

IOM

CASH-BASED INTERVENTIONS

Annual Report and Case Studies 2022



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Publisher: International Organization for Migration
17 route des Morillons
P.O. Box 17
1211 Geneva 19
Switzerland
Tel: +41 22 717 9111
Fax: +41 22 798 6150
Email: hq@iom.int
Website: www.iom.int

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Cover photo: Woman with a disability and two children receiving cash assistance in Marib, Yemen.
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LIST OF ACRONYMS

CBI	cash-based interventions
CCCM	camp coordination and camp management
CFW	cash-for-work
CWG	cash working group
FSP	financial service provider
GBV	gender-based violence
IDP	internally displaced person
IP	implementing partner
MEB	minimum expenditure basket
MPCA	multipurpose cash assistance
NFI	non-food item
NGO	non-governmental organization
PDM	post-distribution monitoring
SMEB	survival minimum expenditure basket
SNFI	shelter and non-food item
TCN	third-country national
WASH	water, sanitation and hygiene

OVERVIEW OF IOM CBI ACTIVITIES IN 2022

INTRODUCTION

The International Organization for Migration (IOM) is committed to using the best modalities available to ensure effective and dignified assistance to people in need. IOM views cash-based interventions (CBI) as modalities of assistance where cash or voucher assistance is provided to aid recipients, including individuals, households or communities, to directly purchase and access goods or services. Depending on the context and the project requirements, CBI can have several forms. They can be conditional or unconditional, restricted or unrestricted and they can be delivered through direct or electronic cash transfers and paper or electronic vouchers.

Following the successful implementation of the IOM Strategy for Humanitarian CBI (2019–2021), a substantial increase in the number of people reached through CBI and the increasing use of CBI globally and across IOM's activities, the CBI Unit was established under the Office of the Deputy Director General for Operations in January 2022. This allowed IOM to further expand the use of CBI beyond emergency response and across IOM's areas of work, as reflected in the new Strategy.

IOM CBI STRATEGY 2022–2026

As the United Nations migration agency, IOM aims to increase and leverage the use CBI as a key enabler to improving access of migrants, displaced populations and other affected communities to basic needs, protection and other rights, as well as enhancing their resilience in situations of crisis, transition, recovery and development. IOM also endeavours to use CBI as a catalyst for more comprehensive and sustainable solutions by linking humanitarian cash assistance with social protection systems, livelihood support and other development programmes where possible.

To achieve this, IOM focuses on mainstreaming three strategic objectives: first, to address people's needs and reduce vulnerabilities using CBI modalities across IOM programmes, second, to build partnerships and strengthen local systems for increased impact, more sustainable solutions and empowered local actors and communities, and third, to further build institutional capacity to scale up the use of CBI across IOM.

GLOBAL DEVELOPMENTS

In 2022, in accordance with the IOM CBI Strategy 2022–2026, the CBI Unit in Geneva focused on building IOM's institutional capacity on CBI and continued acting as the institutional lead for CBI, including provision of technical support and direct in-country operational assistance. The CBI Unit organized a total of 35 trainings, workshops and webinars, reaching 1,760 IOM staff members, including 15 four-day face-to-face trainings. The CBI Unit also reviewed the IOM CBI Manual, developed operational guidance and legal templates and streamlined procurement procedures for different CBI transfer mechanisms in support of field operations.

The CBI Unit regularly attended and contributed to inter-agency and multilateral initiatives, i.e. the Grand Bargain Cash Workstream and related fora. Among other activities, IOM followed up to ensure inclusion in the initiatives and alignment with processes and standards of the Common Cash System Statement, including the Collaborative Procurement Initiative. As of 2022, IOM became a member of the Global Cash Advisory Group and the CALP Network, the biggest network of organizations specialized in CBI.

TERMINOLOGY

For terminology on CBI, IOM generally follows the CALP Network glossary which is the de-facto interagency standard.¹ CBI is equivalent to terms used by other organizations, such as cash and voucher assistance.

GLOBAL STATISTICS²

In 2022, IOM distributed cash and voucher assistance in 133 countries, reaching over 2.67 million people, a 43 per cent increase from 2021 and a 270 per cent increase from 2018. In terms of the total number of aid recipients, the largest programmes took place in Afghanistan, Yemen, Ukraine, Bangladesh and South Sudan.



133

IOM country offices distributed cash and voucher assistance

The number of countries increased from



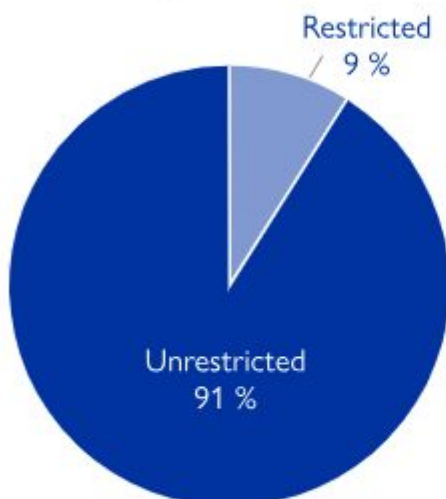
2.67 million

Estimated total number of individual aid recipients

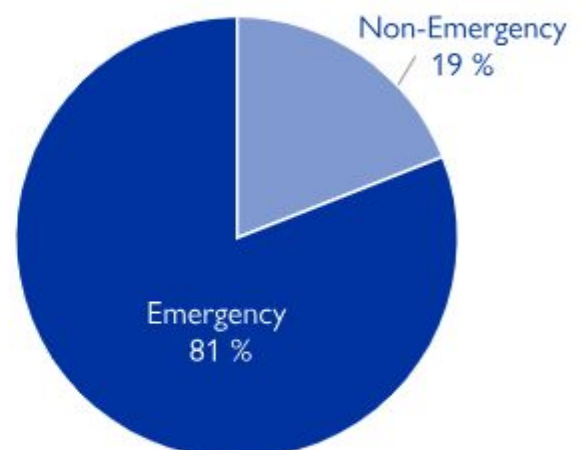
The number of aid recipients increased



Type of CBI



Percentage of aid recipients in emergency and non-emergency response contexts

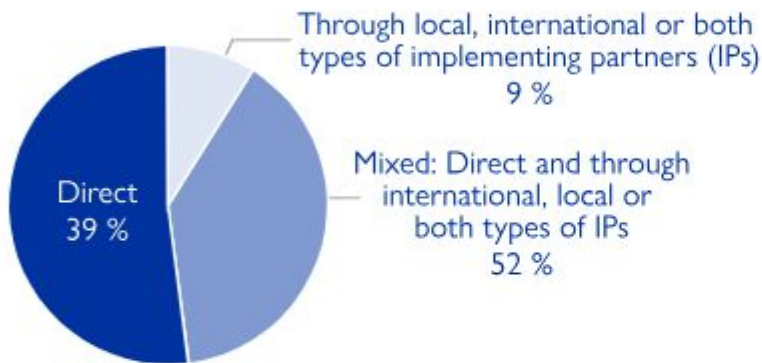


¹ Glossary of terms, CALP Network, www.calpnetwork.org/resources/glossary-of-terms/.

² All values and data presented in this report are based on self-reporting by IOM country offices and IOM operations reported by missions in the 2023 Institutional Questionnaire (2022 data).

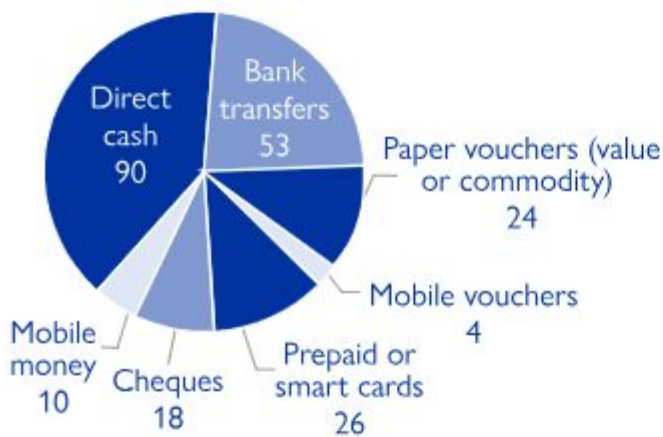
Types of implementation

Percentage of total transfer value implemented per implementation type



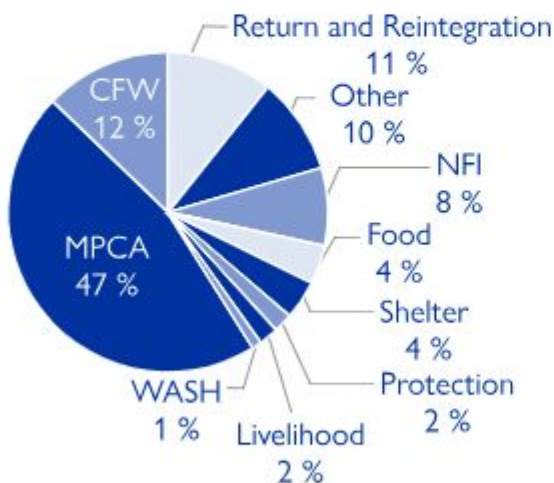
Number of countries that used different types of transfer mechanisms

Some countries used more than one transfer mechanism

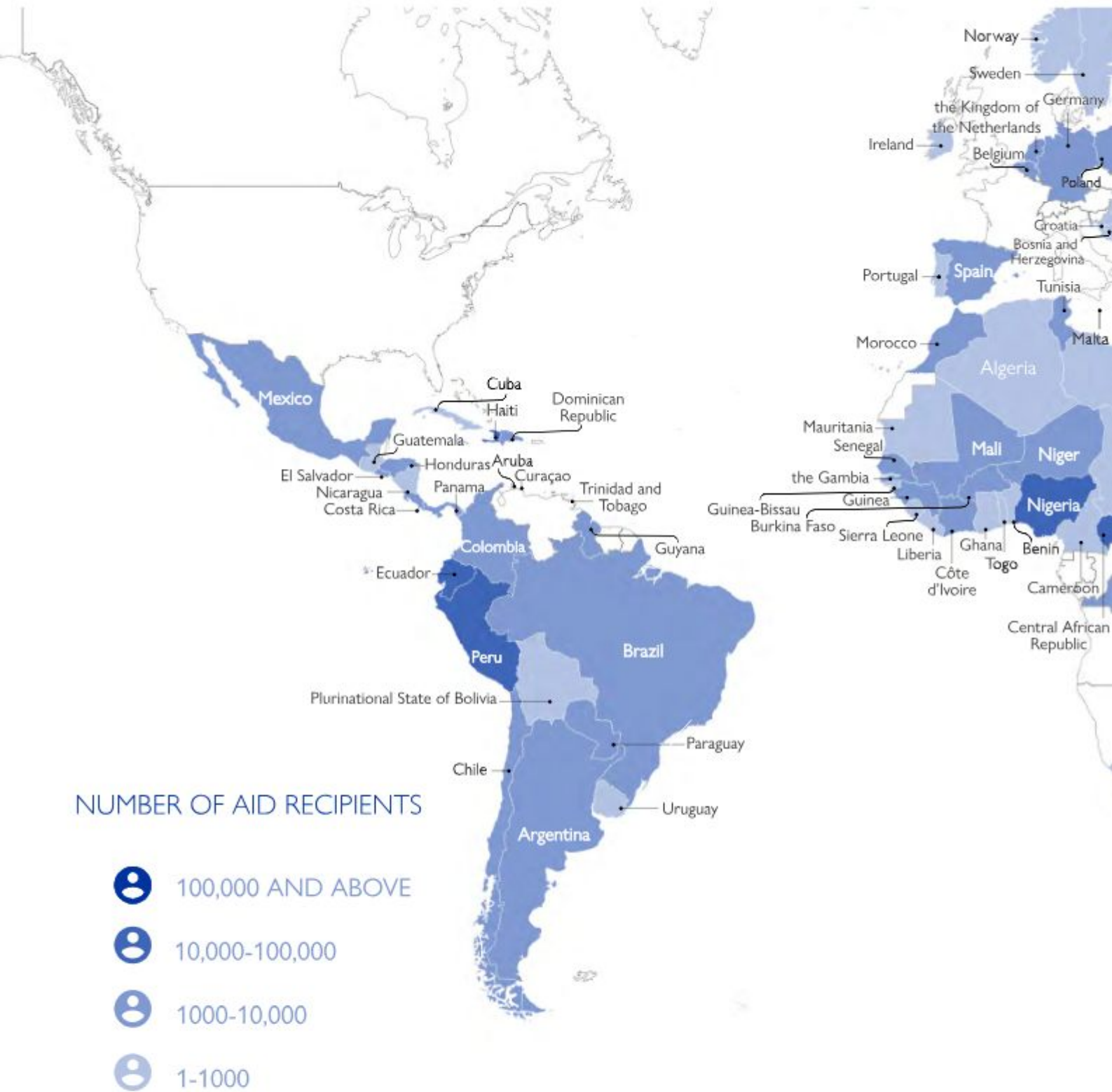


Multisectoral or specific purpose

Percentage of recipients reached by CBI

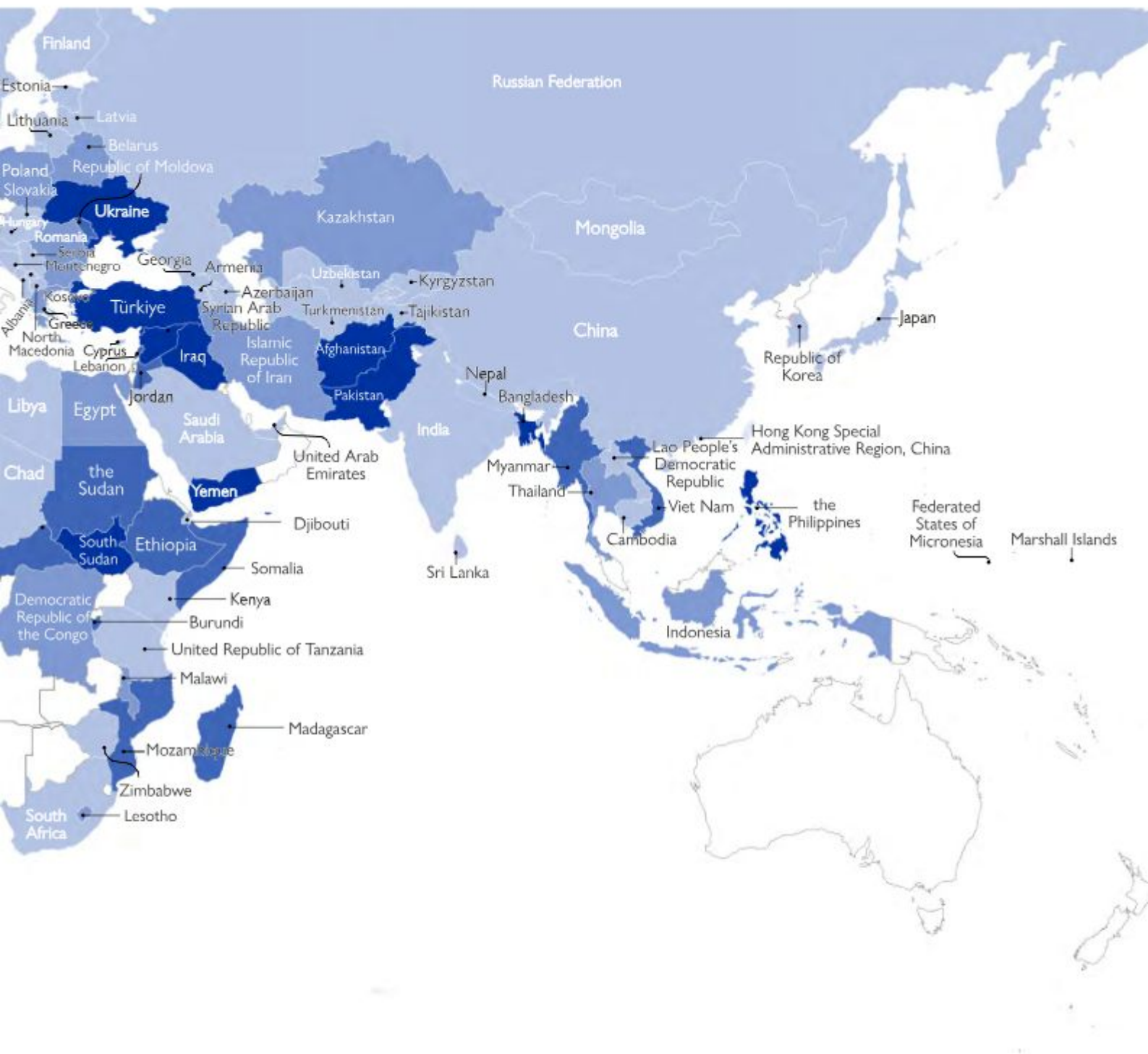


PLACES WHERE IOM IMPLEMENTED CBI IN 2022



Source: Figma, created by Truman and licensed by MAPSVG.

