



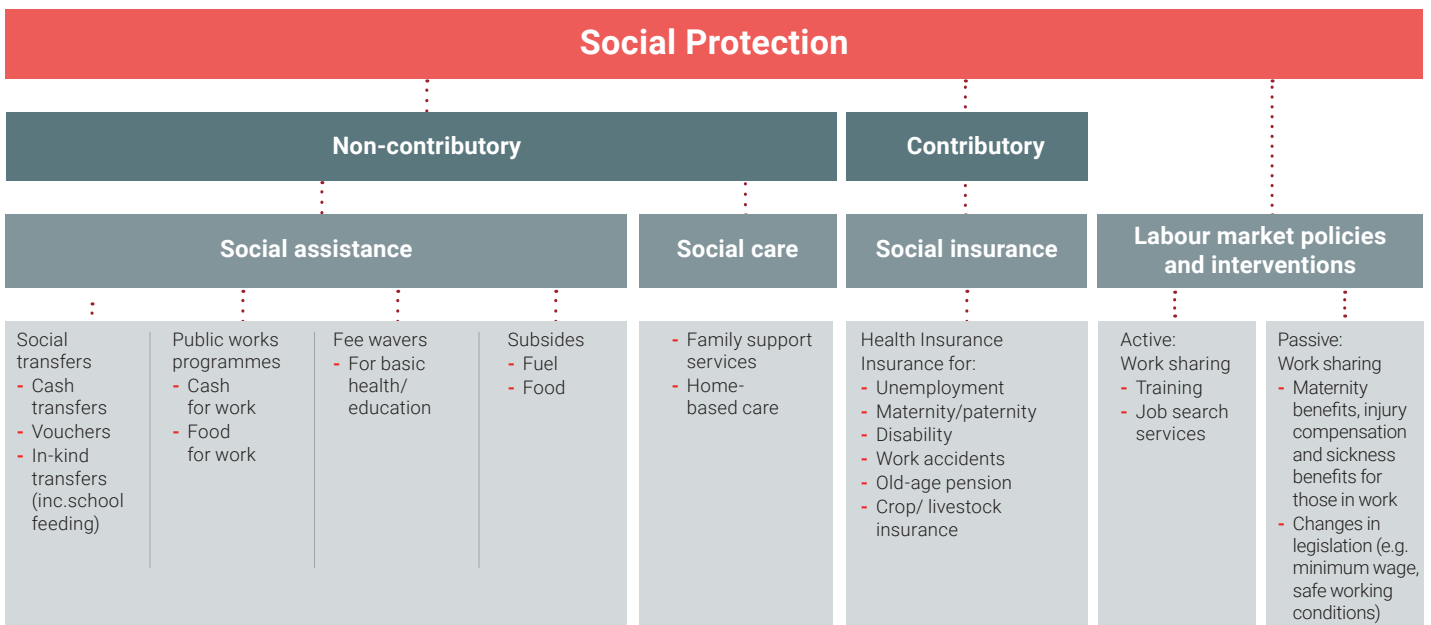
Learning capture:

**Articulating RCRC Movement
experience and models of
collaboration - Cash and Voucher
Assistance and Social Protection
in Türkiye, Ukraine, Kenya**

Background

Social Protection (SP) is a set of policies and programmes aimed at preventing or protecting all people against poverty, vulnerability, and social exclusion throughout their lifecycle, with a particular emphasis towards vulnerable groups¹. As can be seen in Figure 1 it includes non-contributory components such as social transfers, public works programmes, fee waivers and social care services; and contributory components such as social insurance and labour market policies and interventions. The RCRC Movement has increasing expertise in delivering social assistance in humanitarian settings, mainly in the form of cash transfers, or social care services. This document draws on the experiences of three National Societies who scaled up their social assistance systems to meet additional humanitarian needs in large scale operations: Kenya, Türkiye, and Ukraine, and propose a menu of collaboration models for consideration to National Societies interested in building linkages with SP.

Figure 1. RCRC Movement Social Protection Typology



Source: [Strengthening linkages with Social Protection systems: Orientation guidance for Red Cross Red Crescent National Societies](#) adapted from O'Brian 2018 OPM Synthesis Report Shock Responsive SP

Regardless of the many social protection frameworks and approaches in use, National Societies are in a central position to decide what role they are best placed to play in their country’s social protection space.

Given National Societies and their Movement partners comparative advantage as a locus of preparedness, natural entry points may lie in anticipatory/early action and response efforts, shock responsive social protection and cash preparedness. However, there is scope for National Societies to define their role as auxiliaries to their authorities, with focus on community systems, and approaches to better prepare for and respond to the needs of people experiencing poverty and vulnerability.

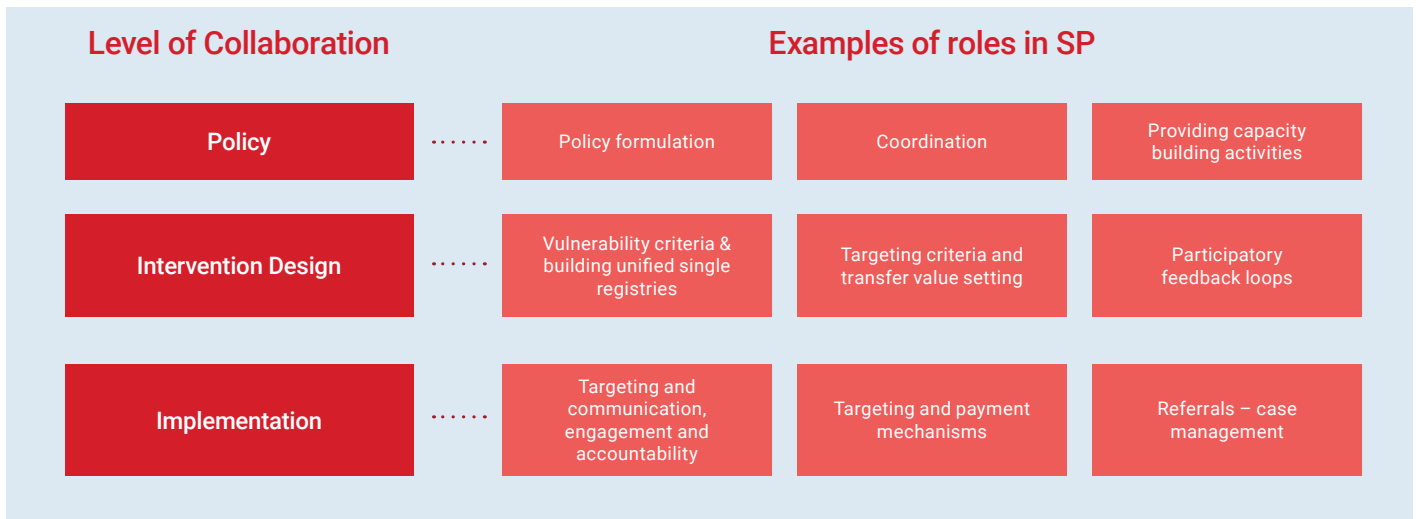
This document intends to support National Society strategic and operational decision-making with a view to influencing engagement and partnership choices in social protection using cash transfers. It provides three simple collaboration models for National Societies to consider in their strategic planning and financing processes. Each one offers unique partnership opportunities and allows National Societies to carve out a specific role in building of or strengthening social protection platforms that are relevant, accessible, and effective for those who need them.

