



**COVID  
-19**

# Cash and Voucher Assistance in response to COVID-19



CASH-BASED  
INTERVENTIONS  
Working Group



**RESPONSE FOR  
VENEZUELANOS**  
Coordination Platform for  
Refugees and Migrants  
from Venezuela

## Review of the Refugee and Migrant Response Plan 2020 for Venezuelans - Covid-19 Situation

### Operational focus

#### Cash-Based Interventions Regional Working Group May 8th, 2020

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## Cash and Voucher Assistance in response to COVID-19

COVID-19 is exacerbating refugees' and migrants' entrenched vulnerabilities related to inadequate access to public services (such as healthcare and education), food, accommodation, poverty, limited economic opportunities, and unemployment. While Governments have quickly reacted to the emergency, this population has only gradually and partially been considered in critical public responses delivered through social protection systems. A large part of the refugees and migrants from Venezuela, most of them working in the informal sector, are seeing how COVID-19 has disrupted their livelihoods, driven primarily by movement restrictions and concerns about leaving the home due to risk of contagion and increased xenophobic sentiments. Their ability to send remittances to their families is being hampered, and an increasing number of Venezuelans are left with no alternative but to consider returning to Venezuela in an unregulated and potentially dangerous manner that poses significant protection and health risks.

**Response Priorities.** The Response will simultaneously respond to the humanitarian needs, heightened by COVID-19, while continuing to support stakeholders to seek durable solutions for refugees and migrants and affected host communities. Cash transfers, especially multipurpose cash transfers (MPC) are a rapid, efficient, and flexible tool to respond to the diverse needs and act as a safety net for refugees and migrants during the current health and economic crisis while supporting local markets. The extension of isolation measures in many countries will worsen conditions for refugees and migrants if safeguards are not put in place.

Given the current COVID-19 situation, partners were asked to review their activities under the RMRP. An estimated USD 154 million has been budgeted for 2020. With the support of 45 partners across 17 countries working on CVA in the region, the Platform plans to reach 1 million migrants, refugees, and host communities with multipurpose cash transfers. As an outcome of the Review, a total of 207 out of 320 MPC-based activities are planned to respond to COVID-19, with 58 categorized as "new ones", 106 "updated", 2 "canceled" and 41 with "no change required".

In this scenario, partners are adjusting their implementation modalities to ensure the continuity of delivery, implementing measures to mitigate COVID-19 transmission risks, and expanding the current programming to mitigate some of the negative socio-economic impacts of COVID-19 on refugees, migrants and affected host communities.

The Cash-Based Interventions Regional Working Group (CWG), in consultation with National CWGs and partners, emphasizes the increased efforts that operational agencies are making to adapt their cash programs to the current situation, namely

- (i) shifting from in-person to remote registration, assessment, and prioritization processes, wherever feasible.
- (ii) monitoring the continuous risks associated with the different modalities of assistance under COVID-19 situation.
- (iii) investing in collaborative efforts to assess and monitor the level of access and functionality of markets of key essential items, due to the disruption in supply chains and mobility restrictions; and the capacity from Financial Service Providers to respond at scale, with quality, and reaching marginalized refugees and migrants, such as elderly and people with disabilities;
- (iv) using digital tools as a preferred option for payments, for instance, scaling up mobile wallets and e-transfers or minimizing the use of digital fingerprints or signatures
- (v) adjusting targeting mechanisms and processes, to include refugees and migrants and affected host communities that are now at a higher risk, given the impact of the pandemic and to reduce the risk of contagion (e.g. remote targeting or targeting through local authorities or field-based organizations)
- (vi) communicating, listening, and receiving feedback from cash recipients by phone, for instance, and contributing to delivering COVID-19 prevention key messages.

The response priorities vary country by country but in summary,

- (i) National and Sub-Regional Platforms advocate, support, and collaborate with governments to include refugees and migrants from Venezuela as part of their social protection and livelihood response to COVID-19, in collaboration with the Integration Sector.
- (ii) CWGs focus on increasing local organizations' capacity in cash and market assistance and work with financial service providers to reach remote areas and marginalized groups.
- (iii) To address refugees' and migrants' increased economic barriers when accessing essential goods and services during the COVID-19 crisis, inter-sectoral collaboration with all Sectors and Working Groups will

- be reinforced to make sure CVA, along with other activities reach intended sectoral outcomes that can contribute to protection.
- (iv) It is becoming increasingly clear that many of the measures deemed necessary to control the spread of the disease are not only increasing GBV-related risks and violence against women and girls but also limiting survivors' ability to distance themselves from their abusers as well as reducing their ability to access external support<sup>1</sup>. By mainstreaming GBV considerations in CVA throughout the program cycle and by utilizing CVA within GBV case management services, where appropriate, CVA can be optimized as a tool to enhance the protection of refugees and migrants and to mitigate risks of recurrent violence ([link](#)).
  - (v) the Platform's information management services will be key to have consolidated and harmonized information on CVA across sectors at the district, country, and regional level, to minimize duplication, expand coverage of organizations during this crisis in hard to reach areas, and strengthen linkages with Governments' social assistance schemes.
  - (vi) Provide sound technical support to all partners to respond to refugees and migrants affected by the COVID-19 pandemic with cash assistance.

