Standard Operating Procedures for Multi-Purpose Cash (MPC) grants

Agency | Country
May 2018

Explanatory note:

- This template serves as an annex to the ‘Multipurpose Cash Grants (ERC Consortium) Standard Operating Procedures (SOPs), April 2018’ overview document – produced as one of the outputs of the 2017-18 ECHO ERC Consortium for ‘Increasing the Uptake of Multi-Purpose Cash Grants in Emergency Responses’;

- It is based on the SOP template at Annex 3 of the Operational Guidance and Toolkit for Multipurpose Cash Grants (2015), and should be used in tandem with and via further cross-reference to this resource as required;

- This template represents a ‘clean’ version of an SOP developed for a country-level intervention using multi-purpose cash grants – with the aim of facilitating contextual and programmatic adaptation as necessary for a given MPC-based intervention.
Process and procedure

1. Referral: Six channels
2. First contact: registration
3. Assessment: needs, risks, vulnerabilities
4. Criteria-based targeting: include | refer | exclude
5. Review & approval
6. Raise OR; Raise RfP
7. Transfer cash via bank account or pre-paid card
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<tr>
<td>CaLP</td>
<td>Cash Learning Partnership</td>
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<tr>
<td>CBO</td>
<td>Community-Based Organisation</td>
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<td>CWG</td>
<td>Cash Working Group</td>
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<td>DRC</td>
<td>Danish Refugee Council</td>
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<td>ECHO</td>
<td>European Civil Protection and Humanitarian Aid Operations</td>
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<td>GBV</td>
<td>Gender-Based Violence</td>
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<td>IMS</td>
<td>Information Management System</td>
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<td>INGO</td>
<td>International Non-Governmental Organisation</td>
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<tr>
<td>MEB</td>
<td>Minimum Expenditure Basket</td>
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<td>MC</td>
<td>Mercy Corps</td>
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<td>MPC</td>
<td>Multi-Purpose Cash</td>
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<tr>
<td>NGO</td>
<td>Non-Governmental Organisation</td>
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<td>OCHA</td>
<td>United Nations Office for the Coordination of Humanitarian Affairs</td>
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<td>OR</td>
<td>Order Request</td>
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<td>PDM</td>
<td>Post-Distribution Monitoring</td>
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<td>RfP</td>
<td>Request for Payment</td>
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<td>SC</td>
<td>Save the Children</td>
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<td>SNA</td>
<td>Specific Needs Assistance</td>
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<td>SOPs</td>
<td>Standard Operating Procedures</td>
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<td>UNHCR</td>
<td>United Nations High Commissioner for Refugees</td>
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<td>WFP</td>
<td>World Food Programme</td>
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1. Purpose and limitations

1.1 These Standard Operating Procedures (SOPs) outline the systems, roles and responsibilities, and critical actions for implementing [insert agency]’s Multi-Purpose Cash (MPC) programming on behalf of vulnerable [insert population(s)/groups] in [insert country/region/location].

1.2 The SOPs are designed to:
   (i) Document an agreed and accurate procedure to ensure timely, efficient and effective delivery of [insert agency]’s MPC cash transfer programming;
   (ii) Ensure clarity within [insert agency] as an organisation and across its programme and operations teams – specifically those focused on [Basic Needs/Emergency Response/Programme, Education, Finance, Livelihoods, Procurement, Protection, etc];
   (iii) Support effective collaboration between [insert agency] and partner INGOs and UN agencies undertaking cash-based programming – and specifically MPC – in [insert country/region/location].

1.3 In terms of scope, the SOPs deal predominantly with the implementation phase of the project cycle. They are intended to be relevant for and applied to the [insert dates/period] funding and programming cycle, running for [e.g. 12 months from 1 March 2018]. However, they are acknowledged as forming a living document which may need to be reviewed and adapted given the operational dynamics linked to the context in which [insert agency] and other agencies operate.

1.5 Staff involved in supporting [insert agency]’s MPC programming will be held accountable to these SOPs; adherence to approved SOPs is auditable at field and headquarters levels.

<table>
<thead>
<tr>
<th>Date initial SOPs drafted:</th>
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<tr>
<td>Date(s) of SOPs revision/approvals:</td>
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<td>Period of validity:</td>
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2. Programme objectives, summary and concept

2.1 Summary of programme/intervention/action’s title, principal objective, and modality of assistance...

2.2 To maximise impact in reaching this objective, assistance is provided through two results-based and interlinked streams of assistance which are the focus of these SOPs:
   (i) Multi-Purpose Cash (MPC) transfers designed to enhance the ability of severely or highly vulnerable households to meet immediate basic (food and
non-food) needs on a monthly basis, in line with the Minimum Expenditure Basket (MEB) and associated gap analysis;

(ii) **Specific Needs Assistance (SNA):** targeted and typically one-off cash transfers provided – either alone or as top-ups to household MPC – to vulnerable individuals or households based on their specific needs and vulnerabilities, whether seasonal, caused by emergency or shock-related situations, or sector-specific 1;

Alongside cash-based assistance, referrals – internally to other available [insert agency]’s services, and externally to other agencies and sources of services, assistance and/or support – are strongly prioritised.

Both MPC and SNA assistance streams are directly implemented by [insert agency]/are implemented in partnership with [insert agency or organisation].

2.3 [Insert agency]’s cash-based assistance forms part of a holistic assistance and protection strategy that:

(i) is intended to help [vulnerable refugees] meet their basic needs by contributing towards an identified household economic (income-expenditure) gap and/or heightened social vulnerability or protection-related risk – and in this way to avoid further resort to negative and harmful coping strategies in an environment where income generation is difficult, and resilient and sustainable livelihoods unavailable to the most vulnerable;

(ii) provides a safety net of last resort to beneficiaries with specific needs with no means of alternate assistance to ensure their protection risks are addressed, supporting them to cope with acute or emergency situations during critical periods;

(iii) addresses immediate protection risks while mitigating further vulnerabilities of identified households and individuals through an age, gender and diversity lens 2, to ensure that individuals and groups are able to equitably access assistance;

(iv) incorporates follow up and monitoring, and internal and external referral to other services or to longer-term assistance where applicable – including via a referral network with Government organisations, NGOs, charity organisations, and refugee CBOs.

