

## UNHCR CBI POST-DISTRIBUTION MONITORING (PDM) REPORT

### OBO REFUGEES CAMP\_30th JANUARY 2021

From 25<sup>th</sup> to 30<sup>th</sup> November 2020, UNHCR organized through Ecobank cash assistance to 2,118 South Sudanese and RD Congolese refugees living in Obo especially in camp and surroundings. The cash assistance distributed was covering the months of October, November, and December 2020 to cover their needs in food. The cash assistance is distributed to the head of each household considering the size of each household with an allocation of 9.000 XAF per person per month.

#### Overview of results – executive summary

While the cash assistance delivered to South Sudan refugees in Obo/CAR intends to cover food assistance, the PDM results shows that refugees spent mainly money received to cover food as well as other immediate needs: health-related costs, clothes and shoes, firewood, housing repair, hygiene assets, etc. A clear majority prefers cash as assistance modality at 89% while a limited proportion (under 5%) indicates a preference for a combination of cash and in-kind. As the cash assistance accumulated for three months and delivered at once, most respondents stated being able to meet more than half of their basic needs. While the current security situation in CAR is challenging, all the respondents were not affected by insecurity while going to get assistance or during the time of spending the cash received. Over seventy two percent (72%) are aware on how to submit a complaint or advise UNHCR about any problem relating to cash delivery. Close to hundred percent (99%) note the prices have increased; 74% of the refugees can meet only half or less of their basic needs while over 40% of the respondents stated that they could not even meet half of their basic needs. 93% of families reported that cash assistance enabled them to meet their needs; Over 99% of the surveyed families used the cash for food.

Majority of respondents mentioned increased prices of needed assets especially food. While this situation is based to the current crisis in the country (post-election crisis) with consequence on the market supply additional to end of year celebrations, it might be thought to deliver cash assistance for a period of two months maximum.

- Organize and sensitize people of concern on complaints and response mechanisms.
- Ensure that systems are in place for handling complaints.

#### Summary table key indicators

Key Question: How many persons of concern have been assisted with CBI?	Baseline	Actual
Indicator 1.1: # of persons of concern assisted with CBI*	2,118	2,105
Indicator 1.2: # cash transfers made*	3	3
Indicator 1.3: Total monetary value of cash transferred/ distributed*	USD106,027	USD105,376
Indicator 1.4: % of persons of concern in country who have received cash assistance		
Key question: How efficient was the distribution process?	Baseline	Actual
Indicator 2.1: % of households who received correct transfer value		75.51
Key question: Accountability: Is the CBI intervention accountable to persons of concern? (What preferences do people have over how assistance is delivered?)	Baseline	Actual
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*		67.35
Indicator 3.2: # of complaints received about CBI		
Indicator 3.3: % of households who rate CBI as their preferred modality for assistance*		88.78
Key question: Risks and problems: Did persons of concern face any problems with the CBI? Did the CBI put persons of concern at additional risk?	Baseline	Actual
Indicator 4.1: % of households who report feeling at risk (unsafe) receiving, keeping or spending the cash assistance* <sup>1</sup>		5

<sup>1</sup> If several households report feeling at risk, break down the indicator to receiving, keeping and spending the cash assistance. See indicator framework.

