Cash and Voucher Assistance and Risk

Perception vs Reality

Grand Bargain Cash Workstream

Webinar Series
20-24 July, 2020

DATE: 24 July 2020

Housekeeping

The webinar will last 60 minutes

Your mics are muted.

Submit questions to the Q&A box and general comments in the chat

Use the thumbs-up to up-vote questions in the Q&A box

RECORDING

Webinar will be recorded & recording shared.

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Speakers & Moderators

Nana Amoah   Dr Nisar Majid   Oliver May

Moderated by: Anna Kondakhchyan (CaLP) and Suzanne Van Ballekom (WFP)

HOW HAS CASH AND VOUCHER ASSISTANCE CHANGED SINCE 2018?

- Huge developments in cash and voucher assistance since the first report, published in 2018.

- Use of CVA has increased and we deliver it more effectively.

- Continued increase in the scale driving changing roles and partnerships.

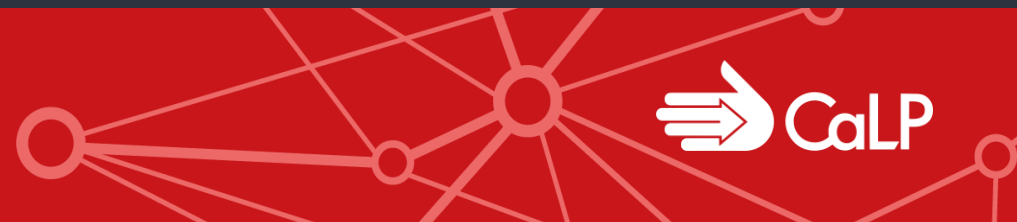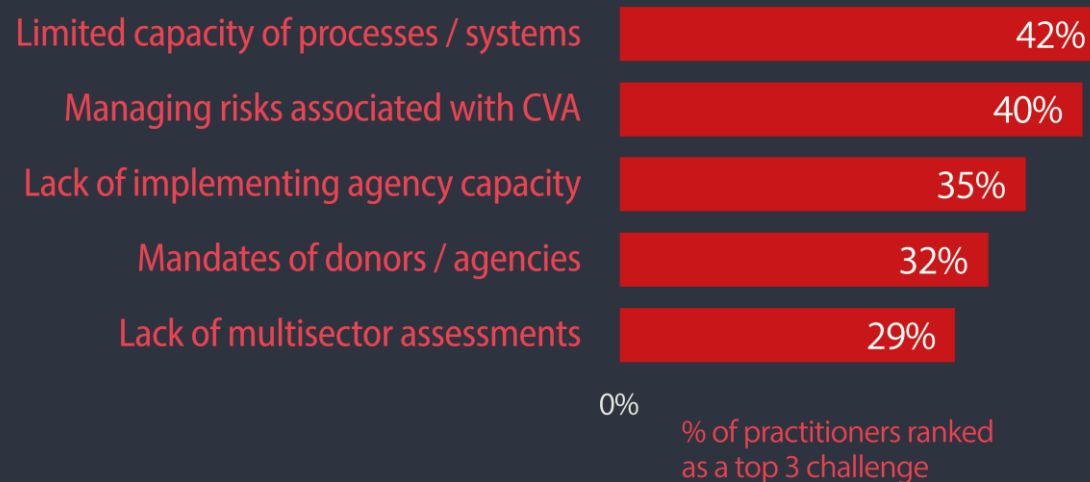- Increasing emphasis on quality as understood by recipients.

2 **MAINSTREAMING CASH AND VOUCHER ASSISTANCE**
PROGRESS AND CHALLENGES

■ CVA is an increasingly common and well-understood tool in humanitarian response, but barriers remain to its use.

Main challenges to scaling up CVA

Challenge	%
Limited capacity of processes / systems	42%
Managing risks associated with CVA	40%
Lack of implementing agency capacity	35%
Mandates of donors / agencies	32%
Lack of multisector assessments	29%

0%

% of practitioners ranked as a top 3 challenge

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2 MAINSTREAMING CASH AND VOUCHER ASSISTANCE
PERCEIVED RISKS

- Perceived risk of fraud/corruption and aid diversion hinder effective scale up

- Digital and data management risks have increased in prominence. We need to work quickly to agree what 'doing no digital harm' looks like.

