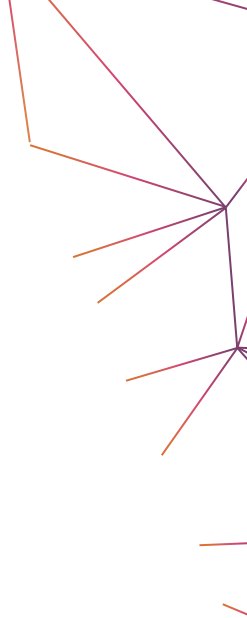# CCD'S LINKING HUMANITARIAN CASH TO SOCIAL PROTECTION BLUEPRINT

How to apply a social protection lens to *short-term* CVA programming – Based on CCD's experience in the Ukrainian response and the Caribbean

October 2024

Written by Clara Decamps (CCD Social Protection Advisor)

COLLABORATIVE CASH DELIVERY (CCD) IS A NETWORK OF 14 OF THE LARGEST INTERNATIONAL NGOS WHO COLLECTIVELY DELIVER OVER $1BN IN LAST MILE CASH AND VOUCHER ASSISTANCE EVERY YEAR.

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CONTENTS

PREFACE

The content of this blueprint was developed following the work of CCD's (the Collaborative Cash Delivery Network) Shared Services Hub in the Ukrainian Response and the Caribbean. CCD was founded in 2016 and is the largest network of NGOs working together to assist vulnerable people using CVA most effectively and efficiently. At the global level, CCD comprises 14 agencies, and at the country level, networks can be formed both formally or informally and can consist of any Non-Governmental Organisations (NGOs) choosing to collaborate on a humanitarian response. The Ukrainian response resulted in a Community of Practice of 27 agencies in Ukraine and 11 agencies in Poland (as of October 2024).

The Shared Services Hub (SSH) was a pilot project of CCD to make available a long-term pool of experts comprising a Collaboration Facilitator, a Localisation Adviser, a Data Governance Adviser, a Social Protection Adviser and a Cash Trainer of Trainers. The SSH is apolitical, with the ultimate goal of improving the experiences of end users of Cash and Voucher Assistance (CVA). It brings together the voices, capacity and expertise of the NGO community, both local and international, in order to drive program quality and ensure humanitarian CVA responses and key decision makers are accountable to the people they are serving. Products developed by the SSH are open source, available to the entire response.

1 INTRODUCTION

This blueprint describes a differing pathway and a set of outputs related to linking short-term humanitarian CVA with government social protection (SP) cash programmes. The combination of tools and outputs described in this document has led to many 'light bulb' moments and has resulted in a significant paradigm shift within the Ukraine response context. It is currently (as of October 2024) being tested in the Caribbean. This blueprint is designed to inspire CCD agencies and the NGO CVA community as a whole as to the place they hold in the humanitarian-social protection linkages discourse. NGOs have unique added value in this area due to their flexibility, agility, local and contextual knowledge, and proximity to affected populations. However, NGOs can often be overlooked in these discussions in favour of high-level conversations at UN-government level.

Top tips when considering using this blueprint:

- Do NOT be put off or be intimidated by the existence of task teams and 'experts' already working on this area in a humanitarian response – in Ukraine, these were there in abundance, and the gaps in this topic were still significant.

- Do NOT be intimidated by what you may think are the very technical features of some of this blueprint. These were discovered through trial and error and were not all developed instantaneously. Take your time, go step by step, and learn by doing.

- Do NOT be put off when you come across stumbling blocks or when your role as an NGO is questioned – we have come to learn that we are doing something right when we are challenged.

- DO be bold, confident, and assured of the NGOs' unique added value in these conversations.

- Holistic, public goods are more powerful than agency-specific ones – as much as possible, be COLLABORATIVE.

Intended audience: humanitarian actors working within a CCD network or a collaborative setting, looking to link their short-term humanitarian CVA programming to the social protection system.

Objectives of this blueprint:

- A quick introduction to social protection and the nexus approach to link social protection with humanitarian aid (*If you are familiar with these topics, skip sections 4 and 5*).