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³ References to Kosovo shall be understood to be in the context of United Nations Security Council resolution 1244 (1999).

A close-up photograph of a woman in a blue jacket and a patterned scarf looking intently at a tablet computer held by a man in a blue jacket. The background is a clear blue sky. The scene is outdoors, likely at a distribution point.

MULTIPURPOSE CASH ASSISTANCE

IOM staff gives explanation at the distribution point to participants in CBI in the Republic of Moldova.
© IOM 2022

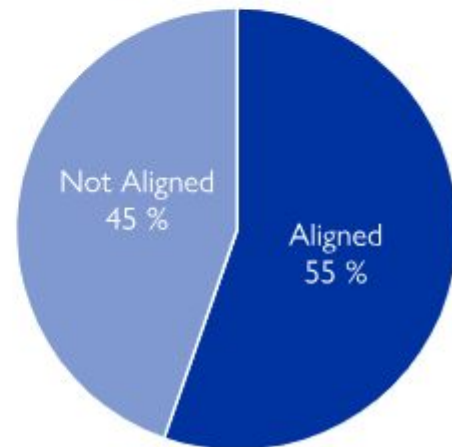
INTRODUCTION

Multipurpose cash assistance (MPCA) or multipurpose cash transfers are transfers, either periodic or one-off, corresponding to the amount of money required to cover, fully or partially, a household's basic and/or recovery needs for a set period. Multipurpose cash transfers are therefore designed to address multiple needs, with the transfer value calculated accordingly. Transfer values are often indexed to expenditure gaps based on a minimum expenditure basket (MEB) and MPCA can be conditional or unconditional, the former being the most common.

 **1.24 million**

Estimated total number of individuals who received MPCA

Percentage of countries that aligned their CBI programme with local social protection systems



 **56**

IOM country offices provided MPCA



Recipients of MPCA in Marib, Yemen. © IOM 2022/Elhalm AL OQABI

CENTRAL AFRICAN REPUBLIC

The Central African Republic has been experiencing recurrent political crises since 2013 especially in 2022, the conflictual situation led to an increase in displacement and vulnerability and need of the local population. In 2022, IOM implemented emergency assistance and stabilization projects for people affected by conflicts or natural hazards in the Central African Republic and is increasingly using CBI as a tool to provide it.

Various humanitarian and programmatic reasons led to this choice of modality, including the preference, dignity, flexibility, freedom of choice and empowerment for and of recipients as well as reduction of negative coping mechanisms, support to local trade and more effective and efficient possibility to reach a wider target group.

IOM Central African Republic implemented MPCA aimed to cover the basic or recovery needs of recipient households. The cash assistance was distributed as cash in hand through IOM staff and the financial service provider (FSP). IOM coordinated with all stakeholders, including clusters, sectors, national framework and lead ministries and the cash working group (CWG) at the local and national level, for the analysis of the vulnerable people's

needs and the monitoring and evaluation of the programme. This ensured coordinated and complementary responses and helped avoid duplication and overlap between humanitarian actors. The determination of the amounts to be distributed to the targeted population was made with reference to the MEB, resource availability and calculated gaps. The cash transfers were used to assist vulnerable households looking to integrate locally, as well as those displaced due to conflicts and those affected by the 2022 floods.

IOM Central African Republic conducted post-distribution monitoring (PDM) on a sample of recipients of a project in Bambari. They found all households were satisfied with MPCA and wish to receive it in the future as well. With the cash assistance, the aid recipients were able to meet their basic needs which were mainly food, education, clothing, health and income-generating activities. Most households said that the cash transfer had a positive impact on relationships within the households. The main positive impacts mentioned were keeping children in school, more equitable sharing of decision-making, and fewer verbal and physical threats.



Female head of household receiving cash in Bambari, Central African Republic. © IOM 2022

SETTING UP FOOD SHOP

Souraya is 36 years old and has a family of nine people including her husband. She is from the Sub-Prefecture of Ippy, Prefecture of Ouaka. Like many other displaced persons, Souraya lost all her goods and livelihoods during displacement movements due to clashes between the armed groups. She was forced to move with her family to Bambari on the Elevage internally displaced persons (IDPs) site before being relocated by the prefectural authorities in collaboration with the humanitarian actors of the Regional Working Group of Durable Solutions in the integrated village of Pladama Ouaka on 25 January 2022.

To enable her to meet the basic needs of her household and help build resilience, she received unconditional MPCA, participated in cash-for-work (CFW) and an improved stove, to reduce excessive use of firewood, and a semi-durable shelter of six metres long and four metres wide from IOM Central African Republic.

She used a part of the total amount received to provide for basic needs not covered by humanitarian actors and another part to initiate the income-generating activity of small trade of condiments and food products. After initiating this Souraya declared that *"I now earn a profit that allows me to address some of the basic needs of my household like the education for my children, hospital care and the cost of food products (...) I thank IOM very much for assisting us during this year."*

INDONESIA

In 2022, IOM Indonesia supported the Government of Indonesia in providing critical assistance to refugees and asylum-seekers. In eight cities throughout Indonesia, various CBI were implemented, providing free living accommodations, facilitating access to health care and education, vocational and psychosocial support and protection, leading to a more dignified stay in Indonesia. CBI was essential in allowing refugees to meet their daily needs, as refugees and asylum-seekers are unable to legally work in Indonesia.

IOM Indonesia mainly provided MPCA through ATM cards while one per cent of the recipients received cash in envelopes distributed by IOM staff due to a medical condition. The value of the monthly transfers was dependent on the household's size. The main difficulties encountered was the lengthy paperwork process for the banking partner to make ATM transfers possible, familiarizing refugees with ATM cards, lost or forgotten ATM PINs or cards, cards being swallowed by the ATM, and money not being dispensed even if transfers took place.

Regular socialization and information sessions on ATM usage were key for the successful transition from cash in hand to digital transfers. The CBI team and community liaison officers conducted these sessions in refugees' native languages and distributed informational flyers in various languages on ATM usage. The digital delivery mechanism was in line with IOM Indonesia's commitment to transparency and accountability and it was also a move towards digital literacy and better financial management, which are useful skills for integration. With the switch to bank transfer and the ATM delivery mechanism, less resources are needed on site, contributing to enhanced time efficiency and staff security. During the pandemic, it significantly helped in ensuring limited collective gatherings in person.

MEXICO

After a brief decline of migrant flows transiting through Mexico to arrive in the United States of America due to the pandemic, the numbers increased significantly during 2021 and 2022. 2021 holds the record of the highest number identified by Mexican authorities of migrants irregularly crossing Mexico. This led to the saturation of asylum and refugee systems in the country in addition to the lack of alternative options for migratory regularization and the absence of regular alternatives for economic migration.

Most of the migrants that stay in Mexico temporarily or indefinitely are considered vulnerable and are exposed to protection risks. Women, children and adolescents are increasingly migrating through Mexico alone or with their families. Particularly migrants at the northern border of the country face challenges, such as insecurity, high living costs and barriers to labour inclusion.

IOM Mexico provided e-vouchers to vulnerable migrants to help them cover basic needs. The vouchers were delivered directly through e-wallets and pre-paid cards and the only restriction was for tobacco and alcohol. A monthly transfer was given dependent on the number of members per household, the calculated urban food basket value and the value of clothing from official Government data.

At the delivery of the e-wallets, all aid recipients received information on how to use their cards and on personal or family budget planning. Different channels of communication, including social media, were provided to recipients to receive and respond to complaints and questions. The financial service providers also had an app, website and hotline for recipients to check their balance and report card theft.

ENSURING EDUCATION AND INCOME

Jose is a migrant from Honduras and the sole caretaker of his three children in Tijuana, Mexico, where he is a permanent resident. Before receiving voucher assistance, he was unable to spend money or time to find schooling for his children, as he worked night shifts six days a week at a factory. All of his earnings were put towards food and housing expenses. However, receiving the assistance permitted him to leverage his activities and look out for his children's education, successfully enrolling them in public schools in the city. Jose was also able to fix an old sound system and hire himself out at community parties and celebrations as a DJ to earn some additional money. He mentioned his gratefulness toward the programme, as he got some of the supplies that he still needed using the voucher assistance. Jose said, *"Thanks to the help I am continuing my sound project and just got a contract to use them at a party recently."*



Participant acquiring a pre-paid card in Ciudad Juárez, Mexico. © IOM 2022

THAILAND

Thailand is an upper middle-income country and a destination hub for nearly half of all migrant workers within the region. Prior to COVID-19, Thailand accounted for an estimated 3.9 million migrant workers with over 80 per cent coming from Myanmar. Due to the pandemic, many migrants were severely affected by layoffs leading to unemployment, loss of livelihoods and regular status, as well as to widespread human and labour rights violations. Myanmar migrant workers were particularly vulnerable to violations due the political situation in Myanmar. As a result, migrant workers in Thailand, especially Myanmar migrants, were in dire need of humanitarian assistance.

In this light, IOM Thailand provided MPCA to migrant households, to support them in covering their basic needs in the aftermath of COVID-19. The eligibility of migrant workers to receive MPCA, and the number of cash transfers were determined based on set vulnerability criteria, assessing the recipient's personal situation and whether they received any assistance from other stakeholders. In collaboration with an implementing partner (IP), IOM Thailand provided the cash assistance in multiple instalments, with reduced amounts for each instalment, so migrants were enabled to receive sufficient support without becoming dependent on the cash assistance provided by IOM.

During a PDM exercise, most respondents confirmed that the cash grant helped them to overcome difficulties during the pandemic and noted that the cash assistance impacted them positively. They noted that it enabled them to support their household expenses, and 70 per cent of those who reported being in debt said they could repay some of this. Roughly half of the respondents noted they had shared their cash assistance with others, including family members, friends or neighbours.

FROM MYANMAR TO THAILAND

Ko Aye worked as a farmer in Mandalay, Myanmar, before deciding to migrate in 2019 in pursuit of a better life. *"We had no stability, so I moved to Thailand."* Ko Aye arrived at the Thai border city of Mae Sot, known as the main gateway between Myanmar and Thailand. He and his wife found a job in a factory near the community where they lived, along with dozens of other migrants from Myanmar who also resided and worked at the same factory. Things were looking up for Ko Aye and he was earning a decent living. However, this all came to a halt with the COVID-19 pandemic. *"The factory had to shut down, so I was suddenly without a job. I had to borrow money,"* recalls Ko Aye. *"In the community, we really helped each other. We took care of those who got COVID-19."*

Ko Aye used his cash assistance to purchase essential supplies and pay back debts accumulated over the pandemic. He used part of the assistance to buy and sell a few items in his community. *"I buy household items, goods and food at the local market, then sell them to my neighbours."* Not everyone can travel often to the local market, so Ko Aye's service has been welcomed by his neighbours and it allows him to earn extra income. Ko Aye now desires to return home, *"when the situation improves."*



Ko Aye migrated from Myanmar to Thailand shortly before the COVID-19 pandemic. © IOM 2022

YEMEN

An estimated 4.3 million IDPs, 300,000 migrants, refugees and asylum-seekers and millions of conflict-affected host community members are caught in the midst of an active armed conflict where the most basic resources are not available to ensure safety, dignity or protection. An estimated 81 per cent of Yemenis live below the poverty line which has increased competition over resources and diminished opportunities for sustainable gains in livelihoods. Between July to September 2022, heavy seasonal rain, windstorms, landslides and flooding across Yemen have resulted in significant damage to public infrastructure, deaths and injuries, impacting around 35,000 households or over 210,000 individuals. Moreover, amid the ongoing conflict in Yemen, migrants travelling from the Horn of Africa through Yemen en route to Gulf countries are amongst the most marginalized and vulnerable groups in Yemen and face considerable xenophobic, discriminatory and exploitative treatment, as well as deliberate targeting by parties to the conflict.

IOM Yemen distributed MPCA through the Rapid Response Mechanism cluster in various governorates throughout Yemen. The objective of the CBI was to help meet the critical basic needs of newly displaced IDPs with a one-off cash assistance in the Marib, Taiz and Al Hudaydah governorates. The cash was

distributed directly by an FSP at a centre or through mobile transfers by an FSP. The value was weighted on the Cash and Markets Working Group's calculation of the survival minimum expenditure basket (SMEB). IOM Yemen is the co-lead of the Rapid Response Mechanism cluster and coordinates with the Cash Consortium of Yemen led by the Danish Refugee Council.

According to IOM Yemen's third-party monitor report conducted in October 2022, all recipients confirmed that the cash received enabled them to purchase essential goods and services that they otherwise would not have been able to purchase. Ninety-nine per cent of interviewees were either satisfied or very satisfied with the work of the FSP. Yet some still reported that they were unable to cover all their needs. Transportation, rent, health and hygiene were needs only certain participants could cover. With food and debt repayment, recipients still reported that they had significant gaps to access these goods and services.

Some considerations for longer-term support included linking emergency cash to early recovery by providing livelihood cash grants and research on how social protection actors can support aid recipients.



A displaced man receives cash assistance from IOM at a distribution in Yemen. © IOM 2022/Mohammed MAJED

FROM FEAR TO COMFORT

Hussein will never forget the fear he felt on one night five years ago when conflict came to his home and he was forced to flee. He did not have a chance to pack his family's belongings before leaving their entire life in Mawza behind. *"I did not want to leave my home, I had nowhere to go. The conflict left us with no choice but to run,"* said Hussein. Hussein and his family thought the worst was over after being displaced, but instead, they struggled to find a place where they could live a safe and comfortable life. *"We first chose to move to Aden thinking it is going to be safe and that I could find a good job there. We did not realize how difficult that would be until I realized I could not put food on the table or afford housing for my family,"* he explained, *"Everything was too expensive."*

Hussein used to be a farmer who lived comfortably off his land, so when he and his family first fled to Aden, it was difficult for him to transfer his skills to a job in the city. He eventually took on debt that he was unable to pay back. Hussein eventually decided to move his family back to Ta'iz where they could settle near relatives

who helped them build a simple shelter. *"The debt has been a real burden on me. I could not afford to pay back the money while also trying to earn money for materials to improve our shelter and buy the basics like food or kitchen items,"* said Hussein, a 24-year-old father of one child.

IOM and the Yemen Humanitarian Fund provided MPCA to Hussein's family, which has alleviated some of his hardship. *"These displaced people suffered during the conflict and they need help to recover. This cash assistance gives them the chance to stand on their feet again,"* said Tariq, a member of IOM's field team. The cash support was a fresh start for Hussein and his family. They were able to pay for household expenses, put food on the table, construct a better home for the family, and pay off the debts that were holding them back. *"I was very happy when I received the money, I even cried. It helped my family so much. I managed to pay my debt back and buy some basics such as flour, rice, oil and medicine. And with help from some neighbours and friends, I built a small room for my family to sleep in,"* added Hussein.



Hussein's partially constructed shelter he is building for his family in Ta'iz with materials purchased from cash support provided by IOM and the Yemen Humanitarian Fund. © IOM 2022/Mohammed MAJED



LIVELIHOOD ASSISTANCE

INTRODUCTION

Livelihood interventions are key for recovery efforts as they provide a source of income to meet immediate household needs. CBI can also be critical to the effectiveness of early recovery, livelihoods and market strengthening interventions, whether by providing temporary income to CFW participants, ensuring participation in vocational or business trainings without adverse opportunity costs or financially supporting new or existing business owners while they are starting or growing their businesses.

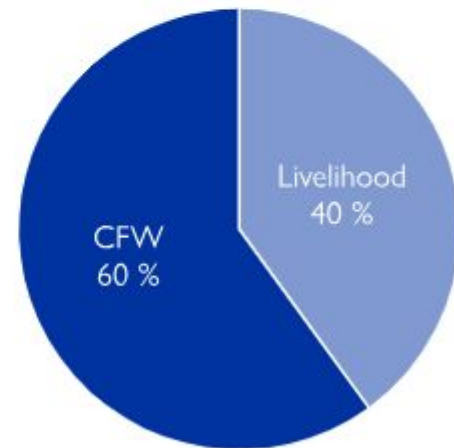


IOM country offices provided livelihood assistance through CBI

 **559,000**

Estimated total number of individuals who received livelihood assistance through CBI

Percentage of recipients receiving livelihood assistance through CFW or cash for livelihood



Toolkit delivery as part of El Salvador's CFW programme. © IOM 2022

BANGLADESH

2023 marks the sixth year since the mass displacement of Rohingya from Myanmar to Bangladesh. While the Government of Bangladesh and the international community have upheld the provision of immediate lifesaving assistance, the needs are immense and complex challenges continue to emerge in the response. Almost entirely dependent on humanitarian aid, the possibility of concrete and lasting solutions for the Rohingya refugees remains uncertain. Hosting nearly one million Rohingya, Cox's Bazar is the world's biggest refugee settlement where refugees reside in 33 extremely congested camps. The lack of resources and opportunities in the camps has resulted in negative coping mechanisms including the Rohingya undertaking perilous boat journeys in search of a better future elsewhere. A safe, dignified and voluntary return to Myanmar remains unpredictable.