1 ILO definition “[World Social Protection Report 2017-19](#): Universal social protection to achieve the Sustainable Development Goals”

Models for National Societies collaboration with social protection systems and actors

Three main collaboration models are proposed here for National Societies. These are structured around the key building blocks of a national SP system: i) **Policy**, ii) **Intervention design** and iii) **Implementation**.

Figure 2. Examples of roles/entry points for National Societies collaboration with national Social Protection systems and actors for each of the 3 collaboration models



The models are based on emerging learning carried out by the Grand Bargain sub-group on Linking Humanitarian Cash and Social Protection² and aligns with work done by the Cash Learning Partnership (CaLP) on building blocks for SP³ (see Annex 2). The models are distinct, but not mutually exclusive, so a National Society may wish to collaborate with more than one model.

Most RCRC experience in SP using cash transfers to date has been through collaboration model number three, **Implementation**. National Societies (and the IFRC/ICRC) are often implementation partners for national or international SP actors in country, delivering the assistance. This is especially true in contexts when there are no formal SP systems in place and needs are covered through internationally led interventions, but increasingly, as in the three examples in this document, different opportunities arise in contexts with mature SP systems able to scale up to meet new humanitarian needs. There are a number of strategic opportunities for National Societies to be engaged with collaboration models at policy and intervention design to better leverage their in-country presence, auxiliary role, mandate, technical expertise and the support and experience of the Movement.

Figure 3 describes the components of each proposed collaboration model and provides a few examples of what this may look like for National Societies. In some countries formal government-led SP systems are simply non-existent, leaving a gap for humanitarian assistance; whereas in most contexts government-led SP systems have varying capacity to scale up to meet additional crisis induced needs.

² These are taken from the [Grand Bargain Learning paper series](#)
³ CaLP [Toolbox – Linking Humanitarian CVA and Social Protection](#)

An analysis of the **level of maturity**⁴ of the SP systems in country would allow National Societies to better identify where their value add may be as a local actor (see Annex 3). The models have been **kept simple** on purpose, to ensure clarity of roles and actors involved and to allow National Societies to clearly state their intent and value add, and to include it in National Societies development plans, strategies, and funding proposals so that their role in SP is more clearly recognised by all.

Figure 3. Overview of three main collaboration areas required in national social protection systems

Model 1. Policy related Collaboration	Model 2. Intervention design Collaboration	Model 3. Implementation Collaboration
<p>1.1. Legal and policy frameworks</p> <p>1.2. Governance</p> <p>1.3. Coordination</p> <p>1.4. Capacity building</p> <p>1.5. Financing</p>	<p>2.1. Vulnerability and poverty assessments</p> <p>2.2. Informing eligibility/ targeting, design, and frequency</p>	<p>3.1. Outreach and communications</p> <p>3.2. Information systems</p> <p>3.3. Registration and enrolment</p> <p>3.4. Payment/ delivery</p> <p>3.5. Grievances and community feedback mechanisms</p> <p>3.6. Transition and/or 'exit' approaches</p> <p>3.7. Monitoring and evidence</p>
Non exhaustive list of possible actions		
<p>1.1 Legal and policy frameworks</p> <ul style="list-style-type: none"> • Policy formulation on civil protection and social protection • Influencing Disaster management Law • Data sharing protocols • Roles and responsibilities – first responder role - 	<p>2.1 Vulnerability and poverty assessments</p> <ul style="list-style-type: none"> • Social inclusion • Climate change effects • Co-designing data driven systems • Shock responsive designs 	<p>3.1. Outreach and communications</p> <ul style="list-style-type: none"> • Role in information dissemination – channelling the right people into the right system
<p>1.2 Governance</p> <ul style="list-style-type: none"> • Local governance through branches 	<p>2.2 Informing eligibility / targeting design and frequency</p> <ul style="list-style-type: none"> • Social inclusion (categorical and socio-economic criteria) • Referral systems for social welfare and health • Digital access support • De-duplication of registries 	<p>3.2. Information systems</p> <ul style="list-style-type: none"> • Formal Referral role between systems (health and other welfare services) • Building platforms with systems and accountability measures checks and balances for inclusion;
<p>1.3 Coordination</p> <ul style="list-style-type: none"> • Coordinate actions between DRM and SRSP mechanisms and systems • Support coordination systems (SRSP; CVA; Anticipatory Action) • Information and advocacy role 		<p>3.3. Registration and enrolment</p> <ul style="list-style-type: none"> • Data collection service provider for government • Elaboration/verification of Social Registries • Complement existing SP systems – horizontal expansion

4 OPM typology of six degrees of maturity of SP systems described in Shock-Responsive Social Protection Systems [Toolkit](#)

1.4 Capacity Building

- Internships, peer-to-peer exchange opportunities
- Joint monitoring and verification roles
- Rolling out training on behalf of government line ministries

1.5 Financing

- Advocacy for sustainable nexus funding
- Advocacy for disaster-risk financing

3.4. Payments/delivery

- Integration of systems and platforms
- Integrating social service providing with cash transfers
- Designing inclusive payment mechanisms

3.5. Grievances and community feedback mechanisms

- Managing feedback systems

3.6. Transition and/or 'exit' approaches

- Scale up existing SP systems in response to crises and scale down post crises with new caseloads and vulnerabilities in mind

3.7. Monitoring and evidence

- Strengthen data collection and analysis of monitoring systems

All National Societies involved in emergency CVA programming are encouraged to look at how to better prepare to scale up and scale down these humanitarian responses within a broader state led social protection system. Collaboration with the key SP stakeholders will allow National Societies to identify their context specific niche and area of development.



