



UNHCR CBI POST DISTRIBUTION MONITORING (PDM) REPORT

Insert location of CBI, Baseline / Target population, report date, report author (and job title)

NB if you have data from several samples, e.g. from various geographical locations, please include an additional column per location in the indicator table for easy comparison. Include baseline only if available. See example [here](#).

This is an example of a report outline and maybe contextualised.

Required core indicators are marked with an asterisk (*). You may add other relevant information as needed.

Overview of results – executive summary

Insert a summary of:

- Main findings
- Main recommendations
- Key actions that need to be taken

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*		
Indicator 1.2: # cash transfers made*		
Indicator 1.3: Total monetary value of cash transferred/ distributed*		
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		
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*		
Indicator 3.2: # of complaints received about CBI		
Indicator 3.3: % of households who rate CBI as their preferred modality for assistance*		
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* ¹		
Indicator 4.2: % of households who report facing one or more problem receiving, keeping or spending the cash assistance*		
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*		
Indicator 5.2: % of households who report being able to find key items / services of sufficient quality in shops/markets		
Indicator 5.3: % of households who report no increases in prices of key items/services over the last 4 weeks		
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*		

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



Tool 3: UNHCR CBI PDM Report Template

Indicator 6.2: Insert sector specific indicators as required		
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		
Indicator 7.2: % of households who report reduced feelings of stress		
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*		
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*		
Indicator 7.5: Insert sector specific indicators as required		
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		
Indicator 8.2: % of households who are on a pathway to sustainable solutions		

1. Background information about the CBI

- Context – humanitarian situation, geographic info, type of persons of concern supported
- Objective of CBI
- Frequency of cash distributions

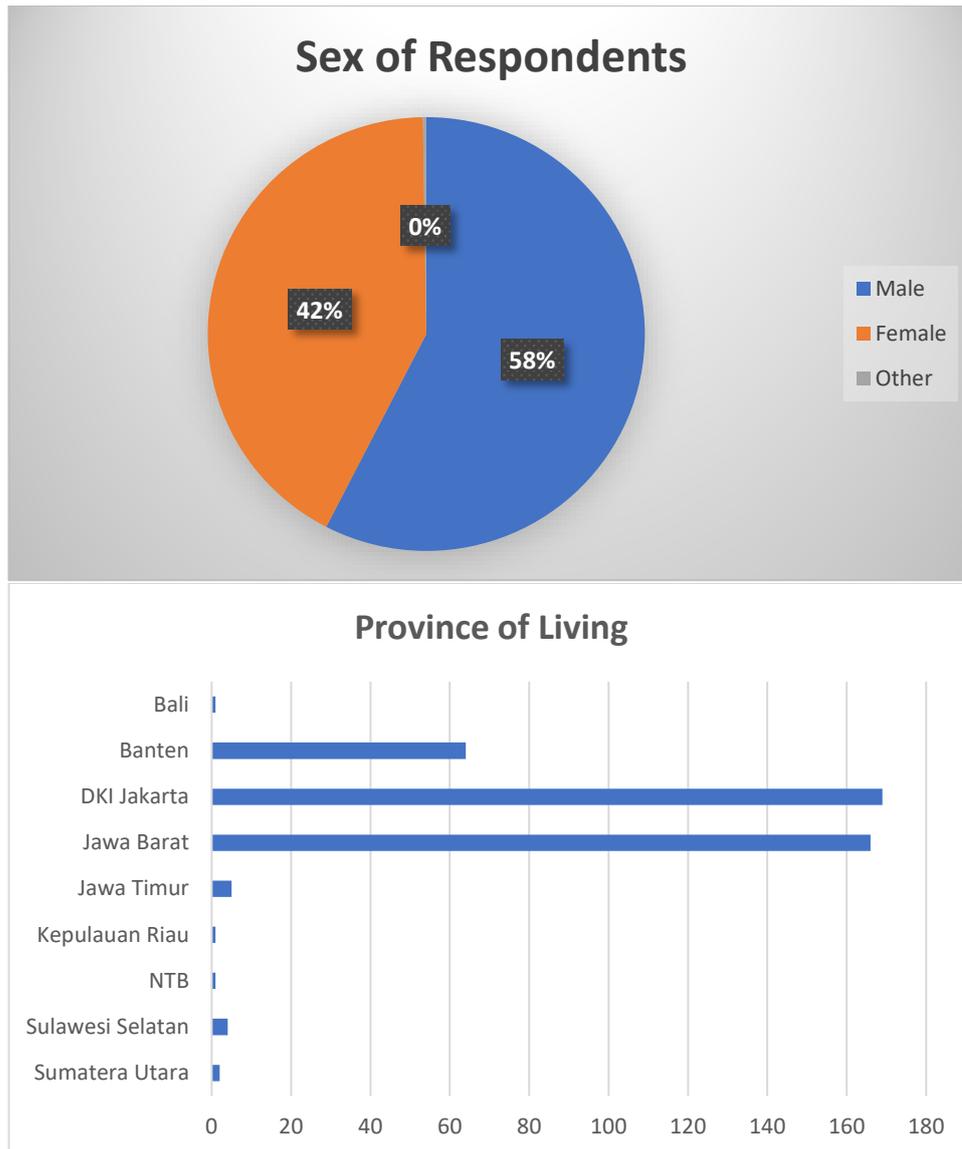
Key Question: How many persons of concern have been assisted with CBI?	Baseline	Actual
Indicator 1.1: # of persons of concern assisted with CBI*		
Indicator 1.2: # cash transfers made*		
Indicator 1.3: Total monetary value of cash transferred/ distributed*		
Indicator 1.4: % of persons of concern in 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		