Displaced Rohingya maintaining and building the camp in Bangladesh. © IOM 2022

CBI helped to create conditions for a more cost-effective and efficient humanitarian response while also meeting the needs of aid recipients in camps and affected communities. CFW activities provided participants with a lifeline to deal with difficult situations such as COVID-19. IOM offered a range of opportunities under the CFW scheme to vulnerable aid recipients that directly and indirectly supported their livelihoods. This mainly included working on the shelter upgrade and maintenance for a dignified living space, road and pathway repair to ensure easy access and regular cleaning of drainage and waste collection for proper waste management. The cash assistance, when combined with skill and capacity-building, not only provided short-term income to contribute to daily needs, but also increased women's participation and resulted in long-term improvements in access to livelihoods and an enhanced sense of ownership to keep infrastructure maintained as needed.

An FSP gave regular cash in hand payments for the completion of public works by refugees in the camps. IOM ensured a safe environment for participants working under the CFW scheme. The aim was to engage one member of each household to ensure maximum coverage. Throughout, IOM maintained regular coordination with the office of Refugee Relief and Repatriation Commissioner and dedicated time to try and engage women in the programme which was expected to be a challenge. To address this IOM organized consultation meetings with women and community members to discuss the positive effects of women's engagement and to explain how IOM guarantees safe and suitable working environment for participants. Women and community leaders were convinced and as a result female participation increased.

DJIBOUTI

At the crossroads of one of the world's busiest migration routes, Obock suffers severe challenges daily. The city witnesses a constant inflow of transiting migrants with limited access to basic needs who rely on local services and resources. Climate change and drought are increasingly forcing mobile populations to settle either on the outskirts or inside the city to have access to basic necessities. The increasing number of individuals residing in or transiting through the city has contributed to environmental degradation of the surroundings, which presents serious risks for both the host and migrant communities and may fuel tensions between the two. As an example, increased household waste production and lack of collection facilities means that bottles and plastic bags are accumulating in Obock.

In this context, IOM Djibouti set up a recycling centre in Obock which allowed collected plastic to be transformed into construction materials. The pilot livelihoods project aimed to reduce plastic waste in the city, create an income-generating activity for vulnerable communities in Obock and promote social cohesion between migrants and local communities. In collaboration with local authorities, IOM selected aid recipients from vulnerable communities who were in charge of collecting plastic bottles in exchange for cash. The cash assistance was provided by IOM and distributed by the Obock Regional Council. The transfer value was calculated based on the minimum wage as well as on the prices of basic goods and services. Transfers were made every second week with the possibility to adapt the frequency based on individual needs. It is planned that the recycling centre will be handed over to the Regional Council once the process is fully developed and local capacities are in place to ensure ownership and sustainability. The CFW activity will be maintained through the generated income from selling recycled products.

MAURITANIA

Since 2012, the Bassikounou department in south-east Mauritania has welcomed more than 60,511 Malian refugees fleeing violence and insecurity in their country. Most of these refugees are now living in the Mbera camp and its surrounding villages. The Mbera Camp is in the Hodh Chargui region, at the border with Mali. This region is marked by very high levels of food insecurity and malnutrition, repeated climatic shocks and deficits in infrastructures and basic services, including education, health and access to water, affecting the whole population. Since the arrival of the refugees, local eco-friendly agricultural systems have been degrading due to increased human demands. This increase is causing a multiplication of conflicts between communities as they compete for access to natural resources, like water and grazing fields, that are already in deficit in this arid region.

IOM Mauritania implemented CFW for the construction of water infrastructures like dikes and ponds, together with a service provider to increase access to water and consequentially decrease tensions between communities. The service provider was also in charge of constructing the water infrastructures. The cash assistance was paid on two occasions, at the beginning of the construction activity and after the finalization of the activity. The construction of water infrastructure was coordinated with the service provider, local authorities and village committees. CFW was well appreciated by the participants. The difficult working conditions, like extreme temperatures, caused slight delays to the project. However, given that the CFW provided a source of income over the whole course of infrastructure construction, the participants were very engaged, and the achievement of the activities was guaranteed.

EL SALVADOR

The lack of opportunities for education and employment in El Salvador forces young people to immigrate irregularly to other countries. In many cases people return having not been able to fully complete their migration and find themselves in highly vulnerable conditions. IOM implemented a nationwide direct intervention in seven regional education centres and 27 schools all around El Salvador.

IOM El Salvador provided cash assistance to enable individuals to access educational trainings and reduce dropout rates. This educational intervention sought to improve young unemployed individuals' skills and technical competencies improving the likelihood of obtaining a job or better employment. On days the selected participants attended class, food and transportation was paid for and internet was provided to help them complete assignments and increase online class participation. The essential condition of the cash assistance was that participants needed to present their letter of

CREATING OPPORTUNITIES

Yvis is 23 years old, mother of a little girl with whom she is now living in Santa Ana, El Salvador. She explains her situation, *"Last year I returned from the United States with my daughter, I had decided to migrate to give her a better future. It was the worst decision I ever made in my life. At the Migrant Centre there were people from IOM asking us if anyone was interested in a scholarship to continue studying, to which I said yes, I was interested."* She is now signed up and studying for her technical degree in cultural heritage to guarantee more job opportunities for herself in the future.

commitment to the scholarship. Bank transfers and cash in hand were delivered by IPs on a monthly basis which minimized delivery risks and stimulated financial inclusion.

The transfer value was based on the market prices of meals, public transportation and internet subscriptions. Given the projects duration of four years, inflation had to be considered when assessing market prices. The intervention was built under a regular scholarship programme administered by the Ministry of Education. It was key to attract participants, particularly vulnerable and at-risk populations, into the education programme. The exit strategy and sustainability of results focused on job placement at the end of the educational training. Participants were expected to increase their opportunity to obtain better employment and to have improved means of livelihood in their communities of origin, thus reducing irregular migration.



Students in construction formation in El Salvador.
© IOM 2022

IRAQ

In 2022, the humanitarian context in Iraq entered a new stage in its post-conflict period. It is seeing the return of more than 4.98 million people to their areas of origin, but more than 1 million IDPs remain displaced in camps, out-of-camp settlements and in host communities. Iraq is also facing three overlapping crises concurrently. The humanitarian challenges of years of violent conflict compounded by regional tensions, including on natural resources, heightening fragility and the risk of regressing into conflict and lastly, COVID-19. Armed groups and United Nations sanctioned groups are still operating in Iraq. The ongoing displacement in Iraq have had a devastating impact on the country's economy, resulting in high levels of unemployment, poverty and food insecurity.

IOM Iraq supports livelihoods to address the root causes of poverty and vulnerability, and to promote self-reliance and sustainable development. Livelihood projects contribute to long-term economic recovery by increasing individual and community resilience and promoting community stabilization. By providing tailored individual livelihood assistance, the results of the interventions were maximized. Individual livelihood assistance is a service package comprised of on-the-job training, business support for new or expanding businesses and vocational training designed to address critical livelihoods and service delivery gaps. The targeted population was namely IDPs, host communities and refugee populations, particularly women, girls and youth affected by armed conflict.

In parallel, CFW activities aimed to provide participants with short-term income, through agriculture, to meet basic needs while also contributing to the rehabilitation of community infrastructure and basic services. For both individual livelihood assistance and CFW, direct cash was

disbursed by FSPs. IOM collaborated with the Government to provide vocational and farming training. On the community level, IOM collaborated with municipal offices, community leaders and other national and international humanitarian organizations. The programme provided participants with skills to enter the labour market. Participants could also be included in more sustainable services, such as vocational training, to help them in the transition into more sustainable livelihoods.

BECOMING AN ENTREPRENEUR

Wafah is a proud mother of five children. She has been working in sewing for more than 10 years in Falluja. In 2014, she was forced to flee Anbar to Baghdad with her husband and family. She left everything behind and faced many challenges due to a lack of income. Her husband is a farmer and due to a lack of agriculture activities, he was working as a construction worker to contribute to the family income while she was working in tailoring and fabric craft. The family faced difficulties in generating income during their displacement. While Wafah was working in the sewing sector, she was thinking of starting a clothing and accessories shop, but she did not have the capital to start a new business.

After she returned to Anbar in 2016, she faced further challenges to restart her life and livelihood. She embraced the challenge to open her own business and applied for individual livelihood assistance from IOM Iraq. Following her selection, she received a business support package to start her microenterprise. "The income that we earn for the business covers 80 per cent of the family expenses," her husband said. She still has a lot of ambition and plans to expand her business.

MOZAMBIQUE

In northern Mozambique the effects of displacement continue to be felt. The province of Cabo Delgado has experienced brutal attacks by armed groups for over four years, of which the neighbouring provinces of Nampula, Niassa, Zambezia and Sofala are seeing spill-over effects. As a result, the humanitarian situation continues to deteriorate in both host and displaced communities, and for those left behind. In total, an estimated 1.5 million people needed urgent humanitarian assistance and protection in 2022. Reoccurring natural hazards namely Cyclone Eloise in 2020, Cyclone Kenneth in 2021, Tropical Storm Anna in 2022 and Cyclone Gombe in 2022, have triggered further displacement and exacerbated the already complex process of settlement and integration.

IOM Mozambique implemented CFW in the IOM camp coordination and camp management (CCCM) site for planning and site development activities. The transfer value for the cash assistance were based on the number of hours each person worked. Examples of tasks were the demarcation and clearance of plots, repairs of infrastructure and digging up drainage canals, which aimed at improving the conditions of the camp. The general purpose was to increase the level of ownership over the

site's infrastructure as well as providing a source of livelihoods for both IDPs and host communities, thereby, improving both the quality of life and social cohesion.

IOM directly delivered the cash grants, every 15 days, through mobile money transfers or direct cash, depending on whether an area had mobile phone coverage. The transfer value was based on the minimum monthly wage of the country. The selection of aid recipients was coordinated by the Government at district level, local community leaders from the IDP sites and host communities which contributed to a smooth implementation, reduced the risk of bribery or corruption and improved the effective sharing of information collected on a daily basis.

From the beginning IOM employed strategies for the Government and the community to take ownership of the project to ensure continuity in maintaining site infrastructure. IOM also aimed at promoting self-reliance through various livelihood projects leading to a decrease of dependence on the programme and softening potential undesired consequences of the end of the project.



The building of the Maroccane school fence in the CFW programme in Mozambique. © IOM 2022

NIGERIA

Gombi in Adamawa State north-east Nigeria witnessed massive displacement due to prolonged activity of non-State armed groups. Recently, stability increased leading to a massive influx of returnees and IDPs showing intentions of settling. Adamawa is an agrarian state with a large percentage of its population involved in farming activities like livestock and crop cultivation. IOM, in coordination of the Adamawa State Government, piloted a durable solutions project in Kwanan Yaji in Gombi.

IOM Nigeria provided cash assistance for wet season farming alongside farming kits to recipients. The cash was delivered to support physical activities as one-off assistance at the peak of the farming season. The cash assistance was delivered by an FSP and the in-kind farming kits were delivered directly by IOM. IOM coordinated with partners in the food security and livelihood sector to design appropriate kits and set the transfer value. Engagement with the project steering committee gave the local community a sense of ownership, thus enabling them to give valuable input for the project. Together with the Ministry of Agriculture, IOM held orientation training on good agricultural practices and provided extended help services which yielded positive results during the farming activities.

PDM revealed that the kit was deemed appropriate, and the aid came at the right time of the year, preventing households from engaging in negative coping mechanisms such as selling livestock. As an exit strategy, IOM registered recipients into three cooperative societies and initiating village savings and a loan association. This encouraged the recipients to save and gave them the opportunity to meet and discuss financial challenges. The recipients were linked with financial institutions to obtain low interest rate loans to finance their farming activities which was also a successful practice.

SUSTAINABLE FARMING

Rejoice is a 28-year-old mother of four girls and one of the many female farmers in Gombi. Rejoice and her family were forced to leave their home due to attacks by non-State armed groups. After the conflict, they returned but struggled to access farming materials. This led to the use of unsustainable agricultural practices, such as uncontrolled bush burning, indiscriminate tree felling, monocropping and the use of inorganic fertilizers and pesticides. As part of the durable solutions project, IOM provided Rejoice with assistance, not only to rebuild her livelihood but to make it more sustainable. After receiving training, she learned new sustainable agricultural practices such as the use of improved seed varieties, integrating pest management and climate smart agriculture. She also received a kit containing, among other things, groundnut, maize and rice seeds, fertilizer and farm tools. IOM visited Rejoice's farm where she proudly showed her rice, groundnut and maize plants. Two months after IOM's wet season kit distribution, she also received a cash grant to support her agricultural activities. *"Thanks to IOM my knowledge on how to cultivate crops, control pest, conservative tillage, plant trees and crop storage has improved. The cash grant came at the most crucial point of farming, I used it to hire extra labour for weeding and harvest."*



PDM visit to Rejoice's farm two months after receiving assistance in Nigeria. © IOM 2022



SHELTER AND NON-FOOD ITEMS ASSISTANCE

Recipients buying NFIs and other items in a spontaneous market after receiving voucher assistance in South Sudan. © IOM 2022/Emmanuel LUMAYA

INTRODUCTION

CBI modalities can be utilized in sector-specific responses, such as for shelter and non-food items (SNFI). The aim is to address SNFI needs of IDPs, returnees and other crisis-affected populations. Different types of CBI can be used to deliver shelter outcomes, such as cash for rent, vouchers restricted to purchase shelter material and cash conditional on building a shelter according to agreed standards. Similarly for non-food items (NFI), restricted voucher assistance can be used, such as electronic or paper vouchers, and cash labelled for the purchase of NFIs.

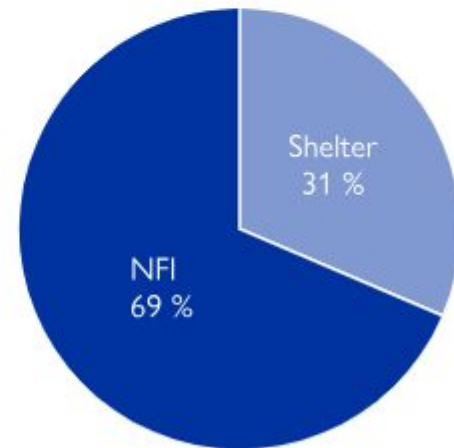


IOM country offices provided SNFI assistance through CBI

 **312,000**

Estimated total number of individuals who received SNFI assistance through CBI

Percentage of recipients receiving NFI or shelter assistance through CBI



Cash for NFIs in South Sudan. © IOM 2022/Emmanuel LUMAYA

BURUNDI

Burundi is facing a crisis that combines the devastating effects of natural hazards and deteriorating socioeconomic situation in the country. It is located in an earthquake-prone geographic zone of the Great Lakes, thereby, increasing the risk of being affected by a catastrophic event. Frequent natural hazards such as floods and storms have provoked massive displacements of persons both in Bujumbura and in the provinces, and at an increasing rate, dangerous storms involving violent winds and torrential rains has also caused severe damage to property and populations, particularly in rural areas.

IOM Burundi implemented CBI in different areas and different types of CBI, including MPCA, cash for protection, cash for rent, cash for purchasing materials for shelter construction and CFW for construction activities in the sectors of water, sanitation and hygiene (WASH) and shelter as well as social cohesion activities. The CFW activities focused on improving small-scale community projects and climate risk mitigation activities by for example planting trees. Among others, IOM Burundi focused on returnees, mostly from the United Republic of Tanzania, who often found their previous homes destroyed or occupied and communities who were displaced due to climate change-induced natural hazards like torrential rains.

The cash distribution was handled by FSPs, including through mobile money and direct cash. The CWG assessed both rural and urban contexts separately to set two transfer values for rent. For shelter construction and reparation, transfer values were calculated based on the price of the needed repair kit and the recipients received the assistance in two instalments. The transfer value of the cash assistance given for CFW was decided with the communities through focus group discussions with the participants prior to the start of the activity.

Evaluation and endline surveys showed that most of the recipients found the transfer value to be sufficient for the work carried out. It supported recipients in buying food, clothes, seeds, small livestock and pay off debts.

The recipients managed to address their most urgent needs or were able to start a collective income-generating activity with the cash that they received. Since most of the recipients were illiterate and extremely vulnerable, IOM staff members supported them with business orientations and training and assigned community focal points who gave extra support through coaching and counselling. The recipients were sensitized on financial inclusion through the acquisition of skills to initiate income-generating activities leading to financial self-sufficiency once the cash assistance ended. This facilitated the transition to independent livelihood activities like creating small businesses or implementing negotiated group projects.