2.4 Unconditional and unrestricted cash transfers have been identified as the most appropriate assistance modality to support improved and flexible access to essential goods and services, and in support of achieving protection-related outcomes, for the vulnerable individuals and households living in targeted urban and peri-urban areas who are the beneficiaries of the MPC programme.

2.5 [Insert agency]’s areas of implementation for MPC programming are:

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1 e.g. Health; Shelter; WASH; etc.

2 Diversity refers to ethnic background, nationality, sexual orientation, gender identity, ability, health, social status, skill and other specific personal characteristics.
2.6 **Transfer modality and delivery mechanism**: unconditional and unrestricted cash grants provided via:

**Transfer values:**
- MPC:
- SNA:

**Frequency and duration:**
- MPC: Monthly, for a period up to six months
- SNA: Usually one-off/once per year

2.7 Provision of cash assistance is accompanied by the provision of advice, guidance and awareness-raising to eligible households regarding how to access/receive and then use the assistance received, and concerning the availability of internal or external referrals and follow up to other available services as applicable.

2.8 [Insert agency]’s MPC programme approach, methodology and tools are based on coordination and collaboration with [insert government/agency etc.], the [insert country or region] Cash Working Group, and on internal and external/inter-agency lessons learned from previous cash-based programming interventions in [insert country or region].

### 3. Beneficiary identification/referrals – and assessment

3.1 Beneficiary households or individuals are referred to [insert agency] for assessment of their needs and a decision on (i) whether they qualify for assistance, and if yes (ii) which type(s) via one of the following pathways:

3.2 A record – individual registration – is created and entered into [insert agency]’s beneficiary database/information management system.

3.3 All beneficiaries referred to or otherwise identified by [insert agency] are assessed and considered for cash assistance using a household needs assessment and associated vulnerability criteria and scoring system to define eligibility\(^3\), which facilitates (i) assessment of the needs, vulnerabilities and risks of the household and/or individual being considered, and thus (ii) a decision on whether they will be provided with assistance, and if yes, whether for MPC and/or SNA, for which transfer value(s) and over what duration.

\(^3\) See Annex C: Household assessment form; and Annex D: Vulnerability criteria and scoring system to define eligibility for cash-based assistance
4. Eligibility criteria guiding selection for assistance

4.1 General principles

- [Insert population/target group], documented and undocumented, are eligible for assistance, if located in areas covered by [insert agency] and identified via assessment and targeting as meeting the relevant vulnerability and eligibility criteria.

- Eligibility for Multi-Purpose Cash (MPC) is in line with vulnerability criteria agreed at the inter-agency/Cash Working Group level and adopted by other agencies providing multi-purpose and/or specific needs-oriented cash assistance on behalf of vulnerable documented and undocumented [Insert population/target group and country/region].

- Severely and highly vulnerable households and individuals – in particular those meeting several or multiple vulnerability criteria across the MPC and/or SNA categories – are prioritised for assistance.

4.2 Specific criteria for MPC and SNA

A. Multi-Purpose Cash (MPC) assistance

Consideration for multi-purpose cash (MPC) assistance depends on assessment of a household as severely or highly vulnerable against categories of socio-economic and protection-oriented vulnerability criteria. Targeting for inclusion for assistance is defined according to the scoring system based on these categories of vulnerability criteria.

The categories – household composition and associated dependency; income-expenditure; disability, and life threatening or severe medical and psychological conditions; shocks or emergency situations suffered in the previous 60 days; non-attendance at school; and resort to harmful or dangerous food and/or livelihoods-related coping strategies – are taken as individually or severally serving as proxies for socio-economic vulnerability, towards the lessening of which multi-purpose basic needs- (and/or [additional] specific needs-) oriented cash transfers are designed and provided.

1. Household composition and associated dependency

- Single (i.e. unmarried, widowed, divorced, or separated) female-headed household (unaccompanied woman)
- Single-parent household: comprising a male or female aged 18 to 59, with one or more dependents, all of whom are under the age of 18 or over 60, in which the head of household is both the primary income earner and care provider
- Child-headed household (unaccompanied child or children): girls and boys below the age of 18 years old who are left without any adult to care for them and assume responsibility as head of household
- Large household with dependents: comprising six to eight members, with four or more dependents (household members aged under 18 or over 60)
- Very large household with dependents: comprising nine or more members, with five or more dependents (household members aged under 18 or over 60)

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4 See Annex D: Vulnerability criteria and scoring system to define eligibility for cash-based assistance
• Older person as household primary care giver: female or male, 60 years of age or older – sole carer for minor children below 18, or for separated child/children
• Older person at risk within the household (alone): female or male, 60 years of age or older – single (unaccompanied/without family members)
• Older person at risk within the household (dependent): female or male, 60 years of age or older – unable to take care of her/himself & dependent on other HH members for daily activities
• Unaccompanied and/or separated minor: a boy or a girl under the age of 18 years who is currently not under the care of either parent
• Pregnant or lactating woman: temporary status to highlight medical assistance or other needs for women or girls during period of pregnancy or lactation

2. Income-Expenditure
• Households with no-one aged 18 to 59 working/contributing income

3. Disability, and life threatening or severe medical and psychological conditions
• Household member with a moderate or severe disability
• Household member suffering from life-threatening or severe medical condition
• Household member with medically diagnosed psychological condition requiring treatment, medication or protracted counselling

4. Shocks or emergency situations suffered in the previous 60 days
• Loss of employment of the only (main) breadwinner
• Serious injury or accident to the only (main) breadwinner
• Death of the only (main) breadwinner
• Household emergency (theft; fire; loss of housing/sudden displacement)

5. Education
• Girl or boy under 18 in the household not attending school

6. Resort to harmful or dangerous food and/or livelihoods-related coping strategies
Households reporting resort to severe and/or moderate food and/or livelihoods-related coping strategies:

Food consumption coping strategies in the previous seven days:
• Rely on less preferred and less expensive foods
• Limit portion size at mealtimes
• Purchased food on credit, or borrowed money to buy food – once
• Gathered wild food – once

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5 See Annex A: Specific needs definitions for a full definition of older person at risk
6 Ibid.
7 Ibid.
8 See Annex A: Specific needs definitions for a full definition of unaccompanied and/or separated child
9 See Annex A: Specific needs definitions for a full definition of persons with disabilities
10 See Annex B: Life-threatening and severe medical conditions requiring emergency or immediate medical intervention
• Reduced number of meals per day – every day

