

**Questions and Answers** - Responses to posted questions raised in the Cash Preparedness Cash Hub Webinar held on the 27<sup>th</sup> January 2021 and those posted in the registration prior to the event.

Questions list:

#### **Viet Nam Red Cross (VNRC) & Cash Preparedness**

- 1) [What is the importance of training the local authority commune leaders as part of cash preparedness?](#)
- 2) [How is the project participant's data/information protected in a CVA response?](#)
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- 5) [How important was senior leadership engagement in VRCS in cash preparedness?](#)
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#### **General CVA Preparedness**

- 11) [Is there any difference between "cash readiness" and "cash preparedness"?](#)
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Q	Question (ed. for clarity)	Response
	<b>Viet Nam Red Cross (VNRC)</b>	<b>Pham Thanh My</b> , CVA Focal Point, Viet Nam Red Cross
1	What is the importance of training the local authority commune leaders as part of cash preparedness?	The commune leader plays a very important role in responding and coordinating in times of crisis, and it is good for the commune leader to be sensitised and trained in delivering cash, and understand our CVA guidelines. They can then assist with the eligibility criteria, and help in the community meetings related to beneficiary selection, and in the promotion of the VNRC activities and programmes in the commune.
2	How is the project participant's data/information protected in a CVA response?	During the registration step for beneficiaries, the VNRC minimises the data we collect to the basic information required to run the programme, and this information is held securely. The vulnerability information is only used in the selection of beneficiaries. Only the essential information for the FSP to process the payments is shared with the FSP.
3	Financial Service Providers (FSP)s, why do you have a number of them and also what are some of the cost differences?	In 2020 we moved from cash in Envelopes to the FSP, we have multiple FSP agreements to ensure we can cover all of Viet Nam. In the recent floods response in late 2020 we were able to deliver Cash quickly because we already had contracted an appropriate FSP.
4	What internal mechanism does the Viet Nam RC have to make decisions to change from using cash in envelopes to other ways of delivering cash?	Through the Cash preparedness process VNRC leaders knew of the importance and value to timely delivery of assistance to change from cash-in-envelope to transfer through FSP, so we piloted to implement distribution through Viet Nam Post (VNP) and Viettel pay. Also during the preparedness process we assessed and mapped FSPs in Viet Nam. after this we knew what the many benefits were like: reduced time and resource needs for RC staff, improved accountability in financial reporting. We are continuing our capacity for cash in envelope as a transfer mechanism suitable in some instances, however, in many instances we expect to only deliver CVA through FSPs.
5	How important was senior leadership engagement in VRCS in cash preparedness?	The Cash Position paper development was very important, we engaged with both VRCS HQ leadership and also Chapter leaders for them to give ideas and feed into the Cash position paper. This helped with the vision and support to activities which can utilise CVA over the years covered by the position paper. We published this and this helped in the coordination with sectors to support greater use of CVA. Leadership is

		very happy with the way CVA has been utilised in responses and this has further strengthened the ability to use CVA.
6	In relation to the market fair modality, did VRCS have any issues with setting up the contracting with vendors, or in checking quality?	After COVID-19 pandemic commenced, we called manufacturers and suppliers to ask for support with basic needs. So we received donations of essential items, and we then gave vulnerable people vouchers to be able to access these commodities that were donations and we setup the fair directly.
	<b>Kyrgyzstan Red Crescent (RCSK)</b>	<b>Bermet Muradylova</b> – CVA Focal Point, Kyrgyzstan Red Crescent (RCSK) <b>Bektur Imankulov</b> – CVA regional coordinator, IFRC ROE
7	How has the most recent experience helped position you as the partner of choice?	<p>Think there are a number of reasons for the National Society (NS) to be the partner of choice for cash assistance. Thinking about just the recent COVID-19 response with CVA, there are a range of reasons:</p> <ul style="list-style-type: none"> <li>• only some key organisations have access across the country, so we had strong freedom of movement, while other agencies faced some access issues.</li> <li>• RCSK is present in many coordination platforms such as the inter-agency Cash Working Group, or the Disaster Response Coordination Unit, and since we were sharing our experience and results that we have achieved this also helped to showcase our capacity for effectively and rapidly delivering cash at scale.</li> <li>• The National Societies systems and tools, SoPs and the Position paper also help to highlight to others the capacity to deliver cash in a transparent and accountable way.</li> <li>• The trained staff and volunteers are also well known for delivering cash and are able to reach into the remote areas.</li> </ul> <p>There are other strengths of the NS when it comes to CVA delivery, but these are the main ones.</p>
8	What sort of modalities and mechanisms do you use to respond with CVA?	One of the parts of our plan of action for cash preparedness and cash mainstreaming was to have practice and hands on experience of utilising different modalities and transfer mechanisms for different pilots (which we did in health, social development, disaster management), so we have tried cash-in-envelopes, transfer through the post office, debit cards with different banks, mobile money (especially in cities where there was infrastructure, pharmacy vouchers. The final one was cash-over the counter via. the bank where