Indicator 4.2: % of households who report facing one or more problem receiving, keeping or spending the cash assistance*		5
<b>Key question: Markets and prices: Can persons of concern find what they need in the markets, at a price they can afford?</b>	Baseline	Actual
Indicator 5.1: % of households who report being able to find key items / services when needed*		21
Indicator 5.2: % of households who report being able to find key items / services of sufficient quality in shops/markets		38
Indicator 5.3: % of households who report no increases in prices of key items/services over the last 4 weeks		2
<b>Key question: Expenditure: What did people spend the cash on?</b>	Baseline	Actual
Indicator 6.1: Top 5 expenditures done with the cash grant*; OR Expenditures done, ranked per % of household doing the purchase*		
Top #01: Food		100
Top #02: health-related costs		60
Top #03: clothes and shoes		46
Top #04: firewood and fuel for cooking		28
Top #05: housing repair		12
Indicator 6.2: Insert sector specific indicators as required		
<b>Key question: Outcomes: What changes is the cash assistance contributing to in persons of concern households?</b>	Baseline	Actual
Indicator 7.1: % of households who report improved living conditions		71
Indicator 7.2: % of households who report reduced feelings of stress		72
Indicator 7.3: % of households who report being able to meet all of the 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*		
% of households who report being able to meet all of the basic needs*		26
% of households who report being able to meet more than half of their basic needs*		05
% of households who report being able to meet half of their basic needs*		35
% of households who report being able to meet less than half of their basic needs*		01
% of households who report being able to meet none of their basic needs*		05
Indicator 7.4: % households reporting using one or more negative coping strategy in the last 4 weeks*; AND Coping strategies used ranked per % of household using them*		16
% of households who reduce spending on hygiene items, water, baby items, health, or education to meet household food needs		55
% of households who sell livelihood / production to buy food or basic goods		34
% of households who asking strangers for money (begging)		20
% of households who is not making rent payments and debt repayments to meet other needs		18
% of households who get new loans or borrowed money		14
% of households who participate in activities to obtain money or items that you believe put you or other members of your household at risk of harm		11
% of households who move to poorer quality housing		5
% of households who prevent a child from going to school		4
% of households who send a member of the household to work away from home		3
% of households who send household members under 16 to work		1
Indicator 7.5: Insert sector specific indicators as required		
<b>Key question: Has the cash assistance helped put persons of concern on the pathway to sustainable solutions?</b>	Baseline	Actual

Indicator 8.1 % of households who have a bank account or mobile money account or other official account		0
Indicator 8.2: % of households who are on a pathway to sustainable solutions		40

## 1. Background information about the CBI

- CAR is one of the world's poorest and hungriest countries with half the population in need of assistance even prior to the latest conflict. With militia controlling large swathes of the west, central and eastern parts of the country, and armed conflict with government forces escalating since elections in December, humanitarian organisations are struggling to get access or supplies to communities. Insecurity along the main supply route between the capital, Bangui, and the Cameroon border has resulted in 1,600 trucks being stuck at the border crossing. These include 500 trucks of humanitarian aid. Even prior to the latest upsurge in violence, UN agencies and NGOs estimated that 2.8 million of CAR's 4.7 million population were in need of humanitarian assistance and protection. Of these, they estimated that 2.3 million would be facing crisis or emergency (pre-famine) levels of food needs by May 2021. In this context, CAR is hosting 2,118 South Sudanese refugees living in the camp in Obo and other refugees living in urban city of Bangui.

- Cash-based interventions allow refugees and other people of concern to live with greater dignity by preserving their ability to spend money and make decisions regarding their priority needs. They enable people to prioritise and meet their needs through existing markets. This helps them to live with more stability during displacement and facilitates their return to a productive and independent life, with sustainable livelihoods and durable solutions as the aim. Cash-based interventions address diverse needs, reduce protection risks, and contribute to solutions through rights-based and community-based approaches with individual dignity and choice at the centre.

- Cash distributions are normally organized monthly. Therefore, during since this covid-19 pandemic, cash is delivered each three months and distributions coupled to reduce physical contacts. The insecurity happening in many locations of the country comes to confirm the challenge to organize these cash distributions every month.

Key Question: How many persons of concern have been assisted with CBI?	Baseline	Actual
Indicator 1.1: # of persons of concern assisted with CBI*		2,105
Indicator 1.2: # cash transfers made*		3
Indicator 1.3: Total monetary value of cash transferred/ distributed*		USD 105,376
Indicator 1.4: % of persons of concern in country who have received cash assistance		99.38
Key question: How efficient was the distribution process?	Baseline	Actual
Indicator 2.1: % of households who received correct transfer value		73

Triangulation findings show that 100% of person of concern received their entitled cash assistance while PDM shows that 73% of Respondents received the right amount they should receive. This case was followed and realized that some members of the households has left the camp and not considered in lists established for cash assistance while the head of households were still considering them to receive assistance. It has been agreed to strengthen sensitisations to inform beneficiaries that only people still living in Obo are the only to be considered for assistance and will receive cash.