Livelihoods coping strategies (in the previous thirty days unless otherwise stated):
• Spent all remaining savings (incl. down payment) to meet basic needs
• Changed housing due to economic reasons
• Borrowed money and/or significantly increased debt to meet basic needs
• Sold household goods (e.g. refrigerator, television)
• Sold productive assets (e.g. tools, machinery, livestock)
• Sold means of transport (e.g. car, motorbike, tractor)
• Reduced or stopped essential/needed health or medicine expenditures/services
• Reduced or stopped essential/needed education expenditures/services
• Engaged in risky or illegal activities to earn money including begging (adults)
• Sending children from household to beg
• Withdrew child from school (during the current or last scholastic year)
• Obliged child of the household to work
• Early marriage/Sharia marriage of girl child (last six months)

7. Specific legal or physical protection needs
• Woman at risk\textsuperscript{11}
• Male or female survivor of violence, or otherwise deemed to be at risk\textsuperscript{12}

B. Specific Needs Assistance (SNA)
Specific Needs Assistance (SNA) is provided to eligible individuals or households in the form of targeted cash transfers designed to respond to specific needs and vulnerabilities, whether health-related, or caused by certain seasonal or emergency/shock situations.

SNA is inherently protection-oriented, and functions as a mechanism of last resort responding to specific vulnerabilities that (i) cannot be covered by other service providers (e.g. humanitarian or charitable agencies, state authorities, public or private institutions) or (ii) afforded by the individual or household in question, and (iii) which can be effectively met or ameliorated by one-off cash assistance.

Specific Needs cash transfers are typically (but not exclusively) one-off, and are provided either alone, or as top-ups to household Multi-Purpose Cash (MPC).

In all cases eligibility for SNA is determined via detailed assessment of the case in question, and submission of relevant supporting documentation.

\textsuperscript{11} Women who have protection problems particular to their gender, whether they are single heads of families, widowed, unaccompanied girls or accompanied by a male family member, as well as women that are survivors of violence. See Annex A: Specific needs definitions for a full definition of women at risk.

\textsuperscript{12} Persons who have specific needs within the particular context (e.g. survivors of torture or violence, members of a particular ethnic or religious group, or other protection concerns). See Annex A: Specific needs definitions for a full definition of specific legal and physical protection needs.
Specific Needs Assistance is assessed and identified according to one of two pathways:

a. Vulnerable households meeting the criteria and thus selected for MPC assistance are then considered and selected for **additional specific needs assistance** based on identification of one or more individuals within the household (or in the case of certain emergency or shock situations the household itself) facing identified needs and vulnerabilities falling under one of six specific needs areas:

1. Disability
2. Life threatening or severe medical and psychological conditions
3. Documentation
4. Education: Access
5. Education: Retention
6. Emergency or shock

b. SNA cash transfers are also available to individuals or households assessed and identified as meeting one of the six specific needs areas where the household was **not** selected for Multi-Purpose Cash (MPC) assistance according to the MPC inclusion criteria.

1. Disability
Household member with disability who:
- Has difficulty in accessing services, programmes or income-generating opportunities
- Requires disability-assistive device and/or monthly or regular services or treatment

Assistance (value of the cash transfer) is designed to support needed purchase of mobility devices (white sticks, wheelchairs), prostheses (artificial legs), visual and hearing devices, or a specific treatment or service.

NB:
- Assessment and case management of individuals with disabilities considered for disability-related SNA assistance must clarify the need for and interest in receiving and using the device or service on the part of the individual in question, along with their ability to use the device or service proposed.
- Recommendations for assistive devices and/or rehabilitation plans (outlining the services they will receive) must be verified either by a medical physician, and this verification step updated in each beneficiary’s file.

2. Life threatening or severe medical and psychological conditions
Defined as medical conditions of:

(i) Life-threatening nature requiring emergency intervention;
(ii) Severity requiring immediate medical intervention to prevent further deterioration leading either to endangering health of the community, or to disability and/or chronic disease, if not appropriately treated and managed.

See **Annex B** for the reference list of life-threatening and severe medical conditions requiring emergency or immediate medical intervention which fall under this category.
NB:
- Assistance provided is only for referrals to Government and Charity-run hospitals under the Ministry of Health; [insert agency] does not pay for health care provided in private facilities.
- Assistance is oriented towards and limited to immediate/emergency phase treatment; for longer-term support, cases are referred to government authorities or other agencies, and community support is mobilised as appropriate.

3. Documentation
- Household member holding refugee status card and requiring support to renew it in order to maintain legal/documentation status
- Household member with another legal or civil documentation access or renewal need: work permit; birth or death certificate
- Cross-referenced with existing relevant level of household socio-economic vulnerability

4. Education: Access & Retention
Access
- [Insert population/target group] household with one or more children of school age requiring support to enrol in new school year
- Cross-referenced with relevant level of household socio-economic vulnerability

Retention
- [Insert population/target group] household with one or more children of school age at risk of dropping out of school
- Cross-referenced with relevant level of household socio-economic vulnerability

5. Emergency or shock
Individual and/or household suffering:
- Loss of employment of the only (main) breadwinner (last 60 days)
- Serious injury or accident to the only (main) breadwinner (last 60 days)
- Death of the only (main) breadwinner (last 60 days)
- Household emergency (theft; fire; loss of housing/sudden displacement) (last 60 days)

5. Exclusions and exceptions
5.1 Households and/or individuals who following assessment are found to have already received similar assistance from another agency or organisation in the previous 12 months (i.e. to meet the types of needs assessed and considered for assistance by this programme) will be excluded from [insert agency]’s MPC and/or SNA cash assistance.

5.2 Other potential exclusions from qualifying for assistance include: adult/working age male or female household members who regularly contribute to household income; households receiving remittances from family or friends; households which own and live in their own house or apartment or have made a significant down payment
5.3 Households and/or individuals covered by an existing health insurance will normally not be considered for life threatening or severe health-oriented SNA assistance.

5.4 On an exceptional and limited basis, households and individuals:
(i) with an exceptional and properly documented need (e.g. urgent or life-saving) for additional cash assistance above the set ceiling (whether MPC or SNA) may be considered for such;
(ii) assessed as outside the above-mentioned MPC and SNA criteria but with specific protection risks or concerns may be considered for assistance;
Written assessment and justification is prepared by [team x] and approved by [manager y] in order to include households or individuals under these exceptional cases.

