

### TOOL 1: POST DISTRIBUTION MONITORING (PDM) Household Survey UNHCR Cash Based Interventions

#### Instructions for UNHCR staff:

\* = Indicator marked in **red** with an asterisk is a **required core indicator**. The question should not be modified at all and should be included in all PDMs. Coding must be done using the standardised format.

□ = question relates to an indicator in the CBI PDM Indicator Framework and should be included in PDMs. Refer to PDM Indicator Framework and CBI PDM User Guidance for more information.

◇ = response options need to be checked and adapted based on the context and purpose of the CBI.

➔ = option to insert sector specific and/or protection questions depending on the purpose of the cash based intervention. Refer to Technical Sectoral Annexes, Tools 1.2-1.7.

*All questions are select one, and the response options can be read out, unless indicated otherwise.*

#### Instruction for coding and data entry:

- An "owner" Kobo CBI account will be created for the operation, with full access to the form and the collected data.
- An "enumerator" Kobo CBI account will be created for enumerators in the operation, with the ability to submit data to the account.
- The HQ "cbipdm" Kobo account must receive "view submission" privileges related to the operation's Kobo CBI account, in order to perform central data analysis and to populate the dashboard.

#### A. Location details

(To be completed before starting the interview)

<b>A1. Date:</b>		
<b>A2. Enumerator Name:</b>	<input type="checkbox"/> Enumerator 1 <input type="checkbox"/> Enumerator 2 <input type="checkbox"/> Enumerator 3	<input type="checkbox"/> Enumerator 4 <input type="checkbox"/> Enumerator 5
<b>A3. Province/District:</b>	<input type="checkbox"/> Province/District 1 <input type="checkbox"/> Province/District 2 <input type="checkbox"/> Province/District 3	<input type="checkbox"/> Province/District 4 <input type="checkbox"/> Province/District 5
<b>A4. Camp/Village/City, etc.:</b>	<input type="checkbox"/> Camp/Village/City 1 <input type="checkbox"/> Camp/Village/City 2 <input type="checkbox"/> Camp/Village/City 3	<input type="checkbox"/> Camp/Village/City 4 <input type="checkbox"/> Camp/Village/City 5
<b>A5. Address: household number</b>		
<b>A6. GPS Coordinates:</b> <i>NOTE: this is optional, and teams should consider if there are any security risks with collecting this data, as well as the time this may take to record for each household given the context.</i>		
<b>A7. Is the person registered to receive the cash from UNHCR, or another member of their household over the age of 18, available for this survey?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <b>If No, end the interview and select the next household.</b> <i>"Thank you for your time. We need to speak to the person registered to receive the cash from UNHCR or another member of their household."</i>	

### B. Interviewee details and household demographics

**Instruction for enumerator:** *Introduction to read before starting the interview*

Hello, my name is (Enumerator) and I am working for UNHCR. We would like to ask you a few questions about the work of UNHCR. The answers to these questions will help to understand if there is anything UNHCR can do to improve how we work and what we do.

Your participation is voluntary and you can choose not to answer any or of the questions.

Your answers will not be used to determine if you or anyone in your household is eligible for assistance (or resettlement). Everything you tell us will be treated in confidence, and will be combined with the answers that other people provide.



The survey will take about 30 minutes, and I will be recording your responses using this tablet.