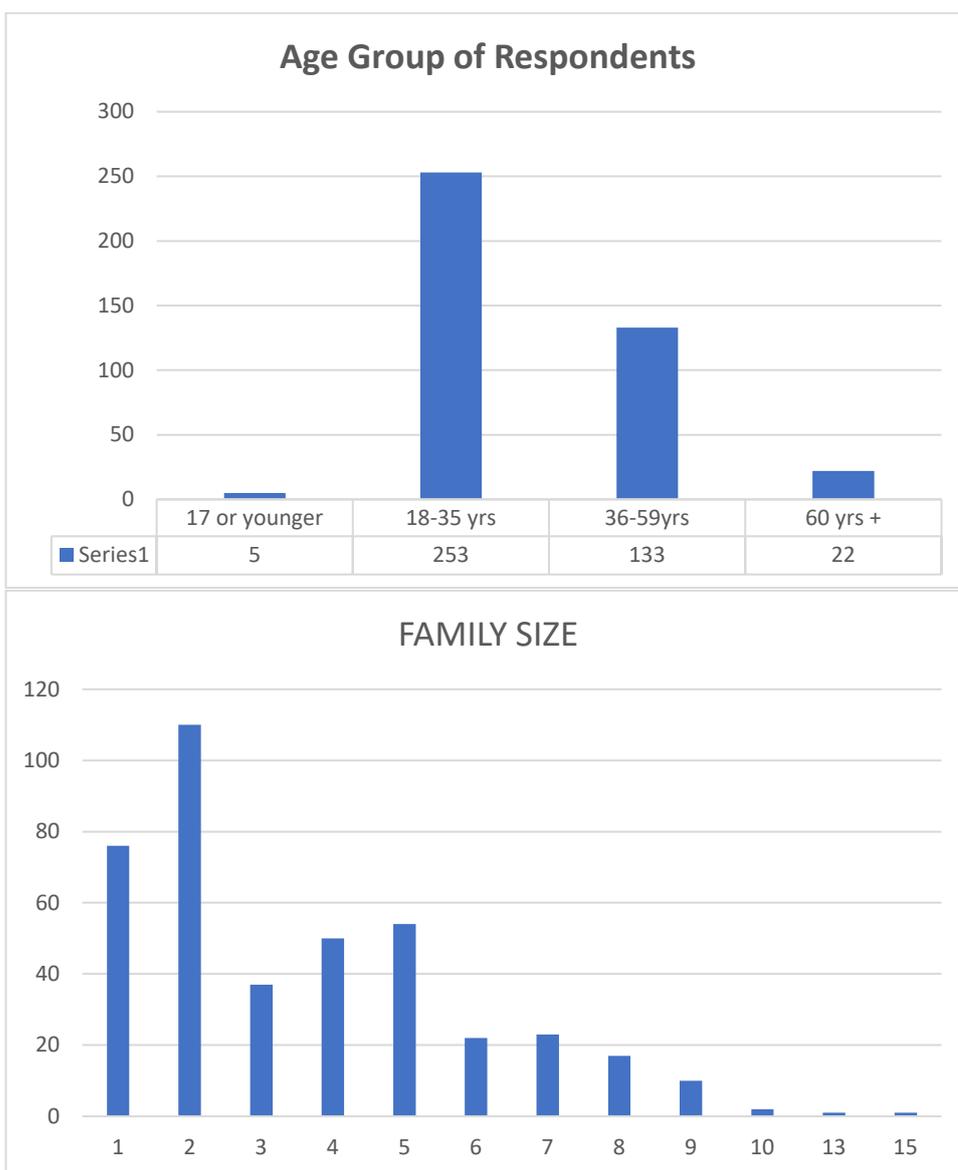
Triangulate findings on % of persons of concern who received the correct transfer value with: Complaints and Feedback Mechanism (CFM) data; Experience of transfer from staff; Comparing the reported amount received (captured as part of the HH PDM) with the actual amount transferred – for spot check, use the UNHCR ID number to match records

2. PDM survey methodology

- Where and when the PDM survey and FGDs took place.
 - # days over which data was collected.
The Post-Distribution Monitoring data on COVID-19 allowance distribution is prepared and written together by UNHCR Indonesia, and its valuable partner on cash-based intervention, Catholic Relief Services (CRS). The survey was conducted from 2 December to 10 December 2020, to obtain more information on the need assessment and effectivity of cash allowance given to the refugees living independently without support from other organizations during the COVID-19 outbreak in 2020.
 - # enumerators with gender disaggregation.
To support the data collection and to conduct the interview to the refugee respondents, we work together with 9 interpreters, which consist of 7 males and 2 females.
- Details about sampling:
 - Sample size.

The number of refugees participated as sampling of the survey were 415 individuals, higher than 95% confidence level with 7% confidence interval which only needs 184 sample size. Out of 415 data, we have 403 cleaned data to be used to data analysis. The respondents live in different areas in Indonesia, but mainly in Jakarta and surrounding areas, the rest of respondents live in Bali, Banten, East Java, West Nusa Tenggara, North Sumatra, and other areas in Indonesia. The majority of respondents were in the age group 18-35-year-old (more than 250 respondents), and 36-59 year old (more than 100 respondents), with family size ranged from 1 to 15 members in the family.





- Type of sampling used for survey and FGD.
We identified the refugee respondents based on the representativeness of their nationalities/ Country of Origins and language spoken based on the availability of the interpreters.
- # surveys and FGDs done (# of respondents/participants disaggregated by gender).
- Limitations and challenges faced.
 - Possible sources of bias.
- Other data sources

3. Key Findings

- Summarise key points from PDM survey section “Interviewee details and household demographics”

3.1. Receiving and spending cash assistance (basic facts)

- Summarise key points from this section of the PDM survey, relevant points from the Focus Group Discussions, and other relevant data sources.
- Add details of any key recommendations and action that need to be taken.