6. Transfer values

6.1 Multi-Purpose Cash (MPC) assistance
- The value of the multi-purpose cash grant is [national currency | €/$/£ equivalent] per household per month
- Transfers are provided to beneficiary households [on a monthly basis up to a maximum duration of x months]

The calculation of the multi-purpose cash assistance transfer value is based on collaborative analysis conducted by the [insert country] Cash Working Group (CWG), specifically in dedicated guidance notes related to (i) calculation of the Minimum Expenditure Basket (MEB) and (ii) associated and harmonised inter-agency Cash Assistance Transfer Values.

The Minimum Expenditure Basket is defined as what a household needs – on a regular or seasonal basis – and its average cost over time. Calculating the MEB is a critical component in the design of interventions multi-purpose cash grants, with transfer amounts calculated to contribute to meeting the MEB. This is based on a gap analysis averaged for vulnerable households on a monthly basis.

In line with existing global standards and good programming practice, the [insert country/region] CWG’s MEB:
- represents a threshold level of the cost of the minimum, culturally-appropriate items that an average household of five needs to meet recurrent basic needs on a monthly basis
- is a national average, and as of January 2018 was considered good enough to use as a harmonised and coordinated reference point for inter-agency cash programming, pending updating/adapting based on further data collection and analysis

The [insert country/region] Cash Working Group MPC transfer value is calculated to equal the gap between what an average vulnerable household of five requires in order to meet basic

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13 Source: CaLP Glossary of Cash Transfer Programming [www.cashlearning.org/resources/glossary#MEB](https://www.cashlearning.org/resources/glossary#MEB)
needs on a regular basis and the average household capacity to meet this expenditure without resorting to negative coping strategies.

It is based on a gap analysis undertaken by the CWG in December 2017.

The process of calculating a gap in household needs
= total need – (needs met by affected population + needs met by other actors)

6.2 Specific Needs Assistance (SNA)

1. Disability-related assistive devices and services

2. Life-threatening or severe medical and psychological conditions

3. Documentation: Refugee/legal status or other documentation risks

4. Education: Access; and Retention

5. Emergency or shock

<table>
<thead>
<tr>
<th>Type of emergency or shock (last 60 days)</th>
<th>Transfer value/ceiling</th>
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</thead>
<tbody>
<tr>
<td>Loss of employment of the only (main) breadwinner</td>
<td>TBC</td>
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<tr>
<td>Serious injury or accident to the only (main) breadwinner</td>
<td>TBC</td>
</tr>
<tr>
<td>Death of the only (main) breadwinner</td>
<td>TBC</td>
</tr>
<tr>
<td>Household emergency (theft; fire; loss of housing/sudden displacement)</td>
<td>TBC</td>
</tr>
</tbody>
</table>

7. Delivery mechanisms

Insert the relevant Financial Service Provider(s) and payment mechanism(s)/system(s) per (sub-)population/target group as appropriate

- XXX
8. Process and procedure

1. Referral: Six channels
2. First contact: registration
3. Assessment: needs, risks, vulnerabilities
4. Criteria-based targeting: include | refer | exclude
5. Review & approval
6. Raise OR; Raise RfP
7. Transfer cash via bank account or pre-paid card
8. Monitoring
9. Evaluation & capturing learning
1. Referral: Government agency; In-person; Local communities/Refugee Committees; other humanitarian agencies; internal referral

<table>
<thead>
<tr>
<th>1.1 Referral received</th>
<th>Staff responsible</th>
<th>Approval flow (if applicable)</th>
<th>Required documentation</th>
<th>Timeline (if applicable)</th>
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<tbody>
<tr>
<td>1.1.1 List received from government offices at central and provincial levels</td>
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<tr>
<td>1.1.2 Self-referral</td>
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<td>1.1.3 In-person referral</td>
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<td>1.1.4 Community identification</td>
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<tr>
<td>1.1.5 Referrals from other agency</td>
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<tr>
<td>1.1.6 Internal referral</td>
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2. First contact: registration

<table>
<thead>
<tr>
<th>2.1 Record created and entered into beneficiary database on IM system</th>
<th>Staff responsible</th>
<th>Approval flow (if applicable)</th>
<th>Required documentation</th>
<th>Timeline (if applicable)</th>
</tr>
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</table>

3. Household and individual needs assessment

<table>
<thead>
<tr>
<th>3.1 Assesment interviews conducted with identified household and/or individual(s) using Individual Registration and Household Assessment Form via IM system</th>
<th>Staff responsible</th>
<th>Approval flow (if applicable)</th>
<th>Required documentation</th>
<th>Timeline (if applicable)</th>
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<tbody>
<tr>
<td>3.2 Cross-check database to avoid duplication of assistance</td>
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4. Criteria-based targeting decision: include | refer | exclude

<table>
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<tr>
<th>4.1 Multi-Purpose Cash (MPC)</th>
<th>Staff responsible</th>
<th>Approval flow (if applicable)</th>
<th>Required documentation</th>
<th>Timeline (if applicable)</th>
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<tbody>
<tr>
<td>Review assessment form (and any supporting documentation) against</td>
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### 5. Review and Approval

#### 5.1 Approval of recommendation for proposed assistance

### 6. Raise Order Request (OR), raise Request for Payment (RfP)

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<tr>
<th></th>
<th>Staff responsible</th>
<th>Approval flow (if applicable)</th>
<th>Required documentation</th>
<th>Timeline (if applicable)</th>
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<tbody>
<tr>
<td>6.1</td>
<td>Order Request (OR) is raised, following Finance Procedures</td>
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<tr>
<td>6.2</td>
<td>Request for Payment (RfP) is raised and submitted</td>
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</tbody>
</table>

### 7. Transfer of cash

#### 7.1 Beneficiary is informed of cash transfer and how to access/receive

#### 7.2 Beneficiary database is updated

### 10. Onward referrals

Data protection and confidentiality

- Throughout the process, [insert agency] Programme and Finance teams will maintain the confidentiality of the personal data of beneficiaries at all times, including in cases where an assessed household or individual is either (i) not selected for assistance; or (ii) is no longer of concern to [insert agency] following the completion of the assistance cycle (See Section 12 below for further details).
9. Beneficiary communications and accountability

9.1 Following the procedure for receiving referrals, assessing and selecting beneficiaries for MPC assistance:

(i) Households or individuals not selected for assistance will be informed of the decision and the reason(s) why; where appropriate they will be referred internally or externally according to the Onward Referrals procedure described at Section 10 below;

(ii) Households or individuals selected for MPC assistance will be contacted and informed of/briefed on:
- Their assistance entitlement
- Why they have been selected and included/provided with the assistance
- The manner in which they will receive their cash, including specific guidance on how to access their transfer
- What remedial action will be taken or support is available for anticipated problems e.g. inability to access/receive cash; loss of account details or pre-paid card or PIN, etc.
- What to do and how to contact the [insert agency] team if needing further assistance, to provide feedback, or to make a complaint

10. Onward referrals

10.1 Where appropriate and based on analysis of assessment data, a referral mechanism is used for households or individuals referred to and assessed by [insert agency] either (i) receiving MPC assistance and with need for additional assistance or services, or (ii) for those assessed as vulnerable but not falling within the remit/scope of [insert agency]’s cash assistance programme and with other needs.

