

UNHCR Evaluation Synthesis Management Response	
Evaluation title:	Evaluation of the effects of UNHCR's cash-based interventions on protection outcomes in Greece
UNHCR evaluation reference:	ES/2018/10
Entity that commissioned the evaluation:	UNHCR Cash Based Interventions (CBI) Unit
Date of Management Response:	13/05/2019

General comments on the evaluation synthesis:	<p>UNHCR commissioned an independent evaluation of the effects of UNHCR's CBI on protection outcomes in Greece. The evaluation was conducted by Action Against Hunger UK and the final evaluation report was authored by Katherine Dunlop (Team Leader), Mariagni Ellina and Elizabeth Smith. The evaluation was managed by the UNHCR Evaluation Service, in close collaboration with the UNHCR Global Cash Operations in DPSM, HQ, and the UNHCR CBI Unit in Greece.</p> <p>This evaluation was commissioned to respond to growing interest in understanding the contribution of CBIs as an effective means to deliver assistance and achieve protection outcomes, and the evaluation specifically aimed:</p> <ul style="list-style-type: none"> • To explore the relationship between the Greece CBI programme and UNHCR's protection outcomes. • To explore enabling and hindering factors which contributed to these results in the Greek context while considering a range of contextual factors. • To provide recommendations that can be applied to future CBI programmes, both in Greece and throughout UNHCR's CBI programmes globally. <p>UNHCR anticipates that the conclusions and recommendations resulting from this independent evaluation will provide contextualised country-specific findings for the Greece operation, as well as contribute broader insights on the effects of cash on protection outcomes. UNHCR is completing this Management Response Matrix (MRM) to address the recommendations in the report. Both the final evaluation report and MRM will be published externally on the UNHCR website.</p> <p>The evaluation found that the design of the CBI programme in Greece - providing blanket assistance to all eligible PoCs - was appropriate to the context, but also recommends that future programming</p>
--	---

	<p>take into consideration varying economic vulnerability when targeting CBIs. The evaluation also found that while MPGs allow many PoCs in Greece to meet their basic needs and that although MPGs do help some PoCs engage in the Greek labour market, future CBI programming should do more to encourage sustained livelihoods activities and financial independence in order to improve linkages to protection outcomes. Furthermore, whilst MPGs provide PoCs with an entry point to engage with host communities, the complex pathways through which integration occur need to be better understood.</p>
--	--

<p>RECOMMENDATION 1:</p>	<p><i>In the lead up to the transition of the CBI programme to the Government of Greece in 2020, work with the Government and GCA partners to define a clear set of vulnerability parameters which can be used to identify and target economically vulnerable households and individuals.</i></p>
<p>Management response:</p>	<p><input type="checkbox"/> Agree <input checked="" type="checkbox"/> Partially agree <input type="checkbox"/> Disagree</p>
<p>Reasons (if partially agree or disagree):</p>	<p><i>Please note that since this evaluation was conducted there has been a change in the agreement as to when the CBI programme will transition. It has been agreed between UNHCR, the Greek authorities and the European Commission that the transition of the CBI programme will take place in 2021.</i></p> <p>The CBI implemented by UNHCR in Greece is in effect substituting the Greek State in meeting its obligations under the EU Directive for the minimum Reception Conditions and the corresponding transposed Greek legislation, which provide for basic needs to be ensured as a minimum guarantee for dignified reception conditions to asylum-seekers.</p> <p>In 2019, with the significant support from UNHCR, the Greek authorities have issued a Ministerial Decision which outlines the operational framework for the implementation of this CBI in the country, in view of the eventual transition of this scheme to the Greek Authorities. It is anticipated that the Greek Authorities will continue regarding cash assistance as a legal-status based assistance, i.e. enabling access to minimum reception standards for all asylum-seekers in the country.</p> <p>In line with its protection mandate, and subject to funding, UNHCR will explore with the Greek authorities the possibility to complement the hand-over of this blanket status-based assistance, once the transition takes effect, with distinct protection – oriented CBIs to serve as a safety net for particularly vulnerable Persons of Concern, including those with specific vulnerabilities.</p>

