



West Africa Regional Office / 01.04.2020

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# Cash & Voucher Assistance during COVID pandemic crisis

Adapting CVA operation to reach out to our communities

 **DANISH  
REFUGEE  
COUNCIL**





**DRC CVA  
PROGRAMS**



**COVID CONTEXT**



**BUSINESS  
CONTINUITY**



**PREPAREDNESS &  
ADAPTABILITY**







# **DRC CVA programs in WA**



# **DRC Strategic vision on CVA**

**DRC is a leading agency on the use and promotion of quality Cash & Voucher Assistance in humanitarian and durable solutions responses**

**Interagency  
Engagement**

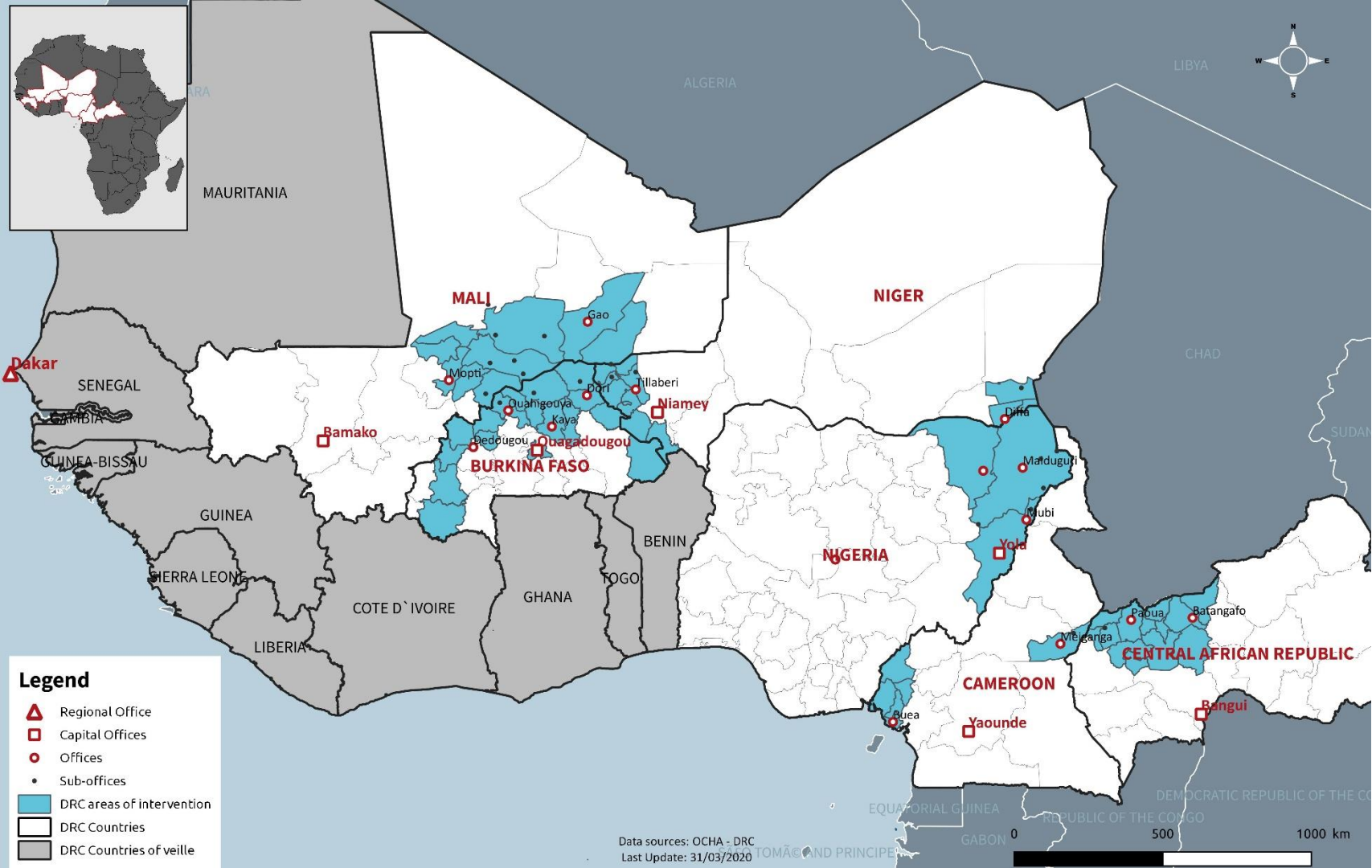
**Internal  
Mainstreaming  
of CVA**

**Mainstream  
CVA in DRC  
response design**



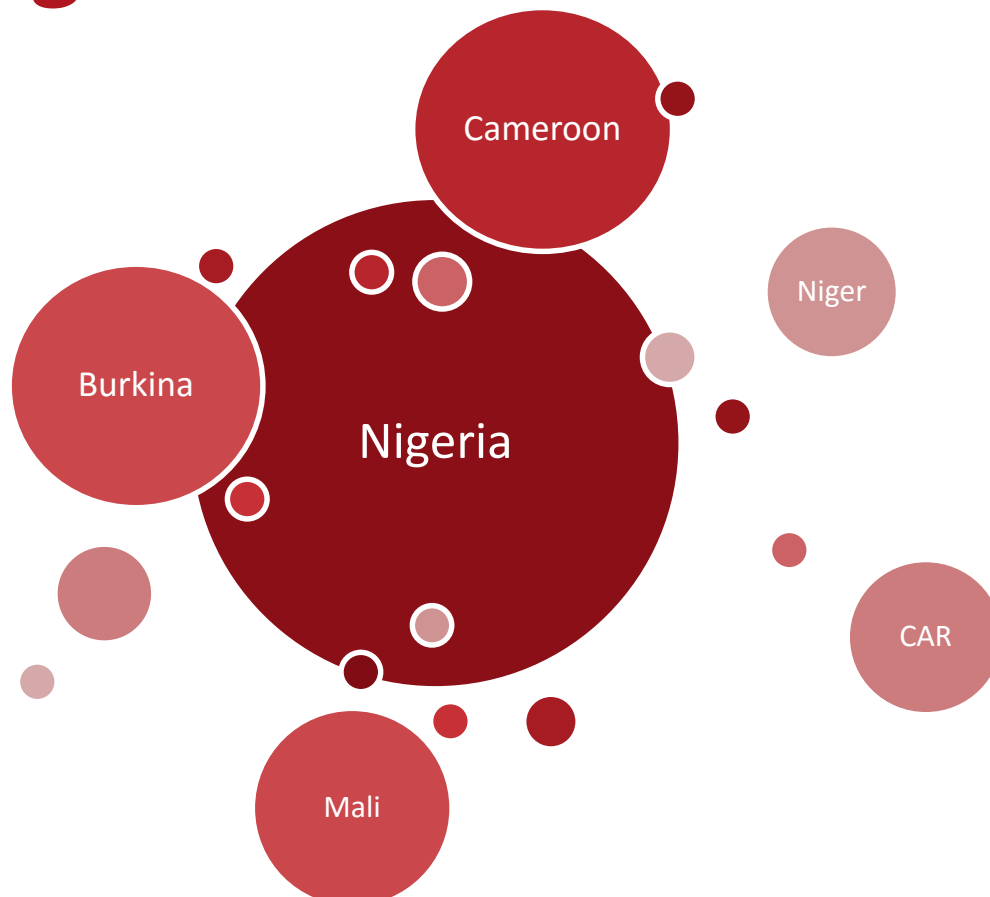
# DRC

## Scope of DRC WA Region





# CVA programs in West Africa





# CVA programs in West Africa

	Burkina Faso	Mali	Niger	Nigeria	Cameroon	CAR
<b>Sectors</b>	<ul style="list-style-type: none"> <li>• Food security</li> <li>• Livelihood</li> <li>• Protection*</li> <li>• Emergency response*</li> </ul>	<ul style="list-style-type: none"> <li>• Food security</li> <li>• Livelihood</li> </ul>	