





# STANDARD OPERATING PROCEDURES (SOP) CASH / VOUCHER ASSISTANCE (CVA)

	SOP	CVA
<b>Title</b>	Plan International Sudan CVA Implementation Guidelines	
<b>Purpose</b>	To provide guidance to Plan staff on ways and procedures for implementing Cash or Voucher Assistance programs for disaster-affected persons.	
<b>Applicable to</b>	Plan International Sudan	
<b>Owner</b>	Managers, Programs Department	
<b>Version</b>	(First version for FY2021/2022)	
<b>Approval Date</b>		
<b>Expected date of Revision</b>	January 2023	
<b>Applicable to</b>	All operational program areas for Plan International Sudan	
<b>Approved By</b>	Anika Krstic – CD Signed  	

## INTRODUCTION

Cash/Voucher Assistance (CVA) can transform the humanitarian sector by providing more efficient and effective support to people in the face of disaster and conflict. It plays an important role in helping the affected communities to recover from the negative impacts of disasters and crises like climate change and other natural calamities, economic shocks, conflict, and protracted crises. CVA can be used to provide aid in a more respectful and dignified manner and it is also an effective modality preferred by the modern humanitarian community to deliver aid in various humanitarian thematic response sectors. The outlined standards, guidelines and tools, therefore outline Plan International Sudan CO's approach toward CVA. The document provides a series of procedures and tools that will not only be useful in improving accountability to affected persons but also minimize risks for both beneficiaries and plan staff. The procedures also help in exploring opportunities for collaboration and coordination to drive the actions for ensuring girls' rights and equality during situations of crisis in an emergency.

## OBJECTIVES OF CVA STANDARD OPERATING PROCEDURES.

The main objective of this SOP is to provide Plan staff with core CVA intervention guidelines and procedures that enable the provision of cash/voucher assistance to the affected persons without exposing them to further risks and also without exposing Plan staff to risks associated thereto.

Main objectives of Cash and Voucher Assistance (CVA) in emergencies:

- To address the basic needs of families affected by disasters (i.e., resulting from either man-induced or natural hazards).
- To protect, establish, or re-establish livelihoods of families affected by the COVID-19 pandemic or other disasters through the following:
  - a. Cash-For-Work (CFW)
  - b. Unconditional Cash Transfer (UCT)
  - c. Multi-Purpose Cash Grants (MPCG)
  - d. Cash-For-Training (CFT)
  - e. Vouchers

In the context of the COVID-19 pandemic, the recommended type of cash assistance is through MPCG or UCT. For areas without access to markets or where markets are not functioning, other modalities may be considered. Another objective is to ensure that cash assistance complements the government's existing social protection program, or fills identified gaps in the ongoing COVID-19 response — subject to market functionality and availability of service providers to transfer funds.

## **PURPOSE**

The purposes of this Standard Operating Procedure (SOP) among others include; ensuring that

- ✓ Operational, programmatic and contextual CVA-related risks and opportunities are identified to inform age and gender-responsive quality CVA
- ✓ Targeting criteria are based on program objectives, and CVA-specific considerations have been included
- ✓ Safe, accessible, and effective mechanism(s) are identified to deliver CVA, based on situation analysis and the size of the cash program to be delivered
- ✓ Transfer value, frequency, and duration are set based on an analysis of women, girls, men and boys' needs and gaps across sectors unless otherwise specified by the donor.
- ✓ Key CVA-related issues and related indicators are defined to monitor at process, activity, output, and outcome level
- ✓ Contingency/preparedness plans include CVA considerations
- ✓ The design, implementation and monitoring of CVA is actively coordinated through strategic, technical and operational fora.
- ✓ Age and gender-disaggregated data is collected on priority needs and preferences for assistance, across sectors, and over time
- ✓ Market functionality and access is assessed
- ✓ FSP options for delivering CVA are mapped, alongside the infrastructural and regulatory environment

## **PROGRAM QUALITY PROCEDURES AND CVA**

As one of the aid delivery modalities preferred by many modern-day donors and project participants, CVA provides both programmatic and humanitarian advantages. Some of the programmatic advantages are cost-efficient, multiplier effects, support to local trade linked to economic recovery, and fewer costs for recipients, while the humanitarian advantages include empowerment and dignity, choice and flexibility, power transfer, and links response to recovery.