	UNHCR will also continue to advocate with and support the Greek Authorities in further refining the different State assistance programmes in order to ensure access for vulnerable PoCs eligible for those provisions available to Greek nationals.				
Unit or function responsible:	UNHCR Greece				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
<p>The UNHCR transition taskforce will continue to support the process of transition and support the Greek Authorities in the development of a State run CBI programme for Asylum Seekers.</p> <p>UNHCR staff and seconded technical capacity will support the Greek Authorities to further articulate and develop the architecture of the future State CBI.</p> <p>UNHCR's work in these areas will reflect the organisation's objective to ensure that the basic needs of vulnerable families and households are met.</p>	UNHCR transition Taskforce	There is an ongoing internal UNHCR transition taskforce and a Technical Assistance and capacity building project both focussed on the various stages of transition. A road map with milestones has been outlined and significant progress has been made on agreeing the foundations of the transition of CBIs for Asylum Seekers from UNHCR to a Greek State run programme. At the same time recognised refugees have started to exit the programme and UNHCR and the Greek authorities have articulated a number of vulnerability criteria for identifying those in need of an extension of eligibility for basic needs cash assistance. At the same time UNHCR has	End 2021		

		<p>been working with the Ministry of Migration Policy and Ministry of Labour to ensure that vulnerable recognised refugees in need of further assistance are able to access a variety of national safety net programmes.</p> <p>UNHCR is able to draw on its global experience to provide technical support to the Government of Greece to be able to research and customise assessment methodologies as part of any change in the eligibility criteria and transition-handover plan. The decision to start the targeting process has however to be taken at political level by the Greek authorities in close coordination with the EC.</p>			
<p>RECOMMENDATION 2:</p>	<p>In the lead up to the transition of the CBI programme to the Government of Greece in 2020, work with the Government to ensure that the strong links between the identification and case management of protection issues is explicitly laid out, specifically that there is clear allocation of responsibility, and that adequate procedures and referral systems are in place.</p>				

Management response:	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				
Reasons (if partially agree or disagree):	<i>Please note that since this evaluation was conducted there has been a change in the agreement as to when the CBI programme will transition. It has been agreed between UNHCR, the Greek authorities and the European Commission that the transition of the CBI programme will take place in 2021.</i>				
Unit or function responsible:	UNHCR Greece				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
<p>As mentioned above UNHCR staff and seconded technical capacity will support the Greek Authorities to further articulate and develop the architecture of the future State CBI, including to the identification of pathways for the identification of vulnerabilities and the appropriate referrals systems to respond</p> <p>UNHCR's work in these areas will reflect the organisation's objective to ensure that vulnerable families and households can access appropriate support.</p> <p>UNHCR will support the design of an information management system within the Ministry of Migration Policy which will be key to the identification, assessment of eligibility, provision of assistance and referral of individuals and households.</p>		<p>The current discussion on the transition tentatively scheduled for 2021 of the cash programme is at the foundation stage and similarly the associated data collection, protection case identification and referrals systems. It has not yet been agreed how the cash enrolment of asylum-seekers and data collection will be conducted. This aspect of the system is critical as this is the current 'entry point' for identifying vulnerable individuals and households.</p> <p>Enrolment and identification of protection issues and cases, is a multi-functional task, requiring specific</p>	End 2021		

