## International Federation of Red Cross and Red Crescent Societies (IFRC)

**CEA CHECKLIST FOR CASH AND VOUCHER ASSISTANCE IN EMERGENCIES**

This checklist provides practical actions you can take within cash and voucher assistance (CVA) interventions to ensure a good level of engagement with communities. CVA can be an empowering mode of assistance as it can help to put decision making power in the hands of communities, so that they can recover from crisis with dignity. This is only possible when we ensure the participation and

engagement of communities throughout the programme cycle. Many of these actions are already included in CVA guidance for emergencies[[1]](#footnote-2). The list below can be used to ‘cross-check’ what is already being done and to identify any gaps or areas where community engagement could be strengthened. There are minimum and advanced measures, depending on the phase of response and capacity and resources available.

**Generally, the minimum measures will apply:**

* In the early stages of a response i.e., the first few months
  + For smaller emergencies, with a shorter timescale i.e., less than six months
  + When there is limited community engagement and accountability experience and capacity within either the National Society, or as surge support
  + When there are limited funds and human resources available for the response

**Generally, the advanced measures will apply:**

* Later in the response, i.e., from month three onwards
* For larger or protracted emergencies, with a longer timescale i.e., more than six months
* When there is a good level of community engagement and accountability experience and capacity, within the National Society or as surge support
* When the response has a good level of funding and human resources