Examples-based National Societies roles/entry points for collaboration with national SP systems and actors

Examples have been compiled based on existing secondary data documenting experiences from the Kenya, Türkiye and Ukraine National Societies involved in large scale SP responses using cash transfers.

Using the three models of collaboration as a starting point, a number of roles or entry points arise for National Societies to achieve their ambition of being considered as partner of choice by national and international SP actors. Each model for collaboration is likely to involve a different range of state and non-state actors, so National Societies would need to carve out their specific role in relation to these and engage establish Memorandum of Understandings and other collaboration tools.

To translate these roles/entry points for the National Societies, the document develops the components of each collaboration model in more detail.

Model 1. Collaboration on Policy

Model 1. Policy

- 1.1. Legal and policy frameworks
- 1.2. Governance
- 1.3. Coordination
- 1.4. Capacity building
- 1.5. Financing

Countries' legal and policy frameworks outline governments' statements of intent and sectoral priorities, providing the legal authority for institutions to carry out their tasks and responsibilities whether it is to respond to the humanitarian crisis or to alleviate poverty.

Governance, coordination, and broader capacity building are linked to policy and strategy.

Routine SP funding is raised very differently from humanitarian funding and has different constraints on their use, posing both opportunities and challenges in terms of 'linkages'.



1.1 Legal and policy frameworks

Note

In the medium to long-term, legal frameworks allowing for adaptability/flexibility of social protection schemes and defining contingency funding within national budgets are necessary to address unpredictable humanitarian needs through Social Protection systems when appropriate.



Kenya

Kenyan Red Cross Society (KRCS) was involved in reviewing the National Social Protection Policy. More recently KRCS is involved in the implementation of the Enhanced Single Registry (ESR). This is a universal register that captures all beneficiary information at one place; hosted by the government through the National Social Protection Secretariat.

KRCS in future aims to leverage its convening capability to both government and non-governmental institutions to advocate for policy tweaks and resource allocation.



Türkiye

Türk Kızılay leveraged its auxiliary role to the Government of Türkiye in order to integrate refugees into the national social protection system by aligning existing mechanisms such as cash and voucher assistance, rather than establishing a separate system. This approach, under the umbrella of a new humanitarian programme, not only piggy-backed on existing systems but also ensured its own contributions.



Ukraine

Ukrainian Red Cross Society (URCS) influenced the Government decree of the Prykhystok programme (a programme providing assistance to hosts families providing free housing for IDPs) and introduced additional accountability requirements in the tripartite MOU between the Ministry, URCS and IFRC. Moreover URCS managed to advocate successfully for an increase in the cash transfer value provided during the winterization months of 2022-2023, considering the increased use and costs of energy during the coldest months of the year.

1.2 Governance

Note

Where this is feasible and appropriate (e.g. government not a party to conflict), consider a governance model whereby the government has a central role in decision-making and coordinating development and humanitarian partners. This approach would need to consider the different models of humanitarian/SP linkage based on contextual specificities.

Consider that different levels of definition of partners' roles and responsibilities and governance might be required, ranging from flexible to more structured with stronger definition, depending on the context, caseload and scope of the response, timeframe, and relationship between partners.



Türkiye

Türk Kızılay and the Ministry of Family and Social Services of Türkiye (MoFSS) have collaborated on several projects, particularly those integrated into the national system, such as the Emergency Social Safety Net (ESSN), Complementary Emergency Social Safety Net (C-ESSN), Conditional Cash Transfer for Education (CCTE) projects. Türk Kızılay assumes responsibility for implementation and ensures accountability to recipients, donors, and programme partners. Initially, IFRC provided technical, coordination, administrative and donor reporting support to Türk Kızılay via its country delegation and secretariat for the ESSN Project. Now, the MoFSS alongside Türk Kızılay, has transitioned the implementing partner, supported by funding from the EU. Consequently, as co-implementors Türk Kızılay and the MoFSS are closely collaborating on programmatic decisions.

1.3 Coordination

Note

Consider developing collaborative models operating as a single team and using single approaches and systems. These clearly offer potential efficiency, effectiveness, and accountability gains, particularly in contexts characterized by small or medium response, and high operational costs. I.e. The transfer value under national social safety nets is often insufficient to cover basic needs, this conflicts with the approach that humanitarian agencies take to defining appropriate transfer values. Strategies have therefore focused on coordinating efforts and 'harmonizing' but not necessarily 'homogenizing' transfer values.

Coordination and Governance are often linked. Good practice involves aligning and enhancing roles and responsibilities and harmonising the work of various stakeholders including national and sub-national government bodies, RCRC Movement actors, UN agencies, international financial institutions and NGOs who work to support the government actors meet the SP needs of vulnerable populations.



Kenya

In 2023, the Kenya Cash Working Group (CWG) selected the Social Protection Secretariat to join the National Drought Management Authority (NDMA) as the Co-chair of the Cash Working Group (CWG) and the KRCS as third Co-Chair (since 2017⁵).

As a result of improved coordination, the CWG supported the Kenya National Social Protection Secretariat to review and validate the Kenya National Social Protection Policy in 2019. One of the main achievements was the introduction of pillar number three, which focuses on shock responsive social protection through which all emergency cash transfers plug into the Government National Social Protection. The link with SP is included in the CWG Terms of Reference.



Türkiye

Türk Kızılay has increased linkages and integration between international humanitarian coordination architecture and social protection. In partnership with the implementing partner IFRC, Regular ESSN Task Force Meetings have been organised nationwide since 2017. This enhances participation in the programme, prevents duplication, and increases coordination and collaboration with humanitarian actors outside the program's stakeholders.

The Cash-Based Interventions Technical Working Group (CBI TWG) played a crucial role in supporting the sectoral utilization of cash throughout the refugee response in Türkiye, co-chaired by UNHCR and Türk Kızılay.