Female CFW participant receives her cash assistance in Rutana, Burundi © IOM 2022

FOOD FOR EVERYONE

Assana* is the head of a household and mother of eight children. She ate only once every two days before receiving assistance. She was living with a neighbour, and their relationship was frequently under strain. When her children were hungry, they would go out and steal fruits from the neighbour's trees or other items. She struggled to feed, bathe and cloth them and pay for their school fees. After participating in CFW and receiving cash assistance, she was able to open a stand in the local market selling vegetables and grains. Now she eats every day and even if costs have risen, she said that she can buy meat and fish, something she previously could not afford. She can now also rent a house where she can live with her children, and she has purchased land where she will soon start building her house. Six of her children are now attending school and wearing uniforms.

MALAWI

Since the beginning of January 2015, heavy rains have consistently affected Malawi, particularly in the southern region, resulting in the displacement of about 230,000 people. In 2022, tropical storm Ana and cyclone Gombe caused widespread floods, leading to the destruction of infrastructure and homes and human casualties.

Unconditional and unrestricted cash for shelter were delivered through close coordination between IOM, Malawi Red Cross Society, an FSP and logistics transport services to address the destruction. One-off transfers were carried out and calculated based on the average amount offered to the affected populations in similar events by both Government and humanitarian agencies. The cash assistance



Malawi Red Cross Society during a joint NFI distribution event in Malawi. © IOM 2022

supported the return and recovery phase after the floods as recipients used the cash to buy shelter items, including bricks, cement and roofing materials, to rebuild their homes.

There are often concerns about giving unconditional cash transfers for shelter items as aid recipients might not use the money for its intended purpose. Several practices were implemented to increase the probability of aid recipients spending their money on shelter items, including providing information on shelter, protection, gender and inclusion at each distribution point, encouraging the recipients to prioritize reconstruction and continuous monitoring of the use of cash which allowed for tweaking the programme where necessary.

A toll-free complaint and feedback phone number was provided to promote accountability and platforms were created for reporting malpractice around cash by the aid recipients, local leaders and humanitarian workers. Feedback boxes were put at distribution sites and suggestion teams were also established to facilitate accountability and provide insight into the success of the intervention. PDM indicated that a large portion of the cash was used to purchase bricks and cement, while the rest was divided in purchasing roofing materials for shelter reconstruction, such as iron sheets and timber. Some respondents also reported using the assistance to buy food items and seeds.

* Name has been changed to ensure the safety and anonymity of the woman featured.

THE PHILIPPINES

In the last couple of years, the provinces of Southern Leyte, Bohol, Dinagat Islands and Surigao del Norte of the Philippines have been severely affected by typhoons Rai and Agaton. Typhoon Rai was the third strongest typhoon ever to be recorded in the Northern hemisphere. It brought torrential rains, violent winds, floods and storm surges, affecting over 12 million individuals and displacing almost 3.9 million people across 10 regions. In April 2022, tropical storm Agaton exacerbated the severe devastation to communities still recovering from the impact of Typhoon Rai. IOM provided multisectoral assistance for CCCM, shelter, WASH and health to the most vulnerable, remote communities of the affected population to mitigate the adverse impact of the typhoons.

IOM in the Philippines provided MPCA with the aim to encourage the full utilization of the in-kind shelter materials and for aid recipients to buy household items, hire local labourers for shelter construction or rehabilitation and pay for shelter supplies and other essential necessities. CFW was also implemented for the reparation and maintenance of the site, shelter repair, latrine repair and construction of transitional shelters and safe rooms.

Cash for WASH helped aid recipients access clean water.

Based on community preference, market assessment and availability of local remittance companies and FSPs, multiple delivery mechanisms for cash distribution, including electronic and paper-based, were chosen for the intervention which increased accessibility to the assistance. IOM coordinated with the local Government and humanitarian and development partners throughout, including United Nations agencies and civil society organizations.

IOM's response sped up the pace of shelter repair and reduced engagement in negative coping mechanisms, such as borrowing money from relatives and friends, reducing meals, resorting to irregular employment, cashing out remittances and selling assets. The CFW aimed to encourage community participation and facilitate transfer of skills and knowledge to local communities especially on resilient shelter repair and construction. In addition, MPCA was provided in a manner that encouraged and allowed the aid recipients to decide on their shelter repair, strengthening the self-reliance and self-recovery of the supported households.



David visits the coastal town of San Juan, pointing to where his previous home used to stand over the water. Now, only the waves remain. © IOM 2022/Andrea EMPAMANO

REBUILDING HOMES AFTER TYPHOON

A local of Surigao City, David and his family lived in the coastal neighbourhood of San Juan. Living by the sea made him no stranger to storms and evacuation measures, so when the local Government informed residents to evacuate to higher ground prior to typhoon Rai's arrival, he expected it to be just like before and left many of his belongings behind. Initially classified as a category 1 typhoon, Rai quickly intensified into a category 5 super typhoon and caught many residents off guard. David shared that when he evacuated because of storms in the past, he always returned home. Now, there is nothing to return to. His house was no more.

David said, *"We lived in our old home by the sea for almost 30 years. Now, we can never return. Super Typhoon Rai destroyed everything and swept away the entire house. Nothing can be seen anymore. Everything: gone."* David recounts that it was difficult to find anything to eat the day after because everything was in ruins. There was no power in the entire region and many areas were still flooded with water and debris, making even just walking outside dangerous. Help began to arrive a few days later with water, food and other necessities. But they were still left with nowhere to return.

As part of IOM's emergency response for communities most affected by super typhoon Rai, transitional shelters were built to help families during their recovery. David, who has worked as a carpenter for 32 years, was chosen as one of the participants for a CFW programme to help build these transitional shelters. He was part of an initial batch of carpenters, all of whom were part of affected communities, to begin the construction of 123 shelters in Barangay Cagniog. The shelters were eventually handed over to families like

David's who had been living in evacuation centres for five months. *"We were hired to build our own homes and the homes of our community members who have lost everything to the typhoon. I helped build 10 houses here in the community together with my neighbours. This helped us so much since a lot of us did not have work opportunities then,"* David recalls. The money he has earned so far has helped his family with their day-to-day needs and has allowed him to purchase two motorcycles for his family to use. This has improved their quality of life and made him feel less helpless despite the tragedy he has gone through.

Today, David continues his carpentry work while also serving as the president of the homeowner's association in Cagniog. He shares that many families have begun to feel safer living there, with members bringing in income through CFW while also collectively participating in making community spaces for everyone. So far, Cagniog has established a community garden where they can grow vegetables as well as a community kitchen space where families with no cooking supplies can prepare food. They also have their own tanod (community peacekeeping) system which helps keep the peace in the community especially at night. After months of uncertainty, David says he is happy to finally have a new place to call home.



David received cash to rebuild his home after a typhoon in the Philippines.

© IOM 2022/Andrea EMPAMANO

SOMALIA

An estimated 36 million people are severely affected by drought in Somalia, Kenya and Ethiopia where communities face extreme levels of food insecurity, starvation and disease following four consecutive failed rainy seasons. Nearly half the population of Somalia are facing historic levels of drought, and millions more are on the brink of a humanitarian catastrophe. IOM has provided life-saving assistance to migrants and vulnerable communities impacted by conflict and climatic shocks since 2006.

In 2022, IOM Somalia provided households in Qansaley with conditional cash transfers for materials to build a robust resistant shelter with a life expectancy of about 5 to 10 years. This was done in an area where IOM did site development activities, including drainage, to mitigate the risk of floods and land tenure security was ensured. The shelters were built using a participatory and community-led approach, allowing the targeted community to lead the design and construction process. The IDPs were therefore able to improve their living standards and overall resilience.

Previous SNFI needs assessments showed that there were sufficiently strong markets to implement CBI. The transfer value was determined through focus group discussions and consultation with vendors and was sufficient to build a shelter of required specifications. No vendors were chosen, or items fixed in price, due to an understanding that aid recipients would be able to negotiate more competitive prices than a United Nations body. This method was also chosen to avoid encouraging a vendor monopoly by only selecting some vendors, thereby inflating prices for the rest of the community. This strengthened local supply chains and created temporary employment opportunities, which contributed to community social cohesion and stimulating the local economy.



Mohamed in the Qansaley IDP settlement in front of his new shelter, Somalia. © IOM 2022.

Each household received conditional cash assistance to buy the shelter materials needed to build their robust shelters conditional on successful verification of the related construction stage. The cash was transferred through a telecommunications company to the telephone numbers of the aid recipients and linked to their biometric registration. Prior to the transfer of the mobile money, a prototype shelter was built by an SNFI engineer to present a blueprint. The materials were locally available to further strengthen local markets and to minimize potential environmental impacts. Ensuring robust shelters that will withstand the elements ensures that the targeted community will not face further displacement due to natural hazards.

The construction of shelters was closely monitored through supervision and technical assistance while the most vulnerable were provided additional technical assistance to ensure quality standards were met for the constructed shelters. Anecdotal evidence from SNFI field staff showed large female participation in construction, allowing women to take charge of building and repairing their home. Aid recipients reported that the transitional shelters improved their sense of safety and security. They now have a stable, longer-term shelter that protects them from the rain and sun, and provides them with a safer space to sleep, cook, store water and secure their belongings.

BUILDING FLOOD ROBUST SHELTER

Mohamed, a father of nine children, arrived at the Qansaley IDP settlement a few years ago *"We have been moving around for a while (...) we started from Jijiga, then Bakool and recently, we moved from one location to another in Gedo region."* He explained how he recently lost all his livestock because of the drought, *"we have nothing but our hope."* When he arrived in Qansaley, he made a little makeshift house *"that could not resist the intense hot wind."* The harsh climate in the region undermined the poor shelter state. Nowadays, due to the limited resources and vast needs, these IDP settlements have limited or no access to basic services, including shelter and water. *"But IOM helped us by providing the material to build a nice, safe place to sleep and water to drink,"* he said with a smile pointing at his new shelter first and then to the previous one *"I wanted to keep the makeshift house here, nearby, as a reminder of the past."* Mohamed is trying his best to find an alternative to earn some money and ensure food daily for at least his kids.

SOUTH SUDAN

Protracted conflict in South Sudan has contributed to an extended humanitarian crisis, which has been exacerbated by unusually high levels of flooding and the COVID-19 pandemic. Conflict in the Equatoria region has continued, with sub-national and localized violence in several states persisting. According to IOM's Displacement Tracking Matrix, more than 1.7 million people remain internally displaced, and social cohesion, fragile even before the conflict, has been undermined by the cumulative impacts of sustained insecurity and economic instability, hampering prospects for peaceful co-existence between host, displaced and returning populations. South Sudan is an area of high concern due to the disruption of

livelihoods, trade and humanitarian access, resulting in reduced household food and income sources and eroded coping capacity, as well as poor household market access.

In June 2022, the IOM Protection team recommended lifesaving SNFI assistance through commodity vouchers to IDPs in Hai Masna and Naivasha. This was followed by a needs analysis conducted by the SNFI team. The assessment recommended assistance using restricted commodity vouchers for persons with special needs. The voucher assistance was intended to support persons with special needs with lifesaving SNFIs since most partners operating activities within the IDP sites lack funding and are not able to conduct SNFI distribution for a long time. A fair was organized where recipients and vendors could meet and exchange goods. Commodity vouchers were distributed through IOM who then engaged an FSP to deliver cash to the traders and vendors.

One of the lessons learned was that the terms of engagement with the traders should be translated to the language commonly used in the market as most traders engaged in the project are of Arabic background. At times, paper registrations were found to be erroneous during data entry. Biometric registration was therefore preferred for easy tracking in case of confusion during distribution. To avoid delays and interruption from the local Government demanding payment from traders during transportation of items for the voucher fair, it is imperative to produce a passage document from the Relief and Rehabilitation Commission for traders during the fair event.

PDM showed that all recipients felt safe during the trip and at the voucher fair, and faced no challenges exchanging the voucher or filling out the form. They reported items were of good quality, prices were fixed and the vouchers were easy to use.

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RETURN AND REINTEGRATION

Woman receiving cash assistance for reintegration in the Sudan. © IOM 2022

INTRODUCTION

CBI in the context of return and reintegration can either be provided pre-departure, such as pocket money for the travel or to cover immediate needs prior to departure, or post-arrival to cover immediate needs or longer-term needs through reintegration assistance. Each cash grant is predetermined through the programmes under which the returnees are assisted and is either given as one lump sum or in instalments. The general purpose of such grants is to provide returnees with the financial means of meeting their basic needs throughout the whole return and reintegration continuum, for example, food, clothing, housing and other necessary items, as well as their longer-term needs across the economic, social and psychosocial dimension through reintegration assistance.⁴

 **300,000**

Estimated total number of individuals who were supported with their return and reintegration through CBI

 **79**

IOM country offices provided support for return and reintegration through CBI⁵



Khider, a returnee, started a successful restaurant in the Sudan. © IOM 2022

⁴ For more information on IOM's integrated approach to reintegration, please refer to IOM's [Reintegration Handbook](#).

⁵ This may not reflect current operational suspensions put in place by IOM. Information is based on self-reporting by IOM country offices and IOM operations reported by missions in the 2023 Institutional Questionnaire (2022 data), Objective 2 bis focused on crisis-response, and therefore, might not show the full scope of CBI used within Return and Reintegration.

CÔTE D'IVOIRE

Cash assistance started in Côte d'Ivoire with the emergence of COVID-19, which considerably reduced the possibilities to assist migrants through in-kind assistance. Once returnees arrived in Côte d'Ivoire, they were hosted in a reception centre for one night. The following day, after their registration, medical consultation and reintegration counselling, they received some cash in hand to address their basic, most urgent needs, while waiting for the finalization of their reintegration plan. Once this was finalized and all the relevant documents were submitted to IOM, returnees received their reintegration assistance directly from IOM using cheques or bank transfers.

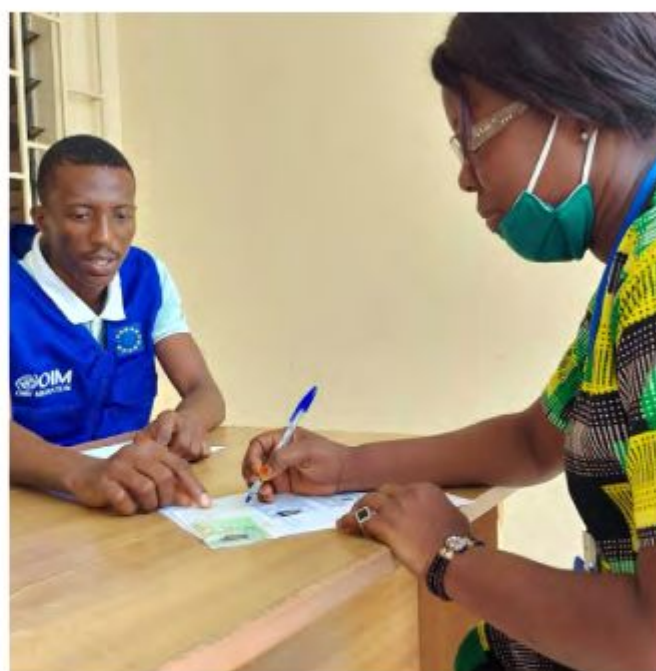
To receive the reintegration assistance, they had to sign and submit relevant documents like a consent form, valid ID and the reintegration plan to the IOM case worker. In this reintegration plan, returnees had to define how they would use the assistance, such as setting up an income-generating activity, education fees, housing, medical care or childcare. Once a week, an average of twenty returnees received a one-time payment through cheques at the IOM office. They were then accompanied by an IOM staff to the bank where there was a bank counter specifically dedicated to IOM returnees for the withdrawal of their cash assistance.

For returnees who lived in other parts of the country and could not come to Abidjan for the withdrawal of their cheques, bank transfers were organized in the nearest bank with whom IOM had a partnership. One of the main issues was that returning migrants often lacked identity cards, which could lead to significant delays in the provision of their reintegration assistance. To address this issue, IOM granted these migrants a lumpsum to acquire their identity card. Alternatively, they were given the option of nominating a family member with a valid

identity card to officially receive the cash assistance on their behalf.

PDM findings showed that 70 per cent of returnees were satisfied with the assistance received and the modality used. Cash assistance enabled returnees to receive the assistance more quickly than was possible with in-kind assistance. It gave them more agency on how to spend the money to satisfy their basic needs and it reduced the costs of setting up a business as the returnees had the freedom to buy materials and inputs from the local market.