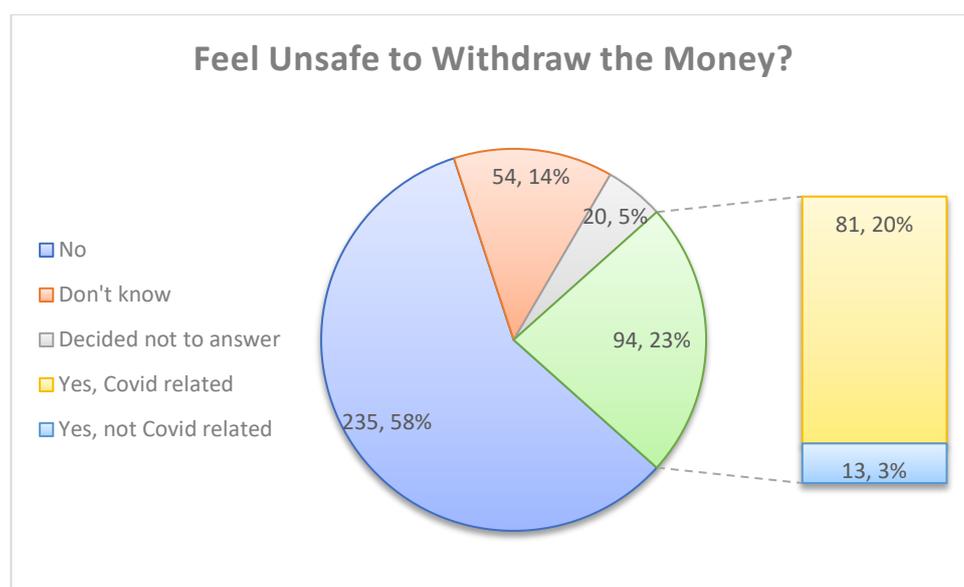
3.2. Risks and Problems: Did persons of concern face any problems with the CBI? Did the CBI put persons of concern at additional risk?

Triangulate findings with: Security monitoring and incident reports; Complaints and Feedback Mechanism data; Protection monitoring mechanisms, FSP/on-site monitoring reports.

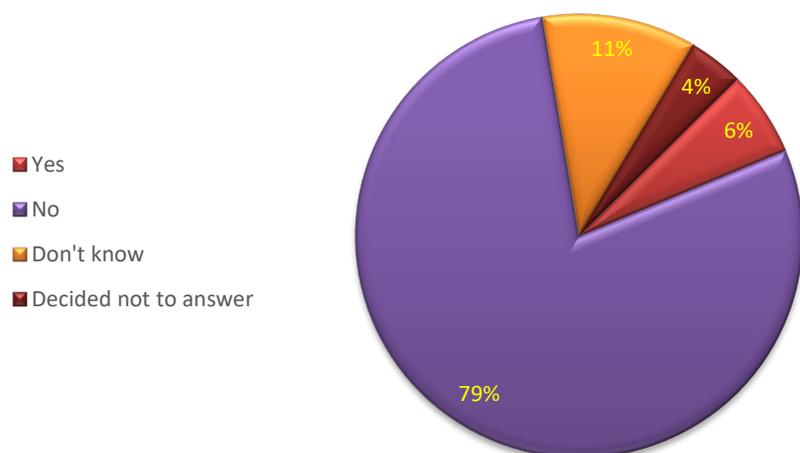
- Summarise key points from this section of the PDM survey, relevant points from the Focus Group Discussions, and other relevant data sources.
- Add details of any key recommendations and action that need to be taken.

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		
Indicator 4.2: % of households who report facing one or more problem receiving, keeping or spending the cash assistance*		

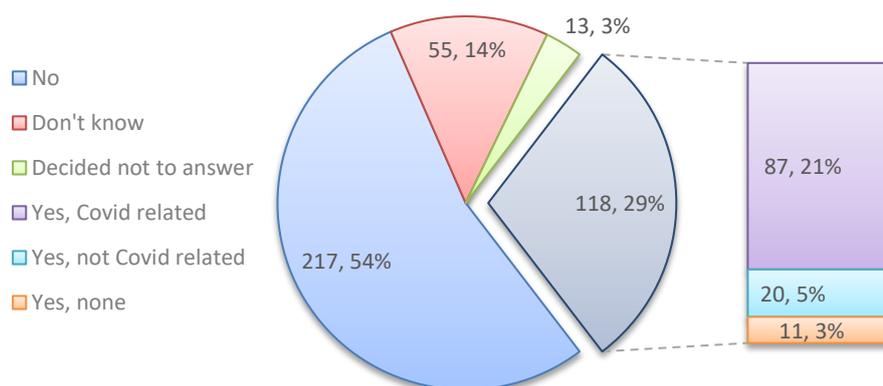
23,13% of respondents said that they felt unsafe and at risk while they withdrew the money, while the majority, 58,31% of them felt safe. While, when asked whether they feel safe to keep the money at home, majority of them (78,55%) said they feel safe, while 6% of the respondents felt unsafe/ there is a risk. When asked whether they felt safe while spent the cash, 28,92% said they did not feel safe. The majority of respondents who felt unsafe when they spent the money, mostly because COVID-19 related risks, including movement restriction.



Feel Unsafe to Save the Money?