		the recipient does not need to open an account the money is sent to them with them presenting their ID, this has been the most convenient one we have found so far.
9	Can you describe in a bit more detail your priorities for the future on your cash preparedness?	We plan to organise an international training on Cash Transfer Programming, like a PECT, for the region, to increase capacity for CVA, delivering this training in the Russian language. We have always undertaken Community Engagement and Accountability (CEA), but we want to scale up our efforts, especially our hotline, and digitalise our approach (including developing a database of the recipients and creating a self-application process).
10	With regards to self-application where someone applies through a website for instance directly to the NS for CVA, can you tell us more about any plans for this?	Yes, from the initial discussions on self-application we are thinking to do it online, and we are working on the webpages to allow this. Part of this will also be to help the potential recipient to create something we are calling a social passport which would be added to an online database, this passport should include information on what is their preferred modality of assistance (e.g. in-kind or CVA). So we are thinking about the online tools for our operations more generally.
	<b>General CVA Preparedness</b>	
11	Is there any difference between “cash readiness” and “cash preparedness”?	<b>Inès Dalmau Gutsens</b> , Cash and Market TA, British Red Cross We have been using the terms interchangeably. But we are trying to go forward using Cash Preparedness or Cash Prepared National Society. In the past Cash readiness referred to a status that National Societies achieved having been through the process of Cash Preparedness, we have stopped doing this since it is challenging to translate the nuance of “Cash Readiness” and “Cash Preparedness” when used in this way into different languages. Please use “Cash Preparedness” and “Cash Prepared National Society” in future.
12	How do we count the National Societies involved in Cash Preparedness?	<b>Bilal Hussain Shah</b> , Cash Preparedness Officer, IFRC We undertake a mapping exercise twice a year, we reach out to the Partner National Societies, ICRC who are supporting NS with Cash Preparedness, and we also reach out to IFRC Cash regional focal points to identify the NS too. Some are working on very formal programmes related to Cash Preparedness, some it can be slightly less formal. There are also some National Societies working on something called “fast-track cash preparedness” which is being piloted and we hope to share more on that in a few months time.

13	Understanding cash preparedness/readiness can be lost over time. What is your approach to maintaining 'readiness' ?	<p><b>Inès Dalmau Gutsens</b>, Cash and Market TA, British Red Cross</p> <p>First of all, this is one of the reasons why Leadership commitment is a key area of investment within CVA preparedness (CVAP) to ensure the NS will keep identifying areas of improvement, fundraising for it if necessary, and make the needed investments. In fact, the Movement approach to CVAP is not that you invest in CVAP for three to four years and you are “done”. On the contrary, a NS will have to keep investing in CVAP even if to a different degree along the years.</p> <p>In this regard, we have just developed a categorization of cash preparedness along 4 different levels – you can find these in the <a href="#">Guidance page 10</a>.</p> <p>Normally a NS would assess where it stands (which level) and decide what level they want to reach within a certain period/CVAP programme and conduct the same exercise at the end of the programme and then decide if they want now to keep investing to move to the next level.</p> <p>Also, even between these more systematic periods of investment (formalised CVAP programmes) NS would still receive technical support from other Movement actors – IFRC Regional Cash FP/Managers, PNS Cash preparedness Delegates in the Region, etc..) to carry out cash preparedness initiatives.</p>
14	When will the revised guidance on Cash Preparedness be published?	They have just been published and the link is <a href="#">here</a> .