Questions and Answers - Responses to posted questions raised in the CVA & Monitoring themed Cash Hub Webinar held on the 04 November 2020 and those posted in the registration prior to the event.

Summary of question subjects:

Turkish Red Crescent – Remote FGDs

1) How do you ensure transparency in selection of participants for FGD considering that you do this remotely?
2) What about participants selected for the FGD but do not have the technology (e.g. phone)?
3) What stage in your programming do you do the remote FGD?
4) How do you usually monitor rumours and what is your strategy for its prevention & control?

Zambia RC Cash Programme

5) How do you usually monitor rumours and what is your strategy for its prevention & control?
6) How do manage abuse of the sim cards you bought for the cash transfers? Where they leant or you recovered them back at the end of the programme?
7) Please can you confirm why you perform PDM for non-beneficiaries?
8) How did you ensure protecting the beneficiaries from any scam (if any) that can be undertaken by the mobile money agent and others? How do you usually track and record any potential or actual scams that occur?
9) With respect to the use of community structures to support community engagement, how do you maintain your own independence, neutrality etc. as an organisation?
10) Appreciated that Community Engagement is a big part of your programme. How do you share the information with beneficiaries if you change your program after the recipient's feedback (especially in this time)?

Measuring Well-being

11) Was there a specific context defined for application of these indicators?

General

12) What are the effective means of volunteers training on implementation of remote monitoring processes?
13) How do we calculate the Minimum Expenditure Basket (MEB) and transfer value to meet needs?

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Q	Question (ed. for clarity)	Response
	Turkish Red Crescent – Remote FGDs	**Merican Han** and **Alperen Açikol,** Turkish Red Crescent (TRC)
1	How do you ensure transparency in selection of participants for FGD considering that you do this remotely?	As with normal (non-remote) Focus Group Discussions, we have an understanding of the programme and the selection depends on the aim of the study. The participants of Focus Group Discussion (FGD) are selected through random stratification according to the theme of each FGD. Based on the objectives of the theme the criteria for selection is defined, these criteria should be gender, age, eligibility status, nationality, demographic composition and the geographical conditions which is taken into consideration for operational needs. So for example, if there is a livelihoods programme that focuses on the livelihoods of women, we therefore randomly select beneficiaries and non-beneficiaries who are women. For the beneficiaries selected we do this with random sampling of the data we have from the programme.
2	What about participants selected for the FGD but do not have the technology (e.g. phone)?	We deliver the phones or tablets to the household as well as the internet connection, so it doesn't incur additional costs for the participant. Also, our field teams are waiting next to participants' door in order to provide any support in ensuring the access to internet or participation to the remote discussion.
3	What stage in your programming do you do the remote FGD?	It depends on the programme but for the ESSN we do remote FGDs on a monthly basis. The way we use these FGDs is to support the quantitively data that we gather through our phone surveys so we can get to look into more depth and understand better what is coming from the quantitative data. We have different topics each month depending on what the programme teams wants to look into more given the quantitative data.
4	How do you usually monitor rumours and what is your strategy for its prevention & control?	TRC is currently using the regular communication tools to detect and monitor rumours that spread among the host and refugee communities. These regular tools are Call Center, Online Platforms (Webpage and Social Media), field teams. During rumor collection, channels mainly focus on the programme related rumours. These rumors are addressed through same tools with most appropriate responses. However, to make the rumor collection and response process more systematic, TRC & IFRC AAP-CEA units are will launch the Rumor Tracking & Management System which will enable more efficient way through a dedicated ODK form to track and process the rumours. Channels will have been increased with this system. Humanitarian actors, donors, stakeholder will be able to share rumours they encountered through these forms. Each rumor will be analyzed by the data analyst and relevant units will take action to prevent the spread of rumour. In terms of correct information distribution, various channels will be used like FB post,

