displacement

Target Beneficiaries

- Area coverage: Kadavu, Lau and Vatulele communities

Table 1: Breakdown of Households Affected and Disabled Persons

Maritime Islands	# Villages C4W ADRA	# HH Cash Assistance UNDP	# Disability Top Up ADRA
Kadavu	76	2506	112
Lau	12	314	29
Vatulele	4	249	21
Beneficiary total	92 Villages	3096 Households	162 Households
Cash Distributed	\$13,800.00	\$309 600.00	\$8,100.00

Assumptions

- Census was conducted in 2017;
- Village profiling exercise was conducted in 2018/2019;
- Population movement for instance, Lau has high rural-urban migration rate; and
- Population projection.

Budget

- 1st tranche: USD 150k(DFAT)
- 2nd Tranche: USD 22k(UNDP TRAC -internal funds)

What Next

Circulation of MEL Report to stakeholders

Documentation of lessons learnt

Value of Partnership: NDMO, TAB, ADRA and UNDP - can it be sustained ?

MEL Report findings: Efficacy of programming replication.

UNDP Expectations

- Real Impact of Cash Programming
- Stakeholder Feedback: Monitoring, Evaluation and Learning Meeting
- Finalisation of Monitoring, Evaluation and Learning Report
- ADRA's stance on the CVA Intervention in Fiji
- Incorporating merits of the CVA impact vis à-vis anecdotal experience of CVA over the years across the globe and in the Pacific.

UNDP in the Pacific

Paula Cirikiyasawa <paula.cirikiyasawa@undp.org>

TC Harold: Early Recovery CVA

- Partnership with UNDP and ADRA Fiji and TAB in restoring lives of iTaukei communities and families affected by the recent TCHarold
- Implementation focused on the severely devastated communities in **Kadavu, Lau and Vatulele**
- **Component 1:** Debris and Waste Management and Community Infrastructure Rehabilitation;
- **Component 2:** Cash programming through livelihoods Support Programme including food security, to help the community to restore livelihoods activities and normalcy.
- **Community Activities:** Village Clean-up, Quick Fix and Backyard gardening
- **Target Beneficiaries:** Head of Households (including youths, women, Children) and **person with disability** and other sexual gender minority group within the village community.
- Cash in envelope of \$100 to Head of Households, \$50 top up to Households with persons with disabilities and \$150 for Community Village Clean Up and Quick Fix.
- Post Distribution Monitoring in collaboration with TAB, FDPF and Provincial includes Beneficiary feedback mechanism in iTaukei language



TC Harold: Early Recovery CVA

Maritime Islands	# Villages C4W ADRA	# HH Cash Assistance UNDP	# Disability Top Up ADRA
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TC Harold: Early Recovery CVA

Food Security Livelihood in Kind vs. Cash in the Maritime Islands

Issue	In Kind	Cash Assistance
Distance to the Market	Transport costs very high from the village communities to the only Public Market in Vunisea - Kadavu; Vatulele to Mainland Sigatoka or Navua; and Lau to Suva	No transport cost Cash assistance provided directly to the beneficiaries in their setting Small Village shops already stocked to meet the cash injections in the village communities.
Physical Infrastructure Warehousing and stockpiling	No proper storage on the island accessible/centralised to all affected communities. Limited to only those within the government stations that has/will have pre-positioned containers	No warehouse costs and within the maritime communities only buy as per immediate needs as there are no storage facilities within home for NFI's and perishable goods.
Supply Consistence/ Availability	Heavily dependent on supply thus likely delay when demand is high on supplier	Households are free to buy from any shop/market. Instability reduces supply
Commodity prices	Reduced prices in market Price differences/extra	Set prices and options for households No transport costs
Insecurity	Risk of family and community conflicts at home or at the distribution venue	Risk of identity theft- verification at the distribution venue communal hall with TrK and CHW. Some Risk of communal/family conflict
Climate factors	Delay in FSLC delivery. Affect distribution plans	Distribution also affected by weather, availability of franchise and tide for most of the maritime communities
Household Income	Lower food demand in market	Increase flexibility and choice Increased food demand in market
Household Preference	Controlled food supply limited to often main basic foods of the family which excludes sugar and salt	Increased flexibility and choice eg. Can buy other products such as soft food for the elderly and for breast feeding children. Able to buy salt and sugar which is excluded from the food ration packs but an essential food item at the maritime community level

TC Harold: Early Recovery CVA

Highlights Immediate/Urgent needs met

- ▶ Cash was used for for mostly for Food, cash provided transport for medical access, travel to their families and loved ones, support children education, Non-food items such as thermos, nails, fishing items and fuel for fishing
- ▶ Communal quick fix mostly used for fuel for the power tools and general clean up in the communities, fuel for transport of communal boat transfers for Tikina meetings on recovery updates provided, solesolevaki approach is strengthened with the approach through TAB
- ▶ Other direct impact in the local small businesses and small shops debts that have been building up since TC Harold and Covid 19 have been cleared- these debts would have to wait for the next harvest of yaqona, sales of fish or women's weaving or tapa making; the small shops were already struggling and were aware that most of the plants, yaqona, pandanus and tapa tree would take more than 12 months however and the cash injection provided the relief and boost for their re-stocking to Christmas and Cyclone Season.