<b>B1. Do you agree to continue with this survey?</b> (Select one)	<input type="checkbox"/> Yes <input type="checkbox"/> No																			
<b>B1a. IF No: Thank you for your time.</b> <i>Instructions for enumerator: End survey</i>																				
<b>B2. What is your UNHCR registration number?</b>																				
<b>B3. What is your telephone number?</b>																				
<b>B4. What is your sex?</b> (Select one)	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Other																		
<b>B5. What is your age?</b> (Select one)	<input type="checkbox"/> 17 or younger <input type="checkbox"/> 18-35 years	<input type="checkbox"/> 36-59 years <input type="checkbox"/> 60 years +																		
<b>B6. Are you the person registered to receive the cash assistance from UNHCR?</b> (Select one) <i>NOTE: adjust based on who UNHCR is giving the cash to in each household. If UNHCR is only giving to the female head of household this question may not be needed.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No																			
<b>B6a. If no: What is the sex the person registered to receive the cash assistance from UNHCR?</b> (Select one)	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Other																		
<b>B6b. If no: What is your relation to the person registered to receive the cash assistance from UNHCR?</b> (Select one)	<input type="checkbox"/> Spouse <input type="checkbox"/> Daughter / son <input type="checkbox"/> Mother/Father	<input type="checkbox"/> Other family relation <input type="checkbox"/> Not related																		
<b>B7. How many people are living in your household at present?</b> <i>Instructions for enumerators: By "household" we mean people who sleep under the same roof and take meals together at least four days a week.</i> <i>NOTE: adjust ages as needed. If the cash value is linked to the ages of household members, it may be useful to collect data on number of household members that fall inside these age brackets.</i>	<table border="1"> <thead> <tr> <th></th> <th># of Male</th> <th># of Female</th> </tr> </thead> <tbody> <tr> <td><b>0-4 years</b></td> <td></td> <td></td> </tr> <tr> <td><b>5-17 years</b></td> <td></td> <td></td> </tr> <tr> <td><b>18-59 years</b></td> <td></td> <td></td> </tr> <tr> <td><b>60 years +</b></td> <td></td> <td></td> </tr> <tr> <td><b>Total</b></td> <td></td> <td></td> </tr> </tbody> </table>			# of Male	# of Female	<b>0-4 years</b>			<b>5-17 years</b>			<b>18-59 years</b>			<b>60 years +</b>			<b>Total</b>		
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<b>Total</b>																				
<b>B8. How many girls and women between 15-45 years old live in your household at present?</b> <i>NOTE: This is asking about the number of girls and women of reproductive age.</i>																				

### C. Receiving and spending the cash assistance (basic facts)

<b>C1. How much cash did your household receive from UNHCR at the last distribution?</b> <i>Instructions for enumerators: This is asking for the monetary value of the last distribution of cash assistance received. Clarify with respondent that we are asking about the most recent cash received from UNHCR.</i>		
<b>C2. Was this the amount you were expecting to receive?</b> (Select one)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know