Forms of cash transfer recommended for our COVID-19 response

1. UCT (Unconditional Cash Transfer) is the provision of money to vulnerable targeted households. This is given either as emergency relief so that families can meet their basic needs for food and non-food items; or as grants, so they could buy assets. UCT is commonly provided to the most vulnerable population to meet their food requirements without conditionality and

restrictions on the use of cash. It is given either periodically or as a one-off, whichever is more appropriate.

2. MPCG/T (Multi-Purpose Cash Grants/Transfer) is the transfer of funds to either fully or partially cover the amount of money required to meet a household's basic needs or recovery needs. The transfer value is based on the minimum expenditure basket or an amount patterned to the existing social protection program of the government. The amount given is intended for addressing the target household's multiple needs. It can be given periodically or as a one-off, whichever is more appropriate.

Other forms of CVA

1. Cash for Work (CFW) is a conditional cash transfer provided to selected project participant/s in exchange for work rendered. Activities are normally done in public places and community facilities. Payments are based on work norms established, quantified either in terms of volumes, the number of items produced, or the number of days worked.
2. Cash-For-Training (CFT) is a form of conditional cash transfer provided to selected project participant/s in exchange for attending a training. Payments are normally intended to pay for the opportunity cost lost when attending training, especially if the participants are breadwinners or the ones earning for the family.
3. Voucher Program is a transfer modality defined by the Cash Learning Partnership as a paper, token, or e-voucher. It can be exchanged for a set quantity or value of goods or services, that is either:
  - a. denominated as cash value (eg., 5,000 SDG)
  - b. predetermined commodities (eg., 50kg of sorghum, 2 liters Oil)
  - c. predetermined specific services (eg., sorghum milling; land preparation, including ploughing and harrowing)
  - d. a combination of value and commodities

## **COUNTRY STRATEGY AND CVA**

Sudan CO's strategic objectives support the use of new technologies, innovation, and digital programming. The CVA SOP supports the use of different types of cash delivery modalities that are available in the market with much emphasis on the one chosen and most preferred by the affected persons who participate in the CVA, the cash delivery modalities include but are not limited to cash in an envelope, bank transfer, paper/electronic voucher that includes Up2U card and or mobile money, etc. All other CO support departments namely Finance, and Procurement departmental policies and procedures must be followed in all CVA processes.

## **CVA AND SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

Safeguarding Children and Young People Policy must be observed and considered during the planning and implementation of the CVA activities. This includes but is not limited to financial service providers (FSP), traders, and any other service providers where vouchers are used to provide aid, the identified FSP and any other service provider that include the traders must be made aware and must agree to Plan International's Safeguarding Policy and Child Protection policies and they must confirm their understanding and commitment by signing the said policies. Measures to prevent or minimize violation of the said policies shall be put in place and these include Child-Friendly Community Feedback and Response Mechanisms. Post-action and onsite distribution monitoring will be practiced during the CVA implementation. If any of the parties violates any part of the said policies, the programs team shall escalate such to the management for further investigations and suspension of the partner until the investigations are concluded and further guidance and recommendations are made and provided by management.