*Score Key: A= Achieved, PA = Partially Achieved, NA = Not Achieved, N/A = Not Applicable*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |
| **AT ALL STAGES OF THE RESPONSE** | | | **In Charge?**  **HQ or Branch (B)** | **Why?** | **Scoring** | **Justification for scoring** |
| **Minimum:**   * **All CVA staff and volunteers are briefed on CEA**, understand the principles and are aware of the responsibilities outlined in this tool.   [*Here*](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/12/Tool-25.-CEA-in-emergencies-briefing.docx) *is the standard CEA in emergencies briefing but check with the CEA focal point for the operation.*   * The whole CVA team is **aware of who the community engagement focal point for the operation is**. If you have a bigger CVA team, appoint someone as the CVA focal point for community engagement. | | | HQ + B  HQ + B | We risk duplicating activities, or creating tensions and blockages if staff and volunteers do not understand how CEA is at the core of CVA programming, and how everyone has a role to play to ensure we are working in partnership with communities. | **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **Advanced:**   * Ensure **CVA trainings** incorporate advanced CEA approaches   *The* [*one-day emergency-specific training packages*](https://communityengagementhub.org/resource/cea-one-day-training-package-english/) *can help you do so.*   * **All Financial Service Provider (FSP) staff** are trained on CEA, understand the principles, respect diversity and sign Code of Conduct. Furthermore, follow up with FSPs on having both male and female representatives to serve affected populations. | | | HQ  HQ + B | **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **ASSESSMENT & CONTEXT ANALYSIS** | | |  | **Why?** | **Scoring** | **Justification for scoring** |
| **Minimum:**   * **Look for available data about the community**. Check if relevant data had already been collected previously, or by others, and only collect data that is missing and useful.   [*Here*](https://cash-hub.org/wp-content/uploads/sites/3/2020/10/1_1_1-Secondary-data-sources-2.docx) *is a list of secondary data sources from the Cash in Emergencies Toolkit and* [*Tool 13 on CEA in assessments*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/TOOL-13.-CEA-in-Assessment-tool.docx) *includes useful information as well.*   * **As part of cash preparedness and during the feasibility assessment get a basic understanding of the community’s priorities and context related to CVA** through simple, fast approaches such as direct observation, secondary data, key informant interviews and speaking to local volunteers. Assess whether needs during crisis can likely be met with CVA and if people have preferences for receiving cash, vouchers, or in-kind assistance. Make sure to coordinate with the CEA focal point and other sectors to avoid duplication.   *Here is a list of* [*community-level cash questions*](https://www.cash-hub.org/-/media/cashhub-documents/guidance-and-tools/cash-in-emergency-toolkit/assessment/community/2_1_1-community-level-cash-questions-template.docx)*,* [*household -level cash questions*](https://www.cash-hub.org/-/media/cashhub-documents/guidance-and-tools/cash-in-emergency-toolkit/assessment/community/2_1_2-household-level-cash-questions-template.docx) *and a* [*community access to and use of financial services template*](https://www.cash-hub.org/-/media/cashhub-documents/guidance-and-tools/cash-in-emergency-toolkit/assessment/community/2_2_2--community-access-to-fs-template.docx) *from the Cash in emergencies toolkit,* [*Tool 13*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/TOOL-13.-CEA-in-Assessment-tool.docx) *provides more information on assessments, p. 40 in the* [*CEA guide*](https://communityengagementhub.org/wp-content/uploads/sites/2/2019/06/20211020_CEAGuidelines_NEW1.pdf) *on context analysis, and* [*here is a guide on transect walks and observation.*](https://watsanmissionassistant.org/wp-content/uploads/2018/10/transect-walk-and-observation-guide-ifrc.pdf)   * When conducting CVA feasibility assessments:   + discuss it in advance with key people in the community, including leaders, heads of community groups and associations, Red Cross Red Crescent volunteers and local authorities.   + Organise a community meeting and provide information on the National Society, the purpose and process of the CVA assessment, what people can and cannot expect, staff and volunteer codes of conduct and behaviour and how people can ask questions or raise concerns.   [*Tool 17*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/Tool-17.-Community-meetings-tool.docx) *can help you with that.*   * + Brief staff and volunteers on the assessment purpose, process and what happens next, so they can answer questions accurately and avoid raising unrealistic expectations about the response. (Re)Brief assessment teams (including drivers) on the code of conduct, prevention of sexual exploitation and abuse, anti-fraud, and corruption, and how to manage feedback and complaints.   [*Tool 10*](https://communityengagementhub.org/resource/cea-toolkit/) *provides a template code of conduct briefing.*   * Find out who the **main stakeholders** in the community are and include them in the stakeholder matrix   [*Here*](https://cash-hub.org/wp-content/uploads/sites/3/2020/10/1_2_1-Key-stakeholders-matrix-template-2.docx) *is the Key stakeholder matrix template from the Cash in Emergencies Toolkit.*   * **During needs assessments, avoid separate assessments for CVA** and contribute to joint and/or multi-sector assessments to avoid negative effects such as frustration and survey fatigue. A broader needs assessment can also better inform on the use of cash and voucher modalities across sectors. * **Attend external coordination meetings** to gather information on what others are doing, and discuss assessment plans and findings, to identify areas for collaboration and avoid duplication. | | | HQ  HQ + B  B  B  HQ + B  B  B  HQ + B | We can only reach and work with all groups of the community, if we understand who they are and how the community functions.  We are mostly not the only ones operating in the area, and can use knowledge already gathered by others, or collect the information together to save resources, and avoid survey fatigue. | **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **Advanced:**   * Consider and support an interagency joint assessment to save time, resources and avoid assessment fatigue in communities. * In case a separate CVA assessment is conducted:   + Conduct a more in-depth needs and context analysis to get a more in-depth understanding of the needs, preferences, and context. If cash is the preferred option, ask how they would like to receive the cash (e.g., mobile money transfer, prepaid card, or physical cash). Find out if there are vulnerable groups who might struggle to access a market.   *Here is a list of* [*community-level cash questions*](https://www.cash-hub.org/-/media/cashhub-documents/guidance-and-tools/cash-in-emergency-toolkit/assessment/community/2_1_1-community-level-cash-questions-template.docx)*,* [*household -level cash questions*](https://www.cash-hub.org/-/media/cashhub-documents/guidance-and-tools/cash-in-emergency-toolkit/assessment/community/2_1_2-household-level-cash-questions-template.docx) *and a* [*community access to and use of financial services template*](https://www.cash-hub.org/-/media/cashhub-documents/guidance-and-tools/cash-in-emergency-toolkit/assessment/community/2_2_2--community-access-to-fs-template.docx) *from the Cash in emergencies toolkit,* [*Tool 13*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/TOOL-13.