<ul style="list-style-type: none"> <li>• Food security*</li> <li>• Livelihood*</li> <li>• Emergency response*</li> </ul>	<ul style="list-style-type: none"> <li>• Food security</li> <li>• Livelihood</li> <li>• Protection</li> <li>• Emergency response*</li> </ul>	<ul style="list-style-type: none"> <li>• Food security</li> <li>• Livelihood</li> <li>• Protection*</li> </ul>	<ul style="list-style-type: none"> <li>• Food security</li> <li>• Livelihood</li> <li>• Protection*</li> <li>• Emergency response</li> </ul>
<b>Beneficiaries</b>	2,926 HH 20,483 persons	3,193 HH 22,351 persons		37,094 HH 185,470 persons	5,000HH 26,800 persons	2,000HH 10,000 persons
<b>Modalities</b>	Cash, Vouchers	Vouchers		Cash	Cash, Vouchers	Cash, Vouchers
<b>Conditionality &amp; restriction</b>	Unconditional, CfW, restricted, unrestricted	Unconditional, restricted		Unconditional, CfW, unrestricted	Unconditional, CfW, restricted, unrestricted	Unconditional, CfW, restricted, unrestricted
<b>Delivery mechanisms</b>	E-vouchers, paper vouchers, distrib agents	E-voucher		E-cash, mobile money	Mobile money, E-vouchers, paper vouchers	Distribution agents