## **SERVICE PROVIDER AND RISK MAPPING**

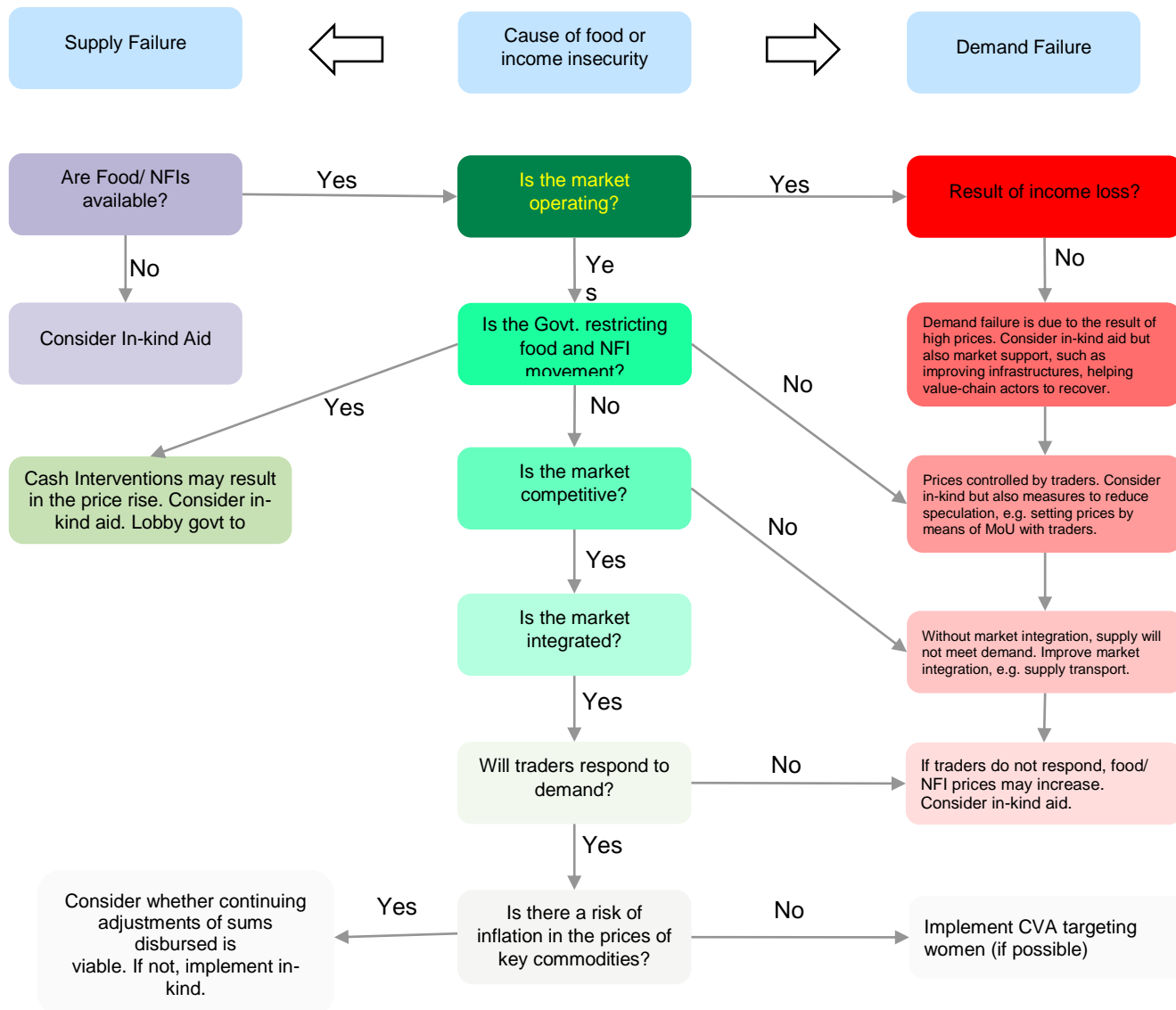
Sudan is a diverse country, the economic culture differs from one state to the other, same as the criminal fugitive levels differ from one State to the other. Project managers and project teams should consult with Program Area managers to identify the most efficient and safe methods for CVA interventions in their respective areas of operation. Risk mapping and mitigation measures

thereto should be identified before implementing CVA activities, a set of CVA common risks has been included in this document. Available opportunities should be fully utilized.

**Transfer value:** the transfer value should be guided by the provisions in the National Cash Working group’s most recent Minimum Expenditure Basket assessment report which in Sudan is usually provided by the WFP VAM team for the response sector being responded to. The guidance on how to decide between Cash and In-Kind assistance is provided in the decision framework for CVA or In-Kind below.

## CASH VOUCHER ASSISTANCE PLANNING DECISION FRAMEWORK

### Decision Framework for CVA or IN-KIND



**Potential Risks** should be at the center of the CVA planning. Some of the risks that should be included in the checklist are:

- Anti-social use of cash
- Security risks for staff or recipients
- Inflation
- Diversion by authorities, elites, factions

- Gender bias

All possible measures should be put in place by the project team to make sure that some of such identified risks have mitigation provisions in place.

### Appropriate conditions for CVA

- Functioning markets
- Availability of products
- Traders willing and able to participate
- Physical access to shops/markets
- Functional and reliable payment system
- Political acceptance
- Community awareness and agreement
- Reliable recipient identification system (in the absence of a national identification system, if feasible and based on need, it is ideal to provide one that works only for the project).