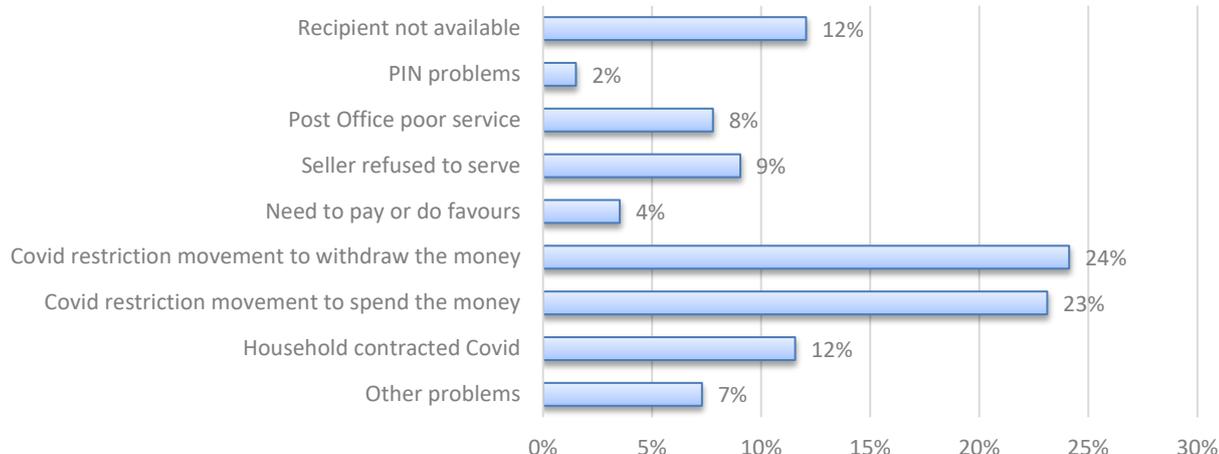
Feel Unsafe to Go to Spend the Money?



When asked whether they experience problem when withdrawing allowance, 12,05% of them said yes, they experience problem when the registered person is not available to withdraw money; 1,45% said they experienced problem with the wrong pin code; 7,71% said the post office staff has poor service performance; 8,92% shared that the market/trader refuse to serve them; 3,3% said that they need additional money/favour to withdraw the cash. 3,37% respondents who said they need to provide money/favour to withdraw the cash said that they gave the money/favour to their friends, or another household members.

7,47 respondents shared that other problems they face in withdrawing/spending cash from UNHCR are varied, such as; the allowance is not enough to cover for food, there is an increase in the market price, and also the COVID-19 related concern during the withdrawal/spending the cash.

Problems on Withdrawing/Spending the Money



Due to the COVID-19 movement restriction, 23,86% of respondents said that it affected them during the money withdrawal, and 22,65% said that it affected them when they wanted to spend the money. 11,57% of respondents said that they have difficulties to withdraw money because of the household members contracted COVID-19.

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

Triangulate findings with: market monitoring

- Summarise key points from this section of the PDM survey, relevant points from the Focus Group Discussions, and other relevant data sources.
- Add details of any key recommendations and action that need to be taken.

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

Most of the respondents said that they are able to find food/items they are looking for at the market. Only 6,27% respondents said that they are not able to find the items/food they are looking for at the market, includes; Arabic food items, vegetables, masks, and others.

When asked whether they are able to find good quality of items, 15,66% of respondents said they are not able to find the good quality items as they wished, such as: meat, tomatoes, and food in general, as they mentioned in their further comments that in order to buy good quality items, they will need more cash.

62,65% of respondents said there is a price increase in the market for several items such as; vegetables, meat, tomatoes (the price is doubled based on one of the respondents' comment), and other food items in general.

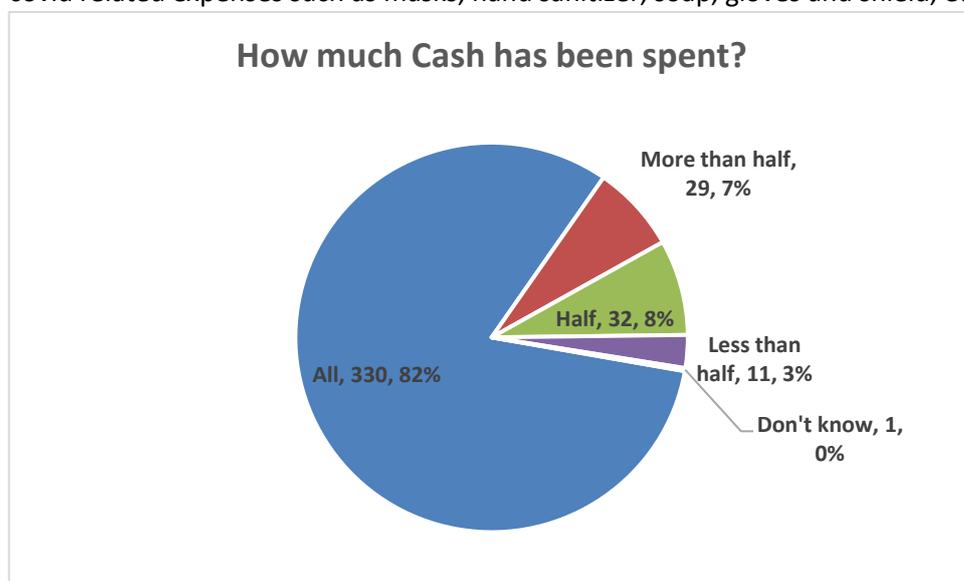


3.4. Expenditure: What did people spend the cash on?

- Summarise key points from this section of the PDM survey, relevant points from the Focus Group Discussions, and other relevant data sources.
- Add details of any key recommendations and action that need to be taken.

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*		
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		

81,93% of respondents said they have spent all the allowance from UNHCR. Most of the respondents spent the cash for the following items such as: food, water, rent, hygiene items, transport, health cost, utilities, and bills, covid related expenses such as masks, hand sanitizer, soap, gloves and shield, etc.



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

Triangulate findings with: Specific sectorial surveys; Assessments and other information from UNHCR plus other partners.

- Summarise key points from this section of the PDM survey, relevant points from the Focus Group Discussions, and other relevant data sources.
- Add details of any key recommendations and action that need to be taken.