- Provide blueprint/tips and tricks for how to do CCD social protection outputs, primarily based on the experience of the Shared Services Hub in the Ukrainian Response (2023-2024). The outputs include:

  o Excel filterable mapping tool of SP programmes (section 7)
  o Analysis of the gaps within the SP system with recommendations of what humanitarians can design to fill those gaps (section 8)

o   Analysis of the state of operational alignment along the delivery cycle of cash transfers with recommendations on how humanitarian organisations can align further with the SP system (section 8)

o   A blueprint for how to organise and facilitate workshops to socialise the analysis amongst various key stakeholders in a way that promotes agency and ownership over the analysis and recommendations (section 8)

o   The social benefits calculator which allows organisations to raise awareness of applicants on their SP entitlements, evaluate how to incorporate a social protection lens into the organisation's targeting methodology (and how they assess vulnerability) and evaluate effective transfer values. (section 9)

Big disclaimer! There is NO one right way to undertake this work. This blueprint is meant to act as a guide, but the methodology and way of working need to be adapted to each context, political environment, and personality. In other words, make it your own!

If any questions arise, contact the **CCD's Social Protection Working Group** or the author of the guidance, Clara Decamps, **claradecamps@gmail.com**

Lessons on implementing this guidance in the context of the Caribbean are accessible **here.** This includes recommendations on the expertise profile required, and tips for organising and facilitating a training. CCD plans to develop further training materials for CCD agencies to develop social protection expertise within their humanitarian aid experts – for more information on this process, contact: CCD's Steering Group made up of: Caroline Klein (**caroline.klein@wveu.org**) and Nick Anderson (**nick.anderson@savethechildren.org)**.

2 THE IMPORTANCE OF COLLABORATION

The importance of a collaborative and participatory approach while applying this blueprint cannot be overstated. Key barriers to linking social protection and humanitarian aid identified globally include a lack of sharing knowledge and coordination and a non-prioritisation of applying a social protection lens at the onset of a response. There has never been a response where social protection was immediately analysed and linked to humanitarian aid. Therefore, this blueprint assumes that agencies will be operating in a context where they will need to shift a paradigm and convince other actors of the importance of social protection.

Especially for short-term CVA programming responding to a sudden onset crisis, most humanitarian responses will be operating within a common humanitarian coordination structure, where straying from commonly agreed/recommended frameworks is often not accepted by donors. Therefore, it is highly advised to utilise a participatory approach where all stakeholders can be brought together and buy into the approach, and where the approach would then be able to influence key response factors such as the recommended transfer value or targeting criteria.

If one single agency undergoes this work and restricts it to only their mandate, this will not affect the humanitarian response as a whole and will lead to more fragmentation in approach and confusion for recipients. If you are operating within a CCD network or have social protection advisory support, it is highly advised to make this a collaborative effort to lead to more impact.

3 THE IMPORTANCE OF BEING APOLITICAL

It is no secret that politics can rule humanitarian responses more than sense or evidence. Utilising the CCD umbrella should ensure the outputs and methods are apolitical. This ensures that the outputs produced are comprehensive and holistic in scope (i.e. a broad definition of social protection that is context specific instead of organisation-specific), and that the outputs are released as public goods for the benefit of the entire response.
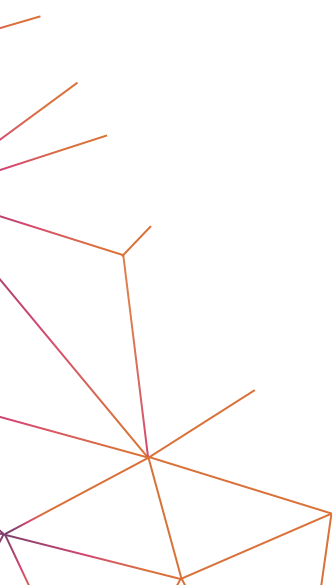
4 WHAT IS SOCIAL PROTECTION (SP)

This section provides a quick recap or introduction to social protection. This section can be skipped if you are already well-versed in the topic.

1 **Key learning materials**
- **Repository** of self-paced online courses
- **Transform Learning Resources** (Recommended especially the **Selection & Identification module** as it will be most relevant for humanitarian programming)

2 **Glossary**

4.1   Main Ideologies And Differences

Most organisations will have a different definition of social protection, so it is always important to define what types of programmes you have included in your analysis.

> **For example,** in the Ukraine analysis, the scope of the social protection analysis was restricted to social assistance and social insurance cash programmes – it did not consider labour activation programmes, health programmes, non-cash programmes, etc.

Two underpinning ideologies in social protection result in very differently nuanced systems: Universal vs. poverty targeted – read more on the differences/pros and cons in the **Transform Selection and Identification training module** (especially from page 18).