### Common risks in CVA programming and suggested mitigation measures

Types of Risks	General Mitigating Measures
Government regulations	<ul style="list-style-type: none"> <li>• Before starting a CVA program, refer to the national framework and guidelines on Cash Transfer in Emergencies in Sudan.</li> <li>• The framework links cash transfer initiatives to existing government social protection program. It also stipulates the targeting processes, how to set the transfer value, and documentation</li> </ul>
Stability and political activities (i.e., access to the implementation areas and security of participants)	<ul style="list-style-type: none"> <li>• A Rapid Needs Assessment (RNA) and Market Assessment will identify these concerns.</li> <li>• The results of these studies will determine the modality of assistance—whether to go for cash or in-kind assistance.</li> </ul>
Insecurity (i.e., security in the location; protection challenges; mobility of the team, population, and merchants).	<ul style="list-style-type: none"> <li>• Carrying out the RNA and market scan to identify service providers who are familiar with the community.</li> </ul>
Access to the project area (road infrastructure, other forms of transport networks)	<ul style="list-style-type: none"> <li>• Accessibility of the project sites is one of the considerations in deciding which modality to use.</li> <li>• Results of the rapid scan will provide guidance on what modality to use—whether to provide cash or in-kind assistance</li> </ul>
Natural Disasters (i.e., Heavy rains, landslides, earthquakes, etc.	Consider the timing of distribution and accessibility of the local markets
Inflation created by external factors (i.e., variation in exchange rate, increased fuel prices, etc	Consider the inflation rate within tolerable limits before implementing cash assistance; otherwise, consider other modalities of assistance to ensure maximum benefits on the side of the affected population.
Inflation caused by the program	Always consider the results of the market scan regarding the available supplies—since this is normally the result of high inflation. If supplies are not enough, consider in-kind or a combination of modalities

<b>Types of Risks</b>	<b>General Mitigating Measures</b>
Scarcity of preferred products	Consider the combination of cash and in-kind assistance to ensure access to preferred products while addressing their other basic needs.
Collusion among merchants	Make necessary adjustments if the inflation rate is beyond the tolerable limit. Consider in-kind assistance or a combination of cash and in-kind.
Merchants cannot respond to the demand in the established timeframe.	This pertains to commodity voucher assistance. Work closely with the merchants in ensuring that supplies are available in the specified timeframe—including support on logistics and procurement. These are applicable in areas where cash is not applicable or appropriate.
Limited staff capacity (i.e., to manage processes; technical capacity; having specific knowledge such as market monitoring, etc.)	Ensure basic CVA skills among the emergency staff, including in all PAs. Encourage staff to take online CVA training offered by CaLP, as a minimum requirement. Continue the simulation training during the emergency response training (ERT), as part of the standard ERT curriculum.
Technological risks (i.e., reliabilities; risks associated with the technologies used)	Part of the assessment in choosing delivery mechanisms is the appropriateness of technology, including issues of connectivity—especially if the preferred choice of delivery is through mobile or online applications. Ensure pre-disaster agreements with different service providers (i.e., mobile and online apps, remittance centers, courier companies, banks, MTN mobile money and other money transfer agencies) to ensure available options just in case technological risks arise.
Protection of personal data (i.e., are the measures for protection of personal data sufficient?)	Ensure that each participant provides informed consent. They should know where and how their personal information will be published or used.
Risks associated with program partners	Due diligence must be done with partners before engagement. Ensure that evaluation is completed before renewing contracts of service providers and partners.
Insecurity at the transfer location	Conduct risk assessment before distributing cash. If there are high risks, consider postponing or changing the venue for distribution.
Insecurity for the participants after receiving transfers (i.e., assaults, extortion, etc.)	If the risk of handling cash is high, consider the use of in-kind assistance or other modalities like commodity vouchers.
Other risks for the participants (i.e. transportation)	Provide transportation support. Provide cash (i.e., fare) if local transportation is available.
Exclusion/Inclusion risks (i.e., inadequate selection process)	Follow the selection process, including the creation of a Selection Committee.
Reduction of impact (i.e., due to inflation, high cost of transport, etc.)	Consider other modalities like in-kind assistance but ensure that in-kind assistance is based on the expressed needs of the affected population.
Insecurity for staff	Follow CO safety protocols in place for staff.
Reliability of financial service providers	Conduct due diligence prior to engaging service providers. If possible, use a combination of different service providers to facilitate fast and reliable distribution.
Risk of fraud and corruption (i.e., issues within the organization; vendor collusion for price increases; delivery of lower quality goods)	Follow the CVA guidelines from the selection, design, distribution, and monitoring procedures. Make sure that feedback mechanisms are in place—starting from the selection of participants—to provide them the opportunity to report any irregularities.