<p>UNHCR will continue sharing existing SOPs and referral pathways and providing technical support to the authorities in in formulation of different aspects of their programmes ahead of the transition of activities.</p>		<p>expertise and knowledge. Also, the required social and protection services & workforces have to be in place in order to respond to the needs identified. Ministries, municipality social services and other social actors are currently in the process of redesigning their roles in the delivery of services to asylum-seekers (and refugees).</p> <p>UNHCR will leverage its local and global experience to provide technical support to the Government of Greece to be able to further articulate appropriate case management structures and referral pathways.</p>			
<p>RECOMMENDATION 3:</p>	<p><i>In the lead up to the transition of the CBI programme to the Government of Greece in 2020, work with the Government and GCA partners to review the minimum expenditure basket in order to align it with the current needs of PoCs.</i></p>				
<p>Management response:</p>	<p><input type="checkbox"/> Agree <input checked="" type="checkbox"/> Partially agree <input type="checkbox"/> Disagree</p>				
<p>Reasons (if partially agree or disagree):</p>	<p><i>Please note that since this evaluation was conducted there has been a change in the agreement as to when the CBI programme will transition. It has been agreed between UNHCR, the Greek authorities and the European Commission that the transition of the CBI programme will take place in 2021.</i></p>				

	<p>While it is agreed that it is important to ensure that CBIs use a MEB that reflects the needs of vulnerable households and families it is also important that the MEB is in line with other state assistance programmes. The ceilings of the MEB have been defined with the agreement and final instruction of the Greek authorities in order to ensure alignment with similar national schemes targeting Greek nationals who are in need of state support.</p>				
Unit or function responsible:	UNHCR Greece				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
UNHCR Greece will continue to support the Technical Assistance Programme (funding permitting) in further developing the capacity of the Directorate for the Protection Asylum Seekers (under the Ministry of Migration Policy) to ensure the technical capacity to review and align the MEB.	UNHCR Greece Technical Assistance Programme	UNHCR believes the focus should be on building the capacity of both the Greek Authorities staff and relevant partners in order to ensure that the needs of vulnerable households and individuals are accurately assessed. As such, UNHCR will continue supporting the work of the Greek government to ensure that revisions of the MEB will be in alignment with national provisions and the needs of vulnerable individuals.	End 2020		
RECOMMENDATION 4:	<i>Where the employment of coping strategies are known to be a driver of vulnerability, UNHCR should ensure that CBI programmes track the employment of these in a systematic and longitudinal manner</i>				
Management response:	<input type="checkbox"/> Agree <input checked="" type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				

Reasons (if partially agree or disagree):	<p>Coping strategies are unfortunately commonly used among vulnerable displaced populations around the world. While a lack of available resources is often the main reason for people to resort to negative coping mechanisms, the root causes are much more profound and link with the overall protection and regulatory environment and/or cultural practices. This fact further reinforces that the use of cash assistance in isolation will only have a very limited sustainable impact.</p> <p>Such studies are costly and resources are to be allocated for ongoing operational monitoring in country operations through Post Distribution Monitoring (PDM), which include negative coping mechanisms, and will ultimately support a direct operational feedback following which the programme will be adapted accordingly. This causal relationship between feedback and programme adaptation is preferable to lengthy academic studies.</p>				
Unit or function responsible:	CBI Unit/DPSM – UNHCR HQ				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
<i>Roll out of UNHCR CBI Post Distribution Monitoring Toolkit</i>	Global Cash Operations	UNHCR will finalise and roll out its CBI PDM tool kit which will include questions and indicators on the use of coping strategies.	September 2019	In progress	Comments
RECOMMENDATION 5:	<i>As part of its role as the global leader in protection, UNHCR should endeavour to uncover trends in vulnerability which inhibit the achievement of protection outcomes, by consolidating (and where necessary commissioning) evidence related to protection and vulnerability.</i>				
Management response:	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				
Reasons (if partially agree or disagree):					
Unit or function responsible:	CBI Unit/DPSM – UNHCR HQ				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments

<p>Overall comment:</p>	<p>Understanding trends in vulnerability is fundamental to the development of protection and solutions strategies in UNHCR operations and goes well beyond cash assistance. Country operations are familiar with the legal and operational protection context under their purview. UNHCR employs a number of assessment methodologies at the country level to uncover the prevailing vulnerability trends amongst its population of concern. Depending on the context, these methodologies include registration, vulnerability assessments, needs assessments, protection monitoring, sectoral outcome monitoring, protection assessments, and participatory assessments among others as well as information collected through child protection and sexual and gender based violence case management. These methods analyse vulnerabilities related to specific needs, barriers to accessing services and assistance by persons of concern and socio-economic vulnerability. In addition, UNHCR periodically commissions research to document protection issues. In 2018, a guidance document to support operations in designing gender sensitive cash assistance was published (“Cash Assistance and Gender: Key Considerations and Learnings”). Case Studies were also documented in 2018 and will soon be published. They explore the relationship between cash assistance and the prevention, risk mitigation and response to SGBV and provide key lessons learned and recommendations to strengthen future programming. Another example of research conducted in cooperation with partners informing vulnerability trends are “All Survivors Project. Destroyed from within: Sexual violence against men and boys in Syria and Turkey” (Sep 2018); Women’s Refugee Commission; “More Than One Million Pains: Sexual Violence Against Men and Boys on the Central Mediterranean Route to Italy” (March 2019); and “The legal protection of refugees with disabilities. Forgotten and Invisible?” UNHCR will continue to consolidate evidence related to protection and vulnerability throughout 2019.</p>				
<p><i>Development of a Protection Monitoring Tool Framework</i></p>	<p>DIP</p>	<p>The Division of International Protection is currently developing a protection monitoring framework that will strengthen protection data collection methods, support the design and targeting of assistance programmes, including cash based interventions to ensure the needs of the most vulnerable are met.</p>	<p>Ongoing</p>	<p>In progress</p>	<p>The protection monitoring tool was successfully tested in the Americas region (countries involved in the Venezuela Situation) and global roll out is planned to start during the second half of 2019</p>

<i>Research Cash and SGBV in Lebanon</i>	DIP and Lebanon Operation	Research is being carried out to investigate the risk profiles and demographic characteristics of the recipients of different cash assistance modalities in UNHCR Lebanon and what are the protection outcomes of each of the modalities.	End September 2019	In progress	Draft Report under review
RECOMMENDATION 6:	<i>UNHCR Greece should lead a multi-agency effort to ease the constraints these external factors place on PoCs, in order to alleviate some of these pressures on the achievement of medium and long term protection outcomes.</i>				
Management response:	<input type="checkbox"/> Agree <input checked="" type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				
Reasons (if partially agree or disagree):	<p>Since 2015, UNHCR in Greece through funding from the European Commission has been providing support to the Greek authorities in most aspects of the refugee response both on the islands and on the mainland, through its accommodation scheme, the assistance, shelter, infrastructure and WASH interventions, transportation, inter-agency coordination capacity building, legal aid and core protection activities, with particular emphasis on child protection and SGBV prevention and response.</p> <p>As part of its support to the Greece UNHCR established an interagency protection-centered humanitarian coordination structure that enhances the Government's response capacity. UNHCR has continuously advocated for the substantive engagement of the Greek Authorities in the different sectoral working groups. With the support of UNHCR and the humanitarian community the Greek State is leading the response and funding permitting this support will continue.</p>				
Unit or function responsible:	UNHCR Greece				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
The sectoral UNHCR led Coordination mechanisms and inter-agency coordination continued to be in place on a monthly, bi-monthly and	UNHCR Greece	UNHCR implemented a comprehensive system of coordination during the crisis, based on an	On-going		

<p>quarterly basis through the established Working Groups and through UNHCR's information management team's products; which provide agencies and the authorities with access to accurate and up to date information across sectors. This support will continue as needed and funding permitting.</p>		<p>adjusted Refugee Coordination Model to ensure an efficient joint emergency response. With the deactivation of the emergency in December 2016, this model was no longer suitable to the context of stabilization. Through 2017-19 UNHCR and partners active in the refugee response strategy aimed at adhering to and implementing the response in line with international assistance standards, but in particular to ensure that efficient and humanitarian coordination in the field strengthens the Government's response capacity and that basic needs and essential services are implemented in a protection-centred approach. Collaboration and partnership with other agencies and organizations is an integral part of the coordination structure in order to ensure efficiency</p>			
--	--	---	--	--	--