-CEA-in-Assessment-tool.docx) *provides more information on assessments, p. 40 in the* [*CEA guide*](https://communityengagementhub.org/wp-content/uploads/sites/2/2019/06/20211020_CEAGuidelines_NEW1.pdf) *on context analysis, and* [*here is a guide on transect walks and observation.*](https://watsanmissionassistant.org/wp-content/uploads/2018/10/transect-walk-and-observation-guide-ifrc.pdf)   * + Train assessment teams on good communication skills and responding to feedback, including how to manage expectations.   *Use the* [*one-day training on good communication skills and complaints handling*](https://media.ifrc.org/ifrc/document/tool-14-training-communication-skills-training-materials/)*.*   * + Share the results of the assessment with community representatives and cross-check they are accurate and discuss anything that is still unclear. | | | HQ + B  HQ + B  B  B | **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **PLANNING** | | |  | **Why?** | **Scoring** | **Justification for scoring** |
| **Minimum:**   * Ask whether there are existing **community committees** who you can contact to introduce the Red Cross, our fundamental principles, and the purpose of the CVA intervention. Make sure to contact women, elderly, disabled and other vulnerable group representatives. If there is no pre-existing committee then consider creating one. Be clear about the role of the committee before, during and after the CVA intervention. * **Discuss CVA plans** with the community committee or a mix of community representatives including leaders, heads of groups and associations, Red Cross Red Crescent volunteers and local authorities. Check activities will meet the needs and priorities of the community and ask about the best ways to deliver them. Consult with targeted households on who in the family to register as the primary recipient of CVA. * Speak to vulnerable groups such as elderly, pregnant, and lactating women, or people with disabilities about whether they would face barriers accessing cash assistance or barriers using digital technology for registration (such as self-registration). Discuss possible solutions to barriers identified. * **Discuss with key community representatives how to best work together on CVA activities**, including how, when and what information should be shared, how feedback should be managed, and the best approaches for community participation. This can for example include discussions on setting up community committees for managing facilities and/or feedback, agreeing on steps for how to discuss and act on feedback, and roles and responsibilities. * **Coordinate with all sectors and other actors** to ensure plans are complementary and will not lead to duplication in communities. * Check with finance and logistics that any plans to provide cash or vouchers are achievable before commitments are made to the community. Plans should also be discussed with government and other responders to avoid duplication and identify opportunities for collaboration and sustainability. * Share **the vulnerability and selection criteria** with the community committee or representatives of the community **for everyone to access and understand**. You may also want to post it publicly in a trusted and easily accessible location. Consider **referrals from trusted sources** that can be verified to reduce exclusion error. Trusted sources could be government social services and local authorities, volunteers, religious or community leaders and civil society groups, for example. * **Communicate selection criteria widely and clearly**, with recipients and non-recipients, using a range of channels and approaches, even when the criteria are already fixed (e.g., pregnant women). * **Consult targeted households** on who within the family should be registered as the primary recipient of CVA * **Coordinate with the broader team on how communities are engaged in the whole response** and integrate the strategy in the CVA plan. Explain in the CVA section of the response plan narrative and the CVA activity plan how information will be shared with communities, participation supported, and feedback managed. | | | B  B  B  B  HQ + B  HQ  B  B  B  HQ + B | If we plan together with the communities, there is a higher chance what we will be doing is relevant, trusted, and sustainable.  We need to coordinate with other sectors to ensure are plans complement each other, and with support services to ensure what we agree to do is realistic and feasible. | **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **Advanced:**   * **Use participatory planning approaches**, such as community workshops and meetings, human-centred design, vulnerability capacity assessments or activities such as ranking, decision trees, mapping, etc. Engage all groups in the community in planning the response.   *See pages 50-57 of the* [*CEA guide*](https://communityengagementhub.org/wp-content/uploads/sites/2/2019/06/20211020_CEAGuidelines_NEW1.pdf)  *for more on participatory planning and* [*this guidance note*](https://watsanmissionassistant.org/wp-content/uploads/2019/12/07-guidance-note-gender-in-water-and-sanitation-en_lr.pdf) *helps you consider gender and diversity aspects.*   * **Participate in or organise community meetings to discuss the final response plan** before implementing to ensure clear goals are defined, and it meets community needs and expectations.   [*Tool 17*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/Tool-17.-Community-meetings-tool.docx) *can help you to organise community meetings.*   * **Agree on selection criteria with the community** as they may have different perceptions of who is most in need. Do this by engaging with a wide range of groups, including those who are not likely to receive support. Keep in mind local power structures and social hierarchies and how they could impact people’s suggestions on selection criteria and targeting. Communities may not agree with or understand why selection processes are needed, so explain why the National Society cannot help everyone equally e.g., limited resources.   [*Tool 18*](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/12/Tool-18.-Participatory-approaches-to-selection-criteria.docx) *provides guidance on participatory approaches to selection criteria.*   * **Discuss with community groups and those being targeted, the safest and most efficient ways to distribute the cash transfers or vouchers**. Ask the community to help manage the distribution, including who should not be involved.   *Use* [*this checklist*](https://drive.google.com/open?id=1IaqaLumuugIJR5eAwGxQVAJA8Jn7XHkj) *to help with the distribution process.* | | | HQ + B  B  B  B | **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **IMPLEMENTATION & MONITORING** | | |  | **Why?** | **Scoring** | **Justification for scoring** |