## Consultation to National Cash Working Groups (CWG)

The National CWG Groups and focal points under the Platform for Refugees and Migrants have established consultation processes for the Review of the Plan through the Coordination mechanisms of each Country<sup>2</sup>. For more information regarding the Platform refer to <https://r4v.info/es/situations/platform>

On April 20, 2020, the Cash-Based Interventions Regional Group, with the support of [CashCap](#) sent a survey to key informants such as CWG's leaders, co-leaders and members of the Regional Group under the Platform, to

- Inform, from the perspective of the CWG, the Review of the Response Plan for Refugees and Migrants from Venezuela and the response to the crisis of COVID-19
- Understand the priorities, strategies, and operational changes of humanitarian actors in the region who are active in cash transfer responses to the COVID-19 crisis.
- Contribute to planning the support required for new approaches to face operational challenges to respond with CVA during the current situation

Note. It was decided to extend the survey to CWGs beyond the countries from the Refugee and Migrant Response Plan, such as Guatemala, Nicaragua, Honduras, Venezuela, among others, to also contribute to [REDLAC](#) as the regional coordination platform in Response to COVID-19 in Latin America and the Caribbean.

[CaLP Americas](#) has convened three meetings to date, inviting CWG leaders and Co-leaders ([link](#)) to facilitate knowledge and information sharing about CVA in response to COVID-19. In addition, an online [Spanish discussion group](#) was created to support broader sharing and peer-to-peer support among the community of practice. CaLP Americas will continue to actively engage in inter-agency (REDLAC), sector and CVA specific meetings in the region to ensure CVA capacity needs are met and actors are aware of where they can locate key resources and learning opportunities. It is important to highlight [CaLP's C-19 page](#) with the live and translated guidance and related events organized by both CaLP and partners. For any questions, contact Jennie Trow, Regional Program Officer [Jennie.Trow@calpnetwork.org](mailto:Jennie.Trow@calpnetwork.org)

The [Collaborative Cash Delivery Network](#) (CCD), also carried out a consultation in Colombia and Ecuador on how to use the collaboration model to best deliver timely and impactful cash and voucher assistance (CVA) to people affected by Covid-19. For more information, contact Emilie Arnaud, CashCap, CCD Monitoring and Evaluation Officer at [ccd.meal.colombia@gmail.com](mailto:ccd.meal.colombia@gmail.com)

## Survey to key informants in Cash Working Groups

The results of the survey of key informants consolidate the response of 39 actors based in 15 different countries of the Region, during the period from **April 20<sup>th</sup> to 30<sup>th</sup>, 2020**. The results must be interpreted in an [operational context](#) characterized by rapid scenario and response changes in each country.

<sup>1</sup> <https://gbvguidelines.org/cctopic/covid-19/>

<sup>2</sup> The platform extends through the following countries: Argentina, Aruba, Bolivia, Brazil, Chile, Colombia, Costa Rica, Curaçao, Dominican Republic, Ecuador, Guyana, México, Panamá, Paraguay, Perú, Trinidad y Tobago y Uruguay.



Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.

### Key informants survey profile

- Participants work in the International Non-Governmental Organization (38%), in United Nations agencies (36%), National Non-Governmental Organization (NGOs) and religious organizations (13%), Red Cross and Red Crescent Movement (10 %) and others, 3% (i.e. Networks)
- 31% are CWG Coordinator, Leader or Co-Leader, 10% lead subgroups or local GTMs and the rest are members of groups at the country level or actors from other working groups, such as Shock Responsive Social Protection. 3% are part of a Regional Office.
- 56% of the participants are men and 44% women.
- 62% of the respondents have participated in the revision of the Plan for Refugees and Migrants given the COVID-19 situation.
- The responders are from 15 countries, Colombia (8), Ecuador (6), Brazil (4), Guatemala (3), Honduras (2), Nicaragua (2), Panama (3), Peru (3), Venezuela ( 2), Bahamas (1), Costa Rica (1), Haiti (1), Chile (1), Mexico (1), Dominican Republic (1)

### Field Assessments (or remote)

Based on CWG’s and/or your organization’s risks analysis and scenario exercises, are you considering, planning, or implementing the following operational changes given the COVID-19 situation? They were asked to each question with 1 to 5 being: (1) Not at all (2) In consideration (3) Planning to (4) Implementing (5) Scaling up N/A If it does not apply to your context

#### Key findings

- More than 50% responded that they are implementing or expanding field or remote assessments on the impact of COVID-19 on refugees, migrants, and other vulnerable groups as well as on the impact on markets (44%)
- 50% are assessing the ability of financial service, e- transfer, and remittance service providers to respond to the COVID-19 crisis at scale, with quality, and to reach marginalized groups.
- 47% are evaluating the ability to link CVA humanitarian emergency response with the government's shock responsive social protection schemes for the emergency
- 53% continuously evaluate and monitor the risks associated with the different assistance modalities, their impact, likelihood, and mitigation measures during the current COVID-19 situation (i.e. contextual, institutional, programmatic, market risks, virus transmission, do not harm)

#### A. Field assessments on the impact of COVID-19 on refugee and migrants and other vulnerable groups

*For instance, on their livelihood, loss of income due to movement restrictions, a sick member in the house, out of pocket health cash payments, access to markets disrupted access to essential or critical goods or services restricted or entirely lost/removed, decrease in access to remittances, etc. Highlight if perception-based questions regarding people’s perspectives, gender, age, and people with disabilities dimensions are included.*

Need Assessments	Not at all	In consideration	Planning to	Implementing	Scaling up	N/A
	3.23%	12.90%	32.26%	38.71%	12.90%	0%

Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.