The Task Team on Referral and Transition to Livelihoods Opportunities provides a platform for mutual information exchange and discussion on transitions of individuals from basic needs to livelihoods. Türk Kızılay has been co-chairing Task Team with UNDP and technical support of IFRC since 2020.

Preventing, or at least minimising, duplication of cash assistance is addressed through a "Duplication Matrix" for use in the coordination mechanism by both governmental and humanitarian institutions.

Türk Kızılay has leveraged its experience and collaborated with Movement actors to increase linkages or integration between international humanitarian coordination architecture and social protection.



When Prykhystok programme started, the ministry (MCTD) had three implementing partners responsible for providing the payments from April to August 2022: URCS, UNHCR and NRC. Coordination was a challenge as the Ministry had to coordinate with three different partners, operational requirements, and communication mechanisms which they found complicated. In August 2022, the ministry asked URCS to become partner of choice and cover Prykhystok across the whole country. From September 2022 to December 2023, URCS with support from IFRC and RCRCM partners provided monthly cash support to around 100,000 host families on monthly basis.

In December 2022, URCS was elected to become one of the three IASC Cash Working Group (CWG) co-chairs, along with OCHA and IOM, representing national actors. The co-chairs role was extended to cover also 2024. The URCS is covering this role with support from CashCap. As part of the co-chair role URCS is engaging with PeReKHID, an initiative from Government, donors, and humanitarian actors to support the Ministry of Social Policy with linkages to SP.

1.4 Capacity Building

Note

Identify gaps and invest in capacity building of both Government and Movement members to strengthen linkages while ensuring compliance with humanitarian principles. Partners can support each other strengthen technical capacities to develop joint programmes that would improve impact of assistance and share human, materials and technological resources to facilitate implementation and monitoring, learning reviews and adaptation.



KRCS has future ambitions to promote harmonisation, joint platforms, or common delivery mechanisms to strengthen coordination with government and humanitarian actors in social protection. It signed a Memorandum of Understanding (MoU) for a framework for collaboration for a robust social protection system in 2023 with the Kenyan Ministry of Labour and Social Protection through the State Department of Social Protection and Senior Citizen Affairs. The areas of cooperation include data management, knowledge management, and a Grievance Redress mechanism among others.



With the inclusion of refugees in the existing national social safety net system in Turkey, Türk Kızılay provides technical support to the Social Assistance and Solidarity Foundations – SASFs which are local branches for social assistance provision under the Ministry of Family and Social Services (MoFSS).

As a mutual capacity building activity, Türk Kızılay and MoFSS support each other in determining eligibility criteria and target value. Türk Kızılay has also increased the capacity of SASFs by setting up additional centres in the areas refugees are densely populated -named Türk Kızılay Service Centres- for registration process of refugees into the national system.

1.5 Financing

Note

Flexible funding combined with strong SP coordination structures and relationships can lead to a more cost-efficient and timely scale-up to address the emergency than starting anew. When looking at shock responsive social protection it is important to invest in preparedness to ensure there is appropriate capacity, budget and level of flexibility to adapt to changing needs.



Kenya

To institutionalise KRCS future ambitions in SP, KRCS and the Department of Social Protection, through financial support from the IKEA foundation and British Red Cross, have developed an MoU to strengthen linkages between government social protection and humanitarian work. At the time of writing, this MoU is finalised, pending signature.



Türkiye

In 2016 the EU created the Facility for Refugees to assist Türkiye in its efforts to support refugees. Since April 2020, the IFRC is the contract holder with DG ECHO, and partners with Türk Kızılay to provide joint leadership, working with the other key stakeholders, as custodians of the ESSN and to deliver phase III of the programme.



Ukraine

URCS with multilateral funding from IFRC and bilateral contributions from RCRCM partners, provided monthly cash assistance. In addition, IFRC supported the development of the URCS Cash Platform that was originally developed to facilitate this program and later expanded to support additional cash and voucher interventions of URCS. URCS also contributed to the funding of the Prykhyostok single registration system to enhance timeliness and accountability as this system was also integrated into URCS Cash Platform.



Model 2. Collaboration on Implementation design

Model 2. Intervention design

2.1 Vulnerability and poverty assessments

2.2 Informing eligibility / targeting design and frequency of payments.

Vulnerability and poverty assessments involve different approaches to defining, measuring, and interpreting information and it has historically led to different programmatic decisions on targeting design and who should receive support. We build on that information for programme design and determining eligibility and selection methods. This informs short/medium/longer-term approaches to social protection, with an increased focus on vulnerability (beyond chronic poverty) and addressing exclusion in the -design stage rather than at the registration stage.

2.1 Vulnerability and poverty assessments

Note

There are different approaches to defining, measuring, and interpreting vulnerability and poverty across humanitarian and social protection sectors. These are usually reinforced by different mandates and has historically led to different programmatic decisions on who should receive the assistance (targeting design). Working together, social protection actors can raise the level of protection for vulnerable households and leave no one behind, rather than introducing the potential for people to fall between the cracks.



Kenya

KRSC has future ambitions to promote shock responsive and adaptive social protection including use of participatory approaches for vulnerability assessment, targeting and validation of existing government beneficiaries' lists.



Türkiye

Türk Kızılay conducts regular assessments to determine vulnerability and to track household needs, including debt and coping mechanisms. When defining the eligibility criteria, the needs are analysed.



Ukraine

The Prykhystok programme covers a gap in provision of free accommodation supporting people hosting in their homes IDPs, and indirectly displaced people unable to afford rental accommodation that otherwise would live in collective centres or leave the country seeking refuge in Europe.

2.2 Informing eligibility / targeting design and frequency (of payments)

Note

Launching interventions to get transfers to people as quickly as possible requires strong programme design and preparedness. Being clear about who is eligible for assistance helps identify how best to communicate, register and plan when, where and how transfers would best reach the intended caseload. The use of agreements for access to or creating unified registries has become a practical way of addressing the issues around eligibility and targeting by encouraging joint ways of working, harmonisation and collaboration. These processes take time.



Kenya

KRCS has roll out Enhanced Single Registry in Taita Taveta County. The Enhanced Single Registry is a government owned software platform, launched in 2016, containing information on who is receiving what type of assistance, where, when, and under which social assistance program(s) in Kenya. It brings together the management information systems (MISs) of the four Inua Jamii programs, plus the WFP Cash for Asset Program, providing a single point of reference for existing recipients of social assistance cash transfer-based programs⁶.



