

Guide for Red Cross Red Crescent Community Engagement and Accountability in Cash and Voucher Assistant Kit

Disclaimer: *This kit is not intended to replace any existing tools, including the Cash in Emergencies (CiE)/ Beneficiary Communication and Accountability module which is currently under review. Instead, it serves as a resource for CEA practitioners, consolidating all materials related to CVA in a single folder. It includes a compilation of existing tools and materials (such as AccessRC videos, relevant sections from the CEA Toolkit, the CiE Toolkit CEA Tipsheet, case studies, etc.) and introduces new tools, such as the CEA in CVA PowerPoint presentation.*

Cash and voucher assistance (CVA) is a critical tool in humanitarian aid, allowing communities to address their needs with dignity and choice. However, for CVA to be truly effective, it must be accompanied by strong community engagement and accountability.

The Red Cross Red Crescent Community Engagement and Accountability (CEA) in Cash and Voucher Assistance Kit provides resources to enable staff and volunteers to effectively integrate CEA into CVA activities. By prioritizing clear communication, community involvement, and accountability, this kit helps humanitarian teams deliver aid that builds trust and meets the priority needs of people affected by crisis.

Objectives of the kit

- **Transparency and Trust:** Ensure communities understand cash and voucher activities and build trust through clear communication.
- **Community Participation:** Involve communities in the design, implementation, and monitoring of CVA activities, encouraging feedback.
- **Accountability:** Establish systems to ensure aid is delivered fairly and responsibly, adapted based on community input.
- **Program Effectiveness:** Use feedback and participatory approaches to make CVA programs more responsive to community needs and preferences.
- **Communication:** Provide clear, timely information and maintain open, two-way communication channels.

What is in the kit?

Tools (Checklist, tip sheet, participation)	Participatory CVA folder	FGDs and community meetings guidance- They can be used to collect feedback, alongside PDM surveys, to share information, and to develop eligibility criteria with communities in a participatory way.
		Participatory criteria selection tool- Different approaches to deciding/ shaping/ adopting eligibility criteria, targeting approaches and distribution processes with communities
	Tip sheet on CEA in CVA	An extended guide for CEA implementation within CVA, from preparedness to monitoring.
	CEA in CVA checklist	A checklist providing practical actions which should be integrated into cash and voucher assistance (CVA) activities to ensure a good level of engagement with communities.
	Call Center Training materials	Presentations, its activities and

Digitalization, Call Centers		scenarios for call center operators, call center team leader.
	Access RC PPT	Presentation explaining how the Access RC App works - both for CVA activities and as a CEA information channel.
	Hotline in a Box	This toolbox provides a set of tools to assess, set up and manage feedback and communication channels.
CEA in CVA Training/Session	Call Center Training materials	Presentations, its activities and scenarios for call center operators, call center team leader.
Case Studies	Case study reports	A Best Practice Example from Ukraine Case Study- An Act of Care (Slovakia, Bulgaria, and Montenegro)