## **Cash and Voucher Assistance (CVA) IMPLEMENTATION**

Adaptation of Cash and Voucher Program to COVID-19 Response

Capacity Building; Ensure that staff is well-aware of the COVID-19 situation — this includes orientation on transmission, prevention, proper hand washing, physical distancing, behavioral messaging on cough etiquette, and proper use of personal protective equipment (Refer to WHO safety Guidelines). Produce easy-to-comprehend COVID-19 info materials that can be passed on to communities. COVID 19 protocols must be observed during emergency projects program implementation, especially in activities that involve crowds like meetings, training, and distribution of items.

**Coordination** Working with local MoH, it is important to closely coordinate with local government line ministries to ensure that they would be on top of response activities in case of covid-19 protocols and observations. It is of paramount importance to coordinate with other agencies in the CTP to standardize the processes and observe nationally agreed standards (CTP).

**Market Analysis** To ensure the program's success, a market scan should be conducted to identify the needs of the community and to identify local merchants/traders who could supply these needs.

### **Market scan Questionnaire for Traders/Merchants**

Market scans could also determine the suitability or appropriateness of the CVA program in comparison to other modalities. The market scan can be done remotely through phone calls or e-mails among randomly selected suppliers in the market. The scan should be simple — to establish the functionality of the market, ensuring there is adequate supply to meet the needs of the population (see Annex (I) sample of the Market Scan Questionnaire) it is good to involve M&E team where possible.

### **Market Assessment Questionnaire for households**

This market assessment was adapted from the Cash Working Group. The market assessment will help to understand how the affected HH are coping with the situation. The methodology is through key informant interviews. The interview can be conducted remotely through phone calls or face-to-face interviews. The respondent should be the head of the households in the affected communities. See Annex (II) for a sample tool.

### **Selection of CVA Participants**

A beneficiary selection criterion should be agreed to by the community through community meetings. The criteria may differ from one community to the other as community situations differ. See Annex (III) for guidance only subject to adoption by the communities through a community meeting.

### **Cash Distribution Process Monitoring Tool (On site)**

It is highly encouraged that an on-site cash distribution monitoring tool is in place and the onsite monitoring should be conducted by an independent staff especially from the M&E department to ensure that irregularities can be immediately identified and corrective measures are put in place without delay to avoid causing any harm. See Annex (IV) for guidance.

### **Post Distribution Monitoring (PDM) Tool (Cash Transfers)**

Post distributions monitoring should be carried out at least 2 weeks after the cash distribution to understand the impact of the cash distribution on the participants. The tool can be contextualized to suit based on the distribution modalities used. Annex (V) provides detailed guidance.

**Annex (I)**  
**Market scan Questionnaire for Traders/Merchants**

INTERVIEWER		
Name of interviewer:		
Date of interview		
MARKET PLACE		
Location Name of market		
Frequency of market days		
Type of market (local/district/regional/urban center)		
Travel time to the market and other observations going to market (like road accessibility and trade flow) Distance to affected HHs		
INTERVIEWEE		
Name		
Gender		
Position (shop owner or merchant)		
Name of shop		
Contact Number of Interviewee (if possible)		
Type of trader (retailer or wholesaler)		
Commodities trading		
Registered (yes / no		
BASIC FOOD ITEMS		
1a. Where do you normally buy your stocks for sorghum, rice, vegetables, and groceries (which includes, oil, coffee, and sugar) and other essential needs?		
1.b Could they supply additional items if demand will increase? If no, why not?		
1c. Is there other possible suppliers of the items that I mentioned?		
1d. Could they supply additional items if demand will increase? If no, why not?		
2. Based from your estimate, how many shops are selling these basic food items? How far are these from these communities? Mention the communities covered by the project		
3.Are you affected by the COVID19?	Yes	No
	Factors:	How do you cope and manage