**Comments.** Most actors are planning, implementing, or expanding a rapid needs assessment. Many are doing it remotely, with phone calls. The lack of funding is highlighted as an important barrier to this exercise. Many CVA actors are evaluating to broaden the inclusion and eligibility criteria, as well as the length of interventions. Perception indicators to integrate population perspectives are used within post-distribution monitoring. It is very important to highlight the needs assessments of people with disabilities. People with disabilities, especially visual, physical, deaf, psychosocial and deafblind disabilities, are highly vulnerable to be able to leave their homes or places of residence and even more when these people live alone, and the lack of information in accessible formats is an important limitation for their inclusion and timely support.

**Useful references**

- Rapid Need Assessments in Ecuador y Colombia ([link](#)) and [Lessons Learnt](#)
- Food Security Cluster in Venezuela surveyed COVID-19’s impact through its partners.
- Integration Sector. Consideration from COVID-19 impact ([link](#))
- WFP. This platform provides easy access to information, maps, and resources about the coronavirus response in Latin America and the Caribbean. ([link](#))
- WFP, COVID-19 Food Security and livelihood impact, Dominica ([link](#))
- FEWSNET monitor COVID-19 in Central American and Caribbean countries ([link](#))
- Devex. A heightened risk of food insecurity during the [COVID-19 pandemic](#) in El Salvador, Guatemala, and Honduras ([link](#)). Pre COVID 19 Humanitarian Needs-Overview El Salvador, Guatemala y Honduras ([link](#))
- COVID-19 pandemic, beyond a health problem in Latin American and Caribbean (LAC), Livelihoods Centre (IFRC, Red Cross)
- COVID-19 Observatory in Latin America and the Caribbean. Economic and social impact ([link](#))

**B. Field assessments on the impact of COVID-19 on markets**

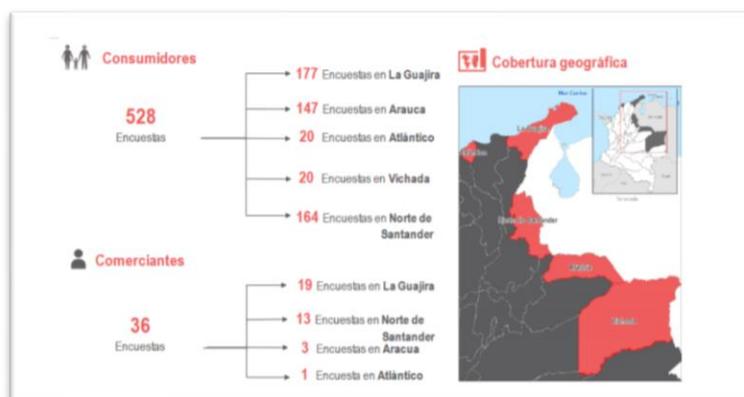
*For instance, mobility and/or transportation restrictions (whether people’s ability to reach markets as customers, or market actors’ ability to open shops, attend markets, or bring or receive needed goods); supply chain disruptions and the operation of dependent/wider/regional market systems; rises in prices for food or other essential items; any new rules or regulatory measures (such as closing borders or restrictions on movement) that are affecting availability or prices of key items for basic need assistance; which payment methods traders are still accepting, and to what extent marketplace actors remain with sufficient liquidity, etc.*

Markets assessments	Not at all	In consideration	Planning to	Implementing	Scaling up	N/A
	3,45%	24,14%	27,59%	37,93%	6,90%	0%

Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.

- To highlight [REACH](#)’s support in Colombia and Venezuela. Monitoring impact f COVID-19 related measures on local market capacity.

In response to the COVID-19 pandemic in [Colombia](#), the Ministry of Health and Social Protection declared health on 12 March 20202, adopting measures to control the spread of the virus. The next day, the border with Venezuela was closed, and by 24 March all sea, land, and river borders were sealed, as well as international flights banned. In coordination with the Cash Working Group of Colombia, REACH published a [rapid market assessment to understand and evaluate the socio-economic impact of COVID-19](#) on local market capacity. The rapid assessment collected data from the perspective of consumers as well as traders, in order to gain a comprehensive view of the physical and financial barriers to accessing markets, as well as the capacity of local markets to supply basic food and hygiene items. In total, 528 consumers and 36 vendors from the departments of **La Guajira, Arauca, Norte de Santander, Vichada, and Atlantico** were interviewed as part of the assessment.