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<b>C3. Did you receive the cash from UNHCR on the day you were expecting it? (Select one)</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
<b>C4. Did the person registered to receive the cash need help to receive or spend the cash assistance? (Select one)</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
<b>C4a. If Yes: Why did they need help? (Select one)</b>	<input type="checkbox"/> Limited mobility <input type="checkbox"/> No time <input type="checkbox"/> Did not know how to use the card <input type="checkbox"/> Items too heavy to carry <input type="checkbox"/> Place of withdrawal of cash not accessible <input type="checkbox"/> No money to pay transport to withdraw/spend the cash <input type="checkbox"/> Can't read instructions to withdraw money <input type="checkbox"/> Instructions to withdraw are in a language I don't understand <input type="checkbox"/> Other (specify) _____	
<b>C4b. If Yes: Who gave help? (Select one)</b>	<input type="checkbox"/> Family Member <input type="checkbox"/> Acquaintance (friend, neighbour etc.) <input type="checkbox"/> Distant relative <input type="checkbox"/> Stranger (e.g. person passing by on the street) <input type="checkbox"/> Member of agency staff <input type="checkbox"/> Bank agent/trader <input type="checkbox"/> Other	
<b>C4c. IF Yes: Did they need to pay any money for this help?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
<b>C5. Where did you go to spend the cash?</b> <i>NOTE: Include this question if it is important to know where people are spending the money.</i>  The response options may be names of market areas, rather than referencing camps. Selecting multiple options is possible.	<input type="checkbox"/> Inside the camp <input type="checkbox"/> Outside the camp <input type="checkbox"/> Both (inside and outside) <input type="checkbox"/> Don't know	<input type="checkbox"/> Local market <input type="checkbox"/> Local shop <input type="checkbox"/> Supermarket <input type="checkbox"/> Wholesalers
<b>C6. How long did it take you to reach the place you spent the cash? (Select one)</b>	<input type="checkbox"/> Less than 15 minutes <input type="checkbox"/> 15-30 minutes <input type="checkbox"/> 30-45 minutes	<input type="checkbox"/> 45-60 minutes <input type="checkbox"/> More than one hour <input type="checkbox"/> Don't know
<b>C7. How much did it cost you to go and come back to the place you spent the cash? (Select one)</b>  Change the currency and the level of costs you are interested in given the grant value.	<input type="checkbox"/> LKR0 - LKR 50 <input type="checkbox"/> LKR51 - -LKR 150 <input type="checkbox"/> - LKR 151-200 <input type="checkbox"/> Above 200	<input type="checkbox"/> Don't know
<b>C10. Who in your household decided how the cash assistance should be spent? (Select one)</b>	<input type="checkbox"/> The male head of household <input type="checkbox"/> The female head of household <input type="checkbox"/> Both (husband and wife together) <input type="checkbox"/> Your Father or Father-in-law <input type="checkbox"/> Your Mother or Mother-in-law <input type="checkbox"/> The whole household together <input type="checkbox"/> Other	
<b>C11. Was there any disagreement on use of the cash assistance? (Select one)</b>	<input type="checkbox"/> Yes - we disagreed a lot <input type="checkbox"/> Some - we discussed but came to an agreement <input type="checkbox"/> No - there was no disagreement	
<b>C12. What other sources of income or support has your household received or used in the last 3 months? (Tick all the apply)</b>  <i>Instructions for enumerators: This is in addition to the support from UNHCR. Do not select 'NGOs/agencies' if the respondent is only receiving support from UNHCR.</i>	<input type="checkbox"/> Formal income generating activities e.g. any business or activities generating money, or salary <input type="checkbox"/> Informal income generating activities e.g. casual /seasonal labour <input type="checkbox"/> Savings <input type="checkbox"/> Remittances <input type="checkbox"/> Support from friends / family (locally) <input type="checkbox"/> Loans (debt or credit)	

- ☐ NGOs/agencies – giving cash support
- ☐ NGOs/agencies – giving material support
- ☐ NGOs/agencies – giving other support
- ☐ Other

### D. Risks and problems: Did people face problems with the CBI? Did the CBI put POCs at additional risk?

#### D1. Did you feel unsafe or at risk:

Instructions for enumerators: This question is asking if people did not feel safe at any point. 'Yes' means they felt at risk and did not feel safe.

**QUESTION to measure indicator 4.1\*: % of households who report feeling at risk (unsafe) receiving, keeping or spending the cash assistance.**

Break down the indicator to feeling unsafe related to receiving, to feeling unsafe related to keeping and to feeling unsafe related to spending the cash assistance.

D1a. Going to withdraw or get the money?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D1b. Deciding how to spend the money?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D1c. Keeping the money at home?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D1d. Going to spend the money?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D1e. Did anything else make you feel unsafe or at risk of harm related to the cash assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D1f. IF Yes, to any of the above: Why did you not feel safe?		

#### D2. Did you experience any of these problems receiving/withdrawing or spending the cash from UNHCR?

The exact wording of the problems listed below may be somewhat adapted to the context, but the sense of the problem itself and the coding of the questions should not change. Teams can select an additional 4 *problems*, if the below list is not comprehensive and adapted to the context. Please add as options *f*, *g*, *h*, and *i* at the end of the list. The final question should however always be "Did you experience any other problems withdrawing or spending the cash from UNHCR? AND If Yes: what problems did you face?"