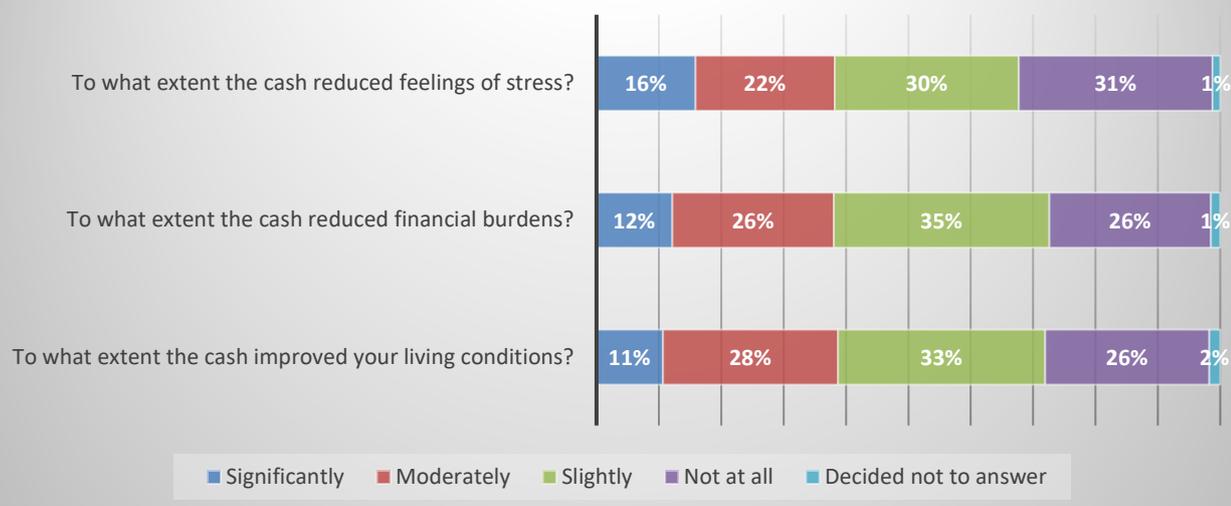
Key question: Outcomes: What changes is the cash assistance contributing to in persons of concern households?	Baseline	Actual
Indicator 7.1: % of households who report improved living conditions		
Indicator 7.2: % of households who report reduced feelings of stress		
Indicator 7.3: % of households who 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*		
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*		
Indicator 7.5: Insert sector specific indicators as required		

Respondents said that COVID-19 allowance has slightly improved living condition (33,49%), moderately improved living condition (27,71%), significantly improved living condition (10,84%), while 26,02% of respondents said that the allowance did not improve their living condition at all.

The above percentage also similar, when the respondents asked whether the allowance has reduced financial burden in their households; 34,94 of respondents it slightly reduced the financial burden; 25,54% respondents said it moderately reduced; 12,29% said it significantly reduced the burden; while 25,53% stated that it does not reduced the financial burden at all.

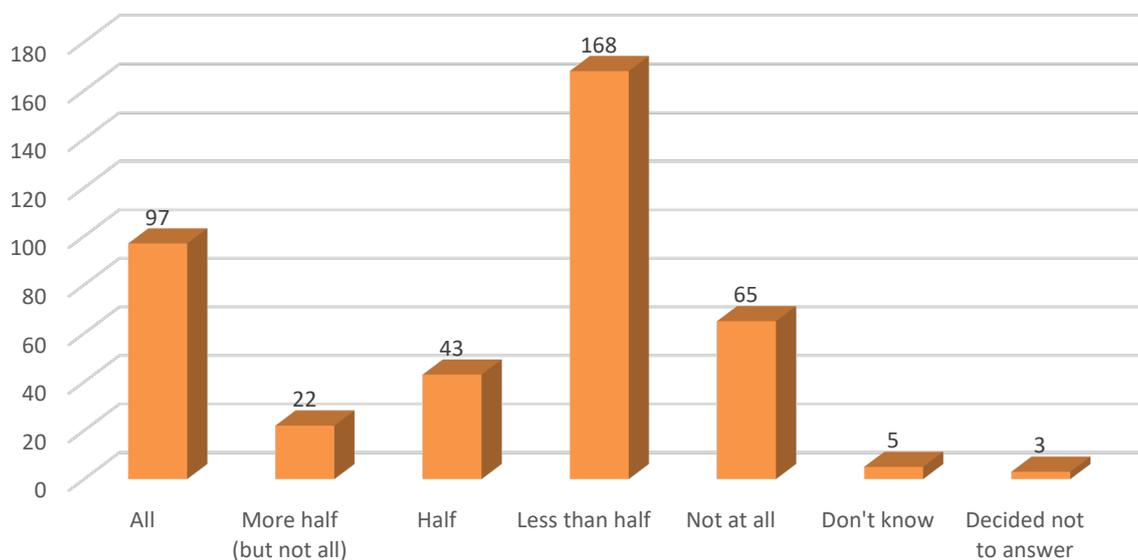
While, when the respondents asked whether the allowance reduce their stress, 30,36% stated that the allowance does not reduce their stress at all, while the majority said that it reduces their stress slightly (30,12%), moderately (21,93%), and significantly (16,16%).

