

## Targeted ECHO Cash Assistance Distribution

Total camp population: 79,335\*

From 10-18 April 2016, REACH, in collaboration with UNHCR, NRC, and Save the Children Jordan, conducted a joint Post Distribution Monitoring (PDM) assessment in Zaatari camp. The PDM assessed four distributions meeting families' winterization and shelter maintenance needs during the 1st quarter of 2016. Three distributions consisted of cash assistance, and one of NFIs. Within the cash assistance distributions, two were camp-wide, and one was targeted specifically to vulnerable families in the camp. The primary objective of the PDM was to identify whether cash and in-kind assistance distributions adequately met the needs of families in Zaatari camp. Distributions were assessed in terms of: recipients' barriers to assistance; their usage of and satisfaction with the quality and/or quantity of items distributed; and ways in which the distribution process can be improved.

Findings from the assessment will inform future distributions from UNHCR and camp partners, to ensure evidence-based targeting and that assistance meets the needs of families living in the camp. All respondents were a family member above 18 years, and when possible the head of family was interviewed. A representative sample of 153 families was drawn from the targeted population; findings are generalizable to the camp level with a 93% confidence level and a 7% margin of error.

**The present factsheet provides key findings from the distribution of 50 JOD of cash assistance distributed to 1,820 vulnerable families in the camp. This cash was funded by ECHO and distributed by Save the Children Jordan.**

\*Source: UNHCR Information Sharing Portal, June 2016

### Respondent Demographics

#### 153 Respondents

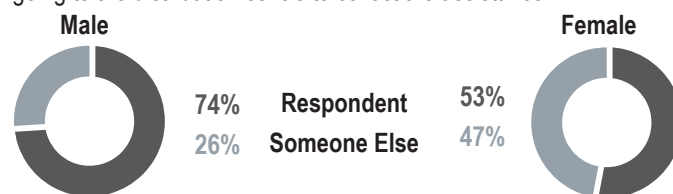
For the assessment a total of 153 respondents who received ECHO targeted cash assistance were selected randomly from a list of households in the camp who had been targeted for the assistance, provided by Save the Children Jordan. In 70% of cases, all the assistance went to the targeted vulnerable individual in the family.

**50% Male Headed Families**

**50% Female Headed Families**

### Collection of Assistance

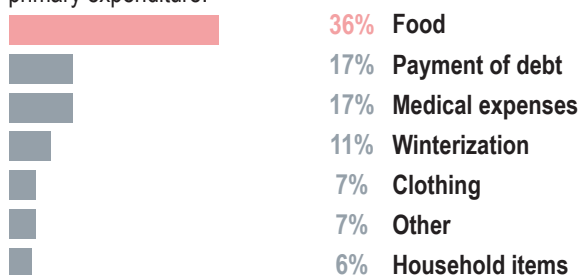
Proportions of male and female respondents who reported physically going to the distribution centre to collect the assistance:



Overall, the use of a designated alternative collector was 9%, compared to the 15% of targeted families registered as having an AC.

### Use of Cash Assistance

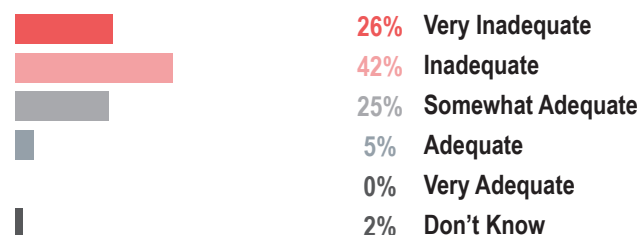
Proportion of respondents who reported using the cash assistance, by primary expenditure:



33% of respondents reported spending all of the cash received on a single need. Only 34% purchased 3 types of items

### Adequacy of Quantity

Respondents' rating of cash assistance, by adequacy of quantity:



Of the respondents that rated the quantity of assistance as very inadequate or inadequate, 48% reported the amount as insufficient for the family size.

### Problems During Distribution Process

Proportion of respondents that reported experiencing security problems during the distribution process:



Of the 19% of respondents who reported experiencing security problems, 74% reported experiencing overcrowding, most frequently in the queue (70%).

### Improvements for Distribution Process

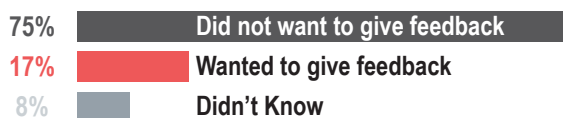
Proportion of respondents who reported that improvements could be made to the distribution process:



Respondents most frequently cite shorter waiting times (43%) and greater proximity of distribution centres (35%) as means of improvement.

### Submission of Feedback about Distribution

Proportion of respondents who reported wanting to give feedback about the distribution:



Of the respondents that reported wanting to give feedback, 42% were unaware of the appropriate feedback channels.

### Awareness of Feedback Mechanisms

Proportion of respondents who reported being aware of available channels for feedback and complaints:



Only 21% of respondents reported being aware of available feedback mechanisms, highlighting the need to raise awareness and encourage feedback