## Agenda Item 1: Follow up action points

**Cash and Voucher Assistance trainings (CaLP) – upcoming**
- Core CVA skills training – 11th to 15th November – Somaliland
- Core CVA skills training – (1 week) November TBC- Mogadishu
- Core CVA skills training – (1 day) January TBC 2020 - Mogadishu

## Agenda Item 2: Cash for Work workstream

**Objectives of the CfW workstream**
- Mapping of existing CfA activities
- Review of existing guidelines (e.g. from WFP, FAO)
- Critical Review and, if applicable, new definition of the rate of daily pay for CfA
- Customizing the modality of cash for assets to the regional groups of Somali work culture

**Deliverables**
- An overview of existing CfW/CfA projects
- Guidelines for the application of CfA activities
- A list with work norms for the common types of work for unskilled labourers
- A flow chart with steps to be undertaken in CfA activities

**Issues arising**
- The CfW workstream should consider work by the FSC on targeting
- Further investigation on caloric input versus caloric output

Please see CfW workstream TOR for details.

## Agenda Item 3: Partners presentation – Diakonie

**CfW assistance in Somalia**

See Diakonie presentation on CfW activities in Somalia

**Discussion**
- What is the acceptable age for CfW activities?
- How is women participation in CfW activities compared to men’s participation?
- Protection of the workers participating in the CfW activities.
- Land ownership – creation of assets that only benefit the owner versus community assets.
- Need for government input on work norms and policies

## Agenda Item 4: Workstream updates

**Monitoring and Evaluation**

**Accountability mapping survey**
In line with Objective 2 of the MEAAP work stream that supports the harmonisation, aggregation and analysis of data from beneficiary feedback mechanisms to allow for the fast identification and resolution of systemic issues relating to cash-based assistance, escalating the voices of affected populations in programme design and implementation.

Survey link/Mapping tool shared with CWG members: https://www.surveymonkey.com/r/RJPVGP8

Data collected in July 2019

A. ONSITE COMPLAINTS RESPONSE MECHANISMS
- The most common existing onsite feedback mechanisms used in Cash and Voucher Programs are project committees followed by focal persons/program staff. The two channels are also the most commonly used by CVP beneficiaries to provide feedback.
- Agencies have a variety/mix of onsite feedback mechanisms used in CVP to meet the needs and interest of different groups.
- The existing onsite mechanisms in most cases are accessible to all groups of people including women, people with disability and marginalized groups.
- Access to onsite mechanisms by all groups is hampered by a lack of mechanisms in place/No mechanisms provided by agencies.

B. OFFSITE COMPLAINTS RESPONSE MECHANISMS
- Majority of organizations have toll free hotlines and paid hotlines as their offsite/remote complaints and feedback mechanism.
- The toll free hotline is the most commonly used offsite/remote mechanism. Some of the reasons cited include:
  - No charges/free
  - Easy to use
  - Privacy of the complaint/feedback
  - Immediate response provided
  - Available all the time and accessible to all groups
  - Relatively good network coverage in program locations
  - A lot of sensitization has been done about the mechanism
  - Most beneficiaries have phones/have access to mobile phones

C. INFORMATION PROVISION
- In all cases, provision of information to CVP beneficiaries is done through community meetings.
- Other common channels of information provision include Pre distribution addresses and written material especially those done in the local language.
- Community meetings were sighted as the most effective mechanism for providing information to beneficiaries. This is because:
  - It provides for two way feedback,
  - clarifications can be sought and questions asked,
  - greater reach/reach many people at the same time
  - community owned process/encourages community participation
• Written material in the local language were also considered effective to some large extent. However, low literacy levels is a barrier for this kind of mechanism.

SUMMARY OF FINDINGS
Overall, most respondents felt that the most effective on/offsite mechanism for CVP in the context are those that:
• Encourage face to face communication/two-way feedback
• Provide for immediate response
• Are easily accessible
• Do not attract any cost/free
• Encourage participation of more people/all community groups/whether literate or illiterate
• Have a greater reach
• Mostly verbal communication/Oral
• Are in a language they can understand.

RECOMMENDATIONS
• Creating awareness through radio messaging
• Provide prompt feedback to beneficiaries
• Empower beneficiaries to provide feedback
• Use local language in providing information as much as possible/Pictures to communicate
• Enhance the participation of female staff and community members in CRM
• Address confidentiality concerns pertaining to feedback provision
• Proactive information sharing on feedback provision/Awareness raising
• Promote the use of toll free hotlines for feedback provision to enhance access for the most vulnerable.
• Strengthening existing local committees
• Consistent sharing of information with communities not only at the beginning of programs
• Identify and support community CRM champions for longer term programming
• Regular training of CVP staff on HAP/CRM to enhance effective roll out
• Provision of a variety of feedback mechanisms

WAY FORWARD
• Important to get community/end user perception about which mechanisms work best for them. This can be through PDMs or other surveys
• Agencies to share their SOPs regarding CRM and information provision (template to be provided)
• Agencies to share best practices on CRM and Information provision for learning
• Learning events to be organized to share common issues raised through CRM and their resolution
## INDICATORS
- The workstream has come up with 5 indicators and are in the processing of developing an ODK tool.
- Preparing for 3 day training for CWG members on the ODK tool. Trainings to be held in Nairobi (12 September), Mogadishu (2 October) and in Hargeisa (16 October).