| **Minimum:**   * **Systematically share information on CVA** plans, progress, activities, selection criteria and distribution processes, delays and challenges, and people’s rights and entitlements. Stress that aid is free to minimise the risk of sexual exploitation and abuse and corruption. Provide a question-and-answer (Q&A) sheet to volunteers to use when in communities to help them share consistent information.   [*This communication methods matrix*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/TOOL-19.-Communications-methods-matrix.docx) *(Tool 19) can help you.* [*See below*](#_heading=h.gjdgxs) *the questions to include in the Q&A sheet.*   * **If using a physical distribution site ensure there is a lot of signage**, in pictures and using local language. Serve vulnerable groups first –pregnant women, elderly, anyone with disabilities. There should be an **information desk** with a clear process for how to deal with different questions, complaints, and feedback. The information desk should be available also for those not targeted with assistance. Ensure volunteers are present and support in all FSP and cash out points.   *See below for* [*lists of signs*](#_heading=h.1fob9te) *you should have and* [*advice on setting up an information desk*](#_heading=h.3znysh7)*.*   * Before the cash is distributed allow time for volunteers to explain to the cash recipients how the distribution process works, why they were selected, how much cash they will receive and for how long, as well as how and when they can access the cash.   [*See below*](#_heading=h.30j0zll) *a list of key information to share with people.*   * **Communicate clearly when CVA activities are ending**, what will be handed over, who the community can contact in case of issues and sources or referrals for ongoing support. Staff and volunteers should be kept informed too, so they can accurately answer community questions.   [*Tool 20*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/Tool-20.-Exit-strategy-guidance.docx) *can help you with the exit strategy.*   * Have regular meetings with the community committee or regular community meetings or focus group discussions, to **involve the community in key decisions relating to CVA**. Consult a representative cross-section of the community including men, women, and any marginalized groups.   *This tool can help you organise focus group discussions (*[*Tool 16*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/TOOL-13.-CEA-in-Assessment-tool.docx)*).*   * Contribute to the **set up and management of a community feedback mechanism** and make sure all staff, volunteers, and recipients of CVA assistance are aware of the mechanism. This includes briefing staff and volunteers on referral pathways and how to make confidential referrals.   *For more about community feedback, see the* [*IFRC Feedback Kit.*](https://communityengagementhub.org/guides-and-tools/complaints-and-feedback/)   * Proactively check the operation is meeting people’s needs, reaching the most at-risk groups, and support is being provided in the right way. This can be done during the exit-monitoring/post distribution monitoring.   *See below* [*monitoring questions*](#_heading=h.2et92p0) *you can use.*   * **Monitor the impact the response** is having in the wider community to ensure there are no unintended negative consequences that could cause harm to people. This also includes market monitoring to understand if people not targeted in the response are facing any positive or negative impacts from the CVA intervention. Discuss with different traders in the markets as well as FSPs to understand if they felt included and properly informed on the CVA intervention and allow them to state their feedback. * **Discuss community feedback and monitoring data** as a standing agenda item in staff, volunteer, and management meetings, with enough time to discuss how the operation should be adjusted to act on issues raised by the community. | | | HQ + B  HQ + B  B  HQ + B  B  HQ + B  HQ + B  HQ + B  HQ + B | When sharing information about the progress and timelines, we pre-empt misunderstandings and enable community members to prepare for the end of the project.  Regular communication also allows us to be aware of issues and make changes and improvements in real time. | **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **Advanced:**   * **Establish mechanisms to hand over more decision-making power to communities**, for example through community committees. Discuss ongoing operational issues and ask for community input to key decisions. Check that the committee is trusted and performing its role as the bridge between all ground in the community and the National Society. * **Organise planning meetings with community representatives and members** to discuss what should happen after the operation ends and agree on an exit plan.   *Here is a tool to help you with the exit strategy (*[*Tool 20*](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/03/Tool-20.-Exit-strategy-guidance.docx)*).*   * Regularly **share feedback insights, reports and/or non-sensitive feedback data related to CVA with other humanitarian stakeholders** via email or in coordination meetings. Where needed, advocate for collective action to address broader issues raised in community feedback, in coordination or bilateral meetings. * **Capture examples** of when CVA interventions have been adjusted and impact improved because of community feedback. | | | B  HQ + B  HQ + B  HQ | **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **EVALUATION & LEARNING** | | |  | **Why?** | **Scoring** | **Justification for scoring** |
| **Minimum:**   * **Ask a cross-section of community members if they are satisfied** with the timeliness, quality, and effectiveness of the CVA support provided, the way it was delivered, and what could be improved for future operations. Consider asking non-targeted community members about the selection criteria to understand whether targeting was well explained, communicated, and understood by all community members. Include these questions in the evaluation survey or ask them through key informant interviews, focus group discussions or community meetings, if no evaluation is planned. * **Conduct lessons learnt sessions** with key stakeholders, National Society staff and volunteers, and selected community members to **share evaluation findings** and to discuss the challenges and best practices as well as to reflect on key lessons from the response so that others can benefit from the lessons learnt and avoid repeating mistakes. If there are ongoing activities like maintenance and repair work, make sure that lessons learnt are considered in these activities. | | | HQ + B  HQ + B | Community member’s satisfaction with the operation is a key measure of success. Issues raised enable us to learn from mistakes and enable us to do better in future operations. The inclusion of key stakeholders in lessons learned and reviews can further increase the acceptability and visibility of CVA interventions. | **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |
| **Advanced:**   * Ask community representatives and members about the **best way to carry out the evaluation.** * Have the **community lead and carry out the evaluation** process themselves.   *See page 70 in the* [*CEA guide*](https://communityengagementhub.org/wp-content/uploads/sites/2/2019/06/20211020_CEAGuidelines_NEW1.pdf) *for more on participatory evaluations*   * Go back to the wider community and **discuss the findings of evaluations and next steps** with them, for instance through meetings or workshops. * Share evaluation findings with external partners to ensure others can benefit from lessons learned and avoid repeating mistakes.   *See page 69 in the* [*CEA guide*](https://communityengagementhub.org/wp-content/uploads/sites/2/2019/06/20211020_CEAGuidelines_NEW1.pdf) *for examples of participatory evaluation tools.* | | | B  HQ + B  B  HQ | **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A**  **A  PA  NA  N/A** |  |