Türkiye

Since December 2018, the ESSN has implemented a complementary mechanism to decrease exclusion errors and reach vulnerable households who may have been excluded by the projects' demographic targeting criteria, known as the 'SASF discretionary allowance'.

In addition, the most vulnerable households were transferred to a newly established 'Complementary Emergency Social Safety Net (C-ESSN)' project funded by the EU DG NEAR and implemented directly with Türk Kızılay and its Kızılaykart Platform in partnership with the MoFSS.

Türk Kızılay has implemented duplication checks in its all programmes including ESSN, C-ESSN and In-Camp.



Ukraine

Prykhystok targeting was based on the government decree and all the hosts that complied with the eligibility criteria had to receive cash assistance. The local department of the Ministry was responsible for registration, hosts had to apply each month and bring the relevant host and IDPs documentation; a committee was responsible to validate the eligibility and entitlement (which was based on number of days people displaced were hosted the previous month). Successful applications were consolidated at regional and national level and then shared with URCS. Additional verification exercises were conducted to ensure the data integrity and compliance with Decree before the registers were sent to the bank for payment. To facilitate transparency and accountability the URCS Cash Platform was linked to the Prykhystok system and to URCS monitoring system; dashboards were created to facilitate financial reconciliation, donor reporting and overall real time monitoring and analysis.

2.3 Conditionality

Conditionality requires people to behave in a certain way to access social protection assistance, such as cash benefits, housing, or support services. These behavioural conditions tend to be enforced through penalties or 'sanctions' that reduce, suspend, or end access to these goods. This option is not considered in this document or the three National Societies examples. **Conditionality must not be confused with eligibility.**

⁶ [Enhanced Single Registry - National Social Protection Secretariat](#)

Model 3. Collaboration on Implementation

Model 3. Implementation

- 3.1 Outreach and communications
- 3.2 Information systems
- 3.3 Registration and enrolment
- 3.4 Payments/delivery
- 3.5 Grievances and community feedback mechanisms
- 3.6 Transition and/or 'exit' approaches
- 3.7 Monitoring and evidence

Various factors related to the implementation of social protection systems are related to ensuring assistance goes to the right people at the right time and that people know about it and can provide feedback. This requires operational capacity as well as an understanding of the political economy and use national administrative and legal instruments, building on local knowledge and culture to address challenges.

3.1 Outreach and Communication

Note

Participatory approaches to community engagement, information dissemination and feedback are core part of the RCRC Movement as localised organization rooted in the communities. This expertise can complement government social protection outreach and communication methods to be more people centred.

The wide network of RCRC Movement volunteers and field level branches are very well placed to disseminate information and facilitate people's effective access to the assistance they might be entitled to.



Kenya

For the implementation of the Enhanced Single Registry, KRCS volunteers participate in community mobilisation activities and lead on sensitisation on the ESR data collection process and its purpose through barazas, magnet theatres, skits, a public address system, flyers, and posters.



Türkiye

By operating the 168 Kızılay call centres and managing communication channels, such as the Kızılaykart website and social media pages, the Türk Kızılay has a big role identifying and referring protection cases, referrals to basic needs and livelihoods/ socio economic empowerment, receiving applications, providing relevant information when necessary, and a responsibility for communication with key stakeholders, institutions, and organisations.

Additionally, Türk Kızılay has developed its own communication system within its Göçmen System, which allows Türk Kızılay to make calls and send SMSs to the beneficiaries.



Ukraine

The UCRS has a national Information Centre with a team dedicated to handling requests, including complaints; it includes a helpline, social media monitoring and channels to disseminate information. URCS cash team worked closely with the governmental departments at local level to provide real time information and problem solving.

For Prykhystok programme, URCS and the Ministry prepared joint communication campaigns and worked closely with URCS Information Centre to ensure information related to Prykhystok was properly disseminated and feedback responded or shared with the relevant department/unit. Joint communication campaigns enabled host to understand better some of the issues that caused delays. URCS often used its social media channels and branches to disseminate information about the program and other services available to hosts and displaced people in the area.

3.2 Information systems

Note

The management of data including data compliance, data protection, data sharing and deduplication efforts have gained increased importance and the RCRC Movement. Interoperability of existing information and data systems is now part of systems design and enhances programming by increasing efficiencies but more importantly ensuring safer and faster access⁷. Agreements to use unified systems with government actors are very suitable for social protection programming and a key part of preparedness.

Progress in this area is possible when stakeholders coordinate and cooperate.



Kenya

KRCS has future ambitions to establish an operational and interoperable data centre. KRCS has a data-sharing agreement with the government in order to access the social protection database on a request basis.



Türkiye

Türk Kızılay has developed in-house information system, known as Göçmen System, which has been integrated with both the Integrated Social Assistance Information System (ISAIS) of Government of Türkiye and has linkages to Financial Service Provider (FSP) in order to successfully implement programme and its activities.

The GoT adapted ISAIS to handle application processes, and assess eligibility into the programme, including verification of required documents. Since the registry system comprises all social assistance programmes, both foreign applicants and beneficiaries and Turkish citizens are integrated into the same system.

This integration makes Türkiye a leading example of 'adaptive social protection' to effectively respond to a surge in social assistance needs caused by the humanitarian emergency which has been created by the Syrian refugee crisis.

⁷ For more information and practical examples see IFRC project [Dignified Identities in Cash Assistance \(DIGID\)](#)



Ukraine

URCS Strategy 2023-2025 One Plan includes a clear systems related Indicator for its Specific Objective #2:

SO 2.1 # of Cash Management System that is integrated with the GoU CVA services and platforms is in place for the URCS.

URCS developed a Cash Platform initially to support Prykhystok programme accountability and a timely and effective delivery and integrated with monitoring and CEA systems. Once Prykhystok programme was set up and running; it was expanded to become the URCS Cash Platform supporting from registration to payments for cash and voucher interventions supported by RCRCM partners.

It is integrated with URCS systems, with some financial service providers and there are plans to continue expanding the integration with Government systems.

URCS also supported the funding of the Prykhystok registration system and its integration with the URCS Cash Platform to streamline and facilitate timely delivery and communication.