		<p>and complementarity of actors.</p> <p>UNHCR works closely with the European Commission and their humanitarian partners in the coordination of the response. The EC also convenes technical coordination meeting across stakeholders.</p>			
RECOMMENDATION 7:	<i>UNHCR should drive a global level discussion aimed at establishing which elements of multi-sector, multi-agency integrated programming compliment CBIs in the attainment of medium- and long-term protection needs.</i>				
Management response:	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				
Reasons (if partially agree or disagree):					
Unit or function responsible:	CBI Unit/DPSM– UNHCR HQ				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
<i>UNHCR continues to lead stakeholder consultations and drive the global discussions on refugees, through the affirmation of the Global Compact on Refugees and organisation the first Global Refugee Forum.</i>	UNHCR	UNHCR continues to engage in stakeholder consultations and drive the global discussions on refugees. One year after the affirmation of the Global Compact on Refugees, UNHCR continues to drive the	December 2019	In progress	

		<p>global level discussions and the first Global Refugee Forum is organised in December 2020 to provide an opportunity to build momentum towards achieving the objectives of this new commitment and strengthen our collective response to refugee situations. The first Global Refugee Forum, which will take place on 17 and 18 December 2019 in Geneva, Switzerland, will focus on the following areas: arrangements for burden and responsibility-sharing, education, jobs and livelihoods, energy and infrastructure, solutions, and protection capacity.</p> <p>At the same time, UNHCR continues to use CBI as a modality of assistance to achieve sectoral and protection outcomes, hence CBI programming is inherently embedded in UNHCR's multi-sector,</p>			
--	--	---	--	--	--

		multi-agency programming aiming to achieve medium and long-term protection outcomes.			
<i>UNHCR continues to play a key role in Grand Bargain work streams related to the recommendation</i>	UNHCR	<p>UNHCR is an active participant in the Grand Bargain cash work stream, including in the various working groups, such as Social Protection. UNHCR is also playing an important role in the GB work stream on joint needs assessment. For example, UNHCR led or participated in at least 133 joint multi-sectoral assessments throughout 2018. Under the work stream of humanitarian development nexus, in coordination with UNHCR, under the World Bank's IDA 18 Sub-Window, 9 countries are eligible for funding with projects approved in 5 countries, aimed at targeting refugee-hosting areas.</p> <p>UNHCR participated in the recent workshop on</p>	Ongoing		

		<p><i>“Gender and Cash the Potential of Cash and Voucher Assistance to Empower Women and Reduce Violence: Evidence Practice and Future Research”</i> hosted by Care and UNWOMEN in Washington D.C. The event was attended by those working in both the humanitarian (PRM, WRC, UNICEF IRC etc.) and the development space (World Bank, USAID, John Hopkins etc.). The workshop sought to share knowledge on the thematic, to elaborate a research agenda and to develop recommendations to be presented at the Grand Bargain Cash Workshop in May.</p>			
<p><i>With the overall goal of increasing use of CBIs in the protection sector, and increasing the effectiveness and quality of programs using CBIs to achieve protection outcomes, the Global Protection Cluster (GPC) Task</i></p>	DIP - GPC	<p>The GPC’s Protection in Cash-Based Interventions training has already been developed, including a training for trainers, and rolled-out in a number of locations,</p>	Completed	Completed	