10.2 Onward referrals fall into two categories:
(i) Internal to [insert agency], to another assistance service
(ii) Externally to another agency or organisation providing the needed assistance service

Internal referrals

10.3 Referrals are made to other [insert agency] units providing assistance services:

External referrals

10.4 Referrals are made to: CBOs, local NGOs, other humanitarian agencies

10.5 Where onward referrals are made, the [insert agency] programme team then ensures a timely follow-up is made with the receiving internal team/unit or external agency or organisation in question, including documenting what action or assistance service is provided
11. Monitoring

Objectives

11.1 Post-Distribution Monitoring (PDM) is conducted to:
- Verify receipt of and access to MPC cash assistance by the intended beneficiary;
- Determine the appropriateness of the process, and the outcomes and effectiveness of the assistance in relation to addressing the needs of programme beneficiaries;
- Enable project implementers and managers to track and review progress made;
- Gauge satisfaction with the content, process and results of the assistance delivered;
- Identify any shortcomings, lessons learned and areas for improvement which can be captured and applied to improve future programming;
- Identify achievements and highlight them (acknowledge and celebrate success).

Process

11.2 Post-distribution monitoring is conducted via telephone call, or via household visits, using a PDM data collection tool (see Annex E), and in accordance with [insert agency]’s MPC monitoring plan.

Data collected consists of:
(i) Respondent details
(ii) Assistance received
(iii) Understanding of the programme
(iv) Experience with and views on transfer mechanism
(v) Beneficiary household and local community dynamics
(vi) Cash transfer usage/spending
(vii) Accountability
(viii) Onward referral following assessment
(ix) Overall views and satisfaction

11.3 Post-distribution monitoring is conducted by the assigned team [around one month] after beneficiaries receive their cash assistance.

11.4 Beneficiaries to be monitored are identified according to a sampling approach combining random and purposive sampling methodologies within the operational areas and communities covered by the MPC assistance programme.

This includes beneficiaries from different geographical locations, and a representative sample of those selected for MPC cash assistance across the range of different needs and vulnerability eligibility criteria (as set out in Section 4 above).

20 per cent of those assisted by the programme are monitored.

Roles and responsibilities

11.6 Monitoring of a beneficiary household or individual is conducted according to an appropriate segregation of duties between [insert agency] staff members responsible for assessment and recommendations for inclusion for assistance.
<table>
<thead>
<tr>
<th>Step</th>
<th>Staff responsible</th>
<th>Approval flow</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.1</td>
<td>Planning and assigning of monitoring per household or individual: Cross-check with staff member responsible for assessment and recommendation</td>
<td></td>
</tr>
<tr>
<td>8.2</td>
<td>Bi-monthly review of random sample of PDMs and process followed</td>
<td></td>
</tr>
<tr>
<td>8.3</td>
<td>Input/collation of PDM data collected</td>
<td></td>
</tr>
<tr>
<td>8.4</td>
<td>PDM data analysis – and programme adaptation as appropriate</td>
<td></td>
</tr>
</tbody>
</table>

**Protection in monitoring**

11.7 Throughout assessment, targeting, provision of assistance and post-distribution monitoring [insert agency] closely tracks and records security and protection risks that may affect its beneficiaries, including potential risks in the process of accessing and utilising cash assistance received.

Post-distribution monitoring is instrumental in detecting any security risks to beneficiaries and possible changes in the environment as a result of inclusion or non-inclusion of beneficiaries in the MPC programme. PDMs are used to assess changes in the protection environment for beneficiaries as a result of programme implementation.

**12. Data protection and confidentiality**

12.1 Every effort is made to ensure at all times that appropriate confidentiality and management of information is upheld in the collection, treatment and storage of data collected for all those (beneficiaries and non-beneficiaries) who come into contact with [insert agency] through the programme cycle.

12.2 The database and beneficiary case via [insert agency]’s IM system ensures that:
- Case information and follow-up is recorded in a dedicated database;
- The database is periodically reviewed to monitor trends and uncover any irregularities;
- Trends and analysis of data are shared as appropriate – and according to existing data-sharing agreements – with other agencies and/or the Cash Working Group e.g. to facilitate the inter-agency referral process;
- Case details are kept strictly confidential and are not disclosed to any third party except when referred to another qualified protection-mandated agency for follow-up; where this occurs, the agency in question is obliged to maintain the confidentiality of data shared.
Approval | Country Director

Name: 

Signature: __________________________

Date: _____________
### Annex A: Specific needs definitions\(^{14}\)