4a. What are the 3 main factors which make it difficult for you to continue your normal trade before COVID19 and how do you cope and manage now that there is COVID19.	1			
	2			
	3			
4b. Could they supply additional items if demand will increase? If no, why not				
5a. How many customers do you normally have daily before and after COVID19?	Before COVID19	During COVID19		
<b>BASIC FOOD ITEMS</b>				
Questions	List below the items that they are buying more	Response		
5b. Are customers buying basic food needs? What are the common food and essential items bought (estimate)?		How much more?	List below the items that they are buying less	How much less?
	1			
	2			
	3			
	4			
	5			
	6			
	7			
	8			
	9			
	10			
5c. Why do you think they are buying the items you mentioned in question earlier?				
6a. Is there any NEW item/s that customers are looking for to buy, items that they are not usually buying before or with the increase of sales? What are those and what do you think are the reasons why they are looking for these items?	List below the additional items that customers are requesting	Reasons why they are requesting the new items.		
	1			
	2			
	3			
	4			
	5			
	6			
	7			
	8			
	9			
	10			
6b. Can you supply the new items they are looking for? If no, where can people buy these items they are looking for if you can't supply these?				
7. Is there any changes of demand pattern for credits? If yes, how much credit do the customers need and why?				
8. Is there any certain groups of people that are unable to				

purchase these goods because of high prices or lack of access to market? If yes, which groups are these? Eg IDP, refugees/host communities	
<b>BASIC FOOD ITEMS</b>	
<b>Questions</b>	<b>Response</b>
9a. Is there a season that the food and hygiene items have high demand? If yes, which season?	Food Items:  Hygiene items:
9b. Is there a season that the food/ hygiene items have low supply?	Food Items:  Hygiene items:

## Annex (II)

### Market Assessment Questionnaire for households

<b>FOOD ITEMS AND ESSENTIAL NEEDS / SERVICES</b>	
Question	Response
1. Which of the food items and essential needs as well as the services that your household normally uses are now affected by the disaster?	
2. What other urgent non-food or service needs do you now have because of the disaster	
3. In what way has the disaster affected your normal usage of the said items? (e.g. increased your need, reduced your income, raised prices, reduced availability in the market, blocked your access to market)	
<b>INCOME AND/OR EMPLOYMENT SITUATION NOW</b>	
1. What is your family's source of income before the disaster? (Try to obtain information on men/women breadwinners, for gender lens)	
1a. Can you explain how the disaster has affected your income, has it improved or decreased.	
1b. How are you and your household coping? What changes have you and your family made to adjust to the new situation?	
<b>HUMANITARIAN RESPONSE</b>	
1. Have any agencies intervened to alleviate the situation yet? What activities are offered by the government or NGOs to help you through this time?	
2. Given a choice, how would you prefer to receive assistance with your	

household food and non-food item needs? (e.g. food distributions, cash-based help)	
3. If you were given cash rather than material aid, what types of goods or services would you purchase first?	
4. Where could you spend or buy the items? (Market place)	

### Annex (III)

#### Selection of CVA Participants

No.	Criteria*	Percentage
		Score**
1	Households not receiving cash assistance from the government or other non-governmental organizations, but are considered low income	20
2	Households who lost all sources of income	15
3	Households whose business or enterprise closed due to the disaster	10
4	Households whose head breadwinner lost their job due to the disaster.	10
5	Households with children below 18 years old***	10
6	Household's monthly income is less than <b>SDG 5,000</b>	10
7	Single woman-headed or Solo-parent headed households	10
8	Child-headed or Elderly-headed households	5
9	Households that have not received any CFW/FFW and other related interventions	5
10	Households with high dependence ration and or accommodating people with: <ul style="list-style-type: none"> <li>a. Elderly people</li> <li>b. Persons with disability</li> <li>c. Children under 5 years old</li> <li>d. Has chronic illness</li> <li>e. Pregnant women</li> <li>f. Lactating mothers</li> <li>g. Adolescent girls</li> </ul>	5

\*\* Percentage Score  
The weight of each criterion will vary based on the agreement of community committee members.

\*\*\*\* Registration information should include the Sex Age Data segregation and any other information as per donor guidelines.