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		one-page information printed materials, presentation on coordination platforms, using local and national media channels, informing community leaders etc. Each rumour and action will be documented as lessons learnt.
	Zambia RC Cash Programme	**Mulambwa Mwanang'ono,** DM Manager, Zambia Red Cross
5	How do you usually monitor rumours and what is your strategy for its prevention & control?	Community response mechanism and the community grievance and feedback mechanism was created, and this became the community level platform for monitoring rumours. One example of a rumour that circulated was that the ZRC intervention was actually coming from the Government of Zambia, which was problem for our accountability to communities and back donors. So we confirmed the rumour using the post distribution monitoring (PDM) where we asked the question, "where do you think the assistance is coming from?" . 1.9% said it was coming from government, so we confirmed this rumour was there. So we strengthened our community engagement to clarify this with communities.
6	How do manage abuse of the sim cards you bought for the cash transfers? Where they leant or you recovered them back at the end of the programme?	These were budgeted for & given freely to beneficiaries (so not to be recovered at the end of the programme). From the assessment we noted very few had sim cards, I.e below 10% of beneficiaries had sim cards. We had cases of displacement of sim cards by especially elderly beneficiaries (some were well over 100 years, the oldest being 114yrs being taken care of by her 87yr old daughter). An incidence of sim card getting stolen from the aged by a young family member who had access to the PIN code was reported but the transaction was blocked. Sim card safely was purely a responsibility of beneficiaries and their next of kin.
7	Please can you confirm why you perform PDM for non-beneficiaries?	We included non-beneficiaries to moderate and triangulate any subjective responses from beneficiaries whose objectivity may have been undermined by virtue of their beneficiary status, in case they reserve their objective opinions for fear of any reprisals especially if the views are negative or critical of the program. We wanted a group of people who were fully aware of the program but had nothing to lose even if they strongly came out on any observed failures.

8	How did you ensure protecting the beneficiaries from any scam (if any) that can be undertaken by the mobile money agent and others? How do you usually track and record any potential or actual scams that occur?	The beneficiary sim card numbers had to be checked against the master beneficiary register prior to effecting payment. It's the NS that pays, not the FSP. We manage the system ourselves through a double check approval by our Finance Manager and effected by our Cash Transfer Officer who each has a secret approval code. The system also generates reconciliation statement & our payment of service fees to the Financial Service Provider is based on a report that matches our master register. So both ourselves and the FSP have to ensure all is well and reconciled.
9	With respect to the use of community structures to support community engagement, how do you maintain your own independence, neutrality etc. as an organisation?	We laboured to orient all stakeholders, Govt, FSP & communities about the RCRC Movement fundamental principles and made it clear we can only work with them if all the principles are adhered to. Further, the local structures are flexible enough to adjust to partners' values. They have worked with government & other NGOs before. They consist of individuals chosen & trusted by the community
10	Appreciated that Community Engagement is a big part of your programme. How do you share the information with beneficiaries if you change your program after the recipient's feedback (especially in this time)?	We give feedback in 2 ways: 1. Through the established Community Feedback / Response Committees who use various forum to disseminate; 2. Directly by our staff & volunteers during cash distribution sessions
	Measuring Well-being	
11	Was there a specific context defined for application of these indicators?	**Emma Delo,** CVA Technical Team Manager, British Red Cross The indicators for measuring well-being and expenditure patterns were tested in three settings where cash assistance was provided by ICRC in DR Congo. Two of the test settings were for a small one off grant and then third was a larger grant value provided in three instalments. The draft indicators were inserted into a three-page post-distribution monitoring document, typically used in the monitoring of cash transfers. The

		indicators could be used in a range of test settings and contexts providing sufficient value is provided in the assistance to be able to contribute to well being once basic needs are met and may be better suited to recovery and resilience programming. Further testing is required to provide more guidance on suitable test settings for these indicators.
	General	
12	What are the effective means of volunteers training on implementation of remote monitoring processes?	**Aga Safdar** – Pakistan Red Crescent (Assistant Director Planning Monitoring Evaluation and Reporting) A key lesson from Pakistan: For Conducting effective implementation of assessments during COVID operations, we have developed training on assessment tools online in local Language. A group of local selected volunteers were created in WhatsApp. The training was uploaded on YouTube and access link of the training was sent to volunteers via the WhatsApp group. After getting trained by volunteers on the survey tools, we have conducted trialling before the implementation in the field. To get a maximum advantage of technology we have effectively trained our volunteers and monitored COVID response processes in Pakistan. **David Dalgado,** Cash Hub, British Red Cross CaLP with Plan International has produced an interesting youtube video at the global level regarding Remote Market Assessment and Monitoring available here
13	How do we calculate the Minimum Expenditure Basket (MEB) and transfer value to meet needs?	**David Dalgado,** Cash Hub, British Red Cross Please see the Cash in Emergencies Toolkit: Response Analysis – Transfer Value Section CaLP has also recently (Feb 2020) published a decision making tool around setting the MEB, available here.