**QUESTION to measure indicator 4.2\*: % households who report facing one or more problem receiving, keeping and spending the cash assistance, per type of problem.**

D2a. The registered person is not available to withdraw or access the money?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D2b. Wrong pin code or forgotten pin code or could not enter PIN code yourself?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D2c. Poor service at the bank / post-office / etc. when withdrawing the money?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D2d. Market/shop/trader/ Wholesalers refused to serve you?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D2e. Needed to pay additional money or do favours in order to withdraw or spend cash?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
D2ea If YES: Who did you need to give money or favours to?	<input type="checkbox"/> Another household member <input type="checkbox"/> Another family member (outside the household) <input type="checkbox"/> Friend <input type="checkbox"/> Community leader <input type="checkbox"/> Stranger <input type="checkbox"/> Bank/mobile money/FSP agent <input type="checkbox"/> Shopkeeper <input type="checkbox"/> Other	

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<b>D2f. Did you experience any other problems withdrawing or spending the cash from UNHCR?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
<b>D2fa. If Yes: what problems did you face?</b>		

### E. Markets and prices: Can POCs find what they need, and at a price they can afford, in the markets?

<b>E1. Were you able to find the items/services you needed in the markets / shops? (Select one)</b> <i>Instructions for enumerators: This is asking if items were available to buy, not if they were affordable.</i> <b>QUESTION to measure indicator 5.1*: % of households who report being able to find key items / services when needed.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> No <input type="checkbox"/> Don't know
<b>E1a. If Mostly or No: What items/services were not available?</b>	
<b>E2. Were you able to find the right <u>quality</u> of items/services in the market place? (Select one)</b> <i>Instructions for enumerators: Quality also includes if preferred brands were available.</i> <b>QUESTION to measure indicator 5.2: % of households who report being able to find key items / services of sufficient quality in shops/markets.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> No <input type="checkbox"/> Don't know
<b>E2a. If Mostly or No: What items/services were not available in sufficient <u>quality</u>?</b>	
<b>E3. Has there been any increase in the price of any items/services in the last 6 months? (Select one)</b> <b>QUESTION to measure indicator 5.3: % of households who report no increased in prices of key items/services over the last 4 weeks.</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
<b>E3a. If yes: What items/services have increased in price?</b>	

### F. Expenditure: What did people spend the money on?

<b>F1. Of the cash you have received from UNHCR, how much have you spent already?</b> <i>Instructions for enumerators: This question is asking about the last distribution of cash from UNHCR, not all cash received from UNHCR.</i>	<input type="checkbox"/> All <input type="checkbox"/> More than half <input type="checkbox"/> Half <input type="checkbox"/> Less than half <input type="checkbox"/> Don't know	
<b>F2. What did you spend the UNHCR cash on? (Read out each option. Tick all that apply)</b>  <b>F3. Of these items/services which did you spend the most money on, ranked in order of importance?</b> <i>Instructions for enumerators: if respondents identify an items/services they spent to most money on, which has not been selected under the previous question, please confirm and go back to correct the previous question.</i>  <i>Ideally use Top 5 expenses, IF this makes sense operationally.</i>	<b>HOUSEHOLD NEEDS - ITEMS / SERVICES</b> <input type="checkbox"/> Food <input type="checkbox"/> Water <input type="checkbox"/> Hygiene items <input type="checkbox"/> Health costs (including medicines) <input type="checkbox"/> Rent <input type="checkbox"/> Shelter repair (e.g. rehabilitation, extension, materials) <input type="checkbox"/> Household items (e.g. mattress, blankets, jerry can) <input type="checkbox"/> Firewood / Fuel for cooking or heating <input type="checkbox"/> Clothes / shoes	<b>Top expenses, ranked</b>           

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**QUESTIONS F2 and F3 to measure indicator 6.1\*: Top expenditures done with the cash grant; OR Expenditures done, ranked per % of household doing the purchase**

