

REGIONAL MULTI-PURPOSE CASH ASSISTANCE MONITORING UPDATE

APRIL 2018

KEY HIGHLIGHTS



1.8 million people assessed for cash assistance in 2018 so far.



438,000 individuals reached in April 2018, with USD 10.8 million distributed; USD 44.6 million distributed so far in 2018.

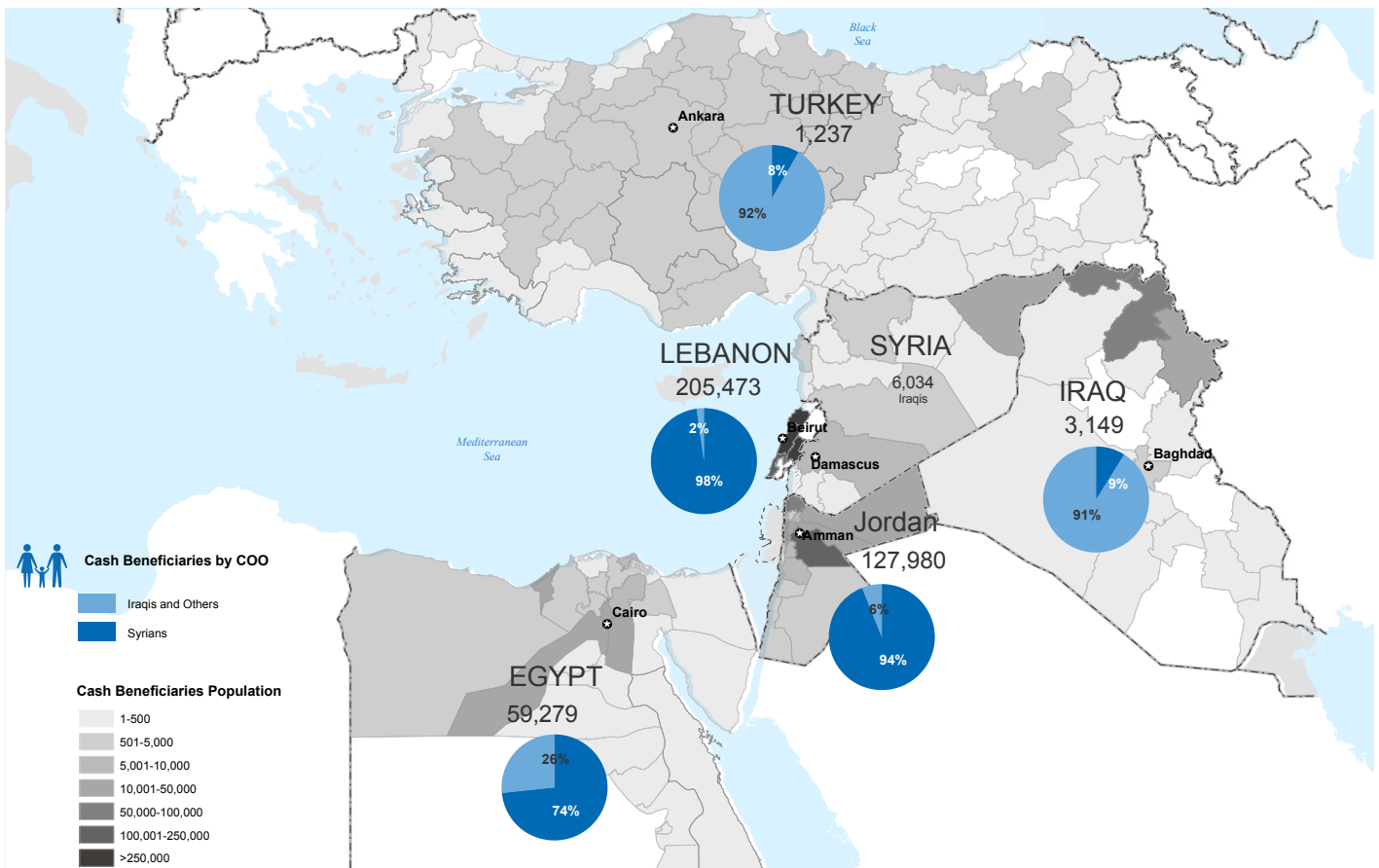


Over 6,000 referrals to protection services from cash assessments in April.



USD 116 million urgently required for cash assistance to 87,000 Syrian refugee families (435,000 individuals) from June.

BENEFICIARIES REACHED BY COUNTRY IN APRIL 2018



REGIONAL INDICATORS

NEEDS

Total Number assessed in 2018	1.8 million ¹
Individuals assessed by household visit in 2018	313,704
Individuals assessed by household visit in April	91,346
Individuals eligible for cash support in 2018	1.2 million

Three quarters of Syrian refugee households across the region have expenditures below the Minimum Expenditure Basket (MEB), unable to meet basic needs of food, health, shelter and education, while 58 per cent of households had a per capita expenditure below the Survival Minimum Expenditure Basket (SMEB), meaning they were living in extreme poverty. **UNHCR has found**

1.2 million individuals eligible for cash assistance in 2018 but has been only able to reach less than 450,000 per month due to funding constraints. Hundreds of thousands more need ongoing support to meet their most basic needs.