Fuente. REACH, 29/04/2020 ([enlace](#))

**C. Assessments on Financial Service Providers’, e- transfers´, MNOs, remittances services´ capacity to respond to COVID 19 crisis at scale, with quality, and reaching marginalized groups.**

The likely impact that future COVID 19- shocks is having on a given FSP’s CT services; the mitigation capacity of the FSP (i.e., plans and systems to avoid or reduce this impact); the resulting resiliency of the CT services (i.e., the likelihood that these services will continue or can be expanded to meet the needs of refugee, migrants and other shock affected population during and immediately after this crisis)

FSP Capacity Assessments	Not at all	In consideration	Planning to	Implementing	Scaling up	N/A	N/A
	6,25%	21,88%	18,75%		34,38%	15,63%	3,13%

Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.

**Comments.** Framework agreements are being analyzed or modified to speed up payments, or there are even payment mechanisms that are no longer appropriate. The lack of transportation in rural sectors makes it difficult to access to financial institutions, so some must wait several days to move and access financial services. Not all agencies have the capacity or the funds to do the evaluation, but they consider their recommendations. In the CWG in Colombia, FSP options have been evaluated as a group. The Webinar on May 12<sup>th</sup> stands out, organized by CaLP Americas for the exchange of experiences of electronic transfers and mobile money during COVID-19 response in the Region ([link](#)).

**D. Assessments on the capacity to link up Humanitarian CVA emergency response with the government's shock-responsive Social protection schemes**

For instance, social protection landscape, instruments to respond to the shock, targeting, maturity level, etc.

Assessments on the capacity to link up Humanitarian CVA emergency response with the government's shock-responsive Social protection schemes	Not at all	In consideration	Planning to	Implementing	Scaling up	N/A
	6,25%	18,75%	21,88%	43,75%	3,13%	6,25%

Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.

**Comments:** The aim is to avoid duplicating efforts. Governments ask organizations to report regularly. At the local level, this link is stronger. For many, it is a new issue, how to make this link an operational reality for refugees and migrants remains the priority. It depends on each country, coordination with the Integration Sector must be strengthened.

Useful references

- WFP Social Protection Unit is mapping government social protection response initiatives ([link](#))
- Webinar: "Social Protection and COVID-19: Opportunities and Challenges in the SICA Region". The regional context of the pandemic was addressed; the role of reactive social protection to emergencies; and the experiences of Costa Rica, El Salvador, the Dominican Republic and Colombia in the use of social protection to respond to the health emergency ([link](#))
- World Bank Adviser through his weekly updates at <https://www.ugogentilini.net/>
- UNICEF, a technical note. Preliminary mapping and a brief description of the social protection measures that the countries of Latin America and the Caribbean have implemented in response to the impacts of COVID-19 ([link](#))
- Grand Bargain Cash Workstream, Subgroup on linkage with Social Protection share key updates in linkages with social protection and response to COVID-19 ([link](#))
- Also, to further support knowledge sharing in the region two consultancies were commissioned by CaLP to highlight CVA lessons learned and best practices in Colombia and Ecuador concerning the Venezuela crisis and in the Caribbean region focusing on CVA in the Atlantic Hurricane season responses.

**E. Assessments on the continuous risks associated with the different modalities of assistance, its impact, likelihood, and mitigation measures**

*For instance, context, institutional, programmatic, markets, virus transmission, do not harm actions*

Risk analysis and monitoring	Not at all	In consideration	Planning to	Implementing	Scaling up	N/A
	0,00%	18,75%	25,00%	50,00%	3,13%	3,13

*Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.*

**Comments.** This has been the initial priority within organizations. However, it is very difficult to make periodic reports, as well as the ability to systematize the process inter-agency. Highlights include the CVA and Covid-19 Risk Analysis [Matrix](#) developed under the leadership of the [CWG](#) with the support of the CCD (Co-leader of the CWG MEAL Subgroup) and CashCap.

**Putting measures in place to mitigate COVID -19 transmission risks**

**Key findings**

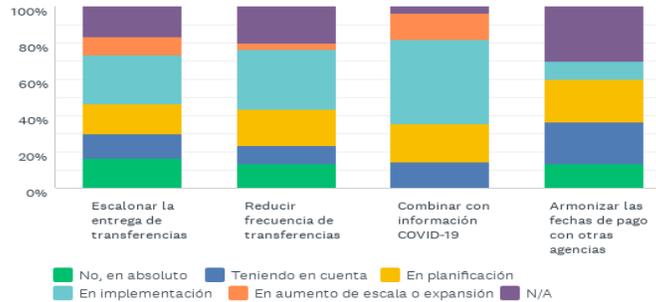
- ✓ 57% do not plan to suspend CVA activities. 20% report a suspension of activities. A survey by the Food Safety Cluster in Venezuela shared that 76% of activities by partners were affected by quarantine.
- ✓ Most of the responders apply measures to control the number of people, hygiene measures (handwashing materials and hand sanitizers), and physical distance protocols at distribution points, cash collection points, and markets.
- ✓ Increased use of remote feedback mechanisms and Communication with Communities by phone (62%)
- ✓ The use of wallets or mobile money tends to be preferable by many countries in times of COVID-19, as well as minimizing the use of fingerprints of household members receiving CVA.
- ✓ 40% say they are working side by side with financial service and digital payment providers to implement mitigation measures (new agreements, increase the number of collection points, risk transfer protocols, etc.)
- ✓ Among the most widely used operational measures is to integrate access to COVID-19-related information throughout the CVA process (61%). Staggering deliveries and reducing frequency, are also implemented for 30% of respondents