<p><i>Team on Protection and CBIs was established in 2017 with the aim to:</i></p> <ul style="list-style-type: none"> • <i>Enhancing the capacity of field protection clusters/other protection coordination mechanisms through the rolling-out of the GPC Protection in Cash-based Interventions trainings¹, development of the webcast and a Training of Trainers package;</i> • <i>Gathering of good practices and lessons learned in order to provide enhanced and in-depth guidance and support to the field.</i> 		<p>including Somalia, Myanmar, DRC, Nigeria, and Libya</p> <p>In addition, cash “tip sheets” were developed to improve the mainstreaming of protection in CBI programmes, for the GPC’s four Areas of Responsibility (GBV, Mine Action, Child Protection, and HLP);</p> <ul style="list-style-type: none"> • Gender-Based Violence And Cash-Based Interventions • Housing, Land And Property And Cash-Based Interventions • Mine Action And Cash-Based Interventions Tip-Sheet. • Child Protection and Cash-Based Interventions & Protection 			
<p><i>UNHCR will continue working cross-sectorally and in collaboration with other agencies (both humanitarian</i></p>	<p>UNHCR</p>	<p>UNHCR is conducting research on Cash, SGBV and the Graduation</p>	<p>Research on Graduation model</p>	<p>In progress</p>	

¹ The GPC Protection in Cash-Based Interventions training has already been developed and rolled-out in a number of locations in 2016 and 2017, including Somalia, Myanmar, DRC, Nigeria, and Libya. GPC would like to further develop the training by including, inter alia, e-learning module.

<p><i>and development actors) to establish and promote best practices for the use of CBI for protection and longer term solutions across agencies and will also continue to invest in using CBI strategically across sectors and actors, to promote longer-term protection outcomes.</i></p>		<p>Approach which investigates the economic and protection outcomes in the medium term. The model seeks to achieve self-reliance by integrating vocational training, basic needs assistance, seed-funding and close follow up by social workers. The study analyses whether the initial positive outcomes resulting from the graduation model are sustainable.</p> <p>When contextually feasible, UNHCR advocates to align cash assistance with existing social protection schemes and use CBI as a means to promote financial inclusion and connectivity, ultimately leading to increased self-reliance. UNHCR has already conducted research, documented and disseminated best practice on the above to inform programming.</p>	<p>- End October 2019</p> <p>Research on CBI and connectivity and access to finance (<u>Displaced and Disconnected</u>)</p> <p><u>Guidance on alignment of CBI with national social protection and case study on Cameroon</u></p>	<p>Completed</p> <p>Completed</p>	
--	--	---	---	-----------------------------------	--

		<p>UNHCR contributing to the development of the interagency Cash Compendium to accompany the 2015 Inter-Agency Standing Committee (IASC) Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action. The compendium highlights key considerations, essential actions, promising practices and lessons learned to help humanitarian practitioners work with affected people and communities to identify and monitor GBV risks and mitigation measures throughout the programme cycle. The compendium gives examples of the potentially beneficial outcomes of using cash based interventions alongside other assistance and services, as a part of multi-sectoral programming to</p>	<p>Compendium to the 2015 IASC GBV Guidelines – Completion mid-2019</p>	<p>In Progress</p>	
--	--	--	---	--------------------	--

		contribute to preventing or responding to GBV.			
RECOMMENDATION 8:	<i>UNHCR Greece should take the lead on mapping national-level livelihoods and development programmes which can be complimentary to MPGs and enable graduation from the CBI programme and engagement in the Greek economy.</i>				
Management response:	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				
Reasons (if partially agree or disagree):					
Unit or function responsible:	UNHCR Greece				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
<p>UNHCR will conduct a mapping exercise to see what other (sustainable/longer-term) programmes/services that are complementary to MPGs are already being offered by other stakeholders, and to assess whether PoC can be included in these mechanisms.</p> <p>Special focus will be placed, within this mapping exercise, on linking specific profiles of POCs (such as 18+ but also others) with tailored livelihoods interventions and support</p>	UNHCR Greece, with support from the Livelihoods and Economic Inclusion Unit in DRS	<p>In line with the Global Compact on Refugees, supporting PoC towards self-reliance requires a multi-stakeholder approach. As further detailed in the Refugee Livelihoods and Economic Inclusion Global Concept Note (with forthcoming strategy to be released in mid-2019), improving livelihoods and achieving economic inclusion of PoC cannot be done by UNHCR alone and requires the engagement of a broad range of stakeholders, leveraging the added value and strategic positioning of</p>	End 2019	Not started yet as availability of funding is pending confirmation. 6 months will be required for the completion of an initial mapping	