3.3 Registration and enrolment

Note

The potential for leveraging government social protection structures and supporting new registration and/or validation efforts (including via dedicated capacity and the sharing/ creation of tailored software) to fill-in data-gaps and capacity for rapid registration, can be built, feeding those into the national social protection information system over time, while ensuring accountability to affected populations and safeguarding. This includes joint efforts that scale up access to civil documentation and electronic IDs that are part of basic eligibility criteria for government programmes.



Kenya

KRCS carried out selection, registration, and validation processes to support the roll out of the Enhanced Single Registry. First KRCS listed 59,700 eligible poor and vulnerable households willing to be enrolled at a central location in each community. Next KRCS enumerators carried out registration by visiting listed households' door-to-door, collecting information on household members and socioeconomic factors, using a CWG harmonised registration tool.

Data was validated by the SP Secretariat immediately after data collection, and this final enrolment information was fed back to partners.



Türkiye

While implementing ESSN, both staff at SASFs and the Türk Kızılay Service Centers receive applications to the programme. Türk Kızılay staff carry out household verification visits, data verification processes within Türk Kızılay teams also attended household verification visits, data verification processes in support of the Ministry of Family and Social Services (MoFSS), and the distribution of bank cards, and for each payment cycle coordinates with the financial service provider and supporting the timely transfer of funds.



Ukraine

In March 2022, The Ministry of Social Policy introduced e-Dopomoga, a single registration system that enable the Government to share personal data of people affected by the conflict with their consent as data protection requirements.

Regarding Prykhystok programme, eligible hosts applied and registered via the Government system and data was securely transferred to URCS. URCS then conducted data cleaning and verification exercises using a representative sampling model before approving the register for payments. Records with incorrect information were sent back to the Ministry for verification/correction before they could be paid.

3.4 Payments and delivery

Note

The capacity of social protection delivery systems/partners (and their payment service providers) to be able to provide payments and adapt payment schedules for the government social protection response varies widely. The covid-19 response showed the strength of routine government systems and the broader country context and levels of preparedness. The social protection response worldwide has taken many different and innovative approaches to providing payments to new caseloads – based on these existing capacities. Not all payment mechanisms are suitable for everyone, and the RCRC Movement’s expertise here may enhance existing government payment mechanisms used in social protection programmes to improve reach and dignity.



Kenya

To support expansion of Government Hunger Safety Net Programme, KRCS entered into a data sharing agreement with Equity Bank the same that Government of Kenya was using. Upon verification of the records, beneficiaries were allowed to register with a bank of their choice to open an Inua Jamii Bank Account and receive a payment card, giving them the freedom to choose between one of the four of the authorized banks.



Türkiye

Türk Kızılay has an agreement with Halkbank for payments using debit cards. Digital payment solutions are in place should a cardless payment modality be needed, such as during the 2023 earthquake emergency where Türk Kızılay was able to use the financial service provider and the existing social protection system to provide assistance.



Ukraine

For the Prykhystok programme the Government decided by decree the use of the state bank as the financial service provider. URCS made payments via its agreement with Privat Bank directly into the IBAN provided by the applicants. Privat and other state institutions such as DIIA also provided information about the Prykhystok programme and links on their websites.

To ensure inclusion, URCS conducted in 2023 financial service providers tenders and now has Framework Agreements with four different financial service providers, including state bank (Privat), private banks and postal office (Ukrposhta) - able to deliver cash at home or community level and the only provider allowed by law to provide cash in newly de-occupied areas. URCS can now use the most adequate and cost-efficient financial service delivery based on context, preferences, and cost-efficiency.



3.5 Grievances and community feedback mechanisms

Note

Participatory approaches to community engagement, information dissemination and feedback are core part of the RCRC Movement as localised organization rooted in the communities. This expertise can complement government social protection grievance mechanisms to be more people centred.



Kenya

KRCS has future ambitions to strengthen and implement a comprehensive grievance management system integrated into the ESR. The toll-free helpline operating Monday to Friday is in use and allows beneficiaries to talk to a member of Beneficiary Welfare Committee, Chief or Assistant Chief; they can also visit county or sub-county offices and speak to a relevant officer and / or use a drop box facility at sub-county office.



Türkiye

Türk Kızılay operates 168 Call Centres in five languages (Turkish, Arabic, English, Farsi, and Pashto) as a supportive service for any information, requests, feedback, or complaints.

In addition to the call centre, Türk Kızılay uses other channels such as KIZILAYKART website and Facebook page, SMS, and face to face communication.

When the Earthquake impacted in 2023, several important updates and announcements from various government institutions were adapted by Türk Kızılay to promote concise messaging and were shared via Kızılaykart Facebook page, SMS, corresponding infographics in four different languages and the 168 Kızılay Call Centres.



Ukraine

Prykhystok programme accountability mechanisms include highly advertised hotlines from the Ministry and URCS (Information Centre helpline and social media monitoring); joint communication and information updates along with Government. In addition, Prykhystok programme monitoring tools included among other things questions about protection, integrity, and feedback mechanisms.

3.6 Transition and/or exit approaches

Note

Social protection systems that are well-designed can have powerful impacts of the long-term, by reducing inequalities, building resilience and ending the inter-generational cycle of poverty. Financing these consistently is a challenge. However, the practice of transitioning humanitarian caseloads from and to existing social protection systems is increasingly being used and is an opportunity to provide more consistent support to those who are eligible. Handing over of caseloads after an emergency response should be managed with the appropriate line ministries with plenty of time and an understanding of the financial implications.



Türkiye

In December 2023, the IFRC concluded the implementation of the Emergency Social Safety Net (ESSN) Programme and handed it over to the Ministry of Family and Social Services (MoFSS) of the Republic of Türkiye alongside Türk Kızılay, which will continue to be the implementing partner, with the financial support of the European Union (EU). During the transition process, Türk Kızılay as long-standing implementing partner of the programme with the know-how and technical capacity for strengthening coordination between MoFSS, EU Delegation and IFRC.

In the aftermath of the February 2023 earthquake, Türk Kızılay in coordination with the Ministry of Family and Social Services (MoFSS) conducted a needs assessment and identified cash modalities, eligibility criteria and transfer value. It is expected that earthquake affected populations will in due course be absorbed into existing social protection systems they are eligible for.