Living Conditions



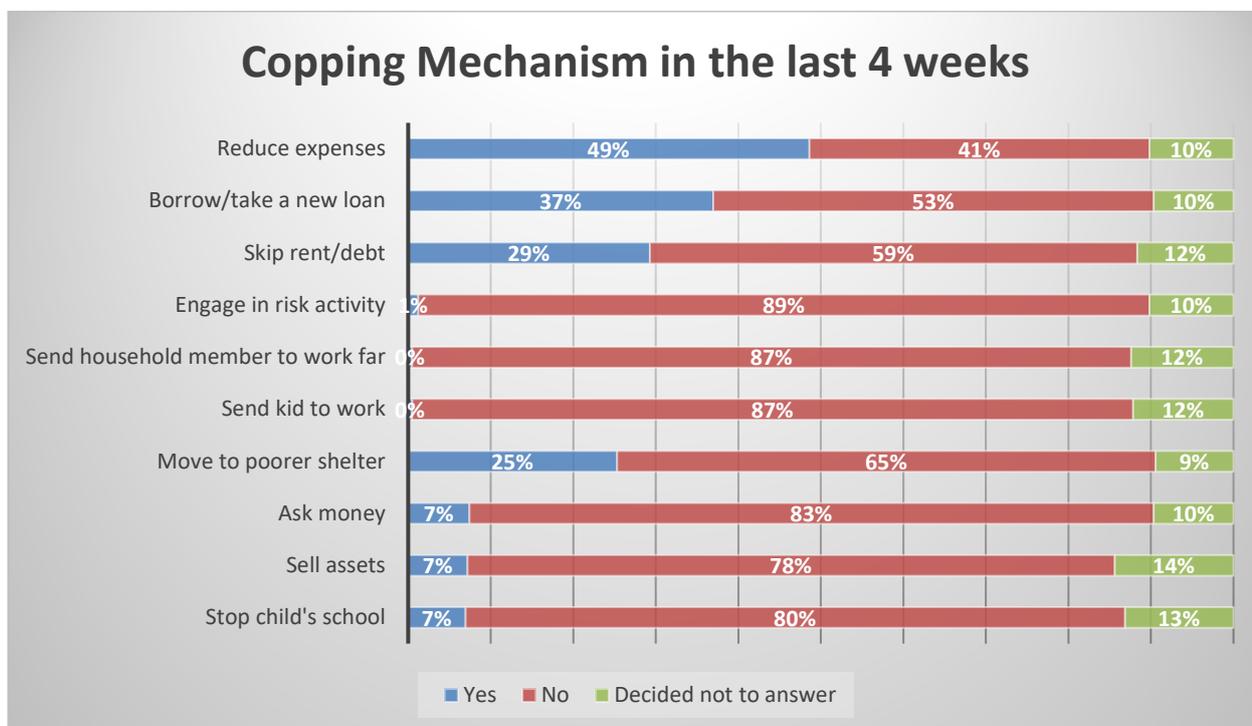
The majority of respondents (41,93%) stated that they are currently only able to meet less than half of their basic needs/most pressing needs at their household. While, 24,34% stated that they could meet all the basic needs; and 15,66% stated that they could not meet the basic needs at all in their household. The respondents also shared several basic needs they are not able to afford in their household, the top five items are; food, rent, clothes/shoes, health cost and water.

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



- In terms of stopping their children from attending school, 6% of the respondents said that they need to stop their children from attending school.
- 7,23% of respondents stated they need to beg to strangers in order to meet their basic needs
- 25,54% moved to poorer quality shelter
- 0,48% sent their household members who are under 16 y.o. to work
- 0,48% sent their household members to work far away

- 1,45% engaged in the activities to generate money which put other household members at risk
- 29,16% respondents stated that they need skip paying rents or in debt to meet their basic needs
- 37,35% stated that they need to take out new loans or borrow money
- 48,19% stated that they need to reduce expenditure, such as hygiene items, baby items, health, or education in order to meet the food needs.



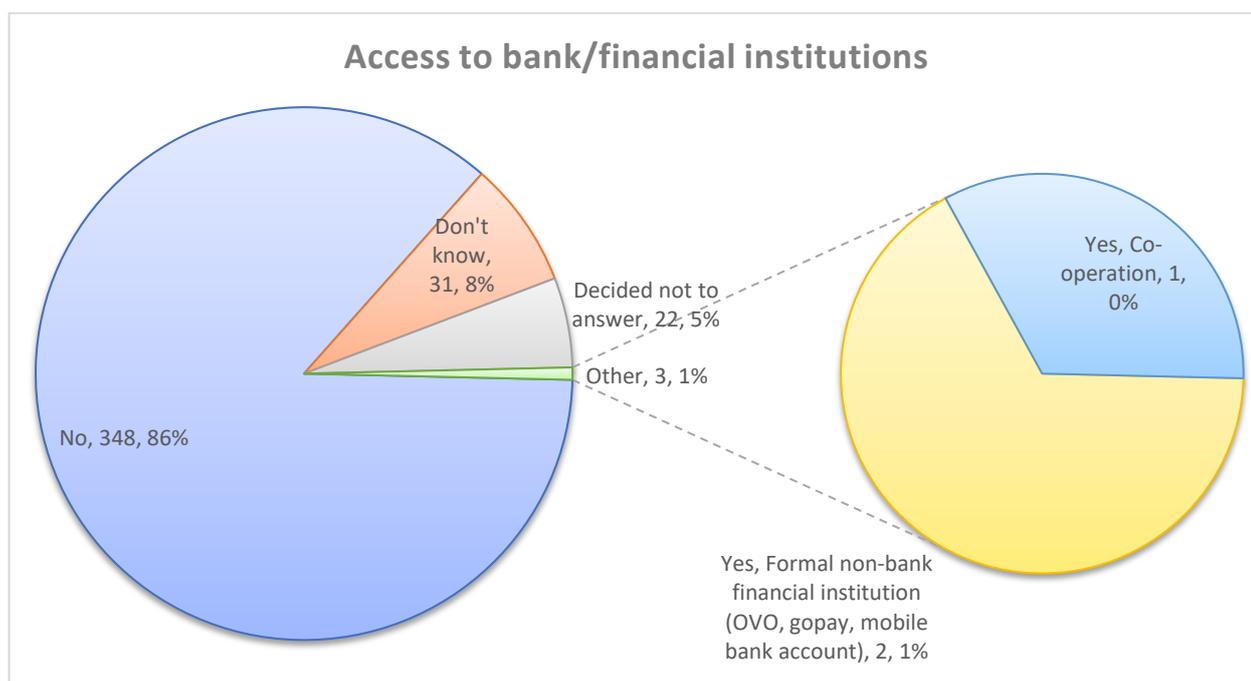
3.6. Longer-Term Outcomes: Has the cash assistance helped put persons of concern on the pathway to sustainable solutions?