<table>
<thead>
<tr>
<th>Description</th>
<th>Working definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child or Adolescent at Risk</td>
<td>Child/children, including adolescents and both boys and girls, up to the age of 18 years who are especially at risk, unless this risk is related to their separated or unaccompanied status. For these children, the category of unaccompanied or separated child would be sufficient; however, both categories can be used if felt appropriate or useful.</td>
</tr>
<tr>
<td>Child at risk of not attending school</td>
<td>Girls and boys below the age of 18 years old who because of their social or economic situation or background may be unwilling or unable to attend school.</td>
</tr>
<tr>
<td>Child with special education needs</td>
<td>Children who have physical, mental or psychological conditions which require special attention or a particular environment that cannot be achieved in a standard classroom for children without special needs.</td>
</tr>
<tr>
<td>Child associated with fighting forces</td>
<td>Any person under 18 years of age who is part of any kind of regular or irregular armed force or armed group in any capacity, including cooks, porters, messengers, and those accompanying such groups other than purely as family members. It includes girls recruited for sexual purposes and forced marriage. It does not, therefore, only refer to a child who is carrying or has carried arms.</td>
</tr>
<tr>
<td>Child-headed household</td>
<td>Girls and boys below the age of 18 years old who are left without any adult to care for them and assume responsibility as heads of households.</td>
</tr>
<tr>
<td>Child in conflict with the law</td>
<td>Girls and boys below the age of 18 years old who are alleged, accused or recognised as having infringed the penal law.</td>
</tr>
<tr>
<td>Minor spouse</td>
<td>A minor spouse is a person under the age of 18 who is married, whether lawfully or unlawfully.</td>
</tr>
<tr>
<td>Unaccompanied or separated child</td>
<td>May be either a boy or a girl under the age of 18 years who is currently not under the care of either parent. Separated children are those boys and girls separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. Separated children may therefore include boys and girls accompanied by other adult family members. Unaccompanied children are children who have been separated from both parents and or other relatives and who are not being cared for by an adult who, by law or custom, is responsible for doing so.</td>
</tr>
<tr>
<td>Neglected child with extended family</td>
<td>Child living with extended family relatives who is rejected, neglected or otherwise mistreated either physically or psychologically; an environment in which the child is otherwise not thriving, lacking supervision; include physical abuse, child labour, street children, child bride, abandoned.</td>
</tr>
</tbody>
</table>

**Separated child**
Separated children are those boys and girls separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. Separated children may therefore include boys and girls accompanied by extended family members (with whom they were not previously living), or with neighbours and/or family friends.

**Child in institutional care**
Children in institutional care, sometimes also referred to as residential care, are children who have been placed in an institution, like orphanages, which have been established to provide care and support to children separated from their parent(s). Institutional care is often operated by a church, community, governmental body, non-governmental organisation or specialised agency to meet the basic needs of the child; children may be orphaned, unaccompanied, separated, from destitute families or abandoned.

**Child in foster care**
Foster care refers to situations where children are cared for in a household outside their family. Fostering is usually understood to be a temporary arrangement and in most cases, the birth parents retain their parental rights and responsibilities. The term fostering is used to cover a variety of arrangements as follows:
- traditional or informal fostering, where the child is taken into the care of a family or other household that may or may not be related to the child’s family – no third party is involved in these arrangements, though they may be endorsed or supported by the local community and may involve well-understood obligations and entitlements;
- spontaneous fostering, where a family takes in a child without any prior arrangement – this is a frequent occurrence during emergencies and may involve families from a different community in the case of refugee children;
- arranged fostering, where a child is taken into the care of a family as part of an arrangement made by a third party, usually an agency involved in social welfare such as a government department, a religious organization, or a national or international NGO.

**Unaccompanied minor**
Unaccompanied children are children who have been separated from both parents and other relatives and who are not being cared for by an adult who, by law or custom, is responsible for doing so.

**Persons with disabilities**
Physically or mentally impaired by illness, injury or wounds which hinders normal day to day activity that needs to be addressed to allow the person to function normally.