Ukraine

The Prykhystok MOU between the Ministry, URCS and IFRC ended in December 2023 as result to the inability to secure predictable funding to cover at least eight months in 2024. The ministry and UNHCR signed an agreement to support this program in the first quarter of 2024 and a new decree was published restricting further the eligibility to try to reduce the funding requirement of this programme.

3.7 Monitoring and evidence

Note

Monitoring is critical to compliance with existing legislation, ensuring transparency and accountability, and building a basis for the continuous improvement of social protection systems. RCRC Movement monitoring expertise can complement government social protection tools to be more people centred, solve problems in implementation and inform future programme design. The systems in place can be enhanced to generate evidence and learning of aspects such as coordination and collaboration, not just implementation.



Kenya

KRCS has future ambitions for joint implementation of the national social protection monitoring and evaluation framework.



Türkiye

ESSN Monitoring and Evaluation (M&E) Teams carry out continuous assessment of programs and their progress in order to pinpoint areas for improvement using tools such as Beneficiary Satisfaction Surveys, Post-Distribution Monitoring, Inter-Sectoral Vulnerability Surveys, and qualitative studies such as Focus Group Discussions and In-Depth Interviews.

The IFRC and Türk Kızılay workstreams are guided by jointly developed action plans, and their progress is measured via Key Performance Indicators (KPIs) which are reported internally, externally and to donors, through various reports and static and dynamic dashboards.

During the 2023 earthquake response, households that had previously benefited from social assistance were selected from the ministry lists and joint projects were carried out with partners such as IFRC, WFP and UNICEF.



Ukraine

Regular post-distribution surveys and focus group discussions (FGDs) with displaced people supported by the programs. Feedback was used when feasible, to improve the programme and to promote referral systems during the FGDs. Government hotline and monitoring visits also contributed to accountability and feedback efforts.

4. Messages from key informant interviews

The discussions with RCRC Movement members and external Social Protection specialists during the preparation of this document provided the following reaffirmation of the role of National Societies in SP.

01 Auxiliary Role⁸

National Societies have a role to play in Social Protection. Building on the Auxiliary Role, similar to disaster management and health services areas, National Societies must be part of the Social Protection actors in country and together with the relevant stakeholders influence policy and programming. National Societies permanent presence and networks in country is a guaranty of commitment and ensure sustainability.

02 Localisation

National Societies are local and work at national and sub-national level with direct access to a wider global network of National Societies. They are present on the ground, have access to difficult to reach populations, implement social services and have experience reducing exclusion, addressing stigma and protection concerns. Decentralized local authorities can benefit from RCRC National Societies branch support, while HQ can participate on SP discussions at national level. National Societies branches can engage with local administration on implementation and monitoring and supporting local governance. Working at regional/local level like this is often beyond the capacity and role of big actors.

03 No one left behind

Inclusion has been referred to by almost all key informants and thus deserves separate mention. National Societies can play an essential role reducing exclusion, by influencing policy level discussions on vulnerability and accommodating populations that may be missed by current legislation in country such as displaced people and migrants. This extends to the design of inclusive policies and programmes that consider digital inclusion, so that those who need support to access existing systems can be identified.

04 Local knowledge and evidence need based decisions

National Societies should be doing more to influence policies and programme design as they can bring to the table evidence and the community angle, understanding needs and community mobilisation and participation experience. National Societies have a unique knowledge and access to feedback that other humanitarian actors often do not have.

⁸ Statutes of the Movement. Article 3.2. refer to social welfare as a possible area of intervention for NS "Within their own countries, National Societies are autonomous national organizations providing an indispensable framework for the activities of their voluntary members and their staff. They cooperate with the public authorities in the prevention of disease, the promotion of health and the mitigation of human suffering by their own programmes in such fields as education, health, and **social welfare**, for the benefit of the community".

05 Entry points

National Societies have a role as disaster management actors to enhance shock responsive social protections systems. National Societies can leverage their disaster response management and contingency planning experience and tap into available funding for Anticipatory Action and Forecast based Financing, National Societies can influence shock responsive policies, design and implementation. National Societies have a role in social care. Providing home-based care, winter support; building on existing programming and partnership on health, migration, or Cash+ plus interventions for nutrition, protection, health, livelihoods, etc. Opportunities exist but need to be identified and acted upon.

07 Capacity building of stakeholder

National Societies have a role in capacity building government actors on cash coordination. Looking at integrating systems, National Societies can play a huge role here in terms of data collection for/with the government or providing services. On decentralized systems, National Societies can ensure dissemination, information sharing and communications from national to local level; and build the capacity of local actors in areas of interest.

06 CVA capacity and expertise

National Societies investment in cash preparedness includes strengthening the systems, processes, and ensure appropriate human and financial resources available to design and implement cash transfers. This expertise is needed for social assistance especially when it needs to scale up in response to humanitarian crises and be delivered at scale.

08 Gaps

While some National Societies have no SP expertise, they have good links with their government ministries to build on. More strategic vision on the role of National Societies in SP is still needed even by those involved in SP. This included attracting donor funding and having secure predictable funding available and enabling systems to support accountability, reconciliation and timely delivery.



Conclusion

This document has brought together the experience of three National Societies use of CVA in social protection to demonstrate three key collaboration models, namely i) policy, ii) design and iii) implementation. Figure 1 illustrates the many components of social protection, and figures 2 and 3 suggest roles/entry points for National Societies collaboration with national SP systems and actors for each of these models. Current experience shows National Societies are local actors with national, sub-national but also regional and global networks. Each National Society will identify and carve out its role in SP, as there is no one size fits all. The experience of the KRCS, Türk Kızılay and URCS and the views of key informants suggest National Societies have a more strategic role to play in SP if they consider being active at more than one level, involved in policy, design, and implementation. This requires building more relationships with government actors to improve the systems in place to address vulnerability and exclusion and bringing National Societies expertise to the mix.

Key questions for NS to ask themselves in relation to their role in SP are:

- What do you see as National Society role in Social Protection to address vulnerability?
- What is leadership vision on the National Society role on SP?
- National Society role is unique, why is it not visible?
- Which partnerships does the National Society already have and want to leverage?