Phone and in person monitoring were regularly carried out throughout 2022. The monitoring calls and visits highlighted that the cash assistance was used by returnees in different ways, including to satisfy their most urgent needs and to set up an income-generating activity. The income-generating activity was often different to what they had decided in the original reintegration plan which was due to a better analysis of the context in which they had settled.



Returnee signs document for cash assistance in Côte d'Ivoire. © IOM 2022

STARTING A BUSSINESS BACK HOME

A family received their reintegration assistance after their return from Morocco. The mother used part of the cash assistance to open a beauty salon while the father bought two motorbikes to set up a home delivery service. Thanks to the revenues accumulated through these two businesses, they started importing cosmetic goods from Morocco which allowed them to increase the number of clients in Côte d'Ivoire. They were also able to rent a two-bedroom apartment and satisfy the family's basic needs, including those of their child.

TRAVEL DOCUMENTS

Wisline left Haiti to find job opportunities abroad. She first moved to Türkiye where she worked in the service industry. She hoped to collect money and return home with the savings to live a dignified life in Haiti. However, Wisline lost her job and was left without any stable income. Besides, she was pregnant and had no one to rely on in Türkiye. To overcome this obstacle, in January 2022, she decided to head to Tbilisi, Georgia to find better living opportunities but still faced challenges while searching for a job because of her lack of knowledge of the language and working experience. She decided to approach IOM asking for assistance with returning to Haiti on an exceptional basis. IOM Tbilisi provided her with access to a doctor as she was 30 weeks pregnant who decided that travelling was not recommended. IOM supported Wisline with medical assistance until her son was born as well as through cash assistance and obtaining travel documents for her son after he was born.

GEORGIA⁶

Over the past decade, Georgia has steadily turned into a country of transit from African and Asian countries on the road to the European Union, as well as a country of destination for migrants and people seeking a haven. These changing migration patterns have posed additional challenges to the Government of Georgia in terms of managing immigration. Administrative capacities of the immigration and asylum authorities in Georgia have been stretched, causing a backlog in the handling of asylum claims, which has resulted in protracted time frames in the decision-making process. This negatively impacts the efficiency of the asylum system and leaves many people in critical need of international protection in an uncertain situation.

Stranded individuals are more vulnerable than people with a legal status and face more difficulties when integrating into local communities. They risk working informally in unstable conditions and face difficulties when accessing health care or social protection services. Many of these migrants need essential humanitarian and medical support before voluntarily returning to their home countries with the assistance of IOM Georgia.

IOM Georgia provided MPCA to returning migrants to cover their food and accommodation costs and vouchers for food. To ensure efficient and effective distribution, IOM Georgia coordinated with local actors such as the Government and a local supermarket chain. The transfers were made through banks while cash in hand and food vouchers was provided for irregular migrants or those with expired IDs or passports. Assistance was a one-time grant with a value calculated based on the specific needs of each case. That value mostly depended on the size of the household and other vulnerability factors.

⁶ This case study does not fall within the Return and Reintegration portfolio, but it focuses on support to migrants before their return.

MALI

When COVID-19 hit, it limited IOM's ability to provide reintegration assistance to returnees and their ability to access services and reintegration actors. For this reason, IOM Mali decided to move towards cash-based modalities for return and reintegration. All new recipients of assisted voluntary return and reintegration were targeted and later criteria were further backdated allowing for previous returnees to also benefit from cash and voucher assistance. Cash delivery was carried out entirely by IOM staff in the form of cheques. Local banks were ready to cooperate, however they would only hand over cheques if recipients could present a formal ID or make transfers if they had a bank account. This greatly limited the selected returnees' access to the intended cash support. After three months and some negotiation, the bank agreed to be more flexible, and supported handing out of cheques.

In general, payments were provided on arrival for returnees to spend at their own discretion, occasionally also combined with food baskets. A family kit was also provided in kind, including cooking pots, utensils, hygiene products, blankets, prayer mats, plastic furniture and sleeping mats and mattresses. One kit per family allowed for cash assistance to be spent on health, business development, gifts and debt payment.

Additionally, IOM gave each mother, or father where the mother was absent, a voucher to buy second-hand clothes for their children. This allowed parents and children to choose appropriate and preferred clothing and made sure correct sizes were bought. The sellers were also returnees who set up second-hand clothing stalls. IOM Mali also provided extra cash support to returnees who participated in vocational training courses for the duration of the course, an amount that corresponded closely to the national minimum wage.

MOTHER OF SEVEN

Kala, a widow and mother of seven, returned from Chad and settled in Sanankoroba, Mali. She hardly had any family left in the area and had taken refuge with her children in a small two-roomed flat. IOM Mali gave her cash assistance and in-kind items, including cooking pots. With the cash assistance that she received, she invested in a plot of land to build a house to live in with her children. Her greatest fear was that something would happen to her, and her children would not have a home. For her assistance, she requested support for the construction of the land in addition to the sewing and trade kits she requested for her eldest daughter and herself. The in-kind items, including a food kit, enabled her to get by until they could generate some profits from their economic activities. As IOM could not commit to building a house for her, she received building materials and cash to proceed with the construction of the house. With the assistance received, Kala was able to build a house for her children and other close family members.



Mother of three who used her money to buy a sewing machine and start her business in Mali. © IOM 2022

MONGOLIA

Mongolia is a country with a high labour migration and over 200,000 Mongolian nationals live abroad. Since IOM started providing reintegration assistance in Mongolia, the office has enabled safe and orderly return from 37 countries and provided economic, social and psychosocial support for reintegration.

Cash assistance was conditional on the purchase of jointly agreed items and proof of acquisition. IOM reimbursed the purchases through bank transfers. Through cash assistance, many returnees were able to purchase items specific to their situation. In other cases, returnees who were operating businesses without official contracts or documentation were able to receive assistance to pay rent which was of significant help to their livelihoods.

PDM results showed that most recipients used the assistance for the intended purpose in accordance with their reintegration plans. Because the plans encourage long-term support in livelihood in Mongolia, the returnees mostly used their grants for business and income generation purposes.



Myagmarjav in his sewing shop in Erdenet city, Mongolia.
© IOM 2022

A SEWING SHOP FOR REINTEGRATION

Myagmarjav and Oyunbileg went to Türkiye to work and enrol in a sewing training course in 2018. They had travelled and stayed irregularly in Türkiye before, so they thought they would do the same for a few years and then return to Mongolia with some money saved up. However, due to government crackdowns on irregular migrants in recent years, Myagmarjav was caught by the police in 2022 and detained for several weeks. During this time, he contacted IOM and was able to return to Mongolia safely with his wife and two children.

Since his return, the couple have put their training and experience in sewing and tailoring to good use, opening a sewing shop in their hometown of Erdenet city. They used their in-kind reintegration grant and cash assistance to purchase sewing equipment, tools and materials to kickstart their business. They expressed that their expertise in sewing and tailoring were coming in handy, and that they were receiving more and more work every day. Their children are enrolled in school and the couple can focus on work and growing their business.

During monitoring, the couple shared that the most profitable work was from big companies, but they were unable to get them because the requirements were very strict, and their shop only had been operating for a short period. With time, they were expecting to continue growing their business and increasing their income. Myagmarjav has very high hopes for the future and said the reintegration assistance was a huge support for their livelihood and thanked IOM for helping them create a basis for their future in Mongolia.

VIET NAM

During the COVID-19 pandemic, prolonged social distancing coupled with tightened measures to curb the spread of the virus pushed millions of people, especially those in informal sectors, to increasingly vulnerable situations, causing an exodus of internal migrant workers from pandemic-struck areas to communities of origin. Local authorities of major-sending provinces estimated that more than 82,000 people returned with heightened vulnerabilities by the end of 2021. A rapid assessment revealed that 60 per cent of returned migrants reported experiencing financial difficulty due to income loss and being unemployed and 40 per cent claimed to have limited access to employment.

IOM Viet Nam provided MPCA for both internal and international migrant workers who had returned to communities of origin to complement the ongoing protection support. Mandatory criteria to screen eligible recipients were designed to identify those who lost their jobs and did not qualify to receive financial aid from the Government. The criteria included no social insurance, poor or near-poor households, households with persons with disabilities, households with elderly people, households whose primary breadwinner died because of COVID-19 as well as gender-based vulnerabilities. The distribution of cash assistance was completed by IOM's IPs through electronic transfer or mobile payments. For those who did not have a bank account, representatives of IPs in each relevant community distributed cash in hand. The cash grants provided to migrant workers were roughly equal to one family's monthly MEB. In addition to emergency cash assistance, the project also included a series of employment counselling sessions for returned migrants. The sessions were deemed distinctly relevant, informative, practical and very well-received by both the local authorities and the returned migrants.

THE SUDAN

Due to regional instability and its geographic location, the Sudan has been a major transit and destination country for people on the move. The country has a significant number of refugees, smuggled migrants, unaccompanied or separated migrant children and victims of human trafficking. The country shares borders with seven other countries, and many Sudanese also migrate abroad, including those who attempt to reach Europe via North Africa through irregular means. Increasing economic hardship, especially due to COVID-19, insecurity and recent political instability within the country may further intensify and accelerate movements out of the country. The crisis, in turn, has fuelled tensions and even violent clashes between groups competing for the few available resources and meagre employment opportunities. It is anticipated that a far larger number of people will flee their homes due to a mix of other circumstances.

In coordination with an IP, IOM in the Sudan provided reintegration assistance through mobile money to voluntary returnees. IOM closely coordinated with the CWG, other United Nations agencies, the Government and diaspora organizations. PDM results showed that most recipients preferred receiving cash over in-kind assistance and spent it most on starting a business or on food. IOM aims to end the programme by handing it over to the return and reintegration activities of the Government of the Sudan and thus designed the programme as a step-by-step approach to this goal. This included building the capacity of the Government and partners, introducing cash assistance as reintegration support and creating a referral mechanism for return and reintegration and cash assistance to the most vulnerable returnees.

NOTHING LIKE THE TASTE OF HOME

In Omdurman, you will find a surprising popular spot, Khidir's local restaurant serving traditional Sudanese cuisine. When Khidir left the Sudan in search of a better life, he could not have imagined that a few years later, he would be back running a thriving business. Being the eldest of five, Khidir felt a duty to support his mother and provide for his siblings. Khidir decided to leave his hometown to seek new opportunities in Europe by going to Libya first. *"Due to the poor economy in the Sudan, I left to improve my financial circumstance. I did not own a passport which is why I took the risk and migrated to Libya."* After his arrival in Libya, he was faced by the dangers many other migrants face when attempting to cross the shores to Europe irregularly. *"I was arrested twice, the first time I was detained for two months and another for a month. It was the worst experience."* Desperate and without any other prospects, he attempted to cross for the third and last time. *"I boarded a small boat to reach Europe, and half an hour from our voyage, the boat sank."* Rescued by Libyan coastguards, Khidir was one of 120 migrants that survived. *"I consider my migration journey one of the biggest risks I have ever taken in my life, that day if I did not know how to swim, I would not be here today."*

"All we could do is cry and pray for his safety," recalls his aunt Fatima. *"His mother and I both opposed his decision to migrate. We already lost his father to irregular migration, we did not want to lose him too,"* she said in tears. As the situation grew more difficult and unsafe for Khidir, he decided that he had to leave. Through the Sudanese community in Libya, Khidir found IOM's Voluntary Humanitarian Return⁷ programme and realized that returning to the Sudan was the only viable option left. *"I learned about IOM from the Sudanese community*

in Libya, during one of our gatherings. They told me that I could apply for the voluntary return programme that would help me to return to my country, and so I did. It was better than getting detained or losing my life like many others before me." Khidir returned home to the Sudan together with 134 stranded Sudanese migrants. His aunt Fatima recounted, *"We could not believe it when he returned, we cried with joy, and our house was crowded with neighbours and relatives to welcome him back home."* Soon after, Khidir received his reintegration assistance in cash to start a business and help rebuild his life. The cash assistance helped him to prepare, prioritize and take care of his family and support them in addressing a wide range of needs such as rent and food, as well as education and health-care costs. Khidir had set sights on opening a restaurant. Fatima said, *"He came to me immediately and said, Auntie I received my cash grant to start my business."*

With a new drive to succeed, Khidir partnered with Fatima to start a local restaurant serving traditional Sudanese food. Together, they employ 11 young people from their community, including a fellow returnee, Elsheikh. Elsheikh purchased a motorcycle with the support he received from IOM and is now in charge of the delivery services, helping to support his reintegration as well. *"I am extremely grateful, business is going very well. Everyone in the neighbourhood now knows about our restaurant and it has become very popular since we opened."* Khidir has plans to expand and open another branch. He now looks back and takes pride in having turned his life around. *"Because all my hard work was not wasted, I am able to progress and have my business progress. I consider returning safely by itself the biggest assistance that I received."*

⁷ Voluntary humanitarian return is based on IOM's assisted voluntary return and reintegration approach but applied in humanitarian settings. It often represents a life-saving measure for migrants who are stranded or in detention.



REGIONAL AFGHANISTAN RESPONSE



International Organization for Migration (IOM)
The UN Migration Agency

INTRODUCTION

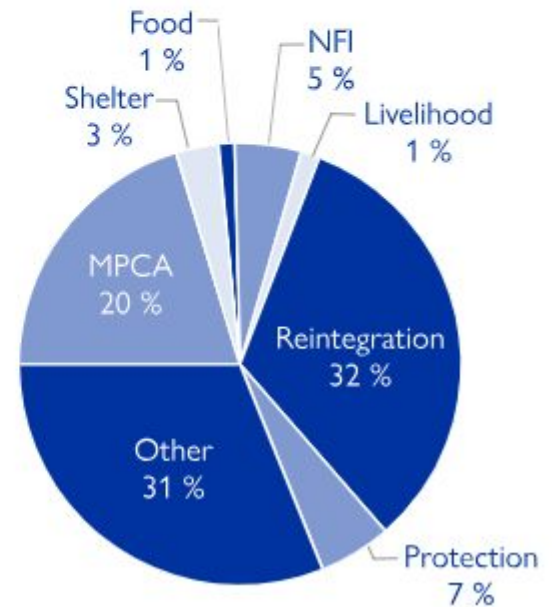
Afghanistan is facing an unprecedented humanitarian crisis and is on the brink of systemic collapse. Following the turbulent transfer of power in August 2021, there has been a serious reduction in access to basic services due to poor governance, a damaged economy that is headed into freefall, and increasing limits on human rights, particularly for women and girls. Afghanistan is also prone to recurrent natural hazards such as earthquakes, drought, extreme winters and floods leading to further internal displacement and immigration. In 2022, IOM responded to the resulting humanitarian needs in and around Afghanistan, partially, with CBI.



IOM country offices used CBI in the Regional Afghanistan Response

 **651,000**

Estimated total number of individuals who were supported with CBI in the Regional Afghanistan Response



Multipurpose cash distribution in Pakistan for the regional Afghanistan response. © IOM 2022/Zeesan SIDDIQUI

AFGHANISTAN

IOM provided cash support to disaster affected communities with the objective to help them cope, recover and reintegrate in their communities. IOM Afghanistan distributed MPCA in 32 out of 34 provinces in Afghanistan, allowing recipients to pay for basic NFI needs, shelter construction, rent, education materials, transportation and protection. In addition to MPCA, IOM Afghanistan implemented CBI for several purposes, such as protection, livelihoods, shelter, NFIs and cross border return and reintegration. FSPs gave direct cash to recipients and the CWG set the transfer value. IOM coordinated the cash response with national and local authorities.

Some aid recipients had no national ID and lacked the necessary technology to use e-transfers. To solve this challenge, IOM Afghanistan sought out FSPs who could distribute direct cash in a timely manner in all provinces. In the PDM, respondents were asked which modality of assistance that they preferred, and 57.5 per cent said they preferred cash while 40.5 per cent said that they preferred a mix of cash and in-kind assistance. The quality of the MPCA was the reason they gave to explain their preference as it could satisfy needs related to their own conditions and environment.



Through the IOM CBI project and the assistance, she received after losing her job, Farzana (foreground) can continue providing for her family. © IOM 2022

TURKMENISTAN

Currently an estimated 5.5 million Afghan individuals have been displaced to neighbouring countries, one of which is Turkmenistan. With an increasing likelihood of a broad-based economic collapse and a further deterioration in security, the situation in Afghanistan may still lead to additional influxes of Afghan migrants. An expected increase of covert crossings and cross-border criminal activity, including smuggling and trafficking in persons and illegal goods is taking place over the 744-kilometre-long Afghan–Turkmen mountainous border. There is a reported population of about 4,500 Afghan migrants in Turkmenistan and a one million Turkmen population who is part of a large minority in Afghanistan.