**Sight impairment (including blindness)**
Having visual limitations resulting from illness, infection or injury which impacts daily life and restricts independent movement; or an eye disease which requires on-going treatment or regular monitoring.
<table>
<thead>
<tr>
<th><strong>Hearing Impairment (including deafness)</strong></th>
<th>Having restricted hearing ability which results from illness, infection or injury and impacts daily life and social interaction; requires regular treatment, monitoring or maintenance of artificial hearing device.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mental disability - moderate</strong></td>
<td>Having a mental illness resulting from childbirth, medical illness, injury or trauma which does not significantly limit ability to function independently and interact (but may require special education); condition requires some monitoring and modest medication.</td>
</tr>
<tr>
<td><strong>Mental disability - severe</strong></td>
<td>Having a mental illness which requires assistance from caregiver and medication; individual cannot function independently; inability to pursue an occupation because of mental impairment; receiving medical treatment (certified).</td>
</tr>
<tr>
<td><strong>Physical disability - moderate</strong></td>
<td>Having a physical disability resulting from childbirth or injury which may be seriously disfiguring but with reasonable treatment the person can function with a reasonable level of independence; may include mine victims and loss of fingers or limbs which do not limit their abilities or are corrected with prosthetic device.</td>
</tr>
<tr>
<td><strong>Physical disability - severe</strong></td>
<td>Physically incapacitated (severely restricted movement) caused by injury, illness or wounds; inability to pursue an occupation because of physical impairment; requires assistance from caregiver and cannot easily function independently (may be confined to wheelchair).</td>
</tr>
<tr>
<td><strong>Speech impairment/disability</strong></td>
<td>Unable to speak clearly or to be easily understood as a result of injury, illness or malformation at birth; restricted or limited ability to function independently; may be able to communicate through sign language.</td>
</tr>
<tr>
<td><strong>Older person at risk</strong></td>
<td>Either male or female, normally 60 years of age or older. Often, older asylum-seekers have been separated from their usual caregivers. They may also suffer from health problems and/or have difficulty adjusting to their new environment and knowing where to seek assistance.</td>
</tr>
<tr>
<td><strong>Frail older person</strong></td>
<td>Physically weak, easily disoriented, dependent on family support; is displaced with part of a family unit.</td>
</tr>
<tr>
<td><strong>Older person with minor children</strong></td>
<td>Older person who is caring for his/her own children or grandchildren (girls and boys) who are below the age of 18 years.</td>
</tr>
<tr>
<td><strong>Older person without younger family members</strong></td>
<td>Older person without younger family members who are able to provide support; may be an older couple without children or with older children or disabled children who cannot provide the necessary support.</td>
</tr>
<tr>
<td><strong>Older person with separated children</strong></td>
<td>Older person who is caring for a child or children, girls or boys, separated from both parents or their previous caregiver; often a relative or designated guardian of the separated child/children.</td>
</tr>
<tr>
<td><strong>Single older person without accompanying family members</strong></td>
<td>An unaccompanied elderly person without any family members; alone in the country of asylum (although may receive some assistance from the community)</td>
</tr>
<tr>
<td>Important medical condition</td>
<td>For individuals under the care and treatment of a medical doctor with conditions that may affect the identification of a durable solution (both positively and negatively) and the requirement of additional assistance in the country of asylum (both for treatment and nutritional and non-food items).</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Serious medical condition – chronic illness</td>
<td>Medical condition requiring long term treatment and medication under the supervision of a physician, e.g. diabetes, respiratory illness, cancer, TB and heart disease.</td>
</tr>
<tr>
<td>Psychological condition</td>
<td>Persons having medical diagnosis of psychological condition requiring treatment, medication or protracted counselling. Persons with an unpredictable behaviour pattern, mental confusion, or deemed to be a risk to themselves or to others. Causes may be due to neglect, abuse, chemical imbalance, drug abuse, trauma, or extreme stress.</td>
</tr>
<tr>
<td>Malnourished</td>
<td>Persons, including both children and adults, who meet the criteria based on weight-for-height as being moderate to severely malnourished beneficiaries who would benefit from a targeted supplementary (or therapeutic) feeding programmes</td>
</tr>
<tr>
<td>Serious medical condition – other</td>
<td>Persons having a serious medical condition not included in the chronic illnesses above but which have a serious impact on their ability to achieve self-sufficiency in the country of asylum; while may not be requiring hospitalisation or continuous medical care, does require time and commitment of a family caregiver which may impact the vulnerability of the family.</td>
</tr>
<tr>
<td>Single parent</td>
<td>Single-parent household (may be either male or female) with one or more dependents, all of whom are under the age of 18, in which the Head of Household (or Principal Applicant) is both the primary income earner and care provider.</td>
</tr>
<tr>
<td>Single – grandparent</td>
<td>Single-parent household in which the Head of Household is the grandparent and all dependents are under the age of 18.</td>
</tr>
<tr>
<td>Single – parent</td>
<td>Single-parent household in which the Head of Household is the parent (mother or father) and all dependents are under the age of 18.</td>
</tr>
<tr>
<td>Woman at risk</td>
<td>Women who have protection problems particular to their gender, whether they are single heads of families, widowed, unaccompanied girls or accompanied by a male family member, as well as women that are survivors of violence. Protection problems include expulsion, refoulement and other security threats, sexual violence, physical abuse, intimidation, torture, economic hardship or marginalisation, lack of integration prospects, community hostility, and different forms of exploitation.</td>
</tr>
<tr>
<td>Threat of female genital mutilation</td>
<td>Refugee girls who may be at risk of female genital mutilation to which they object; a traditional practice which is viewed as harmful due to grave health risks as well as the human rights principles they violate.</td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Single female household representative</strong></td>
<td>A single (unmarried, widowed, divorced, separated) female head of household without children and no dependents in the case/household.</td>
</tr>
<tr>
<td><strong>In polygamous marriage or relationship</strong></td>
<td>Women who are in a polygamous marriage (multiple wives) which was validly contracted in the country of origin either by law or custom.</td>
</tr>
<tr>
<td><strong>Woman unaccompanied by adult male family member</strong></td>
<td>Women who do not have an adult male family member in the household; male children or siblings in the household are under 18 years of age.</td>
</tr>
<tr>
<td><strong>Woman associated with fighting forces (WAFF)</strong></td>
<td>Women or girls who have either willingly or unwillingly (voluntarily or involuntarily) been dependent upon either state or non-state armed forces; includes women who claim to have been abducted, forced into marriage, survivors of sexual violence, undesired pregnancies.</td>
</tr>
<tr>
<td><strong>Pregnant or lactating</strong></td>
<td>A temporary status to highlight medical assistance, nutritional enhancement or material requirements for women or girls during period of pregnancy or lactation.</td>
</tr>
<tr>
<td><strong>High risk pregnancy</strong></td>
<td>Women/girls diagnosed with difficult pregnancy which would require increased medical attention and additional assistance (supplementary feeding programmes, special travel arrangements, etc.).</td>
</tr>
<tr>
<td><strong>Lactating</strong></td>
<td>Women/girls during the period of lactation for targeted supplementary feeding and nutrition programmes, and appropriate travel arrangements as required.</td>
</tr>
<tr>
<td><strong>Specific legal and physical protection needs</strong></td>
<td>Persons not falling into the other categories but who have specific needs within the particular context (e.g., survivors of torture or violence, members of a particular ethnic or religious group, or other protection concerns). Either male or female.</td>
</tr>
<tr>
<td><strong>At risk of refoulement</strong></td>
<td>Persons at risk of being returned to a territory where he/she would be at risk of persecution or of being moved to another territory where he/she would face persecution.</td>
</tr>
<tr>
<td><strong>Urgent need of physical protection</strong></td>
<td>Persons who have a high profile due to their activities or public pronouncements which are controversial or encounter strong opposition; persons who have received written or verbal threats to their physical safety.</td>
</tr>
<tr>
<td><strong>Victim of domestic violence/SGBV in asylum</strong></td>
<td>Persons (any age, male or female) who have experienced gender-based violence in the county of asylum, including domestic violence, sexual abuse, rape, sexual exploitation.</td>
</tr>
<tr>
<td><strong>Victim of domestic violence/GBV during flight</strong></td>
<td>Persons (any age, male or female) who have experienced gender-based violence during flight, including domestic violence, sexual abuse, rape, sexual exploitation.</td>
</tr>
<tr>
<td><strong>Victim of domestic violence/GBV in home country</strong></td>
<td>Persons (any age, male or female) who have experienced gender-based violence in the country of origin (before flight), including domestic violence, sexual abuse, rape, sexual exploitation.</td>
</tr>
<tr>
<td><strong>Currently detained/held in country of asylum</strong></td>
<td>Persons who are currently being detained by the authorities in the country of asylum.</td>
</tr>
<tr>
<td>Category</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Formerly detained/held in country of asylum</td>
<td>Persons who were previously detained in the country of asylum but have now been released</td>
</tr>
<tr>
<td>Individual excluded or marginalised from society</td>
<td>Persons who due to personal history, ethnicity, religion, nationality, social group, gender or sexual orientation are traditionally marginalised by their society (unable to actively participate); victims of prejudice and intolerance for not adhering to social norms; persons who, for whatever reason, are shunned by their community.</td>
</tr>
<tr>
<td>Family reunion required</td>
<td>Person (or persons) of any age, male and female, who have immediate family members elsewhere in the country of asylum or perhaps even in a neighbouring country for whom it would be beneficial that they be united.</td>
</tr>
<tr>
<td>Multiple displacements</td>
<td>Person(s) who have been repeatedly displaced either in the country of origin (prior to departure) or in the country of asylum due to external circumstances</td>
</tr>
<tr>
<td>Mixed marriage</td>
<td>Persons who are married to a spouse of a different ethnicity or nationality which exposes the family to physical risk or marginalisation within their community in the country of asylum (camp or accommodation) and limited options for a durable solution (voluntary repatriation or local integration) in view of local political and social conditions.</td>
</tr>
<tr>
<td>Survivor of torture/violence in asylum</td>
<td>Persons who have experienced torture or physical/psychological violence in the country of asylum from either state or non-state entities.</td>
</tr>
<tr>
<td>Tracing required</td>
<td>Tracing, in the case of children, is the process of searching for family members or primary legal or customary care-givers.</td>
</tr>
<tr>
<td>At risk of deportation</td>
<td>Persons known to the office to be at risk of deportation by the government of the country of asylum. In some cases, these persons are identified by the government and the office is informed.</td>
</tr>
<tr>
<td>Survivor of torture/violence in home country</td>
<td>Persons who have experienced torture or physical/psychological violence in the country of origin prior to their departure from either state or non-state entities.</td>
</tr>
</tbody>
</table>
Annex B: Life-threatening and severe medical conditions requiring emergency or immediate medical intervention