### Common questions to include on a question-and-answer sheet for volunteers

* Who is the Red Cross Red Crescent?
* How much assistance will I receive through cash transfers / value vouchers?
* When will I receive the cash and for how long will I receive cash payments?
* How do I access the cash assistance?
* Are there any restrictions on how to spend the cash received?
* If a voucher, how do I use the voucher and what can be redeemed with the voucher?
* What are the selection criteria and why?
* Why are you not helping everyone?
* Do I have to pay or give anything in return for this support ?
* We need help now, so why are you asking all these questions?
* When will you come back, and what will you do?
* How can I become a volunteer?
* How can I share feedback? How can I make a complaint?

### List of key information to share with communities

* How much cash is being distributed in each instalment and how many instalments will they receive?
* How to access the cash (e.g., distribution dates and times, how to use mobile money, which bank to go to if using prepaid cards, how to use a prepaid card etc.) - film demonstrations and share on RCRC national society platforms or distribute leaflets with pictures on.
* If a voucher, how do I use the voucher and what can be redeemed with the voucher?
* That aid is provided free of charge – to minimise the risk of corruption and sexual exploitation and abuse
* What your selection criteria is – use pictures to demonstrate this (e.g., a poster of a pregnant women, a picture of a fully destroyed house)
* How you are selecting people – to demonstrate this is done fairly and transparently and address any concerns people have about not being included
* Why you are not able to help everyone – limited resources, need to prioritize the most vulnerable of the aid is targeted at a specific group
* Process to provide feedback, including on how to share concerns and make complaints

### Signage you should have at your distribution (if you need to do a distribution) or at the site of a Financial Service Provider (FSP)