Main perceived risks of scaling up CVA
% practitioners ranked as top 3 risk

Risk	%
Scaling up at the expense of quality	51%
Difficulty in ensuring AAP	50%
Protection risks for recipients	45%
Fraud/Corruption	36%
Sector outcomes not achieved	33%

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CaLP and WFP Webinar: Cash and Voucher Assistance and Risk: Perception vs Reality

Perspectives of risks and challenges in the field (West and Central Africa)

Presentation by: Nana Amoah, Senior Development Advisor (Independent Consultant)

What are some of the risks that CVA field practitioners must manage?

- Abuse of power (extortion, bribery, exchange rate manipulation)

- Fraud risks in the targeting and identification of beneficiaries

- Monopoly of FSP

- Collusion between staff and beneficiaries

- Misuse of beneficiary personal data/Theft and cyber attacks/hacking of online transfer system

- Gender issues, and the protection of women in particular

- Insecurity and access to the area of intervention

What needs to happen next to help address the challenges faced?

- Develop a strong risk assessment protocol for each modality and delivery mechanism.

- Diversifying Financial Service Providers (FSPs) and Complaint Mechanisms

- Build the capacity of cash beneficiaries in financial/ digital literacy and on their consumer rights vis-a-vis FSP/SP field agents

- Encourage information sharing across implementing agencies and authorities

- Structure and improve the framework and role of CVA coordinating bodies.

- Strengthen project communication and sensitization with beneficiaries and partners.

- Clarify roles and responsibilities within the implementing agency and develop an accountability matrix

Key resources

- Take a look at CaLP [Yemen](#) and [Mali](#) case studies on CVA in challenging contexts for evidence that CVA is not riskier than other modalities

- For the latest analysis of risks and barriers in CVA, read [Chapter 2](#) of [State of the World's Cash 2020](#) report

- Listen to CashCast, CaLP podcast [Episodes 1](#) & [Episode II](#)

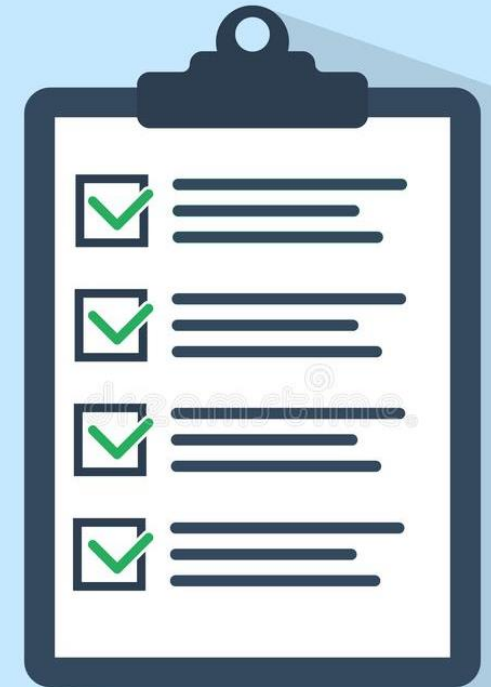- Continue to share, engage and learn in the CaLP [discussion groups](#)
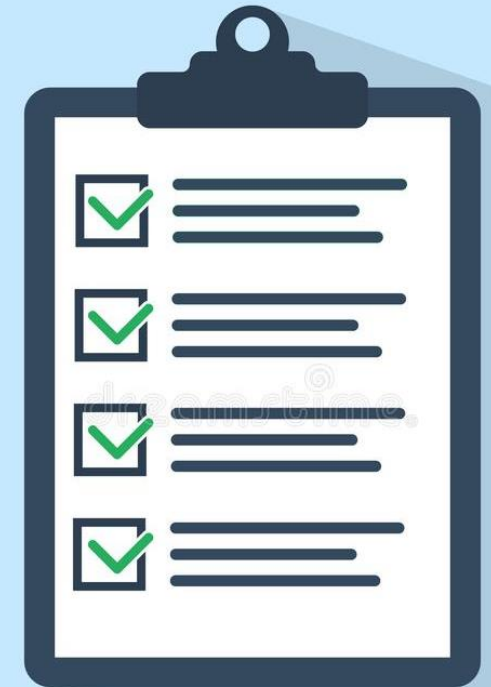
Key messages

- In mitigating one set of risk, a new set of risks may be created
- For safe programming, clear accountability matrix needs to be in place
- Manipulation of aid often blamed on local actors – NOT the case
- M&E is not enough, culture needs to change; remote monitoring in COVID-19 context requires MORE effort not less
- Actors are fraud aware, but focus on 3rd party risk, not own staff
- The language needs to change: from zero tolerance to residual risk management; each operation will have a risk profile

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