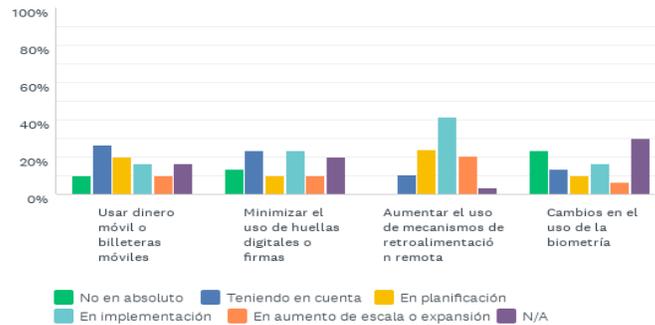
*Photo. Participants Register Consortium Ven Esperanza. Arauca, Colombia*

Key data from the survey

P16 Gradúe los tipos de medidas



P14 Cambiar o ampliar el uso de opciones digitales en procesos de PTM



Mitigating some of the negative socio-economic impact of COVID-19 on families and communities

Key findings

- ✓ 60% are adjusting their vulnerability analyses and targeting approaches to include populations that are at risk in the face of the pandemic. Some partners highlight starting to consider working better with actors linked to Gender-Based Violence.
- ✓ Steps are being taken to assist new populations, linking with social assistance, relaxing identification, verification, and Know Your Customer (KYC) measures, and some actors are advocating to ensure access to financial services and markets.
- ✓ In the meantime, 40% with CVA underway do not plan to switch to in-kind distribution, while those who are using in-kind or vouchers are considering switching to CVA (40-50%). Many plan to expand geographic coverage and programmatic objectives.
- ✓ Respondents highlight remote price monitoring systems, the increased interest in market-based programming, as well as the consideration of supporting expenditures for communication or for the purchase of mobile phones to ensure connectivity (more than 50% of respondents).

	Not at all	In consideration	Planning to	Implementing	Scaling up	N/A
Assist new populations with CVA, including families that have been impacted by the pandemic (horizontal expansion)	3,33%	26,67%	30,00%	30,00%	10,00%	0,00%
Link up with cash social assistance scale up by Governments (entry points, referrals/ beneficiary list, coordination, aligning, convergence, gap filling, etc.)	3,33%	30,00%	33,33%	20,00%	3,33%	10,00%
Support [technically or financially] Shock Responsive Social Protection schemes (Vertical and/or horizontal expansion, design tweak, refocusing, piggybacking, shadow alignment, etc.)	20,00%	26,67%	16,67%	10,00%	0,00%	26,67%
Relaxation of pre identification or verification measures, or KYC measures to access cash assistance	20,69%	13,79%	27,59%	27,59%	0,00%	10,34%
Advocate to ensure access to cash assistance, to markets and FSP	13,33%	16,67%	23,33%	30,00%	3,33%	13,33%

Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.



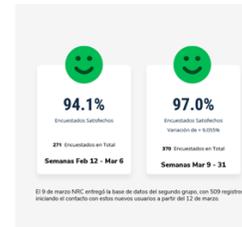
CONSEJO NORUEGO PARA REFUGIADOS

**Communication with Communities remotely.** As part of the OFDA/FFP-funded cash transfer program since September 2019, the Norwegian Refugee Council in Colombia carries out a feedback exercise as a communication strategy with communities with its partner *Kuja Kuja* through the collection and analysis of feedback and satisfaction levels. Through a real-time feedback platform provided by *Kuja Kuja*, NRC’s decision makers access detailed data sets, objectives and always available online that describe the satisfaction of beneficiaries with the services offered to them. The large volume of data allows you to see trends in the satisfaction of beneficiaries. The reception, analysis, and implementation of feedback from project participants have been key processes in accountability to affected populations. This process has also contributed to make adjustments on the progress of the project and in some cases be able to expand the project offer given the suggestions of the participants, but it has also contributed to identify some myths or fake news of the scope of the project. Tools like this have become key to be able to establish two-way communication with participants in COVID-19 times. For more detailed information you can contact Edgar Vargas [edgar.vargas@nrc.no](mailto:edgar.vargas@nrc.no) and Esmee de Haan [esmee.dehaan@nrc.no](mailto:esmee.dehaan@nrc.no)

Datos en el Tiempo: satisfacción más alta y más baja en todo el periodo



Feb 12, 2020 - Mar 31, 2020





**The use of technological tools.** At the regional level, under the Movement Appeal for population mobility, actions have promoted cash and voucher assistance for migrants, as a way to support the most vulnerable people during quarantines and mobility restrictions that have affected their source of income. To facilitate these actions, the use of [RC2 Relief](#) tool for remote registration and distribution, thus reducing the need to perform these actions in person, where restrictions or safety conditions do not allow it.