## Annex (IV) Cash Distribution Process Monitoring Tool (On site)

Distribution observation checklist *(exceptionally important during observation to distinguish between the treatment and access for women, men, boys, and girls and note any gender-related differences, challenges or potential GBV / SEA during distributions and post distributions)*

	Date of distribution	
	Name of State/Locality	
	Name of Staff in charge of distribution	
1	Type of Distribution centre	Bank, Community centre Other; describe.....
2	Is the distribution centre accessible by all including people with disabilities?	Yes          No  Other.....
3	Were the participants duly registered, and was the register used for distribution?	Yes          No  Other....
	What is the total number of recipients registered at the distribution, if a register is used confirm with signed copies of the register.	Female Recipients:  Male Recipients:
4	If hard cash was distributed, did the recipients have the privacy to comfortably check the amounts uncompromised?	Yes          No  Other.....
5	Was there a queue for recipients waiting to receive the cash?	Yes very long more than 15 people  No less than 15 people
6	If an electronic system was used was it efficient?	Yes very efficient Yes somehow efficient No very slow; averagely how many people per 10 minutes.
7	If there was a queue, how orderly was the process, any crowd control system in place?	Comment
8	Is the distribution process clear, with enough furniture, tables, and chairs?	Yes very clear, Somewhat Not clear Very confusing process
9	Is there a help desk and are there clear visibility banners including staff visibility	
10	Are the help desk members clear of their roles, interview them and comment on your observation?	Comment:
11	Checking with the Complaints register/help desk, are there any cases of inclusion/exclusion errors?	Comment: (Include %age of inclusion/exclusion error
12	Interview 2 or 3 recipients if they know about the CFRM and if they are comfortable using it?	Comment:
13	Check with other 2 or 3 recipients if they know the selection criteria that were used and if they know their entitlement.	Comment:

**Annex (V)**

**POST DISTRIBUTION MONITORING (PDM) TOOL-CASH TRANSFERS**

Plan International

*This form is to be administered at least 2 weeks after the cash distribution and should be contextualized based on the modality of support*

A. Personal Information

ID Number (if available):		Size of HH:	
State		Number of children below 5	
Locality		Date of interview:	
Settlement:		Name of enumerator:	
Sex of respondent:	Male Female		
Age			

A1. What best describes your household status?

Family status: IDP/Refugees/Host	Local population affected by the crisis
Number of girl _____ boy _____ under 18 separated or Unaccompanied children _____	Families with a sick or old member Sick                  old
<i>Are the girl/s pregnant? If yes how many?</i> Yes                          No	
HH headed by female/male <i>If HH is headed by a female, describe the status</i> Pregnant                  Lactating mothers	Family having a member with a disability if yes how many?

A2. How long have you been in this Location?

<1 month	1 -3 months	4-6 months
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6 -12 months	1-2 years	Above 2 years
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A3. Is there a person living in your household with the following conditions? (Eating in the same pot – probe)

	1. Yes	2. No	Number
Physical disability			
Mental disability			
Chronic illness/ Serious medical condition			
Pregnant & Lactating Women			
Elderly person over the age of 65			
Hosting an unaccompanied child			
Malnourished Child/Child under nutrition treatment?			
Survivors of child labor, child marriage and sexual violence and exploitation			
Out-of-school girls, boys, adolescents and unregistered children			

A4. How many people are currently living in your household, eating from the same pot –Break down by sex and age?

Age (years)	Male	Female
0-5		
6-12		
13-17		
18-24		
25-34		
35-44		
45-54		

Age (years)	Male	Female
55-64		
65-74		
75-84		
85-94		
95+		
<b>Total</b>		

A5. What is your household's usual livelihood strategy?

Agriculture	Casual labor	Begging
Others. Please specify		

B. Post cash distribution experience monitoring

B1. Please tell us what type of people were selected to benefit from the cash distribution, and how?

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B2. Do you think the right project participant/s (*beneficiaries*) were selected?

Yes	No	If no, why?

B3. Do you think other members of the community are not happy about receiving the cash?

1 – Yes	2 – No	3 – Do not know

*If yes, why?*

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B4. Who identified and selected the project participant/s or beneficiaries?

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B5. Did Plan International staff explain well to you about the amounts to be given to you, the time of distribution and any condition of its use?

Yes	No
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B6. Did you have to pay anybody (including Plan International staff) to receive the money?

Yes	No	If yes, how much and to who?
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B7. How much total cash did you receive? \_\_\_\_\_.

B8. Was this the amount you expected?       Yes       No

*If no, why?*  
\_\_\_\_\_.

B9. Was the complaint feedback and response mechanism well explained to you or other people? Have you ever submitted any complaints and received feedback?

Yes	No
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B10. How many hours do you take to travel to the cash distribution site?