**(and suggested indicator 6.2: % of cash expenditure reported as spent in-line with intended CBI objective)**

- |   |  |
|---|--|
| <input type="checkbox"/> Utilities and bills (e.g. electricity, water bills, phone calling credit)                |  |
| <input type="checkbox"/> Assets for a livelihood activity (e.g. seeds, tools, farming, fishing, petty trade etc.) |  |
| <input type="checkbox"/> Education (e.g. school fees, uniform, books).  |  |
| <input type="checkbox"/> Entertainment (including alcohol, cigarettes)  |  |
| <input type="checkbox"/> Transport  |  |
| <input type="checkbox"/> Debt repayment   |  |
| <input type="checkbox"/> Saved some money   |  |
| <input type="checkbox"/> Gave some to other family members / relatives / friends                                  |  |
| <input type="checkbox"/> Legal assistance / documents   |  |
| <input type="checkbox"/> Other (Specify) _____  |  |

- ➔ INSERT SECTOR SPECIFIC AND/OR PROTECTION EXPENDITURE QUESTIONS (IF NEEDED) DEPENDING ON THE PURPOSE OF THE CASH INTERVENTION. This may include:**
- If people bought specific items, or what productive assets they bought.
  - Quality of specific items purchased.

### G. Outcomes: What changes is the cash assistance contributing to in POC households?

**G1. To what extent has the cash assistance from UNHCR:**

**QUESTION to measure indicator 7.1: % of households who report improved living conditions; and**

**indicator 7.2: % of households who report reduced feelings of stress**

**◆** Teams to select approximately 3 “aspects of life” for asking to what degree the cash assistance has supported changes. These should be linked to the intended objectives of the cash assistance. **Options G1a. and G1c. are in the indicators framework.**

**G1a. Improved your living conditions?**  
(Select one)

- ☐ Significantly  
☐ Moderately  
☐ Slightly  
☐ Not at all

**G1b. Reduced the financial burden of your household?**  
(Select one)

- ☐ Significantly  
☐ Moderately  
☐ Slightly  
☐ Not at all

**G1c. Reduced feelings of stress?**  
(Select one)

- ☐ Significantly  
☐ Moderately  
☐ Slightly  
☐ Not at all

**G2. Overall, to what extent are you currently able to meet the basic needs of your household?**

*NOTE: the term ‘most pressing needs’ could be used as an alternative for ‘basic needs’ if this is easier to understand in the context of work.*

- ☐ All  
☐ More half (but not all)  
☐ Half  
☐ Less than half  
☐ Not at all  
☐ Don’t know

**QUESTION to measure indicator 7.3\*: % of households who report being able to meet all of their basic needs; AND % of households who report being able to meet more than half of their basic needs; AND % of households who report being able to meet half of their basic needs; AND % of households who report being able to meet less than half of their basic needs; AND % of households who report being able to meet none of their basic needs\***

**G2a. If more than half (but not all), half, a little or not at all: Which of your household's basic needs can you not afford?**

*(Select up to three)*

*NOTE: the term 'most pressing needs' could be used as an alternative for 'basic needs' if this is easier to understand in the context of work.*

*NOTE: these response options should be the same as those used for the expenditure questions above.*

- |  |
|--|
| <input type="checkbox"/> Food  |
| <input type="checkbox"/> Water   |
| <input type="checkbox"/> Hygiene items   |
| <input type="checkbox"/> Health costs (including medicines)  |
| <input type="checkbox"/> Rent  |
| <input type="checkbox"/> Shelter repair (e.g. rehabilitation, extension, materials)                            |
| <input type="checkbox"/> Household items (e.g. mattress, blankets, jerry can)                                  |
| <input type="checkbox"/> Firewood / Fuel for cooking or heating  |
| <input type="checkbox"/> Clothes / shoes   |
| <input type="checkbox"/> Utilities and bills (e.g. electricity, water bills, phone calling credit)             |
| <input type="checkbox"/> Towards a livelihood activity (e.g. seeds, tools, farming, fishing, petty trade etc.) |
| <input type="checkbox"/> Education (e.g. school fees, uniform, books).   |
| <input type="checkbox"/> Entertainment (including alcohol, cigarettes)   |
| <input type="checkbox"/> Transport   |
| <input type="checkbox"/> Debt repayment  |
| <input type="checkbox"/> Save some money   |
| <input type="checkbox"/> Support other family members / relatives / friends                                    |
| <input type="checkbox"/> Other (Specify) _____   |