- Surgeries for acute digestive, gynaecological, urinary, genital and reproductive health-related problems, and for organ transplants
- Treatment of serious communicable disease (e.g. cholera; meningitis)
- Caesarean (C)-section/delivery and (good prognosis) pregnancy-related complications/disorders
- Recent fractures or other major physical trauma incidents
- Reparative surgery after trauma/accidents
- Post-burn surgery
- Hodgkin and non-Hodgkin lymphoma
- Leukaemia cases in children
- Nephrotic syndrome
- Thyroid disorders
- Post-surgical corrective lenses
- Traumatic and congenital cataract
- Corneal blindness/Glaucoma
- Tear duct surgery
- Cleft palate and hare lip
- Acute complications of diabetes
- Acute or chronic renal disease
- Removal of acute gall and kidney stones
- Congenital heart diseases in young children
- Life-saving heart surgeries (with exception of for old people already above average life expectancy)
- Early surgery for cancers with good prognosis
- Prostatectomy
- Short hospitalisation (less than 10 days) to treat acute diseases
- Short hospitalisation (less than 10 days) for acute mental health disorders/disorders of the central and peripheral nervous system
- Short hospitalisation (less than 10 days) for life saving and relief of disability treatment for persons of concern with chronic diseases (good prognosis)
- Hospitalisation/surgeries related to prematurity (with good prognosis)
Annex C: Household assessment form

Enter Interviewer/Assessor name

Introduction
My name is XXXX; I work with [insert agency] in [insert country].
We would like to conduct this conversation with you – and ask some questions – in order to get a better understanding of your and your household's situation and needs.
This interview does not automatically mean that [insert agency] will be providing you with assistance; but it will us to better understand whether we are able to assist you.
Our conversation is confidential, and you can stop it now, or at any time as we proceed.

Are you happy to voluntarily participate in this interview? Yes/No
Are you okay for me to begin?
Guidance note: Stop the interview unless the respondent answers Yes

A. General information

B. Household composition & dependency

Guidance on explaining and discussing/identifying the household – and head of household:
A household consists of all persons living together in a housing unit, who pool their incomes and make common provision for food and other essentials for living.
This can be a one-person household, or multi-person (i.e. group of 2 or more).
A household can consist of more than one family (family = members of household directly related through blood or marriage).
The head of the household is one of the members of the household recognised as the head of the unit by the other members of the household unit or by himself (or herself) if living alone.

C. Income-Expenditure

D. Disability; life threatening or severe medical and psychological conditions

E. Emergency | Shock

F. Documentation

G. Education

H. Evidence of other means

I. Preferences for assistance option(s)

J. Access to and use of cash/financial services

K. Coping Strategies

Guidance note for assessors:
• **Approach Sections K&L with care**, as they touch on sensitive issues which respondents may not feel comfortable to discuss. **DO NOT OBLIGE THEM TO IF THEY PREFER NOT TO.**

• **Process:** Ask a first general question about how the household copes in difficult times, and then see what comes out in conversation and record answers appropriately. **Use prompts** to explore and obtain further answers as appropriate; focus on and prioritise leading a responsive, supportive and appropriate conversation with the respondent.

• NB we will not ask about each specific coping strategy mentioned in the form, or ask direct (yes/no) questions about socially unacceptable issues (e.g. early girl child marriage, etc.)

**L. Specific legal or physical protection needs**

**M. Specific Needs Assistance: Follow-up via more in depth/case management approach**

**Additional comments**

Interviewer/Assessor: Any comments about the family please note here (free text field)

**Closing**

Thank you very much for your time today. The answers you have provided are extremely valuable. They enable us to better understand your and your household’s situation and needs, and to assess whether we are able to provide assistance
Annex D: Vulnerability criteria and scoring system to define eligibility for cash-based assistance
Annex E: PDM Form

Post Distribution Monitoring (PDM) Form
Multi-Purpose Cash for Basic Needs

1. SURVEY DETAILS

Hello, my name is _________________ and I work for [insert agency].
We are interviewing households that recently received cash assistance.
The aim of talking with you is to understand whether you and your household are satisfied with our
services; the extent to which they were helpful for you; and if and how we could improve them in the
future.
Please feel free to answer the questions openly; it is not a test or with any bearing on receiving future
assistance, but rather a way for us to understand the strengths and weaknesses of the assistance we
have provided.
The survey will take about 15-20 minutes to complete.
Are you happy to proceed? Do you have any questions before we start?

2. RESPONDENT DETAILS

3. ASSISTANCE RECEIVED

4. EXPERIENCE WITH TRANSFER MECHANISMS

5. HOUSEHOLD AND COMMUNITY DYNAMICS

6. CASH USAGE/SPENDING

7. ACCOUNTABILITY

8. REFERRALS

9. OVERALL SATISFACTION

10. IDENTIFICATION OF PRIORITY NEEDS

Thank you very much for your time and the information you have shared.
This will help us to review and adapt our programming when providing future assistance.

This document covers humanitarian aid activities implemented with financial assistance of the European Union.
The views expressed herein should not be taken, in any way, to reflect the official opinion of the European Union,
and the European Commission is not responsible for any use that may be made of the information it contains.
Annex F: MPC workflow

(One-pager flow chart)