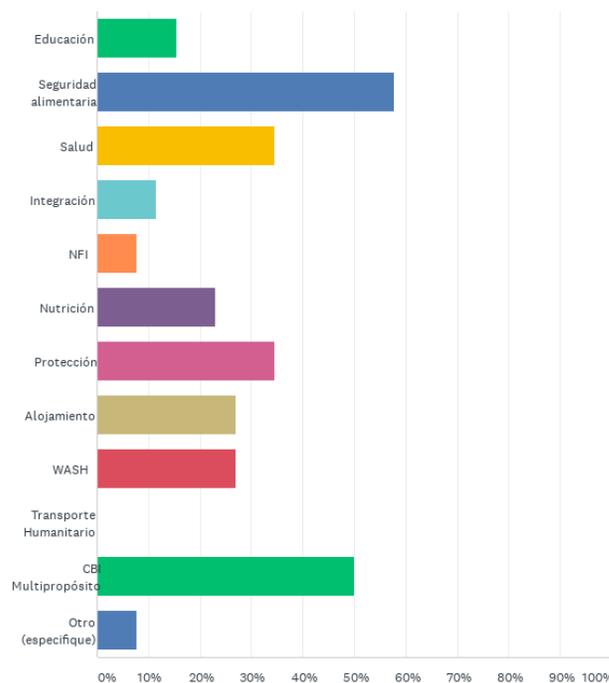
RC2 Relief Tool is a customized application built in ODK-X Tool Suite. It is an information management tool developed by IFRC in conjunction with the University of Washington, which allows: (i) Data collection (ii) Beneficiary Registration (iii) Distribution Planning (iv) Beneficiary Selection (v) Make Distributions (vi) Reporting (vii) Monitoring. It is ideal for resource-constrained environments through a customizable modular structure that can be tailored to context and need by choosing the most appropriate flow for your implementation.

RC2 Relief has been used in Peru, for remote registration of Venezuelan migrant families and for the distribution process, which has been carried out since the week of April 27<sup>th</sup>. In this case it is a multipurpose cash transfer of 380 soles (Approx. 110 USD) for 400 families by Visa debit card. In Ecuador, in conjunction with the Ecuadorian Red Cross, the tool has been adapted, to be able to register and distribute, incorporating security questions and digital signature in the process. The pilot is currently being deployed for 100 families for a \$150 multipurpose transfer through ATMs that require only one validation pin. At the end of the pilot, it will be extended to 280 other families by the same mechanism and amount. For more details, consult [mario.medina@ifrc.org](mailto:mario.medina@ifrc.org)

### Sectors

To address refugees' and migrants' increased economic barriers when accessing essential goods and services during the COVID-19 crisis, inter-sectoral collaboration with all Sectors and Working Groups will be reinforced to make sure CVA, along with other activities reach intended sectoral outcomes that can contribute to protection.

P22 En línea con los Sectores del Plan de Respuesta a Refugiados y Migrantes ¿en qué sectores planea ajustar la programación PTM actual o ampliar?



Source. Operational focus Survey. Cash-Based Intervention Regional Working Group- R4V.

## Main strategic priorities

They were asked: What are the top strategic priorities for CVA responses to address the COVID- 19 crisis?

### Coordination. In general, strengthen

- ✓ Coordination with governments, civil society, and the private sector to address this crisis
- ✓ The integration of humanitarian response information systems with the social protection systems that are responding to the COVID-19 Crisis
- ✓ The articulation between the Regional Group and the Country Groups
- ✓ Links to the REDLAC
- ✓ Complementarity between sectors for a holistic response
- ✓ Local sub groups and working groups to respond to the COVID-19 Crisis

### Advocacy

- ✓ With donors to increase coverage of operations
- ✓ With governments, to include refugees and migrants in the different responses
- ✓ With FSP, to expand characteristics of their products to meet refugee and migrants needs and reach remote locations
- ✓ With community leaders for ensuring engagement and access to communities
- ✓ With central banks for a loosening of KYC requirements

### Evidence Building

- ✓ COVID-19's impact on markets and livelihoods
- ✓ How to adapt assessment processes to a remote mode. New monitoring models
- ✓ Of the strategies that are being carried out to deal with the crisis
- ✓ Case studies
- ✓ How the crisis is increasing the prices of essential goods
- ✓ How informal workers are dealing with the crisis
- ✓ CoVID-19 and the value of the transfer

### Capacity Building and technical support

- ✓ Expand "CVA Fundamentals " training in territories where PTM attendance is increasing by new players<sup>3</sup>
- ✓ Exchange of information with local organizations on the different modalities used to respond to this crisis
- ✓ Durable solutions for refugees and migrants
- ✓ Training in the use of appropriate technological tools for this context
- ✓ In Remote Monitoring and Evaluation
- ✓ In CVA in different sectors, health, food security, livelihoods, etc.
- ✓ In Inclusive Response
- ✓ In linkages with social protection systems
- ✓ In targeting tools
- ✓ In linkages with livelihood support
- ✓ Support with experts who can support the response