In January 2022, the Comprehensive Action Plan for Afghanistan and neighbouring countries initiated an emergency response and assistance over a period of 12 months supporting displaced Afghans in Afghanistan, the Islamic Republic of Iran, Kazakhstan, Pakistan, Tajikistan, Uzbekistan and Turkmenistan. IOM Turkmenistan conducted vulnerability assessments of Afghan migrants who were living in Turkmenistan and initiated cash assistance across the country. This assessment was done in close coordination with the Afghan Embassy, giving IOM the opportunity to gather more information on where most members of the Afghan community could be found.

IOM Turkmenistan and an independent national consultant then conducted interviews with representatives of the Afghan community. The main purpose of this study was to assess their social and economic status, as well as identify their degree of vulnerability according to prepared eligibility criteria. People with disabilities, elderly persons and low-income households were prioritized. In coordination with local authorities an intervention was organized leading to a one-time cash in hand assistance. This

allowed Afghan migrants to answer their most urgent needs such as food, health related expenses and repaying debts. The cash was provided directly by the IOM staff due to the insufficient presence of banking systems in the country.

The PDM revealed that most aid recipients struggled with low-incomes and had no stable source of income. Most respondents were satisfied with the cash distribution process and did not face any issue after receiving the assistance. The cash was mostly spent on health and food and respondents reported that the assistance had significantly contributed to meeting their basic needs. Yet struggles to cover costs related to education, health, household items and acquiring a legal status remained. Even though it was a one-time intervention, basic needs of all recipients were momentarily covered, and all reported great satisfaction and feelings of gratitude.

TEARS OF JOY

Aga, an elderly person who is in charge of supporting another dependent, suffers from a disability that paralyses both legs. Aside from daily water, food and home expenses, he is in dire need of medicine and an assistive device to facilitate his rehabilitation. After the provision of a multipurpose cash grant, Aga could afford to divert money to his medical care which greatly improved his health. After receiving the assistance and tending to his needs, Aga called the IOM staff member in tears expressing his gratitude for such a kind support.



IOM staff handing envelope to Afghan migrants in Turkmenistan. © IOM 2022

PAKISTAN

Vulnerable Afghans and host communities in Pakistan were provided with cash support. IOM provided MPCA and livelihood cash grants for Afghan citizenship card holders, undocumented Afghans and vulnerable host community members. Through an FSP and an IP, cash-in-hand was provided to the aid recipients. Other mechanisms were unfit for Afghan migrants due to their legal status which meant that they could not access bank services or receive cash digitally in Pakistan.

The transfer value was calculated based on the amount of cash assistance provided by the Government of Pakistan to vulnerable Pakistani citizens under its social protection response during the COVID-19 pandemic. Additionally, IOM calculated the inflation rate in the first half of 2022 and topped up the MPCA value in response to it. The assistance was a one-off MPCA for targeted recipients. Following a sharp acceleration in the inflation in Pakistan and recommendations from the CWG, the CWG members agreed on a revised MPCA transfer value, a transfer value that will be harmonized for both urban and rural settings nationwide.

The livelihood cash grants were provided to selected skilled Afghan migrants and the transfer value was decided based on their submitted business plan. In coordination with local and international partners, IOM Pakistan also introduced the individual livelihood assistance that consist of vocational skills training and business support packages. These include technical business advisory and counselling services to improve skills as well as cash or in-kind support for the purchase of supplies and equipment linked to the requirements of microbusinesses. A well-defined complaint and feedback mechanism allowed to have a helpline number with guidance in Urdu and Pashto and to register queries or complaints.

Findings of the PDM survey conclude that the majority used the cash to meet their dietary needs followed by health and medical needs. The PDM also indicated that timely information sharing on dates, times and locations of cash disbursement sites, access to disbursement sites, wait times and seating arrangements was found satisfactory by 99 per cent of the respondents.



Cash distribution in a distribution centre in Pakistan. © IOM 2022/Umar FAROOQ

SEEKING REFUGE FROM CONFLICT

Jamila migrated from Afghanistan to Pakistan at a young age, seeking refuge from the conflict and instability plaguing her homeland after she lost her brother to the violence. She is 32 years old and is a mother of five children. Unfortunately, the move did not bring her much respite as she faced new challenges, including poverty and lack of access to education which deprived her of formal education. She was married when she was 16 years old. Jamila's life became even more difficult when her husband fell sick and could not work anymore, which left Jamila with the responsibility of being the breadwinner of the family.

Jamila and her family struggled to afford rent, let alone put food on the table for the children. However, things began to change when IOM rolled out its MPCA programme in Tarnol, where Jamila and her family lived. Jamila heard about IOM's cash assistance through her neighbours. She was overjoyed to receive assistance from IOM. *"I was ecstatic when I heard about this assistance. I desperately needed the money. I used the money to buy my husband's medicines and to put food on the table for my children,"* explained Jamila.



Jamila and her son sought refuge in Pakistan.
© IOM 2022/Umar FAROOQ

ESCAPING NATURAL HAZARD

Jumma, a 33-year-old Afghan migrant, is the breadwinner in her family and the primary caregiver of her husband, who has a disability. The heavy rains and floods in Pakistan partially destroyed her house in the outskirts of Karachi, exposing her and her four children to the harsh winter. She was moved to tears when she heard she had been selected to receive MPCA from IOM Pakistan.

IOM conducted outreach campaigns in communities with large populations of Afghan nationals. Members of the community could register with IOM to receive cash assistance. After that, IOM selected aid recipients based on vulnerability criteria to assist those who need it the most. *"Through this support, I can put food on the table for my children tonight, take my husband to the doctor and purchase medicines. I will save some of the cash to repair our shelter. I am so happy today."*



Jumma a 33-year-old Afghan migrant received MPCA from IOM Pakistan.
© IOM 2022/Muhammad Zeeshan SIDDIQUI



RESPONSE TO THE SYRIAN CRISIS

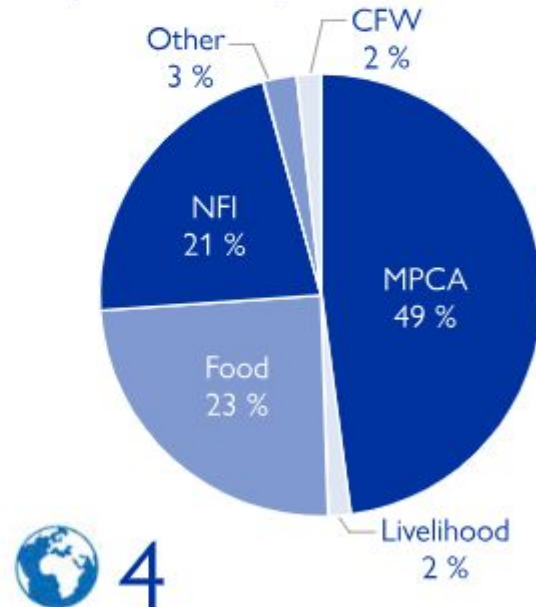
An internally displaced aid recipient in the north-west region of the Syrian Arab Republic buying food items with the cash assistance. © IOM 2022

INTRODUCTION

As the Syrian conflict passes its twelfth year, humanitarian needs are at an all-time high. Protracted conflict and displacement, economic collapse, and the COVID-19 outbreak have drastically impacted living conditions for the more than 6.7 million internally displaced persons inside the Syrian Arab Republic and the 5.6 million refugees in neighbouring countries, as well as countless host communities. Of those displaced inside the Syrian Arab Republic, 2.7 million are in the country's north-west region, where over half the population reside in emergency shelters, and access to safe WASH, food, medicine and livelihoods is minimal.⁸ Humanitarian conditions in north-west Syria⁹ are projected to deteriorate in 2022, as humanitarian access is increasingly threatened and a political resolution to the conflict remains stalled. Through CBI, IOM assist those displaced or stranded by crisis, and support populations and their communities to recover.

 **268,000**

Estimated total number of individuals who were supported with CBI in the Response to the Syrian Crisis



IOM country offices used CBI in the Response to the Syrian Crisis



Distribution of a credit card to a recipient in Jordan. © IOM 2022

⁸ Please find more information in IOM's Global Crisis Response Platform: "Syrian Arab Republic Crisis Response Plan 2022"

⁹ This case study is limited to the northwest region of the Syrian Arab Republic, which is currently contested territory, and does not cover the full geographical area of the Syrian Arab Republic which includes territory controlled by the Government of the Syrian Arab Republic. This report will refer to this region as north-west Syria.

NORTH-WEST SYRIAN ARAB REPUBLIC

Due to years of conflict, as well as high rates of poverty and unemployment, livelihood opportunities in north-west Syria remain highly disrupted. Only 53 per cent of men and four per cent of women in north-west Syria have access to a regular income. About one third of employed individuals work in the agricultural sector, which is regularly affected by droughts and high production costs. In addition, the median monthly salary for employed individuals is far below the SMEB. According to community-level assessments conducted by IOM's IPs, IDPs mention the lack of job opportunities and of required skills to qualify for jobs as the primary reason for lacking a stable income. A lack of access to livelihoods and services is closely linked to a household's ability to meet their most vital needs. Women and persons with disabilities report facing additional barriers to access jobs, primarily cultural norms, household obligations, inadequate community infrastructure and movement restrictions.

In 2022, IOM implemented CFW in north-west Syria through IPs. CFW took place in both Aleppo and Idleb Governorates, north-west Syria, to improve living conditions for vulnerable populations through short term income-generating activities.

IOM was able to include high numbers of traditionally marginalized groups such as women and persons with disabilities among CFW participants by designing physically and culturally appropriate activities, including tailoring, retail and food production. IOM has also improved its outreach to women and persons with disabilities by introducing a door-to-door registration modality for individuals who may not be able to reach the registration point, such as persons with disabilities, people caring for young children or elderly relatives. This contributed to ensuring that all individuals had the same chance to access livelihood opportunities.

Across CFW projects conducted in 2022, nearly all PDM respondents indicated being aware of and agreeing with the selection criteria for CFW. Seventy-five per cent of respondents believed that CFW had contributed to meeting their household needs. Importantly, 88 per cent believed that the work experience and skills they had acquired through CFW could help them find a job in the future. This highlights the value of CFW not only as a short-term income-generating opportunity, but also as a way to enhance the future livelihood opportunities of vulnerable households.



Distribution centre in north-west Syria. © IOM 2022

DISPLACED IN NORTH-WEST SYRIA

"When I get back from work and see my children, I feel like I am reborn." 30-year-old Ibrahim, a father of four, used to work as a tailor in his hometown Deirazzor in the Syrian Arab Republic. He had a house where he lived happily with his family. When the conflict broke out, he and his family had to leave for Aleppo in search of refuge. When Deirazzor became a target, Ibrahim did not rush to move out of the city, hoping that the bombing would stop and tried to find a safer place in the city. Unfortunately, during the bombing, Ibrahim injured his left leg which later had to be amputated. Ibrahim said, *"My life has turned upside down. I am not able to do any work, and I feel like I have become a burden to people."* Not being able to find any suitable job, Ibrahim had to rely on borrowing money from neighbours.

Luckily, Ibrahim's life has changed. He got a short-term job thanks to IOM's CFW project and was temporarily employed in a sewing workshop thanks to his tailor skills and experience. Recently, Ibrahim got a short-term job via a CFW project in a sewing workshop as a skilled worker given that he has the experience and used to work as a tailor in his hometown. *"It was my financial support and a great source of joy,"* shared Ibrahim. *"I hope to open my own business in the future to support myself and my family,"* said Ibrahim.



Ibrahim and two of his four sons in the north-west region of the Syrian Arab Republic. © IOM 2022

CASH MAKES A DIFFERENCE

"I felt threatened and unsafe, I was afraid to tell my husband about what was happening. A friend told me I could seek help." Alia* was living in a rented apartment with her children and husband who suffers from a mental illness. Their financial situation was getting worse, she struggled with covering daily expenses and was falling behind on rent. After a couple of months of not being able to pay, her landlord took advantage of the family's vulnerable situation and started to sexually harass her. Alia received support and encouragement to seek help from friends, who saw her deteriorating mental state and feelings of fear and anxiety. She contacted a local non-governmental organization (NGO) specialized in helping survivors of gender-based violence (GBV), who gave her much-needed counselling and support. As a survivor of GBV and a Syrian refugee, Alia was entitled to cash assistance from IOM Jordan through a referral mechanism. The assistance she received was tailored to her situation, taking into account family composition and specific protection concerns. The delivery mechanism was chosen in collaboration with her case worker, to ensure maximum safety and convenience.

With case management and cash assistance, Alia was able to repay her rent and move to a new house. She said, *"Here I feel less anxious, and it is much safer to raise my kids."* Since 2021, over 400 survivors, including Alia, were assisted by IOM through cash assistance to respond to or prevent GBV. All assistance is calculated and delivered to ensure flexibility and adaptability to address individual circumstances. Together with local organizations and relying on their GBV case management expertise, IOM seeks to provide survivors with emergency cash and reduce the negative impact of GBV.

*Names and locations have been changed in this article to ensure the safety and anonymity of the woman featured.

JORDAN

In 2022, IOM Jordan supported refugees of all nationalities across all governorates as a part of the regional response to the Syrian crisis and consistent with the one-refugee approach, ensuring that services were provided to individuals and families in need regardless of their nationalities. Selection was based on need only, prioritizing the most vulnerable. Three different types of CBI were implemented, including monthly MPCA, cash for protection and cash for livelihood. The assistance was delivered through bank transfer, ATM cards and biometric authentication through iris scan at ATMs.

The monthly MPCA was calculated based on the SMEB and household size. One-time winterization assistance was calculated based on the package price considering approximate shelter size, family size, average winter items costs and on whether the family was already receiving MPCA. Cash for protection was calculated according to specific protection needs based on SMEB and the household size. The value of cash for health was based on a case-by-case basis calculation dependent on existing regulations and doctors' recommendations.

It was important to regularly coordinate and exchange information with partners. It had a significant positive impact on ensuring no duplication of assistance and the prioritization of most vulnerable refugee households in the identification and selection process.

Due to the COVID-19 pandemic, the monitoring teams conducted PDM surveys through phone interviews. The results showed that MPCA was typically spent on essential needs such as food, rent, utilities, bills and health-related costs. Although several aid recipients who were interviewed mentioned resorting to one or more negative

copied mechanisms during their stay in Jordan, the frequency of such behaviour has decreased considerably compared to previous years.

For cash for protection most respondents reported being either satisfied or very satisfied with the delivery method through which they received the assistance. ATM cards and iris authentication were ranked as the first and second safest delivery methods, followed by cash in hand and mobile wallets. All respondents stated that the assistance did not create or increase risks or incidents in the household or community. Most interviewed cases indicated that IOM's cash for protection had a slight, moderate or significantly positive impact on their physical and psychological well-being, financial situation, relations within their respective household and their ability to make decisions regarding their own safety.

The livelihood focused project resulted in the generation of 30 businesses, with 90 per cent of them still operating, half of the households assisted had additional sources of income, while two per cent had their businesses become their primary source of income. These businesses led to increased net income, with regular customers mostly identified among the recipients' relatives, friends, colleagues and closer community. Women played a significant role in running the businesses, with no reported tensions between male and female family members.

The exit strategy for cash assistance must align with durable solutions. Enhancing recipients' self-sufficiency and capacities for (self-)employment, by linking CBI with the livelihood graduation approach is one way. It involves combining cash transfers, training and support to help households develop sustainable livelihoods.

TÜRKIYE

As of June 2022, according to Presidency of Migration Management registration data, Türkiye hosted over 3.76 million Syrian refugees, of whom 98 per cent live in “out-of-camp” settings. Exacerbated by accelerating inflation and a depreciating Turkish Lira, Syrian refugees are seeing household expenditure rise significantly, while the informal labour sector, where most Syrian refugees are employed, bears the brunt in terms of lay-offs and job losses.

Despite the efforts of the Government of Türkiye, many refugees and migrants, especially those who are unregistered, still face issues in accessing basic social services due to language barriers, mobility, lack of documentation and insufficient financial resources. In addition, IOM's Needs Assessment Report on Women's Empowerment confirms there are social, formal and legal barriers to women's inclusion in the Turkish labour market, ultimately forcing women to take up informal labour or work in low skilled jobs.

IOM's overall objective of the project was to contribute to creating a conducive environment for dignified lives and better futures for migrants, refugees and host communities through a multisectoral, resilience-orientated approach. To

contribute to that objective, IOM Türkiye provided cash assistance primarily in Adana, Gaziantep, Hatay, Istanbul, Mersin and Sanliurfa in the sectors of basic needs and livelihoods. IOM directly implemented the programme, supported by an FSP, and carefully coordinated the project design and implementation with local authorities. An unconditional restricted one-off e-transfer was made to prepaid cards that were distributed to each selected household as a part of winterization and market support projects. In the same geographical areas, support for livelihood, community farming, small business support, entrepreneurship training and small enterprises was provided through mostly one-off cash grants. IOM Türkiye mainstreamed protection in the project, including emergency case management, mental health, psychosocial and legal support, language courses to local NGOs and inclusion of persons with disabilities. Additionally, IOM Türkiye provided one-off specialized unconditional and unrestricted emergency cash assistance through an FSP to vulnerable Syrians under temporary protection to mitigate the direct impact of the COVID-19 crisis. Lastly, IOM Türkiye implemented an education programme and provided transport assistance and identified and attended to specific education needs.