RESPONSE

Assisted with Cash in April	438,000
USD disbursed in 2018	44.6 million
USD disbursed in April	10.8 million

UNHCR cash assistance programmes in the MENA region encompass much more than just cash distribution, they are one component of a much broader and integrated network of activities which aims to provide protection and assistance to the most vulnerable. In Jordan, for example, UNHCR reached over 12,000 Female Headed

Households (FHH) with cash assistance in April alone while over 3,200 more FHH were reached in Egypt. **UNHCR has assisted an average of over 400,000 individuals each month in 2018, disbursing some USD 44.6 million so far.**

PROTECTION

Referrals to case management	5,996
Referrals from case management	1,092
Number of inquiries related to cash assistance	26,603
Number of updates to refugee records	118,296

In April, over 6,000 referrals to protection services were made from cash assessments, a 20 per cent increase on the previous month. **This underlines the importance of cash as a means through which UNHCR maintains the systematic interface between its staff and refugees.** The information UNHCR collects through household visits provides a wealth of information on the key drivers of vulnerability, the protection environment, and other risks.

COVERAGE

Syrian refugees at imminent risk due to lack of funds	435,000
Critical funding needs	> USD 116 M
Number assisted by partners	1.9 million
Number of appeals against non-inclusion	7,033
Number of appeals resulting in positive decisions	2,327

Cash assistance support to vulnerable refugee families is under threat due to chronic underfunding, this will be particularly acutely felt in Lebanon and Jordan where over 80 per cent live below the poverty line. **UNHCR urgently needs USD 116 million** or cash activities will stop completely from June onwards preventing **87,000 refugee families (some 435,000 individuals)** from meeting their most basic daily needs including rent and

accessing essential services like health care and education. This is not the entire funding gap but represents the most urgent cash assistance funding needs identified by UNHCR across the region.

In April 2018, one third of all appeals against non-inclusion resulted in positive outcomes indicating both the deteriorating situation of Syrian refugees (vulnerability increased since initial assessment) but also the ability of UNHCR's appeal process to re-evaluate cases on their merits, especially in light of a change of circumstances.

¹ Includes 1,478,655 Syrians in Lebanon who are ranked and scored using a desk formula to measure their socio-economic vulnerability within the overall population, this process occurs once a year and as such all Syrians in Lebanon are considered assessed already. This figure is according to Government estimates, including registered Syrian refugees, unregistered Syrian refugees as well as Syrians residing in Lebanon under alternative legal frameworks.

HIGHLIGHTS ACROSS THE REGION

Communication in Jordan

Since 2014, UNHCR has provided refugees in Jordan with their own dedicated UNHCR SIM card which enables them to call the refugee Helpline for free and to receive UNHCR messages. A total of 73,755 families in Jordan currently hold a UNHCR SIM card and in April alone more than 41,500 SMS's were sent to persons of concern relating to cash based interventions, including home visit verification, appeals, and cash delivery.

The UNHCR Jordan refugee helpline serves as a two way communication channel to address the questions, needs and concerns of more than 650,000 refugees living in Jordan. It not only accepts phone calls, but also provides outgoing messaging. Since its inception in 2008, staff have dealt with over 1.7 million calls but thanks to a 2017 system upgrade, UNHCR is now able to handle nearly 150,000 calls per month, almost six times as much as previously.



UNHCR/Elie Fahed

Improved processes in Iraq

UNHCR Iraq provides up to three months multi-purpose cash assistance to Syrian refugees, non-Syrian refugees, and IDPs (the largest portion of the caseload given that there are still over 2 million IDPs in Iraq since 2014). Since 2017, mobile money solutions have been used as the preferred modality for delivery of cash assistance across Iraq. This flexible option allows access to vulnerable families in difficult to reach areas, quickly and efficiently. UNHCR is also in the process of strengthening post distribution monitoring (PDM) systems in order to get a better understanding of the impact of cash assistance on the lives of beneficiaries while UNHCR is also planning to integrate biometrics into Mobile-Money-based cash disbursement in Iraq, initially at registration level and then for cash out. UNHCR and WFP have undertaken the Joint Vulnerability Assessment (JVA) in 2017 and have, in early 2018, initiated analysis and review of the results which will lead to the development of a new eligibility formula for targeting of food assistance recipients in refugee camps.

Raising awareness about Lebanon's Targeting model

In Lebanon, UNHCR and WFP are co-managing a common call center, aiming to respond to all refugee queries, complaints and updates related to cash programmes delivered through the common card. During peak periods, the call center has the capacity to easily increase/decrease the number of phone operators at short notice. The call centre also deals with non-cash related queries and in this respect is an outlet for complaints and protection referrals to UNHCR and other agencies if. Having the capacity to audio record all calls, emergency protection and health referrals are followed up by consent agencies. From 1 July, the current WFP/UNHCR call center and the UNICEF cash hotline will be merged, launching the LOUISE call center. LOUISE is a joint initiative by UNHCR, UNICEF, WFP, Save the Children and World Vision which streamlines humanitarian cash assistance for socio-economically disadvantaged Syrian refugees and Lebanese, based on their vulnerabilities.

DONORS

UNHCR is grateful to the donors who have contributed to the cash assistance programme for the Syrian and Iraqi internally displaced persons (IDPs) and refugees with unearmarked and earmarked funds as well as those who have contributed directly to the operations.

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