* Signs should use local languages and pictures if literacy is low and include;
* A list and pictures of exactly how much cash people will receive, how regularly and through which mechanism (e.g., mobile money, debit cards, bank transfer etc.).
* If vouchers are to be used, how they will work (in terms of where they can be redeemed, item restrictions, how to maximise using all their value etc.)
* If distributions are to be used, different areas of the distribution – for example where the information desk is, where people go to queue, where the entrance and exits are, and how to travel and be at a distribution site safely considering COVID-19 risk.
* Signs of the geographical area you are covering in the response – this helps respond to people who turn up who are not from the area you are targeting
* Pictures and explanation of the selection criteria – pregnant women, elderly person, those without income etc.
* Posters that explain all aid is free to minimise the risk of sexual exploitation, abuse, and corruption
* Posters highlighting any telephone helplines that exist for people to raise concerns, including reporting sexual exploitation and abuse, corruption or where to get help in relation sexual and gender-based violence.

### Advice on having an information desk

An information desk is very important at a distribution, around the site of an FSP if using FSPs or at markets (for both cash and voucher assistance) as it gives people a place they can go to ask questions that is separate from the main distribution, meaning your distribution is less likely to be disrupted and the community feel their concerns have been listened to. Some advice for an information desk includes;

* Develop a clear process for how to respond to different questions and complaints – decide in advance how you will respond to likely questions like ‘I meet the criteria and you didn’t assess me’ and be clear about what you can respond to and what you cannot. If possible, have an investigation process if people genuinely seem like they were missed in the registration. An option could be using local leaders (if they are trustworthy) to verify the claims people are making
* Provide extra community engagement training for the volunteers who will manage the information desk
* Prepare a question-and-answer sheet to help information desk volunteers respond to the different questions they will likely receive
* The information desk should be separate from the distribution and give people privacy to make a complaint and include a male and female volunteer
* Have a table and chairs for both the volunteers and the person making the complaint
* The information desk should be clearly signposted
* Have a method for recording the feedback you received – this can be on paper, on a spreadsheet on a laptop, on a mobile device using mobile data collection
* If possible, have a list or referral pathway to other agencies you can refer people to for specific services (SGBV, hospital, water, food distributions, PSS etc).

### CEA and Protection, Gender, and Inclusion questions you can include in your post-distribution monitoring

In addition to the volunteers you need for distribution, consider adding;

* Were you able to collect the cash or voucher assistance safely? If not, what could be improved to help improve safety?
* Were you informed in advance about how much cash you would receive and when?
* If vouchers, were you informed in advance about the value of the voucher or what commodities could be redeemed with the voucher?
* Were you satisfied with the amount of information shared with you before you received the cash or voucher? If no, what was missing?
* Are you satisfied with the selection procedure for this cash or voucher intervention ? If no, why not?
* Can you name the main reasons why you were selected?
* Did you have to pay to be added to the cash or voucher recipient list? If yes, to whom?
* Were you given enough information about how to access the cash?
* Were there any security problems during / after the collection of the cash or vouchers? Did you feel unsafe at any point?
* Were you able to access markets and/or services safely?
* Would you have preferred to receive a different type of assistance instead?
* Did you know how to ask questions or make a complaint?
* If you used the information desk/called the hotline/ spoke to a volunteer, how satisfied were you with the response you received?
* How satisfied are you with the overall behaviour and support of Red Cross Red Crescent volunteers and staff?
* Do you have any comments, ideas for improvement or anything else you would like to mention?

1. Common questions to include on a question-and-answer sheet for volunteers

* Who is the Red Cross Red Crescent?
* How much assistance will I receive through cash transfers / value vouchers?
* When will I receive the cash and for how long will I receive cash payments?
* How do I access the cash assistance?
* Are there any restrictions on how to spend the cash received?
* If a voucher, how do I use the voucher and what can be redeemed with the voucher?
* What are the selection criteria and why?
* Why are you not helping everyone?
* Do I have to pay or give anything in return for this support?
* We need help now, so why are you asking all these questions?
* When will you come back, and what will you do?
* How can I become a volunteer?
* How can I share feedback? How can I make a complaint?