		<p>different actors. As noted in the guidance, in contexts where other actors are already engaged in livelihoods interventions, UNHCR should not create parallel systems, but to the extent possible, advocate for the inclusion of refugees in existing services/ programmes. It is particularly important to promote the inclusion of PoCs in national development plans and programmes, as these represent longer-term, sustainable frameworks that can complement cash for basic needs.</p> <p>Additionally, given their expertise/added value in specific areas related to economic inclusion, it is essential to consult the private sector, financial service providers, business incubators/associations and development actors, as well as relevant government counterparts. Advocacy with these</p>			
--	--	---	--	--	--

		stakeholders will allow us to address specific challenges related to language barriers, low levels of employment opportunities due to local economic conditions and incompatibility of existing qualifications needed. The inclusion of PoC in programmes/services offered by the above mentioned could ensure longer-term sustainability and market orientation of PoC's economic opportunities.			
RECOMMENDATION 9:	<i>UNHCR should generate and aggregate best practices related to the integration of livelihoods and CBI programmes, with the aim of strengthening global evidence for programme modalities which support self-reliance and longer term protection and solutions objectives.</i>				
Management response:	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				
Reasons (if partially agree or disagree):					
Unit or function responsible:	CBI Unit and DRS – UNHCR HQ				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
UNHCR will continue generating best practice examples of using CBIs within longer-term, sustainable livelihoods and economic inclusion interventions, through promotion of financial inclusion and graduation	Livelihoods and Economic Inclusion Unit in DRS	In order to ensure that CBIs are not considered as one-off aid packages but rather used leverage the financial inclusion of persons of concern, Strategies on Economic	Strategy on Economic Inclusion – end September 2019 Key Considerations	In progress In progress	

<p>approach, and will formalise a Strategy on Economic Inclusion.</p>		<p>Inclusion and Key Considerations on Cash for Economic Empowerment (CEE) are being developed by the GCO and LEI Units. Furthermore, consistent messages are mainstreamed into capacity-building/technical assistance provided to Country Operations (through trainings, guidance/strategy documents, webinars and missions).</p> <p>The financial inclusion of PoC remains a vital component of supporting their livelihoods and economic inclusion, as access to credit, insurance, bank accounts, mobile money, remittance delivery mechanisms, etc. are crucial for PoC's participation in labour markets. To this end, UNHCR is already working to support the financial inclusion of PoC globally through various</p>	<p>on Cash for Economic Empowerment (CEE) - end August 2019</p> <p>Best practice/lessons learnt piece on financial inclusion in Uganda, Zambia and Rwanda – end December 2019</p>	<p>Ongoing</p>	
---	--	--	---	----------------	--

		<p>engagement channels, such as promotion of means of payment issued under POC's own identities, advocacy and awareness-raising efforts with financial service providers to enhance the recognition of the PoC population as a viable target segment for financial services, and thereby resulting in the tailoring of financial services and products to target populations. As concrete example, here is the link to a post referring to the work done on digitizing CBI in Zambia and Uganda in collaboration with UNCDF. In Uganda, UNHCR will be working with the Sida/ Grameen Credit Agricole credit guarantee facility, and CBI information will be useful for the refugees' cash flow assessment. Here is the financial needs assessment report, with a blog post linked to it. Similar work on longer term financial</p>			
--	--	--	--	--	--

		<p>inclusion is ongoing in various countries, including Ecuador, Kenya, and Middle East.</p> <p>UNHCR also promotes the use of the Graduation Approach, which is a proven poverty-alleviation methodology adapted to the refugee context by UNHCR and development NGO partners. It layers time-bound and sequenced interventions, including CBI, to support the extreme poor to “graduate” out of poverty. In the pilot phase of the Graduation Approach for refugees from 2014-2017, 8 countries were targeted by UNHCR in partnership with the NGO Trickle Up. Starting from 2018, a consortium of 10 NGOs have been convened to include refugees into the Graduation programmes of the NGOs, with the goal of targeting up to 500,000 refugees within 5 years.</p>			
--	--	---	--	--	--