Cash grant support for a livelihood project in Türkiye. © IOM 2022/Mehmet SADIKOGLU

A young child in a yellow jacket and grey hat is the central focus, holding a small Ukrainian flag. The child is looking upwards with a curious expression. In the background, other people are visible, including a woman in a red and blue jacket and another child in a blue jacket. The setting appears to be an indoor arena or stadium with red seats. A blue semi-transparent banner is overlaid on the bottom right of the image, containing the text 'REGIONAL UKRAINE RESPONSE'.

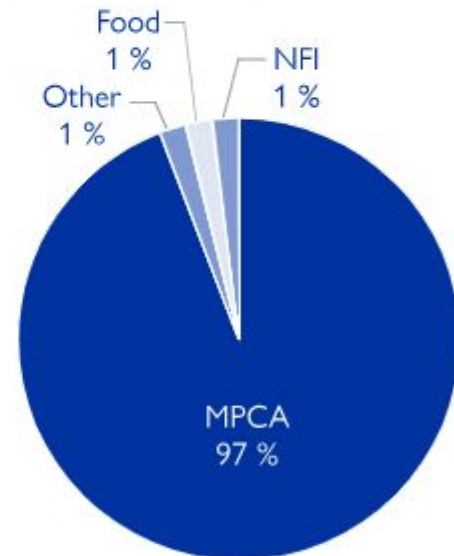
REGIONAL UKRAINE RESPONSE

INTRODUCTION

On 24 February 2022, the Russian Federation launched a broad military offensive against Ukraine. The situation in the country quickly deteriorated, with major attacks reported across Ukraine. Additionally, the pre-existing hostilities in Donetsk and Luhansk oblasts significantly intensified. This led to devastating impacts such as civilian casualties, access constraints, critical supply shortages and destruction of civilian infrastructure, leading to increased displacement. Millions of Ukrainians have crossed borders into neighbouring countries in search of protection and support and many more have been forced to move from their places of habitual residence within the country. Neighbouring countries have received the refugees to the best of their capacity. Currently, Poland and Germany each host more than a million Ukrainian individuals. Since 2014, the humanitarian community in and around Ukraine has increasingly considered the use of CBI modalities as a relevant and timely response option in addressing humanitarian needs which has resulted in an unprecedented use of CBI modalities.

 **259,000**

Estimated total number of individuals who were supported with CBI in the Regional Ukraine Response



 **9**

IOM country offices used CBI in the Regional Ukraine Response



Recipients of IOM Moldova's Ukraine response programme. © IOM 2022

UKRAINE

Since 24 February 2022, military attacks have affected major cities and rural areas alike in the north, east, west and south, including in the capital. In 2022, IOM Ukraine implemented a variety of CBI, including MPCA, one-off cash for winterization, cash for rent, cash for collective centres and cash for protection to respond efficiently to the pressing humanitarian needs. This work carried forward IOM's programming, including MPCA, in Ukraine since before the war escalated.

From the start of the full-scale war, IOM led the targeting approach for cash-based responses. IOM Ukraine worked on the targeting framework for the CWG to be endorsed and adopted by all actors working on MPCA in Ukraine. The current targeting framework covers two key components. First, those who are in rapid emergency situations and require fast, ad hoc MPCA disbursements and second, those in emergency settings who require cash disbursements due to protracted displacement or those meeting certain socioeconomic vulnerability criteria. Registration for cash assistance was done through either an IP or a service provider. All transfers were conducted either through an FSP with bank transfers or cash distributions or through the Ukrainian national postal service and an FSP. IOM Ukraine provided MPCA for three months to address the basic humanitarian needs of the affected people. It sought to increase the ability of people to meet their most immediate needs and reduce the risk to resort to negative coping mechanisms by maximizing the ability to answer to their own specific needs.

The one-time cash for winterization supported families impacted by the war to access basic goods and services such as high winter-linked utility costs and winter items, such as blankets and winter clothing. To best support the large number of IDPs



Registrations of aid recipients for cash assistance in Kharkiv, Ukraine. © IOM 2023

hosted in collective centres across Ukraine, the IOM Ukraine CCCM and CBI teams worked together providing direct cash support to site managers to meet the varied and context specific needs across sites. Cash for rental support allowed IDPs to secure sustainable tenure in locations of displacement, supporting a reduction in premature, unsafe returns. Following the start of the full-scale war in February 2022, the CWG employed nine technical task teams to support on various thematic areas of cash programming. These tasks teams include targeting, delivery mechanisms, registration and deduplication, monitoring, cash and social protection, accountability to affected populations, gender, GBV and CFW. In December 2022, it was announced that moving into 2023, IOM will co-chair the national CWG in Ukraine, starting tenure in January 2023 through December 2023.

IOM has been jointly working with State institutions including the Ministry of Social Policy and the Ministry of Reintegration of the Temporarily Occupied Territories. IOM has signed a Memorandum of Understanding with both ministries to receive referrals and to ensure assistance in complementary to national social protection programming. IOM actively participates in the CWG task team to improve linkages between humanitarian cash programming and the existing social protection systems in Ukraine.

AZERBAIJAN

In Azerbaijan, the overall objective of the CBI was to provide emergency response assistance to vulnerable Ukrainian nationals affected by the ongoing war in Ukraine. It allowed IOM Azerbaijan to efficiently answer the most pressing needs and thus save lives of Ukrainians fleeing the war to Azerbaijan.

IOM Azerbaijan provided one-off MPCA to enable recipients to prioritize their most urgent needs. Expenses for accommodation were most pressing followed by food and NFIs such as clothing or essential medicine. IOM has a contract with the national post office, enabling a presence in all districts and regions of Azerbaijan. The national post office was only able to deliver assistance to Ukrainians with a valid international passport. Therefore, IOM organized cash in hand payments to cover the needs of people who had expired documents. This way all vulnerable Ukrainian nationals in Azerbaijan were provided with better means to meet their immediate multisectoral needs.

The project was coordinated with the Government, the Ukrainian Embassy and the Ukrainian community which increased the possibility to successfully implement the programme and reach the targeted population. All recipients expressed their esteem of IOM's efforts and their hope for the project's continuation.



Brochure distribution in Azerbaijan to Ukrainian woman.
© IOM 2022

LATVIA

Latvia has been a receiving and transit state for Ukrainians and third-country nationals (TCN) fleeing the war and seeking protection in EU countries. IOM Latvia implemented two separate CBI. Specifically in response to the crisis in Ukraine, IOM Latvia implemented a one-time voucher assistance to Ukrainians on the move while also supporting TCNs who voluntarily returned to their country of origin with one off cash assistance before departure. Once they arrived in their country of origin, they were further assisted by the reintegration programme of the local IOM country office.

For the voucher assistance, IOM Latvia provided restricted assistance across the sectors of livelihood, health, NFI and food. The value of the voucher covered basic needs for one day and was calculated based on Latvia's monthly minimum wage. The vouchers, especially pharmacy vouchers, allowed to quickly buy urgently needed non-prescriptive medicine that were not compensated or provided by social services. Cash assistance was complemented with additional coverage of transportation, food and accommodation costs. Both interventions took place in Riga as it hosts national, municipal and international support institutions, the only accommodation centre for asylum-seekers and a good transportation network.

The eligibility criteria for selecting recipients for the IOM programme was established on a case-by-case basis but generally IOM Latvia assisted those who could not afford to pay for the next leg of their journey and fell under one or more of the health-related vulnerability profiles which also ensured recipients would only spend the assistance on health-related items. IOM Latvia coordinated with NGOs working with refugees and assessed the national and municipal social protection systems in place to respond to the influx of Ukrainians.

LITHUANIA

The war in Ukraine has forced millions of people to leave everything behind in search for safety in neighbouring countries such as Lithuania, a country that had welcomed more than 74,000 Ukrainians by the end of 2022. While the Government of Lithuania already delivers cash to Ukrainians and vulnerable Lithuanians for temporary protection, IOM observed that additional financial assistance to Ukrainians was needed. This was because social benefits and humanitarian aid from NGOs were not sufficient to cover basic needs, expenses rose due to rising utility costs, unemployed Ukrainians are not covered by health insurance and secondary health services also needed to be considered.

IOM Lithuania provided cash assistance through wire transfers to address immediate basic multisectoral needs of displaced Ukrainian and TCNs. The aim was to empower people to meet their own basic needs, while indirectly supporting the local economy. The overarching selection criteria for the programme was holders of Ukrainian nationality or TCNs living in Ukraine, arrived in Lithuania after 24 February 2022, received registration documents, such as a temporary residence permit, in Lithuania, single headed households with children or expecting mother, elderly people and victims of trafficking. IOM Lithuania coordinated with local organizations to reach the most vulnerable Ukrainians in need.

A one-time unconditional and unrestricted cash assistance was provided to each individual. After consultation with the Ministry of Social Affairs, IOM calculated a 50 per cent increase for each additional household member. The cash assistance was designed as a transition to other activities, such as providing temporary short-term accommodation, English language courses, information related to employment and health care by attending webinars organized by IOM Lithuania.

UKRAINIAN CARETAKER OF FOUR

Yulia is among the 74,000 Ukrainians who have fled to Lithuania. Together with her daughter and her sister's two children, she arrived in Vilnius in April last year. Her sister stayed behind to care for their mother and her husband is also still in Ukraine. *"My husband is fighting for Ukraine, defending our country's independence while I am here,"* she explains. When Yulia made it safely to Lithuania, she was alone with the children, had no place to stay, no job and did not understand the language. Through the cash assistance programme, she received cash assistance. Last August, Yulia welcomed her second child in Lithuania. *"We needed this money very much and it helped a lot. We used it for the children's needs."*



IOM Lithuania staff meet with Ukrainians to help them fill out documents for cash assistance. © IOM 2022

REPUBLIC OF MOLDOVA

From February 2022 up until January 2023, 903,698 refugees from Ukraine were registered at border crossing points entering the Republic of Moldova. Over the same period, according to UNHCR data, 102,160 Ukrainian nationals entered and remained in the Republic of Moldova. IOM launched voucher distribution in May and distribution of MPCA in November to support refugees from Ukraine residing in the region of Transnistria. Simultaneously, IOM launched cash for winterization to vulnerable Moldovans along with other United Nations agencies, rental assistance and voucher for winter clothing in other regions of the Republic of Moldova. The project's main target was to enhance access to basic services and adequately heated housing so that refugees could meet their daily needs. The cash was distributed by an FSP, and the registration was done through an IP.

The exit strategy was supporting the Government in including the refugees in the country's social protection system, which was decided at the start of the project. Additionally, IOM and other agencies also launched a livelihood programme, which will support refugees in becoming more self-reliant.



Olga, 38-year-old Ukrainian woman, receiving MPCA in Tiraspol in the Republic of Moldova. © IOM 2022

CLOSE TO LOSING SIGHT

Olga is a 38-year-old Ukrainian woman with a severe eye disability and was at risk of losing her sight. Due to the war, she left Ukraine with her 16-year-old son, and reached the Republic of Moldova, where she received cash assistance from IOM. *"I arrived in Tiraspol on 5 March 2022, a few days had already passed since the beginning of the Russian aggression. The sounds of the bombings could be heard everywhere, people were in a panic and the fear for life, especially that of my son, was almost uncontrollable. We decided to gather our essentials and go to a place we hoped to be safe."*

Olga was very impressed with the support of Moldovans. *"People in Moldova are very sensitive to the Ukrainian situation. They gave me clothes, groceries and a roof over my head. Here people even help me to cross the street when they notice my poor eyesight."* However, the support she received, despite it being generous, was far from enough. *"We were really missing those things that no one can give for free, hygiene products, cold season clothes and non-reusable materials for both me and my teenager. Overall, I needed medicines and eye drops on a daily basis, otherwise I could lose my sight completely."* Thanks to information from friends and acquaintances, Olga was informed about the financial aid offered by IOM, and she registered right away. *"I was deeply grateful to be able to benefit from the money, I used it for myself and for my boy's needs (...) With a portion of these funds, I could secure the medicines I need for my eyes, and small expenses that do not seem to be obvious like transportation and bread."* She concluded, *"I really want this war to end. Here I am close to my relatives, I would like to go home. But I want my son to be alive, considering the latest events in Ukraine, and I am grateful that we are safe."*

POLAND

The IOM CBI programme in Poland was initiated in Podkarpackie province which is the voivodship closest to the border of Ukraine. It was expanded to other provinces with the support of a local IP allowing people from all over Poland to be registered for assistance. The targeted individuals were Ukrainians and TCNs who crossed the Ukraine-Poland border after 24 February 2022. Based on eligibility criteria the most vulnerable households were selected, including the elderly, single-headed households and persons with specific needs. IOM Poland coordinated the MPCA and transferred the assistance. The cash was paid in one instalment with the aim of enabling families to cover their basic needs for three months. The transfer value depended on the size of the household. The programme was coordinated with a local IP which allowed for the number of registrations to increase rapidly, more areas to be covered and a hotline support team to be created.

The first PDM was held in December 2022. Results showed that 99 per cent of respondents were satisfied with the quality of MPCA services and 99 per cent were satisfied with the transfer value. Thanks to the cash assistance provided, people were able to purchase food, NFIs, medicine, clothing, cover rental costs and noted that the assistance had positively changed their lives and improved living conditions for them and their families.



IOM staff explaining paperwork for bank transfers to a Ukrainian woman in Poland. © IOM 2022

SLOVAKIA

Since the war broke out in Ukraine, Slovakia has become a destination country for Ukrainian people, with more than 1,030,445 recorded arrivals as of January 2023, including women, children, older persons, persons with disabilities and other specific needs. Many war-affected people fled the war with only a few items and limited financial means. Some people's health conditions required permanent care, and some deteriorated during the arduous journey. Despite the significant in-kind contributions made by local communities and international donors, a shortage of some items persisted. Therefore, to fill the gap for some of the most vulnerable, IOM Slovakia implemented cash assistance to support the family carers of persons with disabilities and persons with specific needs to cover their basic requirements.

In line with the Slovak Government programme, IOM supported carers for six months with cash assistance through bank transfers or prepaid cards. In addition, IOM also provided cash assistance to Ukrainian nationals being treated for health conditions like cancer and diabetes who urgently needed medicine, medical appliances or immediate medical interventions. In the end, IOM successfully transitioned the programme to the Government by passing on the aid recipients' data for their integration into the subsidy programme.



Ukrainian man being supported by IOM Slovakia staff member. © IOM 2022

ROMANIA

In the first year since the beginning of the war in Ukraine, Romania has seen the second highest influx, with over 3.5 million people arriving by 24 February 2023, where over 120,000 received temporary protection. With the war showing no signs of de-escalation, effective integration systems will continue to play a key role in facilitating social cohesion and well-being of displaced people from Ukraine and their host communities. While humanitarian support continues to meet basic needs, IOM plans to scale up its work to enable self-sufficiency and agency of people in finding solutions, together with local and national government and NGOs, including using IOM Romania's migrant information centres and services, as well as harnessing the potential of digital technologies to improve outreach and access to services for migrants and refugees.

IOM Romania implemented CBI throughout the country, with a significant number of aid recipients living in Arad, Bihor, Cluj, Iasi, Sibiu and Valcea. IOM Romania provided MPCA to the most vulnerable Ukrainians and TCNs who fled the war to help meet a variety of their needs. The cash assistance had a direct impact on reducing negative coping strategies, thus enhancing the overall protection of refugees residing in Romania. IOM is working in partnership with specialized protection, counter-trafficking authorities and thematic service providers, to allow for efficient referral mechanisms to other existing protection services in the country. Prepaid cards and vouchers were the chosen modality and were provided directly by IOM. The programme was aligned with the national social protection system and was agreed on with the Government and other relevant counterparts, including United Nations agencies. The interventions were thus designed to ensure a transition to other types of support provided by the Government.

THREE GENERATIONS

Nataliia and her family fled from Odesa on 27 February 2022, three days after the war started. She left with her 73-year-old mother, Halyna, and 6-year-old daughter, Polina. For the first three weeks, they stayed in the Republic of Moldova, after which they decided to continue to travel to Romania in search of more secure accommodation. When Nataliia and her family arrived in Romania, they were accommodated in a hotel in Cluj-Napoca. Today, they still live in Cluj-Napoca but are now housed in private accommodation provided by the Government.