### List of key information to share with communities

* How much cash is being distributed in each instalment and how many instalments will they receive?
* How to access the cash (e.g., distribution dates and times, how to use mobile money, which bank to go to if using prepaid cards, how to use a prepaid card etc.) - film demonstrations and share on RCRC national society platforms or distribute leaflets with pictures on.
* If a voucher, how do I use the voucher and what can be redeemed with the voucher?
* That aid is provided free of charge – to minimise the risk of corruption and sexual exploitation and abuse
* What your selection criteria is – use pictures to demonstrate this (e.g., a poster of a pregnant women, a picture of a fully destroyed house)
* How you are selecting people – to demonstrate this is done fairly and transparently and address any concerns people have about not being included
* Why you are not able to help everyone – limited resources, need to prioritize the most vulnerable of the aid is targeted at a specific group
* Process to provide feedback, including on how to share concerns and make complaints

### Signage you should have at your distribution (if you need to do a distribution) or at the site of a Financial Service Provider (FSP)

* Signs should use local languages and pictures if literacy is low and include;
* A list and pictures of exactly how much cash people will receive, how regularly and through which mechanism (e.g., mobile money, debit cards, bank transfer etc.).
* If vouchers are to be used, how they will work (in terms of where they can be redeemed, item restrictions, how to maximise using all their value etc.)
* If distributions are to be used, different areas of the distribution – for example where the information desk is, where people go to queue, where the entrance and exits are, and how to travel and be at a distribution site safely considering COVID-19 risk.
* Signs of the geographical area you are covering in the response – this helps respond to people who turn up who are not from the area you are targeting
* Pictures and explanation of the selection criteria – pregnant women, elderly person, those without income etc.
* Posters that explain all aid is free to minimise the risk of sexual exploitation, abuse, and corruption
* Posters highlighting any telephone helplines that exist for people to raise concerns, including reporting sexual exploitation and abuse, corruption or where to get help in relation sexual and gender-based violence.

### Advice on having an information desk

An information desk is very important at a distribution, around the site of an FSP if using FSPs or at markets (for both cash and voucher assistance) as it gives people a place they can go to ask questions that is separate from the main distribution, meaning your distribution is less likely to be disrupted and the community feel their concerns have been listened to. Some advice for an information desk includes;

* Develop a clear process for how to respond to different questions and complaints – decide in advance how you will respond to likely questions like ‘I meet the criteria and you didn’t assess me’ and be clear about what you can respond to and what you cannot. If possible, have an investigation process if people genuinely seem like they were missed in the registration. An option could be using local leaders (if they are trustworthy) to verify the claims people are making
* Provide extra community engagement training for the volunteers who will manage the information desk
* Prepare a question-and-answer sheet to help information desk volunteers respond to the different questions they will likely receive
* The information desk should be separate from the distribution and give people privacy to make a complaint and include a male and female volunteer
* Have a table and chairs for both the volunteers and the person making the complaint
* The information desk should be clearly signposted
* Have a method for recording the feedback you received – this can be on paper, on a spreadsheet on a laptop, on a mobile device using mobile data collection
* If possible, have a list or referral pathway to other agencies you can refer people to for specific services (SGBV, hospital, water, food distributions, PSS etc).

### CEA and Protection, Gender, and Inclusion questions you can include in your post-distribution monitoring

In addition to the volunteers you need for distribution, consider adding;

* Were you able to collect the cash or voucher assistance safely? If not, what could be improved to help improve safety?
* Were you informed in advance about how much cash you would receive and when?
* If vouchers, were you informed in advance about the value of the voucher or what commodities could be redeemed with the voucher?
* Were you satisfied with the amount of information shared with you before you received the cash or voucher? If no, what was missing?
* Are you satisfied with the selection procedure for this cash or voucher intervention ? If no, why not?
* Can you name the main reasons why you were selected?
* Did you have to pay to be added to the cash or voucher recipient list? If yes, to whom?
* Were you given enough information about how to access the cash?
* Were there any security problems during / after the collection of the cash or vouchers? Did you feel unsafe at any point?
* Were you able to access markets and/or services safely?
* Would you have preferred to receive a different type of assistance instead?
* Did you know how to ask questions or make a complaint?
* If you used the information desk/called the hotline/ spoke to a volunteer, how satisfied were you with the response you received?
* How satisfied are you with the overall behaviour and support of Red Cross Red Crescent volunteers and staff?
* Do you have any comments, ideas for improvement or anything else you would like to mention?

1. See Cash in Emergencies Toolkit, which is currently undergoing a revision and new tools will be added in 2022 <https://cash-hub.org/guidance-and-tools/cash-in-emergencies-toolkit/> [↑](#footnote-ref-2)