## 2. PDM survey methodology

- This post-distribution monitoring was conducted on South Sudanese and RD Congolese refugees living in Obo. The total number of refugees received cash-based interventions are 2,105 organized in 853 households.
  - 3 days over which data was collected.
  - 3 enumerators were involved in this data collection, 2 men and 1 woman.
  - The objective was to reach a minimum of 10% of the households who received cash assistance.
  - The beneficiary's lists were used and grouped by the households having the same size (supposed to have received the same amount of cash assistance. Each 10<sup>th</sup> head of household was selected for the survey. For the big household (size 6 and above) and to have enough gender more representative in the survey, adjustment was done to take majority of the head of households.
  - 98 surveys and 3 FGDs done (98 respondents/participants (46 female and 52 male).
- Limitations and challenges faced.

- The PDM was the 1<sup>st</sup> organized organised in Obo. Even if the purpose of this survey was enough explained, some bias reaching 5% need to be considered.
- UNHCR Protection reports and cash working group reports on market survey were considered as data sources.

### 3. Key Findings

- 48 Respondents are aged between 18-35 years (25 male and 23 female)
- 35 Respondents are aged between 36-59 years (21 male and 14 female)
- 15 Respondents are aged from 60 years to over (6 male and 9 female).

#### 3.1. Receiving and spending cash assistance (basic facts)

- All 98 Respondents do remember the amount of cash received as assistance.
- 73 Respondents do agree that the cash amount received is the one they were waiting.
- 25 Respondent do not agree on the cash amount received, showing they received less.
- Focus Group Discussions with leaders recognize the misunderstanding from some people thanking to receive cash assistance for people long time absent in Obo and agreed to sensitize on this to help people to understand well that assistance is given to members of household available in Obo.

#### 3.2. Risks and Problems: Did persons of concern face any problems with the CBI? Did the CBI put persons of concern at additional risk?

On the 98 Respondents, 92 didn't recognize any insecurity by going to receive or to spend cash assistance against 5 Respondents raising risks. Among these 5 Respondents, two are afraid to be contaminated on Covid-19. Two others do remember the insecurity happened in Obo last May 2020 and afraid to be again attacked at home and their money stolen. While the cash distribution was organized respecting Covid-19 contamination barrier measures, sensitization against Covid-19 will continue and other security measures are monitored daily to avoid any risk at and around the camp.

Key question: Risks and problems: Did persons of concern face any problems with the CBI? Did the CBI put persons of concern at additional risk?	Baseline	Actual
Indicator 4.1: % of households who report feeling at risk (unsafe) receiving, keeping or spending the cash assistance*, broken down to receiving, keeping and spending		
By going to withdraw or receive the money		5
By keeping money at home		6
By spending the cash assistance		4
Indicator 4.2: % of households who report facing one or more problem receiving, keeping or spending the cash assistance*		

#### 3.3. Markets and Prices: Can persons of concern find what they need in the markets, at a price they can afford?

On 98 Respondents, 21 report finding most of key items/services when needed. Obo is a landlock and small city located in Haut Mbomou prefecture disconnected to Bangui and other CAR cities. The market of Obo is supplied by products from Uganda. This rate is very low due to two main reasons:

- The security situation on the main roads bringing supplies has been deteriorated and key items are not enough while the market of Obo is depending on one main road bringing supplies from Uganda.
- The distribution of cash covered three months during a period people were preparing to celebrate the end of the year and want to spend this cash at once.
- PoC has been sensitized to spend responsibly. Coming cash assistance will be planned to cover short period (cash distribution for a maximum of two months at once).

Key question: Markets and prices: Can persons of concern find what they need in the markets, at a price they can afford?	Baseline	Actual
Indicator 5.1: % of households who report being able to find key items / services when needed*		21

Indicator 5.2: % of households who report being able to find key items / services of sufficient quality in shops/markets		39
Indicator 5.3: % of households who report no increases in prices of key items/services over the last 4 weeks		2

### 3.4. Expenditure: What did people spend the cash on?

The cash assistance distributed was intended to cover food needs. The survey and Focus Group Discussions conducted confirmed that 100% of Respondents spent this cash to cover food needs. Therefore, in the discussions, it shows also that this cash was used to cover health-related costs by 60% of Respondents, followed respectively by expenses linked to clothes and shoes (46% of Respondents, firewood for cooking houses repair.