Triangulate findings with: Data on persons of concern Identity card ownership, persons of concern access to National Health Insurance, and other elements linked to sustainable solutions.

- Summarise key points from this section of the PDM survey, relevant points from the Focus Group Discussions, and other relevant data sources.
- Add details of any key recommendations and action that need to be taken.

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

Only 0,48% of respondents said that they have access to non-formal financial institution (mobile money account). 2 of the respondents said they have OVO/Gopay/Mobile banking account, and 1 has access to cooperative.



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

Triangulate findings with: Complaints and Feedback Mechanism (CFM) data

- Summarise key points from this section of the PDM survey, relevant points from the Focus Group Discussions, and other relevant data sources.
- Add details of any key recommendations and action that need to be taken.

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*		
Indicator 3.2: # of complaints received about CBI		
Indicator 3.3: % of households who rate CBI as their preferred modality for assistance*		

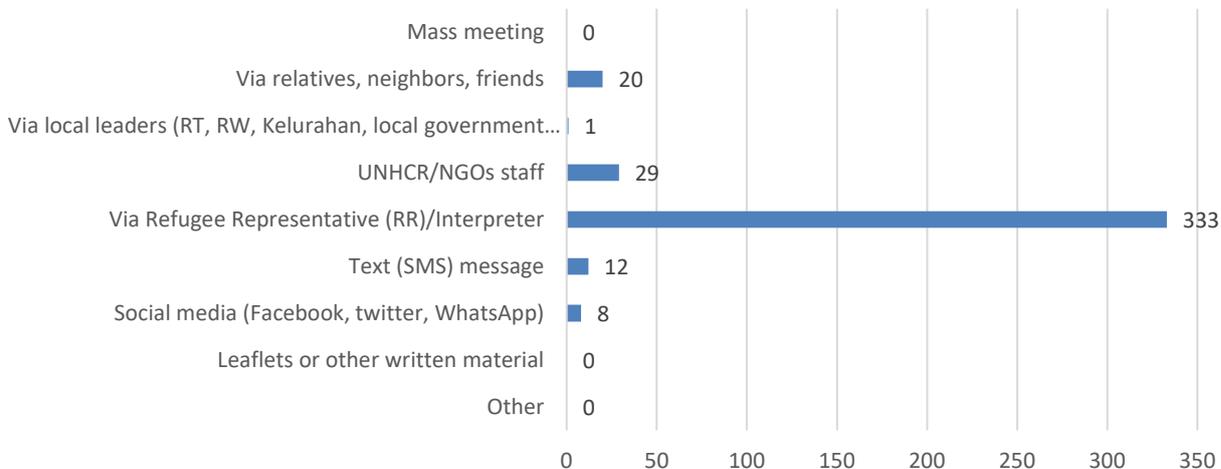
82,41% of refugees heard about the cash assistance from Refugee Representatives, 7,23% from UNHCR/NGO staff, 4,82% through relative or neighbour, and the rest heard from social media, and other friends.

When asked on what kind of information they would like to receive in the future, most of them shared that they would like to know what assistance is coming next, eligibility criteria, distribution date, how to give feedback mechanism, and cash management.

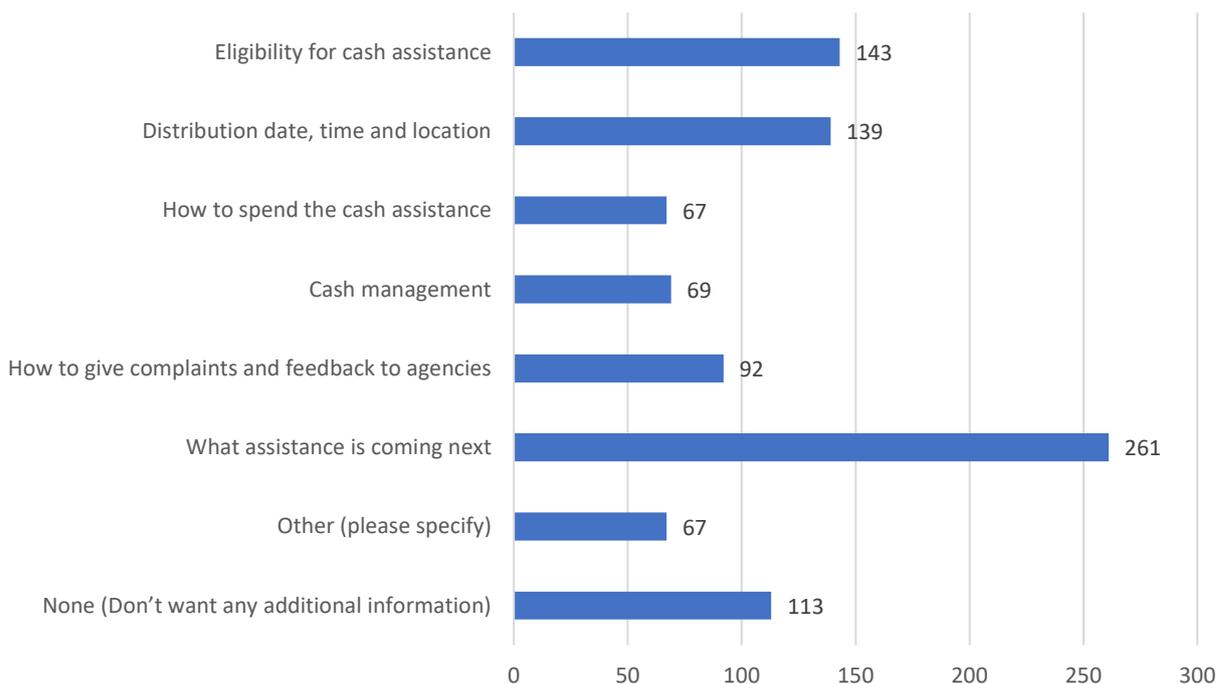
On feedback mechanism, the respondents shared they use several platforms such as; Online Form, Hotline numbers, via community mobilizes (Refugee Representatives, Community Interpreters), via UNHCR/NGO staffs, and others.