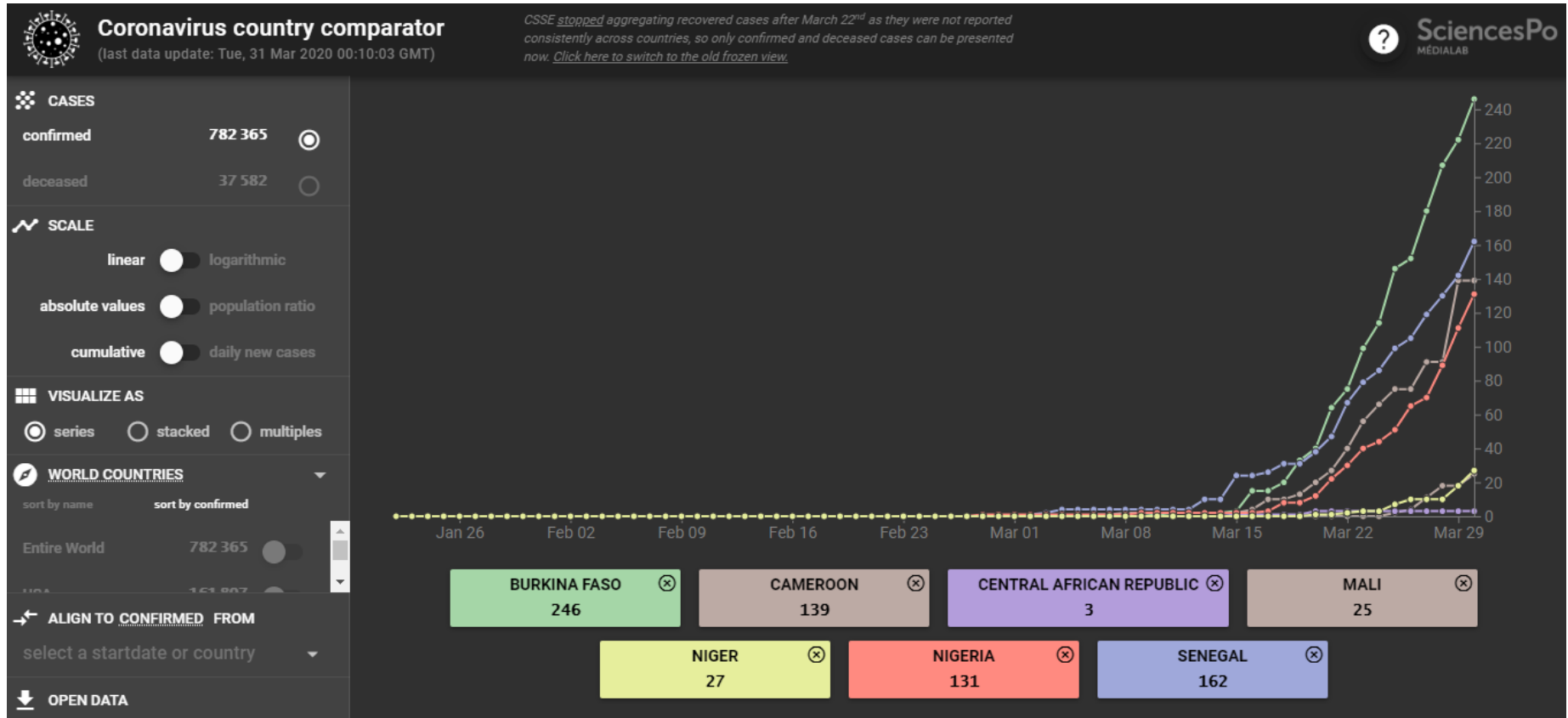




# COVID context in WA



# WA COVID current situation





# WA COVID current situation

- Exponential number of cases in all countries.
- Very weak Health systems.
- Most vulnerable households more exposed.
- Displaced populations more at risk, especially in camp / settlement settings.
- Drastic measures taken by the different governments to prevent the escalation of the pandemic