Unfortunately, both Nataliia's daughter and mother have severe health conditions that required immediate attention. Polina was diagnosed with leukaemia and needs constant supervision and Halyna suffers from bilateral deafness after complications from pre-existing medical conditions and COVID-19. IOM Romania provided Nataliia and her family with cash assistance for the two months. Nataliia explained that the money was extremely useful to cover their basic needs. They spent it on food, medicine and costs related to travel to medical appointments. IOM also provided food vouchers for her and Polina. IOM Romania also supported the family with their medical situation, including access to medical experts, covering the costs for magnetic resonance imaging for Polina and funding the purchase of a hearing aid for Halyna.

Nataliia explained that all the support the family has received from IOM Romania was invaluable. Nataliia said that she and the family were hugely appreciative for the support IOM provided which she said has been vital not only for their well-being, but also for their integration in Romania.



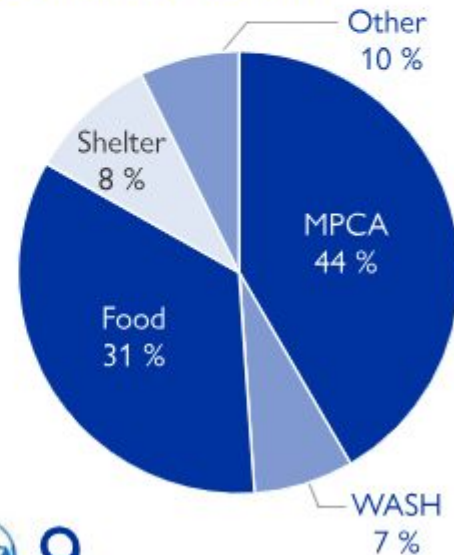
REGIONAL RESPONSE TO THE VENEZUELAN REFUGEE AND MIGRANT CRISIS

INTRODUCTION

More than 6.1 million refugees and migrants have left the Bolivarian Republic of Venezuela because of the political turmoil, socioeconomic instability and the ongoing humanitarian crisis. 17 countries host 80 per cent of Venezuelans, more than five million, throughout Latin America and the Caribbean, triggering the largest external displacement crisis in Latin America's recent history. By the end of 2022, more than six million migrants and refugees from the Bolivarian Republic of Venezuela were in the Latin American and Caribbean region. Countries in the region have generously opened their borders, providing Venezuelans with access to health care, education and employment although the support is sometimes insufficient. The Regional Cash Working Group under the Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela identified CBI as an appropriate and feasible tool to respond to needs, facilitate the integration process, minimize the use of negative coping strategies and act as a safety net for Venezuelan refugees and migrants from, while supporting local markets.¹⁰

 123,000

Estimated total number of individuals who were supported with CBI in the Regional Response to the Venezuelan Refugee and Migrant Crisis



 9

IOM country offices used CBI in the Regional Response to the Venezuelan Refugee and Migrant Crisis



Recipients of the Regional Response to Venezuelan Refugees and Migrants in Peru. © IOM 2022

¹⁰ Please see here for more information on the Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela and CBI.

BRAZIL

The overall objective was to contribute to alleviate the socioeconomic impact of the pandemic on vulnerable Venezuelan refugees and migrants in Brazil through the engagement of national and local partners. The assistance was directed towards food and basic supplies and could not be used for alcohol or cigarettes.

IOM Brazil provided voucher assistance using an e-voucher system. It was transferred monthly by the FSP and IP. Several civil society organizations were contracted as IPs to select the participants and deliver the cards. IOM also coordinated with other organizations to avoid duplication of assistance.

The following three points are important lessons learned during this project. First, inflation in Brazil increased significantly in 2022 and IOM should conduct periodical assessments to adjust interventions during implementation. Second, although aid recipients have expressed their satisfaction with the assistance provided, 10 per cent indicated that they used the assistance to cover other needs. Because of this, it is important to consider unrestricted forms of assistance, such as MPCA. Third, following the donor's orientation, the intervention was restricted to Venezuelan nationals only, which brought up questions from both IPs and vulnerable migrants from other nationalities. IOM explained that this intervention would occur under the umbrella of the Response for Venezuelans, due to their specific vulnerabilities and the fact that they are currently the largest refugee and migrant community in the country.

PDM showed that aid recipients reported that their access to food and other basic needs improved significantly and overall use and satisfaction with the vouchers predominated.

SUPPORT TO FAMILY

A 38-year-old Venezuelan woman received her humanitarian card in 2022 in the city of João Pessoa in the north-east of Brazil. At the time, she was pregnant with her fifth child. *“The card was very important for me because I have a large family. I have five children and I am very grateful to you, and for helping us Venezuelans a lot in this very difficult moment.”* For her, it was very important to receive this benefit. In addition to helping her meet the family's basic needs, she was able to buy the necessary items for her baby and boost her cake and dessert sales business. *“I arrived in Brazil in 2018 and we are receiving great support here. The card will be very useful because food is very expensive, and this will allow us to supplement our diet.”*



Voucher distribution in Goiás, Brazil. © IOM 2022

DOMINICAN REPUBLIC

Even if Venezuelans have access to formal work, education and health services in the Dominican Republic, inclusion requires more barriers to be overcome. In several provinces, a large Venezuelan population was targeted for assistance. Venezuelan social civil organizations working in the same areas were contacted and became IPs in the intervention. Individuals and families were supported with housing, food, health and paying tax fees under the State Arrangement Venezuelans Normalization Plan. Vouchers were distributed to purchase food and Pin pesos allowed for the withdrawal of money through a telephone number, without needing a bank account.

Identified aid recipients were evaluated by the IOM team through interviews. A form with all required information was filled by hand or using the Kobo data collection tool, and their situation and vulnerabilities were thereafter analysed in depth according to criteria established by IOM. After the assessment and decision on the modality, the value of transfers was determined based on their vulnerability and contextual factors. The frequency depended on the availability of funds and the socioeconomic status of the recipient. The biggest challenge was the lack of funding to respond to all emergency requests received which is why selection criteria was applied with great rigor. The selected recipients spent the assistance to meet most urgent needs, mostly medical and nutritional.



Aid recipient in the Dominican Republic. © IOM 2022

RESCUING ANGEL

Alberto left the Bolivarian Republic of Venezuela seven years ago, he said *"I am one of the many Venezuelans who arrived in the Dominican Republic with a suitcase of dreams, hope and illusions which collapsed in the first week I arrived."* He starts his story. *"I came to the country with several friends, one of them had a relative here but because we only had \$100, they told us we had to leave."* Alberto and his friends started looking for another place while sleeping in parks at night, slowly losing hope of finding anything. *"One day my friends decided to return to Venezuela (...) I decided to stay."*

He then became a cook in Manjares. *"Day after day I spent more time with my boss. She has been an angel for me. I do not think I have ever met anyone like her. She supported me a lot even when I was one step away from death."* Alberto caught a very bad case of COVID-19 and had to spend time in the hospital, even then, she did not abandon him. *"In addition to her support, I received help from IOM because at one point the restaurant closed. Rachel, my boss, no longer had money for medicine, and I spent months without working. IOM helped me buy medicine and food."* He is extremely grateful to both Rachel and IOM. *"Now I continue working and helping my family in Venezuela, with more desire, stability and gratitude for the country I live in and for all those who have supported me."*



Alberto and Rachel in Manjares, Dominican Republic. © IOM 2022

ECUADOR

IOM Ecuador implemented CBI with a focus on the needs of Venezuelan migrants and refugees and their host communities. The Interagency Coordination Platform for Refugees and Migrants from Venezuela's joint need assessment indicated that the lack of financial resources and income was one of the main obstacles for Venezuelans to cover their basic needs in Ecuador. CBI was considered as an efficient and effective assistance modality to cover multiple needs of recipients and increasing their autonomy. IOM co-leads the Interagency Coordination Platform for Refugees and Migrants from Venezuela which was established by the United Nations Secretary General for the Venezuela Situation. IOM collaborated closely with other United Nations agencies to implement CBI more strategically as more than 15 organizations in Ecuador implemented CBI in 2022.

Faced with a gap to cover basic needs, IOM Ecuador implemented six different CBI. MPCA was the widest CBI implemented reaching the largest number of recipients. It was meant to support one month, and the transfer value was calculated based on the Government's MEB and the CWG recommendations. Voucher assistance was provided to people in need with a less vulnerability, supporting multiple needs through a restricted modality. The transfer value of cash for health was meant to cover identified health-related costs, such as medicine, medical exams, transportation, doctor prescribed foods and treatments. Cash for education was intended to ease family expenses due to school costs during enrolment, and it was complemented with in-kind assistance for school supplies, psychological support and family support counselling regarding school access implemented together with a specialized IP. The transfer value of cash for protection depended on each case and each recipient was included in a protection route connected to case management. CFW was

implemented by IOM together with IPs and focused on community work as part of a community-based process where participants also received mental health, integration and community-based protection support. IOM Ecuador delivered CBI assistance directly through ATMs, vouchers and through IPs using cash in hand.

In 2021, PDM of MPCA showed that more than 75 per cent of respondents were satisfied with the cash assistance. The assistance mainly targeted female heads of household who stated that their emotional well-being, children's well-being and economic independence increased. Seventy per cent of surveyed families stated that the transfer value helped cover basic needs and reduced coping strategies. Therefore, in 2022 IOM Ecuador expanded its CBI strategy to cover more locations, add more delivery mechanisms, strengthen case management and increase inter-agency coordination.

OVERCOMING OBSTACLES

Marianny arrived in Ecuador three years ago with her children. The road has not been easy as she has had to deal with employers who have not respected her rights, in addition to general discrimination towards Venezuelans. She was part of the MPCA programme, which allowed her to cover urgent needs. Today she works in house cleaning, but she wants more, and she followed a local gastronomy course to start this activity. *"I want to start a business, run it and raise my kids."* Beyond receiving assistance, she participated in different workshops to learn about positive parenting, and her children have been part of art workshops. This demonstrates the cross-cutting nature of the assistance, which addresses urgent needs, while promoting protection and integration.

GUYANA

Currently about 29,000 Venezuelans, returning Guyanese and indigenous refugees are residing in Guyana. Among the range of legal, social, educational and psychological challenges that migrants are exposed to both in periods of transit and once a resident, the need to earn a living and provide for themselves and their families is of immediate importance. The prevalence of unemployment and the precarious conditions under which employed migrants often work exacerbate other challenges and compound the pressures and dependencies upon host communities. The CBI livelihood support project was intended to meet these needs by taking a two-prong approach. First, by providing the relevant training in financial literacy for the aid recipients to manage their finances better. Second, once they met all the requirements, they received seed capital in the form of cash assistance to purchase the resources to either start or expand their businesses.

The main purpose of the intervention was to assist aid recipients with the cash required to purchase the resources needed for their business as well as offer the necessary training to acquire relevant skills. While the assistance was unrestricted, it was meant to be used to purchase items specific to the respective business of each recipient. A cash in hand delivery mechanism was used and the assistance was provided directly by IOM. This allowed for the programme to reach residents in rural areas and residents who did not have a bank or mobile money account. The transfers were made in two parts to each recipient to reduce the risk of the aid recipients not using the cash for the intended purpose. After the first disbursement, the recipients needed to provide the receipts from their purchases to qualify for the next disbursement. The intention was to empower the migrants to become self-reliant and able to provide for themselves and their families.

VICTORIA'S PIZZA

Ana is a 26-year-old Venezuelan migrant who arrived in Guyana in 2019 with her husband. Like many others, she left her country due to the economic and political crisis. Ana had always dreamed of having her own business, but she never had the opportunity to pursue it. After settling in Guyana, Ana heard about the programme that provided seed capital to migrants who wanted to start or expand their own business. She applied for the programme, did the training and after meeting the requirements, she was approved to receive cash assistance to start her pizza business, which she named Victoria's Pizza.

With the cash assistance, Ana was able to rent a small space in a busy area of the city and buy the necessary equipment to start her business. At first, Ana faced some challenges in running her business, such as getting used to the new market and finding reliable suppliers. She persevered and worked hard to make Victoria's Pizza a success. Today, Victoria's Pizza is a popular spot for pizza lovers in Georgetown. Ana's unique recipes and friendly service have earned her a loyal customer base, and she has even commenced preparatory work on opening a second location. With the profits she has earned, Ana has been able to provide a better life for her family. Ana is grateful for the support she received from the programme, which not only provided her with seed capital but also helped her develop the skills she needed to succeed as an entrepreneur. She hopes to inspire other migrants to pursue their dreams and take advantage of the opportunities available to them. *"It is better to depend on your own time, schedule and effort, what you can do and know how to do and what you can achieve,"* Ana reflects.

PERU

According to data from the National Superintendence of Migration, Peru hosts around 1.52 million refugees and migrants from the Bolivarian Republic of Venezuela and continues to be the second largest host country for this population. Venezuelan migrants and refugees still face challenges to generate income, access national response plans or social protection and face xenophobia and discrimination. IOM Peru and other stakeholders decided to pursue the implementation of CBI as a key assistance modality to support Venezuelans in covering their basic needs.

This was implemented through a wide variety of CBI, including MPCA through bank transfers and prepaid cards, cash and vouchers for health conditional on providing documentation, seed capital conditional on developing a business plan and participating in training, vouchers for WASH restricted to sanitation and hygiene products, bank transfers and prepaid cards for integration conditional on participating in training and other activities and cash for rent conditional on the accommodation complying with set habitability criteria.

IOM Peru jointly works with State institutions and regional and local governments. IOM co-leads the national Inter-Agency Coordination Platform for Refugees and Migrants from Venezuela in Peru and is an active member of the subgroup on CBI. Through the subgroup and bilaterally, IOM coordinates with government entities, organized groups of Venezuelan refugees and migrants, civil society organizations and international organizations to identify the most vulnerable cases. IOM Peru has agreements with multiple FSPs that were crucial to place the aid recipient at the centre of the assistance, identifying their needs by providing an appropriate delivery mechanism.

PDM findings showed that 92 percent of the respondents from MPCA found that it covered their needs and 99 per cent reported that it had a positive impact on family relationships, with 59 per cent reporting that it had an impact on the emotional well-being of the family. Food, rent and health care were the three most reported expenses.

ENABLING AUTONOMY

For several months, Faviola had been selling breakfast in the streets of southern Lima. She is a Venezuelan migrant who arrived in Peru with her 4-year-old son without a job and with no savings. *"The first period in Peru was difficult. Then, some neighbours told me about applying for assistance. I applied through an IOM survey and then a lady called me to know more about how we were living. When I received cash from IOM, I paid some debts, my rent and bought my son's uniform and some supplies he needed for school. I could also pay back what I owed my landlady. Finally, I bought a thermos and a shopping cart to become independent,"* she says as she makes her daily route. *"I leave at 8:30 a.m. and sell coffee and sandwiches, among other things, for breakfast. I think CBI is helpful for us. When I received it, I was excited and felt a great relief."*



Faviola with her equipped shopping cart, serving breakfast in southern Lima, Peru. © IOM 2022

URUGUAY

Since 2017, Uruguay, has experienced a gradual increase in the number of refugees and migrants arriving from the Bolivarian Republic of Venezuela. The country and its neighbours in South America have been supporting an open-door policy towards the reception and permanence of refugees and migrants from the Bolivarian Republic of Venezuela. At the height of the COVID-19 pandemic, the economic ramifications were pronounced, with increasing cases of unemployment recorded. This had an adverse effect particularly on vulnerable populations including migrants and, specifically, women and girls, exposing them to risks of exploitation.

In 2022, IOM Uruguay implemented a CBI programme for victims of trafficking, possible victims of trafficking, family reunification and assisted voluntary returnees. Victims of trafficking were given vouchers allowing them to pay for food, non-food and household items and hygiene. Cash in hand was given to assisted voluntary returnees so that they could buy food during transit. It was made clear that the assistance could not be spent on alcohol,

cigarettes or items prohibited to persons under 18 years of age. IOM Uruguay coordinated the distribution of vouchers with a local IP and cash in hand was delivered to aid recipients by IOM directly.

The CBI modality was chosen because it grants autonomy in the choice of products or services respective to the personal needs of migrants. The company that provided the vouchers granted access to a wide network of affiliated shops in which the vouchers could be spent all over the country. The local Government, the Ministry of Development and civil society were actively involved in accompanying and supporting the aid recipients.

The success of the interventions was identified in the work between the institutions working on migration-related issues in the country. It was a cross-cutting and coordinated work between the IOM, the Government and NGOs. It was also important to actively engage and cooperate with the aid recipients to achieve good results, acknowledging their capacities and empowering them is crucial.



Family reunification from the Bolivarian Republic of Venezuela to Uruguay © IOM 2022



International Organization for Migration (IOM)
17 route des Morillons, P.O. Box 17, 1211 Geneva 19, Switzerland
Tel: +41 22 717 9111 • Fax: +41 22 798 6150
Email: hq@iom.int • Website: www.iom.int