When asked if the assistance could start again in the future, most of the respondents (90, 12%) stated they prefer cash assistance.

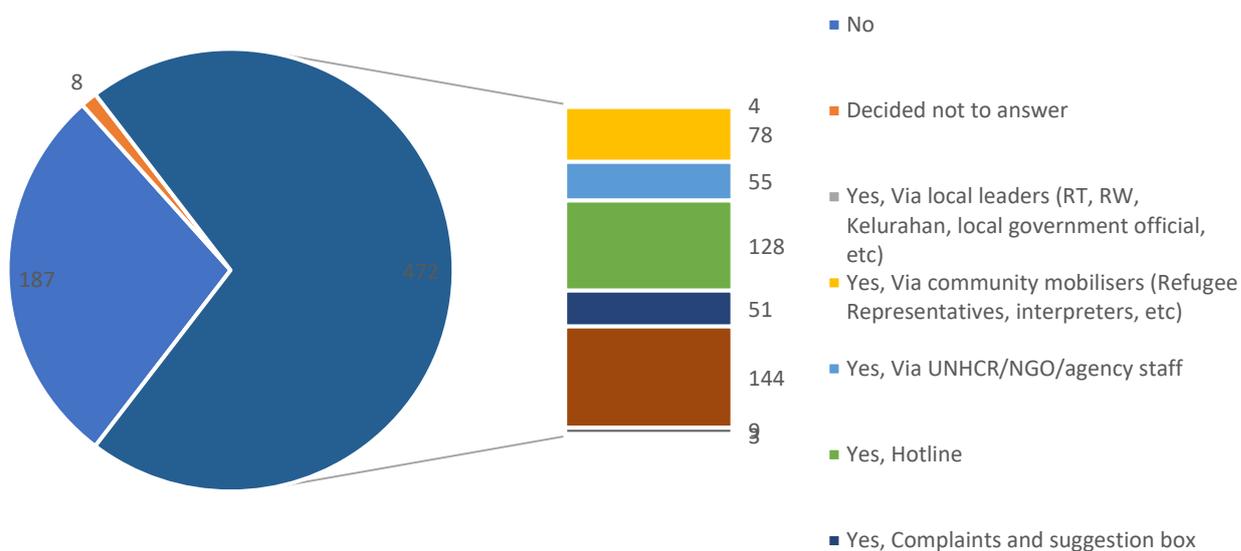
How did you hear about UNHCR cash assistance?



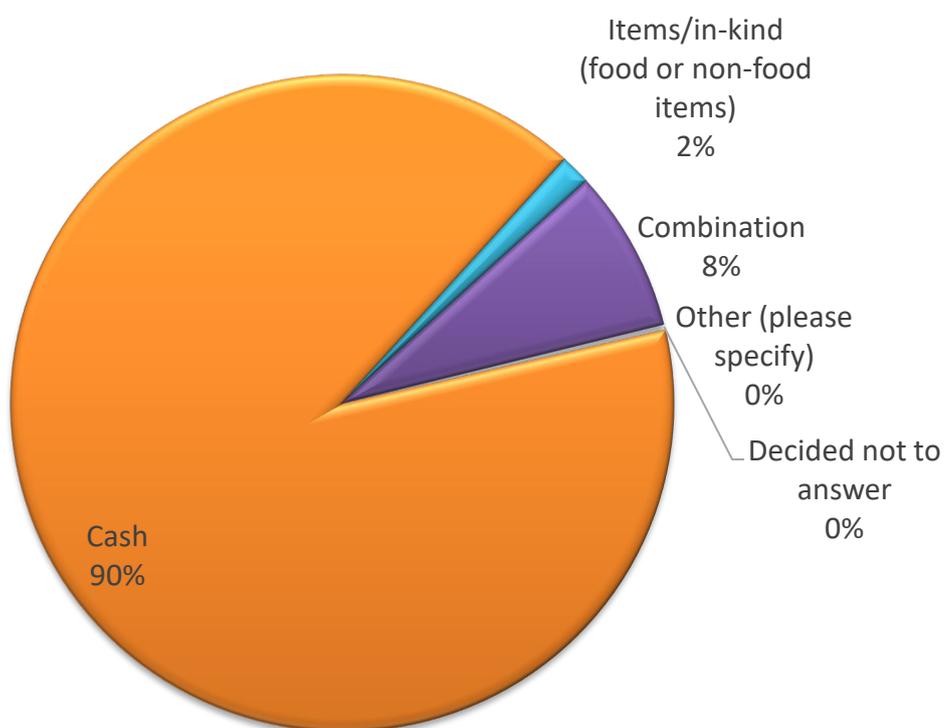
Other Information would like to know



Do you know how to report feedback?



Preference for the next assistance





4. Recommendations

- Summarise key recommendations from the PDM. Ensure you include operational recommendations, where relevant, to improve the actual implementation of the CBI based on the PDM findings.