# WA COVID current situation



- Borders closed
- Curfew
- Movement restrictions
- Public transport shut down
- Public gathering forbidden
- Markets shut down
- Confinement





# **Business Continuity**



# DRC position to COVID situation

Overall DRC's approach to the COVID-19 emergency is to **stay and deliver** to the extent possible:

1. **Continue existing essential program** activities based on program criticality analysis and amend these where relevant to the new situation.
2. **Scale-up and initiate new activities** especially relevant and targeted towards the COVID-19 response.



# How to adapt current programming?

- **Program Criticality:** Assess the criticality of each program / activity.
- **Program Prioritization :** Define which programs / activities are essential and shouldn't be shut down and which programs are less essential and can be put on hold.
- **Program adaptation:** Redesign program /activities to guarantee business continuity while ensuring safety of staff and beneficiaries.
- **Program development:** Designing CVA programs specifically to address mid to long-term expected specific needs related to COVID crisis.



# Sanitary and Safety SOP

Pop  
pour s



## Population du Burkina Faso, pour se protéger contre le COVID-19



Lavons-nous régulièrement les mains  
avec de l'eau propre et du savon



ou avec de la cendre



ou utilisons le gel ou  
solution hydro alcoolique



## Population du Burkina Faso, pour se protéger contre le COVID-19



et toussons  
dans le coude



utilisons un mouchoir  
immédiatement  
après



Pour toute information, appelons gratuitement le  35 35

Pour toute information, appelons gratuitement le  35 35

Pour toute information, appelons gratuitement le  35 35



# Sanitary and Safety SOP





# Sanitary and Safety SOP







# Preparedness & Adaptability



# Humanitarian consequences

**The situation will  
deteriorate further.  
We need to be ready.**





# Scenario 1 – Digital Cash solutions

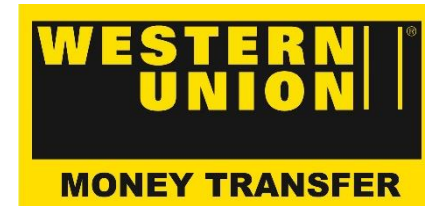
**Measures taken by the governments make it difficult to organize distribution (In-kind or CVA)**

- Moving to digital CVA to avoid large distribution gathering
- Better adapt to beneficiaries needs through MPCA who will have numerous and conflicted needs.
- Enable remote CVA transfers through digital solutions.
- Market support interventions for local FSPs to support liquidity.





# Scenario 1 – Digital Cash solutions



**LIMITS** → Digital CVA is no silver bullet!



## Scenario 2 – Electronic vouchers



### Financial service Providers shut down (Banks, MFI, Over-The-Counter, Distribution Agents)

- Moving to digital vouchers to avoid large distribution gathering.
- Maintain beneficiaries access to markets to cover basic needs.
- Contract directly with local vendors.
- Maintain stimulation of local economy.
- If local markets are not accessible to the population because of movement restrictions, consider fairs.



## Scenario 2 – Electronic vouchers

The logo for sQuid, featuring the word "sQuid" in a pink, stylized font where the 'Q' has a circular arrow.

Red Rose

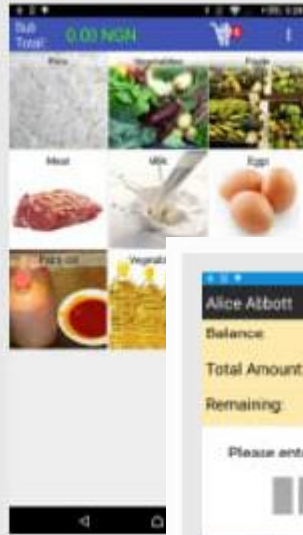
The logo for COMPULYNX, featuring the word "COMPULYNX" in a blue, sans-serif font, with "Technology for a Better Tomorrow" in smaller text below it. To the left of "COMPULYNX" is a graphic of four orange diagonal lines.The logo for SEGOVIA, featuring the word "SEGOVIA" in a bold, sans-serif font, with a red horizontal bar above the 'O'.