### Issues/ Action points
- Any agency using CRM champions to kindly share details with the M&E workstream leads.
- Members to share their ODK and PDM tools with the M&E workstream leads.
- Workstream leads to send invite for trainings to all.
- Follow-up survey on AAP – partners to submit to Josephine by 20/9.

## FINANCIAL SERVICE PROVIDER WORKSTREAM
- ToR developed.
- Meeting to be held Monday 26/8 3pm to discuss ToR.
- Comments on ToR to be submitted by Wednesday 28/8, ToR to be finalised by end of next week.
- Consultant through GSMA will largely drive/complete the SOPs work.
- Launch event will be held likely in early December to introduce and discuss the SOPs developed.

## MARKET ANALYSIS WORKSTREAM
- ToR for consultancy on MEB/transfer values developed, currently under review by donors.

### 5. 3 W’s update and discussion
- Template and reporting procedures still under discussion with OCHA.
- Feedback from partners in Local CWGs:
  - Prefer template same as/similar as possible to existing reporting templates they’re familiar with (ex. FSC 3W) to avoid having to train/learn a new system, and to allow copy and pasting, reducing additional time needed for reporting.
  - Strong willingness to discuss all cash programming caseloads and locations with partners, discussions at local level effective for more rapid action on gaps/duplication at granular level.

### 6. Local CWG updates
- Overall updates
  - Local CWG meetings held in Baidoa, Mogadishu, Garowe, and Adado this month.
  - To join one of the Local CWGs, kindly contact the co-chairs listed in the table below.

**BAIDOA**
- Consecutive underperforming rainfalls resulting in low harvest in most parts and crop failures in some areas. Also, due to insecurity farmlands are not cultivated. May be possible signal of displacement to come.
- There are high humanitarian needs with limited funding.
- Partners call for the need to mainstream protection due to protection risks arising from cash based interventions. Including staff training on PSEA, protection referral, awareness raising and sensitization of community and camp leaders.
- Concentration of actors in Baidoa, Bay region as well as in Wajid, Bakool region. Concentration in part due to security but may also be a result of a gap in knowledge of all actors in the area of coverage.
- Next CWG planned for 20 October
- Request for harmonization of transfer value both by partners and during follow up meeting with government.

MOGADISHU
- The 3W will be shared the first week of each month to report on the previous month activities. Partners will share it back with the Banadir CWG chairs by the 2\textsuperscript{nd} week of the month. This will be compiled and shared back before the monthly meeting to discuss any overlap during the meeting
- The following are areas partners would like the CWG to prioritise:
  o Sharing within partners best practices/case studies. During the September CWG CARE will present a case study
  o Beneficiary information sharing in order to avoid overlap: how can we improve our current practices?
  o Ensure consultants and private companies (banks, Telecom companies...) are looped in the CWG discussions to share practices and information
  o Learning and research on cash impact are shared and presented for partners’ learning (including emergency cash and safety nets research)
  o Sharing of training opportunities
  o Discussion of registration platforms

GAROWE
- Puntland CWG agreed to conduct the meeting on monthly basis.
- The following schedule was tentatively agreed upon and:
  o Sept – 15\textsuperscript{th} at 9 – 11 am
  o Oct – 14\textsuperscript{th} at 9 – 11 am
  o Nov – 13\textsuperscript{th} at 9 – 11 am
  o Dec – 12\textsuperscript{th} at 9 – 11 am
- Local CWG participating agencies should encourage their implementing partners to join the CWG before next CWG meeting in September.
- No security issues hindering cash / food reported. As a best practice, it was acknowledged that the mobile cash transfer and food voucher use prevented associated risks at delivery and point of distribution.
- Criteria of target villages and beneficiary selection should be clearly communicated with target communities’ elders, all members of each community and local authorities.
- CRM should be put in place at the start CBIs to avert, detect any address any possible issues and irregularities.
Galmudug
- Galmudug LCWG meetings will be regularly held at CPD centre in Adado. Meetings can also be held in other locations in Galmudug region upon request.
- GLCWG meetings will be bi-monthly as agreed in by all members.
- Prices of most of the basic food items have increased due to bad weather conditions at Indian Ocean and red sea, which resulted less vessels carrying commodities to dock to the Somali ports.
- There are numerous political activities going on in Dhusamareeb and Hobyo. The security in Dhusamareeb has been beefed up. Galmudug reconciliation conference is due to take place in Dhusamareeb for the coming weeks. However, this has no adverse consequences to the humanitarian response, except possible movement restrictions

Local CWG Contacts

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<tr>
<th>Location</th>
<th>Areas covered</th>
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<th>Organisation Name</th>
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<tr>
<td>Baidoa</td>
<td>Bay Bakool Lower Juba Gedo Middle Juba</td>
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Workstream Contacts

To join or for more information on any of the CWG workstreams, contact:

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2) For M&E and Accountability to Affected Populations (MEAAP) Workstream - Josephine Mwale, World Vision & Chana Opaskornkul, WFP - Josephine_Mwale@wvi.org & chana.opaskornkul@wfp.org
3) For Market Analysis Workstream - Hiba Abou Swaid, FAO - Hiba.AbouSwaid@fao.org
4) For Financial Service Provider Workstream - Rory Crew, Somali Cash Consortium & Chad Anderson, Save the Children - Rory.Crew@concern.net, Chad.Anderson@savethechildren.org
5) For Cash & Protection Workstream – Anna Geller, DRC/Protection Cluster & Noanne Laida, OCHA -Anna.Geller@DRCSOMALIA.ORG & marie.laida@un.org
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