### Community Engagement, CwC, and Accountability

- ✓ Continue the development of common key messages for communities
- ✓ Continue with hotlines to provide key information
- ✓ Innovate in communication with communities during COVID-19 times
- ✓ Increase resources to integrate participation, communication with communities and accountability in CVA
- ✓ The use of information technology to keep the two-way communication with the vulnerable population
- ✓ Ensuring feedback and support mechanisms for solving problems linked to remote delivery mechanisms

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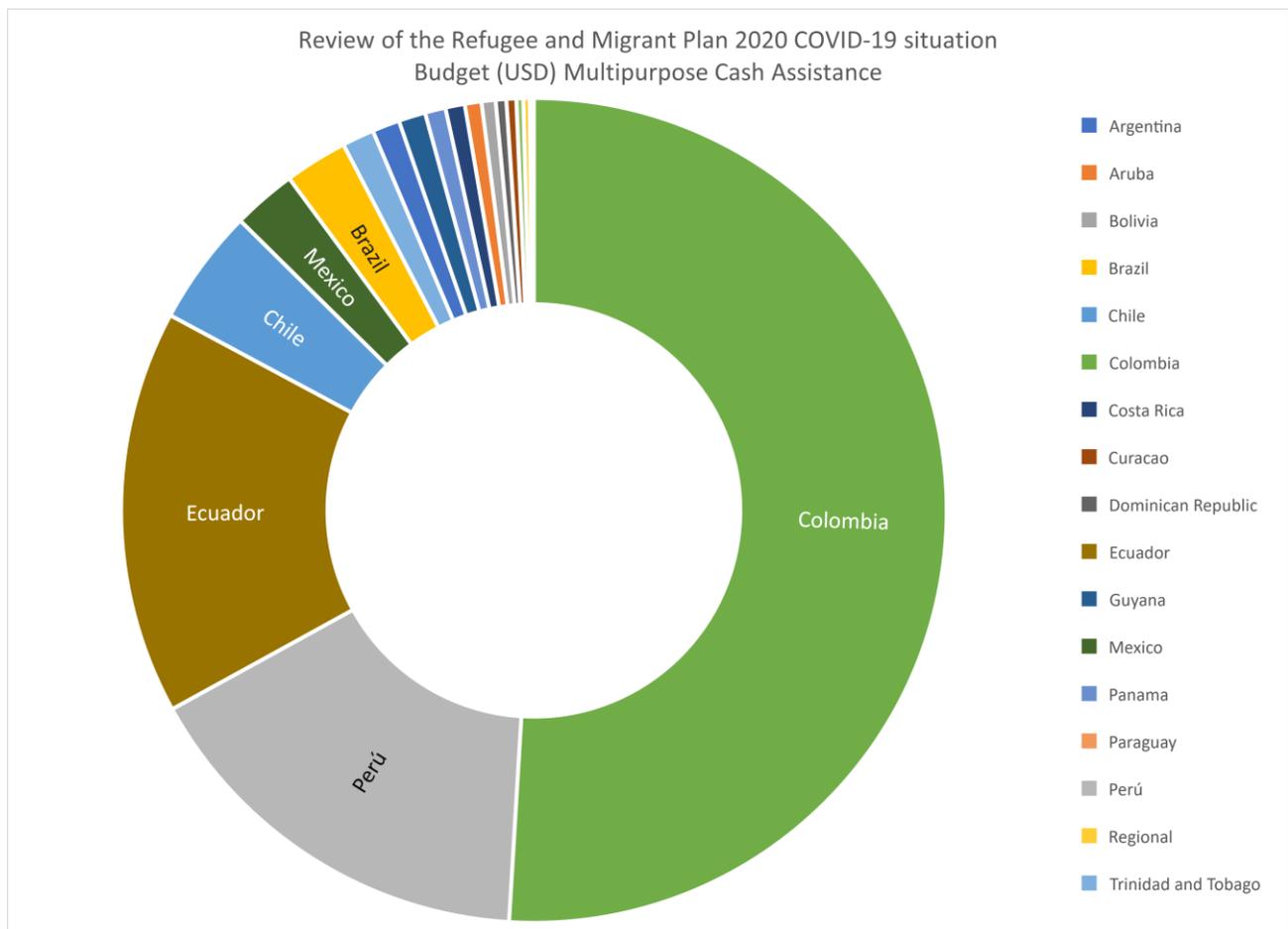
<sup>3</sup>A training of trainers, organized by CaLP Americas, for the Core CVA Skills for Programme Staff was successfully delivered to 17 participants with an aim to expand the Spanish language trainer pool in the region (February 2020)