**LIMITS** → Digital vouchers are only relevant when markets are functional!

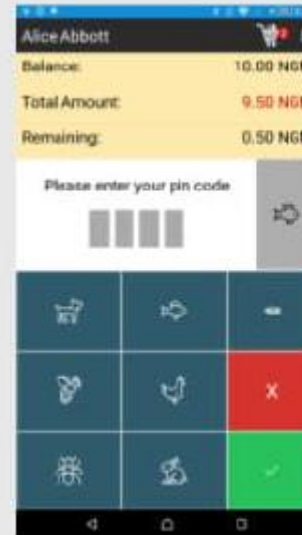
**Beware of risk transfer!**



# Scenario 2 – Electronic vouchers



- List of Sales
- Product List
- Select Milk Button
- Fill Unit Milk Amount. Show Total



- Change Pin Code Mode
- Color Pin Code Mode
- Shape Pin Code Mode



# Scenario 3

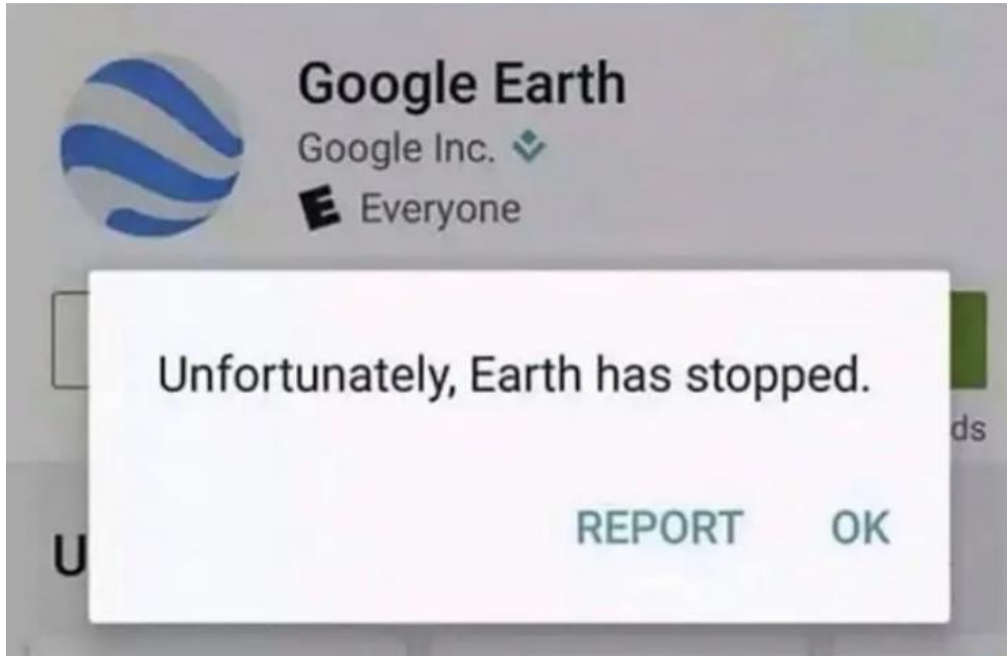
## Markets shut down.

- Beneficiaries do not have access to food on local markets because markets are shut down.
- Shift to In-kind distribution at very large scale.
- Prepare discussion and scenarios with WFP and Technical services of the governments.
- Couple distributions for several months to avoid more regular distributions and anticipate stocks.
- Market support interventions to stimulate markets and re-establish supply chains.





# Scenario X



**Pipelines shut  
down.**

**?**



# Main recommendations

- Start FSP assessment ASAP and map modalities and delivery mechanisms that can adapt to the different scenarios.
- Adapt internal procedures with donor agreement to accelerate logistic & supply chain process.
- Consider and prepare for maximum flexibility between modalities and delivery mechanisms.
- Revise MEB in line with new needs related to COVID and to price increases in the markets.
- Follow up market supply and prices closely for basic need goods.
- Advocate for humanitarian interventions to be exempted from the governments restricting movements.
- Prepare for emergency pipeline and preposition buffer stocks in regions.
- Advocate for additional funding at donor level to anticipate on large scale emergency.





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