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### G3. In the past 6 months has your household needed to:

Instructions for enumerators: Read aloud each strategy, and record 'yes' if the household has needed to do this in the last 6 months

The exact wording of the questions listed below may be somewhat adapted to the context, but the sense of the coping strategy itself and the coding of the questions should not change. Teams can select an additional 4 *negative coping strategies*, if the below list is not comprehensive and adapted to the context. Please add as options *k, l, m* and *n* at the end of the list.

**QUESTION to measure indicator 7.4\*: % of households reporting using one or more negative coping strategy in the last 4 weeks; AND Coping strategies used ranked per % of household using them**

a. Stop a child from attending school?	<input type="checkbox"/> Yes <input type="checkbox"/> No
b. Sell livelihood/productive assets in order to buy food or basic goods? (e.g. sold items such as a car, motorbike, plough, sewing machine, tools, seed stock, livestock, productive land)	<input type="checkbox"/> Yes <input type="checkbox"/> No
c. Ask for money from strangers (begging)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
d. Move to a poorer quality shelter?	<input type="checkbox"/> Yes <input type="checkbox"/> No
e. Send household members under the age of 16 to work?	<input type="checkbox"/> Yes <input type="checkbox"/> No
f. Send a member of the household to work far away?	<input type="checkbox"/> Yes <input type="checkbox"/> No
g. Engage in activities for money or items that you feel puts you or other members of your household at risk of harm? (E.g. illegal activities, survival sex, drug dealing, early marriage, joining armed groups etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
h. Skip paying rent / debt repayments to meet other needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No
i. Take out new loans or borrowed money?	<input type="checkbox"/> Yes <input type="checkbox"/> No
j. Reduce expenditure hygiene items, water, baby items, health, or education in order to meet household food needs?	<input type="checkbox"/> Yes <input type="checkbox"/> No

### G4. In the past 7 days, if there have been times when you did not have enough food or did not have enough money to buy food, how often has your household had to:

(This is the Reduced Coping Strategy Index CSI (rCSI). Read aloud each strategy, recording the number of days that the respondent's household has needed to do the following from 0-7. For severity scoring and analysis refer to "The Coping Strategies Index: Field Methods Manual 2nd Edition, January 2008". Daniel Maxwell, Tufts University and Richard Caldwell, TANGO International

([https://documents.wfp.org/stellent/groups/public/documents/manual\\_guide\\_proced/wfp211058.pdf?\\_ga=2.216083798.1509752943.1544178231-200682845.1494315723](https://documents.wfp.org/stellent/groups/public/documents/manual_guide_proced/wfp211058.pdf?_ga=2.216083798.1509752943.1544178231-200682845.1494315723))

This is an optional food security-related indicator which is commonly used for monitoring multi-purpose cash transfers.

Coping strategy	Frequency
a. Rely on less preferred and less expensive foods?	
b. Borrow food, or rely on help from a friend or relative?	
c. Limit portion size at mealtimes?	
d. Restrict consumption by adults in order for small children to eat?	
e. Reduce number of meals eaten in a day?	