**Information management**

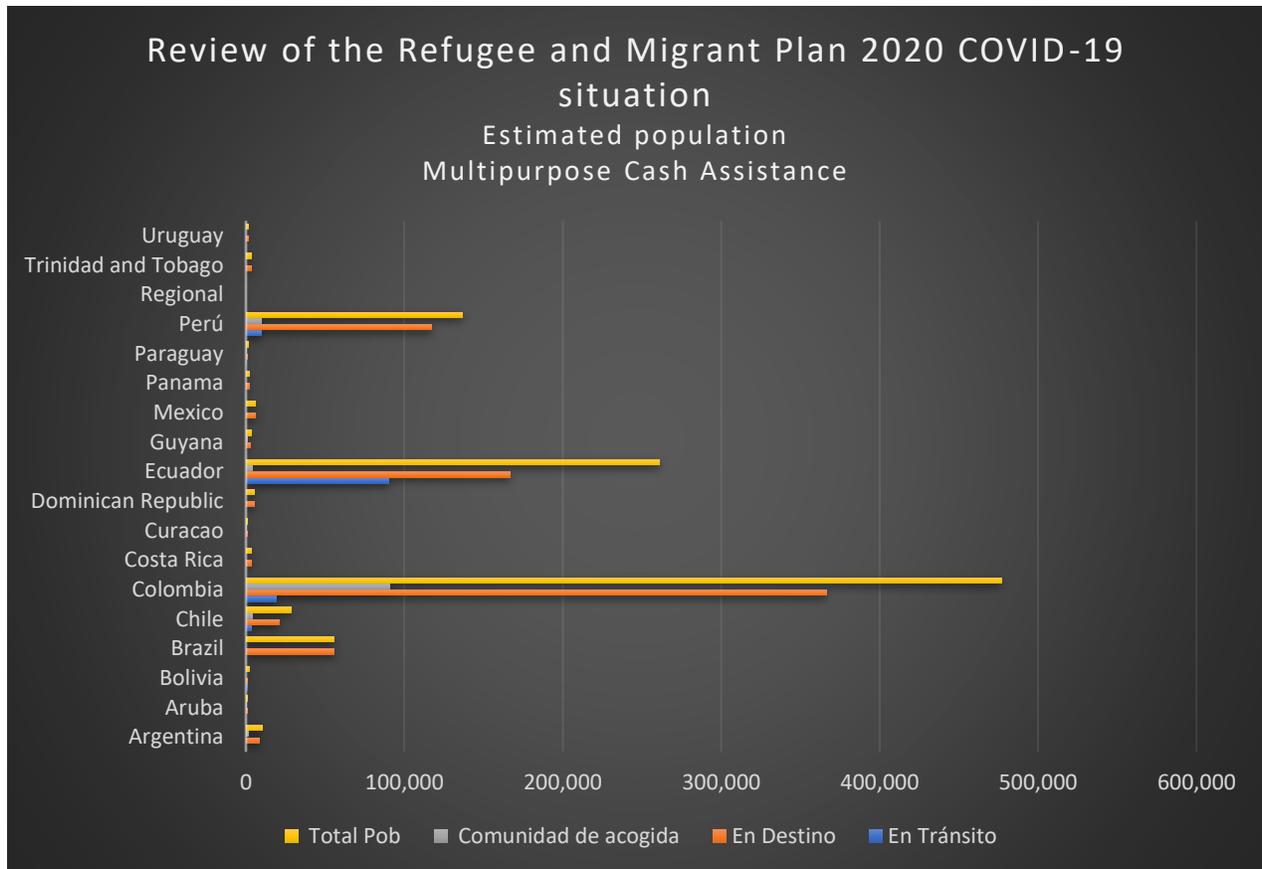
- ✓ Support for mapping, interactive dashboards
- ✓ Support local organizations to generate accurate and timely information
- ✓ Information management systems to understand remotely assisted population
- ✓ Constant information crosscheck with government registration systems to prevent duplication of humanitarian aid and have a greater coverage
- ✓ Improve targeting tools
- ✓ Access to consolidated information by territory, including by neighborhood, national-updated that can generate regional reporting

**Review of the Refugee and Migrant Response Plan 2020 - Covid-19 Situation**

Given the current COVID-19 situation, partners were asked to review their activities under the RMRP. An estimated USD 154 million has been budgeted for 2020. With the support of 45 partners across 17 countries working on CVA in the region, the Platform plans to reach 1 million migrants, refugees, and host communities with multipurpose cash transfers. As an outcome of the Review, a total of 207 out of 320 MPC-based activities are planned to respond to COVID-19, with 58 categorized as “new ones”, 106 “updated”, 2 “canceled” and 41 with “no change required”.



Source. IM Data from Refugee and Migrant Plan, April 2020. Cash-Based Intervention Regional Working Group- R4V.



Source. IM Data from Refugee and Migrant Plan, April 2020. Cash-Based Intervention Regional Working Group- R4V.

### Resources available

With the support of CaLP Americas, actors can access the following resources

- CVA in contexts affected by COVID-19: guidance from the CaLP network ([link](#))
- "living" PTM and COVID-19 document: resources-English ([link](#))
- Guidance on PTM and different sectors/tables -English ([link](#))
- Online training ([link](#))
- Dgroups (discussion forums) in [Spanish](#) and English
- CWG Group Contacts ([Link](#))
- Library ([link](#))

IFRC, Red Cross. Livelihood Center ([link](#))

Participatory videos and dialogue with Venezuelan migrants and Colombian returnees monetary transfer recipients with a participatory communication lens, November 2019 ([link](#))

With technical support from