Key question: Expenditure: What did people spend the cash on?	Baseline	Actual
Indicator 6.1: Top 5 expenditures done with the cash grant*; OR Expenditures done, ranked per % of household doing the purchase*		
Top #01: Food		100
Top #02: health-related costs		60
Top #03: clothes and shoes		46
Top #04: firewood and fuel for cooking		28
Top #05: housing repair		12
Indicator 6.2: Insert sector specific indicators as required <i>Suggested indicator for sectoral cash:</i> % or # of Top 5 cash expenditures reported as spent on items / services in-line with intended CBI objective; OR % or # of cash expenditures reported as spent on items / services in-line with intended CBI objective		

### 3.5. Outcomes: What changes is the cash assistance contributing to in persons of concern households?

Cash assistance delivered has highly contributed to improve living conditions and reduced filling stress among people of concern assisted as shown by results of the survey and Focus Group Discussions. This also confirmed by low cases of people filling stress among our PoC. It is the same case of people reporting using coping strategy.

Key question: Outcomes: What changes is the cash assistance contributing to in persons of concern households?	Baseline	Actual
Indicator 7.1: % of households who report improved living conditions		70
Indicator 7.2: % of households who report reduced feelings of stress		71
Indicator 7.3: % of households who report being able to meet all of the 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*		61
Indicator 7.4: % households reporting using one or more negative coping strategy in the last 4 weeks*; AND Coping strategies used ranked per % of household using them*		54
Indicator 7.5: Insert sector specific indicators as required		

### 3.6. Longer-Term Outcomes: Has the cash assistance helped put persons of concern on the pathway to sustainable solutions?

This cash assistance has been much appreciated, reduced dependence on coping strategy but gave to our PoC means to cover their needs in dignity and supported them to initiate income generating activities.

It will be important to continue to support these PoC to strengthen their ability to fulfil their capacity to respond to their needs.

Key question: Has the cash assistance helped put persons of concern on the pathway to sustainable solutions?	Baseline	Actual
Indicator 8.1 % of households who have a bank account or mobile money account or other official account		0
Indicator 8.2: % of households who are on a pathway to sustainable solutions		39

### 3.7. Accountability: Is the CBI accountable to persons of concern?

Cash-based interventions allow refugees and other people of concern to live with greater dignity by preserving their ability to spend money and make decisions regarding their priority needs. They enable people to prioritise and meet their needs through existing markets. This helps them to live with more stability during displacement and facilitates their return to a productive and independent life, with sustainable livelihoods and durable solutions as the ultimate aim. This is demonstrated by the data from survey and Focus Group Discussions where PoC participate to channels for raising complaints or feedback about to construct a solid cash assistance system and to built it as their preferred modality for assistance.

Key question: Accountability: Is the CBI intervention accountable to persons of concern? (What preferences do people have over how assistance is delivered?)	Baseline	Actual
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*		67
Indicator 3.2: # of complaints received about CBI		12
Indicator 3.3: % of households who rate CBI as their preferred modality for assistance*		89

## 4. Recommendations

This PDM informed important information:

1. PoC are very pleased with cash-based interventions as their most choice of modality of assistance.
2. Cash-based interventions address diverse needs, reduce protection risks and contribute to solutions through rights-based and community-based approaches with individual dignity and choice at the centre.
3. During this period when the security situation is exacerbated by fighting's, the markets are disturbed with rupture of many items/services. This should not demobilize assistance through cash-based interventions as even other modalities like in-kinds are affected.
4. Planning of cash delivery should take the new development of the security influencing the market capacity.
5. The field office of Obo should continue to sensitize PoC that only refugees registered living in recognized place as Obo are considered for UNHCR assistance including cash.

Nestor KANTORE  
Programme CBI Officer