TC Harold CVA Learning for Future Considerations

- ▶ Strong partnership with relevant government/entities, and those responsible for targeted affected communities/beneficiaries needs to be established and maintained throughout the CVA process to ensure there is minimal to no harm at the community level eg. Acceptance level on the myths of CVA and risks of political connotations to the assistance
- ▶ Market and Operational Conditions would have been ideal to be thoroughly assessed for Maritime islands, the administrative costs to these CVA processes needs to be advocated strongly with donors and through partner initiatives
- ▶ Shared resources, data and information, and learning platforms should be maximized across Fiji Cash Working Group
- ▶ Adaptability to the changing and often compounding priorities of government, the relevant sectors and strategizing to ensure that affected communities are not at risk of losing out on the assistance they need.



ADRA Fiji

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Annex 04 Tool Post Distribution Monitoring Tool

I. INTRODUCTION AND MAIN INFORMATION

This survey should take approximately 10 to 15 minutes to complete.

Section 1: Household General Information

Questionnaire no: _____ Village: _____

Date: _____ District: _____

Name of Interviewee: _____ Province: _____

Name of Interviewer: _____ Respondent's age: _____

Gender [Male/Female/Other] _____

Household's Family members Demographic Information

Children (0 – 5yrs)	Children (6-18yrs)	Adults (19 – 64yrs)	Elderly (over 65yrs)	Pregnant HH Member	Breastfeeding HH Member	Disabled persons
M: _____	M: _____	M: _____	M: _____	M: _____	M: _____	M: _____
F: _____	F: _____	F: _____	F: _____	F: _____	F: _____	F: _____
Total HH no						

1. Can you please confirm that you give the consent to use your picture and videos as part of the report of the intervention? Yes or Not

II. SITUATION BEFORE THE INTERVENTION

- What problems did you face before receiving the project support?
- Did you receive assistance from any other sources?
 - Other UN agency
 - NGOs
 - Government
 - Community
 - Family
 - Friends
 - Religious Organization
 - Other
 - No Other Assistance Received
- What did you receive – Cash / In-kind/ Combination?
If Cash Please ask Q 7 to 32. Please explain.

III. CASH ASSISTANCE POST MONITORING QUESTIONS

5. Did you clearly understand the purpose of the cash assistance? Yes/ No. Please explain.

6. Was cash delivered safely and spent safely? Yes/No

7. Were any recipients disadvantaged by the cash payment system?

8. Was there any abuse of cash by agency staff, local elites or authorities involved in targeting or distribution?

9. What are your views on the use of cash?

10. If both cash and in-kind assistance were available, which option do you prefer and why?

11. Where and how accessible were the markets where cash was spent?

12. Did any recipients find it difficult to reach markets (distance, time) and how have the prices changes?

LEARNING FROM THE PRACTICE

13. Was the cash assistance able to meet the basic needs of the households according to their priorities - (all/most/some/none) and please explain.

14. In which markets or shops did you use your Cash Assistance to buy items?

15. Do you know the cash value or entitlement you received?

16. How long did it last to consume the assistance or cash purchases (days)?

17. Do you have any suggestions of how to improve the cash assistance program?

18. Did you feel insecure going to returning from the distribution point? Yes or not
If yes, explain why?

19. Have you or any member of your family experienced any of the following constraints in going to the market where you used the assistance?

- Market point too far
- Cost of transport too expensive
- Geographical obstacles
- Threats to physical safety
- Illegal taxation/extortion

- Theft
- Other
- No Constraints Experienced

IV. FEEDBACK AND COMPLAINT MECHANISMS- PROTECTION

20. Are you satisfied with the services rendered to you by our staff? Yes/No

21. If No, have you made a complaint regarding the assistance Yes/No

22. If yes, To Whom did you lodge the complaint?

23. Who in your household decides what to do with the Cash assistance?

- Men
- Women
- Both together

24. Have you or any member of your HH experienced any of the following constraints?

- Ill treatment by staff personnel/
- Cheating
- Lack of facilities for vulnerable population
- Threats to physical safety
- Injury
- Long waiting time
- Inappropriate conditions
- Inappropriate site location
- Theft
- None of the Above

25. Have any of these constraints prevented you or a member of your family from receiving assistance at all?

V. MIDDLE (WHAT HAPPENED):

26. What difference did the support of the project make to your life or the lives of others in your community?

27. What was the one most important change in your knowledge, attitude, and food consumption as a result of the support of the project?

LEARNING FROM THE PRACTICE

VI. END (THE SITUATION AFTER THE INTERVENTION):

28. How the support of the project help your family?

29. Are there any other comments that you need to tell us about the project?

THE END

Annex 05 Data collection schedule/plan

1. MERLI Team Composition: 10 staff

Other Members

FDPF

- To concentrate on the 20 PWDs

Communication Officer

- To focus on communication component



Team access to villages through water taxis.





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