**➔ INSERT QUESTIONS LINKED TO SECTOR SPECIFIC AND/OR PROTECTION OUTCOMES/OBJECTIVES THE CBI WAS DESIGNED TO ACHIEVE (see Technical Annexes)**

### H. Longer-Term Outcomes: Has the cash assistance helped put POC on the pathway to sustainable solutions?

**H1. (as a result of the cash assistance), do you, or another member of your household:**

◆ Teams to identify the most important 3-4 elements that POC households need to have in order to increase the likelihood of sustainable solutions, for the given context. Example pathways will depend on the context but may include: investing in productive assets; having access to jobs; opening a bank account; having identification cards; being registered on national social safety net. **Options H1.a is in the indicator framework.**

**QUESTION to measure indicator 8.1: % of households who have a bank account or mobile money account or other official account; and**

**Indicator 8.2: % of households who are on a pathway to sustainable solutions**

<b>H1a. Have a bank account or mobile money account or other official account? (Select one)-e.g. Western Union, Moneygram</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
<b>H1b. Have the items (productive/livelihood assets) you need in order to earn a living? (Select one)</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
<b>H1c. Have access to loans, micro-credit? (Select one)</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know
<b>H1d. [insert other element as relevant]</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Don't know

### I. Accountability to Affected Persons: Is the CBI intervention accountable to persons of concern? (What preferences do people have over how assistance is delivered?)

<p><b>I1. How did you hear about UNHCR cash assistance?</b> (Select one)</p> <p>◆</p>	<p><input type="checkbox"/> Mass meetings</p> <p><input type="checkbox"/> Via relatives, neighbours, friends</p> <p><input type="checkbox"/> Via local leaders</p> <p><input type="checkbox"/> UNHCR/NGOs staff</p> <p><input type="checkbox"/> When visiting Help desk, reception</p> <p><input type="checkbox"/> Text (SMS) message</p> <p><input type="checkbox"/> Social media (Facebook, twitter, WhatsApp)</p> <p><input type="checkbox"/> Leaflets or other written material</p> <p><input type="checkbox"/> Other (specify) _____</p>
<p><b>I2. Is there any other information you would like to know about the cash assistance?</b> (Tick all that apply)</p> <p>◆</p>	<p><input type="checkbox"/> Eligibility for cash assistance</p> <p><input type="checkbox"/> Distribution date, time and location</p> <p><input type="checkbox"/> How to spend the cash assistance</p> <p><input type="checkbox"/> How to give complaints and feedback to agencies</p> <p><input type="checkbox"/> What assistance is coming next</p> <p><input type="checkbox"/> Other (specify). _____</p> <p><input type="checkbox"/> None (Don't want any additional information)</p>
<p><b>I3. Do you know how you can report complaints and feedback on the cash assistance from UNHCR?</b> (Select one)</p> <p><b>QUESTION to measure indicator 3.1*: % of households who are able to correctly identify at least one of the locally available channels for raising complaints or feedback with UNHCR about the cash assistance.</b></p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>
<p><b>I3a. If yes, how could you report complaints and receive feedback?</b> (Tick all that apply).</p>	<p><input type="checkbox"/> Via local leaders</p> <p><input type="checkbox"/> Via community mobilisers</p>



## Tool 1: UNHCR CBI PDM household survey

<p>◆ Adapt response options based on the complaints and feedback channels that are available to POCs – both formal channels (that go directly to UNHCR or another agency) and informal channels (that may not always reach UNHCR).</p>	<p><input type="checkbox"/> Hotline <input type="checkbox"/> Complaints desk <input type="checkbox"/> Complaints and suggestion box <input type="checkbox"/> Other (specify) _____ <input type="checkbox"/> Don't know</p>
<p><b>I4. If the assistance could be started again would you prefer:</b> (Select one)</p> <p><b>QUESTION to measure indicator 3.3*: % of households who rate CBI as their preferred modality for assistance.</b></p>	<p><input type="checkbox"/> Cash <input type="checkbox"/> Items/ in-kind (food or non-food items) <input type="checkbox"/> Combination <input type="checkbox"/> Other (please specify)</p>

Thank you for your time in answering these questions.