Baseline interviews checklist

## HUMANITARIAN AGENCIES BASELINE CHECKLIST

When interviewing humanitarian agencies during preparedness, you should gather cash-specific information on:

1. social assistance policies and programmes,
2. previous humanitarian response, particularly with cash,
3. other agencies’ CTP preparedness plans.

Below you will find a list of questions to choose from and adapt to your context in order to ensure that cash issues are taken into account in your baselines.

### Previous humanitarian response

* Have you gained any relevant learning from past emergency responses regarding the suitability and efficiency of different transfer modalities?
* Do you have any experience with local financial service providers, including e-transfers? Could you share your learning from this experience?
* Based on your experience, are there any cultural issues/preferences related to communication and accountability (types of communication device, language, etc.)?

### Response to a potential shock (scenario)

* What are your agency and other organizations planning to do in order to meet the population needs in case of a shock?
* What type of transfer modalities and distribution mechanisms would be considered?
* Probe questions:
* Would the market be able to provide the items/services at reasonable prices? What could be the potential issues/bottlenecks?
* Does the population have preferences towards any response modality/ mechanism?
* Is there a monetary estimation of the households’ food, non-food and livelihood needs?

### Risks

* What could be the risks associated with a potential cash response?
* Refer to issues such as social unease, security, gender, protection, elderly people, children and minorities.
* Consider, also, government policies that could be obstacles to a cash response.
* What is the national legislation on personal data protection and privacy?

### Social assistance policies and coordination

* What are the social assistance strategies and policies that have been put in place by the government?
* Who are the key actors involved (ministries, decentralised offices, donors, UN)?
* Is there any cash **coordination** mechanism in place (government, UN, clusters, technical groups, etc.)?

### Social assistance programmes

* What are the social assistance programmes put in place by the government or other actors?
* How do they work in terms of targeting, registration, distribution, monitoring etc.?
* Do you think it would be possible to take advantage of these programme to provide humanitarian assistance in the case of a shock (e.g. expand social assistance programmes, or align humanitarian response to existing programmes)?

## Local authorities baseline checklist

When interviewing humanitarian agencies during preparedness, you should gather cash-specific information that will allow you to understand if and how a potential cash response can be aligned with social assistance policies and harmonized with existing programmes and practices.

Below you will find a list of questions to choose from and adapt to your context in order to ensure that cash issues are taken into account in your baselines.

### Legal documentation

* Do most people have identification documents?
* Is there any legal documentation issue that could impair registration and identification of the affected population? Is there any immediate, interim solution that could be used?

### Risks

* Are there any risks to a potential relief response, particularly cash assistance? Consider past responses and refer to issues such as social unease, security, gender, protection, elderly people, children and minorities.
* What is the national legislation on personal data protection and privacy?

### Social assistance strategies and policies

* What are the social assistance strategies and policies put in place by the government?
* Who are the key actors involved (ministries, decentralized offices, donors, UN)?
* What are the coordination mechanisms in place?

### Social assistance programmes

* Which social assistance programmes are in place?
* Who is targeted, what is provided and how frequently it is provided?
* What registration, identification, distribution and monitoring systems are in place?
* Which service providers and technology are used?
* What mechanisms are used to communicate with and to be accountable to communities and households (including in densely/ sparsely populated areas)?
* Are there any cultural issues/preferences related to communication and accountability (types of communication device, language, etc.)?
* Is it possible to expand the existing programmes to respond to a shock (consider potential scenarios)?
* Do you have any advice on the best way to align a potential relief response with the existing social assistance programmes?

## Community-Level Cash Questions Template

Below you will find a set of questions that can help you gather cash-specific information during focus group discussions and interviews with key informants at community level. You can choose the questions that are relevant to your context, and adapt and incorporate them into your baseline questionnaires.

### Access to and decisions over cash

The objective of this section is to understand what the issues are regarding access to and control over cash within the community and its households.

* **Can all community members normally access cash?**
* **Is there any difference in the way each community group accesses cash?**
*Explore issues of gender, age, literacy, wealth, ethnicity, etc.*
* **Who normally makes decisions over the use of cash within households?**

### Mechanisms to access cash

The objective of this section is to identify and rank the formal and informal mechanisms that the community most commonly uses to access cash. It is the first step to identifying cash transfer service providers that should be investigated further.

* **What are the most common mechanism(s) that community members use to access cash?**
*For example, cooperatives, saving groups, local shops, mobile phones, bank accounts, bank cards, remittance agencies, post offices, etc.*
* **Rank the most common mechanisms according to their popularity among the vulnerable groups and if, possible, define the proportion of people using them.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Rank** | **Mechanism** | **Name of the service provider** | **Proportion of the population using the mechanism all (100%), many (75%), half (50%), few (25%), none (0%)** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

* **What do people like and dislike about these mechanisms?***Explore issues of physical access, user-friendliness, security, fees, services provided, etc.*

|  |  |  |
| --- | --- | --- |
| **Mechanism** | **Like** | **Dislike** |
|  |  |  |
|  |  |  |
|  |  |  |

* **Does any community group have specific problems accessing the mechanisms available? If yes, which groups and why?**
* **Is it likely that a potential shock (consider scenarios) will affect the access (physical access, security, fees, etc.) to these mechanisms? If yes, how and why?**

*Explore issues of gender, age, literacy, wealth, ethnicity, etc.*

### Mobile transfers technology

The aim of this section is to explore community ownership and use of mobile technology. This information is important when deciding about the use of mobile technology to transfer cash to and/or communicate with beneficiaries.

* **What proportion of the population (vulnerable groups) owns/uses mobile phones?***all (100 per cent), many (75 per cent), half (50 per cent), few (25 per cent), none (0 per cent)*
* **Does any vulnerable group face specific difficulties in handling and using mobile phones (e.g. elderly people, illiterate people, women)? Which difficulties do they face?**
* **What proportion of the population (vulnerable groups) is able to uses mobile transfer (e-cash) technology?**
*all (100 per cent), many (75 per cent), half (50 per cent), few (25 per cent), none (0 per cent)*
* **Does any vulnerable group face specific difficulties in transferring cash through mobile technology (e.g. elderly people, illiterate people, women)? Which difficulties do they face?**

### Assistance

The aim of this section is to understand the community’s opinion about previous experiences with humanitarian cash transfers and learn about their preferences.

* **Has the community ever received any humanitarian assistance in the form of cash transfers? Which were the positive and the negative aspects of this type of assistance?***Explore whether cash recipients were men or women, and how it worked. Explore also whether cash distributions had any impact on existing social and political divisions within the community.*
* **If the community were to receive humanitarian assistance, would there be any preference on the modality/mechanism? Why?**