Less than 30 minutes	30 minutes to 1 hour	1 hour to 1.5 hours
1.5 hours to 2 hours	2 hours to 2.5 hours	More than 2.5 hours

B11. How long did you wait at the distribution site to get cash during the last distribution?

Less than 30 minutes	30 minutes to 1 hour	1 hour to 1.5 hours
1.5 hours to 2 hours	2 hours to 2.5 hours	More than 2.5 hours



B12. Please rate how acceptable the length of time you spent traveling to collect cash.

1 – Unacceptable	2 – Acceptable	3 – Cannot say
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Please rate how sufficient is the cash received in covering your household's basic needs

1 – Insufficient	2 – Sufficient	3 – Cannot say
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*If 1, why?*

\_\_\_\_\_.

B14. How long ago did you receive your last cash transfer?

Less than a week	1 to 2 weeks	2 to 3 weeks
3 to 4 weeks	More than 4 weeks	It was my first time

B15. How much did you spend on transport to and from the distribution site?

\_\_\_\_\_.

B16. Please rate how safe and secure did you feel at the cash distribution site.

1 – Unsafe	2 – Safe	3 – Cannot say
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*If 1, why?*

\_\_\_\_\_.

B17. Did you experience any problems with getting the correct cash denominations?

Yes  No

*If yes, why?*

\_\_\_\_\_.

B18. Did you experience any problems with sending another family member to collect the money?

1 – Yes	2 – No	3 – Cannot say
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*If yes, why?*

\_\_\_\_\_.

B19. Please rate overall how easy is it for you to collect your cash.

1 – Very difficult	2 – Difficult	3 – Undecided	4 – Easy	5 – Very easy
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*If 1 or 2, why?*

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B20. Do you feel there is an increase in prices imposed by traders and shop owners as a result of the cash distributions? If yes, please rate how much impact was the increase to your household.

1 – Very high	2 – High	3 – Undecided	4 – Low	5 – Very low	N/A – No increase
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*If 1 or 2, why?*

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B21. Were there any conflicts in your household over who should control the cash? If yes, please elaborate.

B21. Who in your household had access to cash support?

B22. Who decides most of the time the way the cash support is used?

B23. Was there any dispute or conflict in your community because of the cash distribution? If yes, please elaborate.

B24. Who benefits most from the impact of cash transfers in the households in this community?

Men	Women	Girls	Boys	Youths	All

B25. What is the biggest benefit from the cash transfer for any of these groups and which of these groups is prioritized for cash use at the community level? E.g.: Women/girls education; nutrition results for children and the family

Men	Women	Girls (e.g. education)	Boys	Youths	All

B25. Do you think the cash transfer supports the empowerment and resilience of (adolescent) girls and women in particular? If yes, how? What about the people with disabilities particularly girls and women?

B25. Do you have any suggestions for Plan International to improve their work?

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### C. Use of Cash and Market Behaviour

C1. How much of the last cash distribution was used for each item?

a. Food		i. Transport	
b. Gift/share		j. Rent or shelter	
c. Livestock		k. Agriculture inputs	
d. Business investment		l. Household items	
e. Water		m. Firewood	
f. Medical		n. Clothes / shoes	
g. School fees		o. Saved / in hand	
h. Debt repayment		p. Other:	

C2. Were you able to utilize part of the money for the productive assets (such as livestock, agriculture, vocational training, small business, VSLA etc.)?

1 – Yes	2 – No	3 – Cannot say
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*If yes, what kind of assets and how much?*

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C3. Did you spend the money equally to meet the needs of your girls and boys?

1 –Yes	2 – No	3 – Cannot say
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*If no, what was the reason?*

\_\_\_\_\_

C4. Did you also spend part of your money on activities such as entertainment, gambling, watching cinema at a public place, disco etc.?

*If yes, how much*\_\_\_\_\_

Annex (VI)

Cash/Voucher Distribution Form (Sample) – ensure rows and columns are broad and long enough for names and signatures / thumbprints

State \_\_\_\_\_

Name of Distribution Centre \_\_\_\_\_

Date: \_\_\_\_\_

Distribution in Charge name \_\_\_\_\_ Title \_\_\_\_\_

S/N	Name of HH	ID	Recipient Name	Amount/Voucher Value	Signature
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
18					
19					
20					

Distributed by Name: \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

Witnessed by Name: \_\_\_\_\_ Community Member  
Title \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_