RECOMMENDATION 10:	<i>UNHCR Greece should investigate the specific economic and cultural social triggers for tension between hosting communities and PoCs in Greece, and protection risks that arise from these.</i>				
Management response:	<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree				
Reasons (if partially agree or disagree):					
Unit or function responsible:	UNHCR Greece				
Top line planned actions	By whom	Comments	Expected completion date	Progress	
				Status	Comments
<p>Through the annual Participatory assessment, ongoing PDM monthly activities, and continuous consultations with beneficiaries and partners UNHCR will continue to monitor and document the triggers for social tensions.</p> <p>UNHCR Greece will continue to support the Racist Violence Recording Network (RVRN).</p>	UNHCR Greece	<p>UNHCR Greece is implementing public awareness and peaceful coexistence projects aiming at enhancing perceptions of local communities and creating an environment of awareness, understanding and acceptance of PoC from the host community. Such activities take the form of quick impact projects implemented at the local level, such as arts, film, informal education projects and support to local public institutions. Activities involve representatives of PoC, students, and local communities, while lessons learnt from these</p>	Ongoing		

		<p>projects then lead into subsequent project design.</p> <p>Additionally, UNHCR has developed a strategic approach to guide our offices around the world on how to contribute in countering phenomena of racism and xenophobia aiming at enhancing refugee protection, that entails the following elements: (i) monitoring signs of racial discrimination, xenophobia and related intolerance, and tracking and reporting hate crimes; (ii) analysing the underlying reasons; (iii) assessing the manifestations of these phenomena and their impact on protection; (iv) understanding legal obligations to protect all individuals from racial discrimination and multiple forms of discrimination; (v) engaging a network of diverse organizations and actors that implement</p>			
--	--	---	--	--	--

		<p>complementary activities targeting different groups in society; (vi) including affected communities in the strategic approach; and (vii) providing individual support to victims.</p> <p>Based on this strategic approach, in 2011, UNHCR Greece took the initiative jointly with the Greek National Commission for Human Rights for the establishment of a civil society coalition, the Racist Violence Recording Network (RVRN) following two major findings: a) the absence of an official and effective data collection system on hate crime and b) the need for coordination among organizations which provided services to victims of racist violence and hate crimes. Today, the RVRN is comprised of 46 actors offering medical, social and legal</p>			
--	--	--	--	--	--

		<p>services or/and coming in direct contact with victims of racist violence or victims of other hate- or bias-motivated violent attacks as well as organizations established by the groups which are usually targeted by racist violence themselves (refugees, migrants, LGBTI persons). The RVRN monitors hate crimes in Greece based on a solid and widely approved methodology of recording that is being used by all its member organizations. It has published 8 annual reports providing the fullest assessment of hate crime quality trends in Greece. Findings are publicized and widely disseminated. Apart from its contribution in making hate crimes visible and in promoting legislation combatting hate crime in practice, the RVRN is being invited by the investigating authorities to actively contribute to the investigation of various</p>			
--	--	--	--	--	--

		<p>criminal acts. Institutional recognition of its effectiveness has been reflected in the composition of the National Council against Racism and Intolerance, under the auspices of the Ministry of Justice, in which two representatives of the RVRN participate in addition to UNHCR who is also a member.</p> <p>In addition to UNHCR's involvement in RVRN, UNHCR Greece undertook a study to review experiences of ESTIA accommodation partners in the context of the future transition of the scheme to the Greek authorities. All partners were interviewed including in aspects regarding peaceful coexistence. All ESTIA accommodation partners responded that ESTIA accommodation has strengthened peaceful coexistence, through enhancing the interaction</p>			
--	--	---	--	--	--

		of the host community with refugees living in dignified conditions and has provided counter arguments to the sometimes toxic public discourse regarding refugees and migrants.			
--	--	--	--	--	--