ANNEX 1. Background of the three countries referred Social Protection programmes



Kenya

The right to social protection is recognised in the Bill of Rights in the Constitution of Kenya (2010) and Kenya Vision 2030 places emphasis on the value of social protection in achieving an equitable society. The social protection sector is strategically coordinated by a Social Protection Secretariat, housed under the Ministry of Labour and Social Protection. Inua Jamii is the Government of Kenya's flagship National Safety Net Program. It

consists of four social assistance programs that provide cash transfers to over 1.2 million recipients.

The **Single Registry** is a software platform, launched in 2016, containing information on who is receiving what type of assistance, where, when, and under which social assistance program(s) in Kenya.



Türkiye emergency social safety net social protection for refugees

The ESSN is the largest humanitarian cash programme in the world, and as of November 2016 has been assisting over 1.5 million refugees, primarily individuals living under temporary and international protection in Türkiye to meet their basic needs through monthly cash transfers. Since its inception, the ESSN has been aligned and consistent with national policies and priorities, and capitalised on national institutions, specifically MoFSS and its local branches Social Assistance and Solidarity Foundations (SASFs) which are the main executive body for designing and implementing the national social assistance schemes. In terms of the methodology relating to shock responsive social protection and linkages with humanitarian cash assistance, the ESSN

'piggybacks' on the national social welfare system, but remains conceptually, administratively and financially distinct from it.

Türk Kızılay effectively incorporated humanitarian cash assistance for refugees into Türkiye's national social protection system by aligning existing mechanisms, rather than establishing a separate system. Collaborating closely with the Ministry of Family and Social Services of Türkiye (MoFSS), Türk Kızılay played a key role in projects integrated into the national system, such as the Emergency Social Safety Net (ESSN), Complementary Emergency Social Safety Net (C-ESSN), and Conditional Cash Transfer for Education (CCTE) initiatives.



Ukraine

The Government of Ukraine (GoU) has identified social protection payments as the second highest funding priority after the military. Ukraine's social protection system includes cash transfers (the focus of this paper), as well as social assistance services, employment, and insurance programmes.

The Prykhystok programme enabled URCS to demonstrate its ability to deliver cash at scale on monthly basis and ability to work effectively with the Government to cover a significant housing gap. In addition to providing humanitarian and shock responsive cash assistance, URCS, in its role of co-chair of the CWG and independently is exploring opportunities for more effective linkages with SP based on the recommendations of the PeRekHID initiative. A technical assistance collaboration between international donors, UN agencies, civil society, and the GoU which aims to guide the transition of the humanitarian caseloads to an inclusive shock responsive social protection system (SRSP). The PeRekHID established a roadmap, which will capture best practice and policy recommendations on the provision of cash assistance and associated social services, through

an expert team, a Technical Assistance Facility (TAF), embedded in the Ministry of Social Policy (MoSP). This work is currently supporting the strengthening of the SRSP system and enable the transition of partial humanitarian cash assistance to the GoU-run social protection system, allowing humanitarian actors to then focus on providing immediate humanitarian assistance to meet the most critical needs. The GoU will continue to address longer term human development and broader social protection needs.

The objectives of the PeRekHID Initiative (PI) are to:

1. Pave the way for the transition and partial absorption of humanitarian caseloads into a more shock-responsive social protection system.
2. Bolster national systems and supporting the government's agenda to reform the social protection system to make it more adequate, adaptive and shock responsive to the current context and ongoing crisis.

ANNEX 2. CaLP Building Blocks

Source: Toolbox - Linking Humanitarian CVA and Social Protection. CALP Network 2021

These building blocks are similar to the Grand Bargain synthesis paper components listed in Figure 1.

Building blocks

The ‘building blocks’ above come from the commonly conceptualised ‘building blocks’ of national social protection and disaster management systems with which stakeholders working on linking HA-SP, or SRSP must engage. This toolbox has adopted the same structure and approach for cataloguing the tools identified. This approach is in line with a range of influential recent technical guidance such as World Bank’s guidance on Adaptive Social Protection; the EU’s Social Protection Across the Nexus Reference Document; and the SPACE Guidance on Linking SP-HA.

Table. Building blocks of a Social Protection system (source: Gabrielle Smith, CaLP)

	Type Content Column 1	Content Column 2
1.	Stakeholders and institutions	<ul style="list-style-type: none"> i. Policy and regulatory frameworks ii. Governance and coordination iii. Institutional capacities
2.	Data and information systems	<ul style="list-style-type: none"> i. Social protection data and information systems (including beneficiary registries; social registries; data protection) ii. Other civil registries iii. Data on disaster/shock vulnerability (including disaster vulnerability mapping, early warning systems and trigger indicators for early action)
3.	Cash transfer programme design	<ul style="list-style-type: none"> i. Targeting design (coverage; criteria; methodology) ii. Modality design (including restrictions and conditions) iii. Transfer design (value, frequency, duration, exit)
4.	Delivery systems	<ul style="list-style-type: none"> i. Registration ii. Enrolment iii. Payment delivery iv. Communication, complaints and feedback and accountability v. M&E
5.	Financing	<ul style="list-style-type: none"> i. Guidance on government financing and SP ii. Disaster risk financing

ANNEX 3. OPM 2015 Typology of the maturity of a SP system

National Societies engaging in Social Protection are advised to understand the level of maturity of the social protection systems in country in order to identify what collaboration model may be most appropriate. A social protection led by international actors, or a state led system in its infancy, may provide more opportunities for collaboration models in Policy and Design than one that is more mature and with high coverage of population needs. NS may leverage their strategic and operational advantages according to the social protection landscape in country. What counts as a social protection system we have developed a tentative typology of six degrees of maturity of a formal (as opposed to informal, household-level) social protection system.

Table. Typology. Maturity of a social protection system (source: OPM 2015)

	Category of maturity	Description
1.	Non-existent	No state interest in developing long-term social protection, and only ad-hoc foreign and / humanitarian interventions
2.	Internationally led	No clear progress in state policy, but emerging foreign aid interventions shaping up to a system with elements of harmonisation and coordination
3.	State-led interest	Some state interest to expand social protection to the poor and vulnerable, including elements such as the outline of what could become a national programme
4.	State-led commitment	Commitment to expand social protection (as articulated in e.g. national strategy), with some flagship initiatives for the poor and vulnerable (co-funded by the state)
5.	State-led expanding	Clear state policies / laws and a growing set of social protection schemes
6.	State-led mature	Well established systems with high coverage of population and needs