Table 1: Universal vs poverty-targeted approaches to social protection

Universal	Poverty-targeted
Rooted in a human rights-based approach and the belief that access to social protection is a right to which everyone is entitled	Rooted in charity model – social protection is seen as hand-outs
Individual-based	Most likely to be household-based
It is most effective in reaching those vulnerable and can be more easily expanded (either vertically or horizontally in the event of a shock)	Exclusive in nature – poverty is a multidimensional and ever fluctuating concept – most methods to identify 'the poor' are static in nature and usually only address monetary poverty
Key resources	
Magdalena Sepúlveda and Carly Nyst, The Human Rights Approach to Social Protection, Ministry of Foreign Affairs of Finland	Development Pathways (2018), Conditions and sanctions don't work, and hinder the rights of the most vulnerable
Alexandra Barrantes (2020), Why are human rights considerations fundamental to inclusive and lifecycle social protection systems?, Pathways' Perspectives on social policy and international development, Issue No. 30	B. Stauffer (2023), Automated Neglect: How the World Bank's Push to allocate cash assistance using algorithms threatens rights
Understanding Universal Social Protection (unescap.org)	
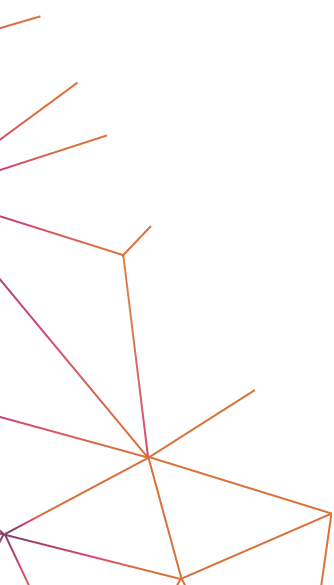
5 WHAT DOES IT MEAN TO LINK **SP** WITH HUMANITARIAN AID?

5.1 Key Learning Materials

- Social Protection - Humanitarian **Glossary**

- Learn the basics – what is it, why do it, etc.: **CALP online course** (Free – 4/5 hours self-paced – in English, Arabic, French or Spanish), **Comprehensive Reference Doc by European Commission**

- Good examples:

  o **https://www.youtube.com/watch?v=8LLeYzIewZY**

  o **https://www.calpnetwork.org/publication/working-with-cash-based-safety-nets-in-humanitarian-contexts-guidance-note-for-humanitarian-practitioners/**

  o **https://socialprotection.org/system/files/GB%20Case%20Study%20Systhesis_0.pdf**

- **Toolboxes**. Most useful one:

  o **https://www.calpnetwork.org/publication/social-protection-system-readiness-assessment-tool-and-user-guide/**

5.2 Addressing The Elephant In The Room- The Working Bias That Humanitarian Work Should Be Completely Separate From The Government

There are significant similarities between humanitarian cash assistance and social protection but also key differences that may impede leveraging the social protection system to deliver assistance. Understanding these differences is equally important as understanding the context in which linkages could occur. There is, at times, tension between humanitarian principles and leveraging national systems to deliver assistance, especially where the Government is party to the conflict.

Leveraging national systems to deliver humanitarian assistance can potentially compromise some humanitarian principles, notably neutrality and independence. For instance, neutrality, or not being viewed as supporting one side over another, is critical for humanitarians to safely access areas where active hostilities occur. If humanitarian actors are perceived to be collaborating and aligned with the Government, access to non-government-controlled areas may be blocked, or humanitarian actors may become targets themselves. The key to balancing the need to leverage national systems with maintaining neutrality and independence lies in careful assessment, financial autonomy, transparent dialogue with all parties, and a steadfast commitment to humanitarian principles.

"Indeed, it is argued that the principle of independence does not necessarily preclude working with governments and the use of government systems (O'Brien et al. 2018c). The need to maintain independence and impartiality are relevant only in contexts where the role of the state is suspect, typically armed conflict situations where the Government is an active stakeholder in the conflict. In other contexts, governments should be involved, acting on the commitment made at the 2016 World Humanitarian Summit to strengthen the capacities of national and local actors to effectively respond to needs, risk and vulnerability, and the related call for a 'New way of working' to bridge the humanitarian-development divide, which highlights the importance of government leadership and ownership. In line with these principles, the third draft of the global compact on refugees reads:

Humanitarian assistance remains needs-driven and guided by the humanitarian principles of humanity, neutrality, impartiality and independence. Wherever possible, it will be delivered in a way that benefits both refugees and host communities. This will include efforts to deliver assistance through local and national service providers where appropriate (including through multi-purpose cash assistance), instead of establishing parallel systems for refugees from which host communities do not benefit over time. Increasingly, refugees find themselves in urban and rural areas outside of camps, and it is important to respond to this reality. (UNHCR 2018b, para. 66)"[1]

5.3 Practically Speaking – What Does Linking With Social Protection Mean?

Operationally, there are different levels to link with the SP system, and it essentially depends on the agency's capacity and programming strategy to determine entry points such as the ones in the graphic overleaf:

To focus on CCD's core mandate within humanitarian cash programmes, another distinction should be made within point 2—programmes (of the graphic overleaf)– the distinction between long-term vs short term programming.

Table 2: The differences between long-term and short-term humanitarian cash programming

Long-term programming	Short-term rapid programming
Definition: A programme aiming to address repeating shocks (e.g. seasonal droughts)	Definition: A programme aiming to address a rapid response to an unforeseen shock (e.g. conflict)
Programme duration: years	Programme duration: short-term (e.g. three months MPCA)
Guidance on how to link with SP: **Toolboxes Examples from CCD members**	Guidance on how to link with SP: No clear ones

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1 European Commission (2019), Tools and Methods Series Reference Document No 26: Social Protection across the Humanitarian-Development Nexus. A Game Changer in Supporting People through Crises, available via **https://socialprotection.org/sites/default/files/publications_files/European%20Commission%202019%20Reference%20 Document%20No26%20-%SPaN%20Guidance%20Package%20-%20revised.pdf**

Figure 1: Social Protection System: Entry points for HCT

Social Protection System: Entry points for HCT

Linking Social Protection with humanitarian cash

- 1. Policy, coordination & financing
- 2. Programmes (social transfers, insurance, public works etc)
- 3. Administration (Registries, payment mechanism, grievance & redress mechanism)
- 4. EVIDENCE BASE

1.Policy:

Preparedness
- Influencing SP and DRM policy and legislations
- Coordination with social protection coordination forum/group on methodology for targeting & transfer values etc.

Response & Recovery
- Transferring funds to the govt to expand existing social transfers
- Coordination between CWG and social protection coordination mechanism etc.

2.Programmes:

Preparedness
- Identification of most appropriate programme for HCT
- Influencing design of social transfers based on previous HCT experience

Response & Recovery
- Aligning with the design – beneficiary selection & coverage, value & frequency of transfer etc.

- Filling gaps in need, complementing existing programmes with additional services etc.

3.Administration:

Preparedness
- Evidence sharing from HCT experience to strengthen SP payment mechsnism and GRM
- Contributing to development of registries (waiting list)

Response & Recovery
- Leveraging registries, payment mechanism, GRM and communication, local govt./ authority staff for delivering HCT OR support in implementation if needed.
- Third party/Independant monitoring of scale up by government, enhancing accountability etc.

4.Evidence:

- Evaluations and lessons learnt
- Poverty & Vulnerability analysis
- SP system readiness assessment etc.

Redesigned from: Grand Bargain Cash Sub Group Webinar Series 10 December, 2019*

INTERNATIONAL FEDERATION

UKaid from the British people

unicef for every child

5.4 Why Link With SP During The Onset Of A Rapid, Short-Term Response?

Rapid responses are already overwhelming enough. Why advocate for additional analysis of the social protection system from the onset of the response? Following are a few key benefits to gain from linking with a social protection system.

Figure 2: The advantages to linking humanitarian cash programming to a social protection system

Reducing response times: Leveraging elements of social protection programs or systems (e.g. topping-up existing recipient lists or piggybacking on payment mechanisms) can enable a rapid delivery of assistance.

Averting duplication: Collaborating with established systems minimizes overlaps among agencies responding to crises, streamlining support for beneficiaries.

Covering those in need: Analysing and leveraging existing systems helps to better identify gaps and pinpoint the most vulnerable groups based on evidence.

Strengthening national systems: Building the capacities of social protection staff or strengthening systems such as addressing issues of non-take up by informing eligible recipients of their rights to a SP programme.

Strengthening trust in humanitarian programmes: Aligning with government methodologies and familiar systems, such as targeting and payment mechanisms, can enhance recipient trust, legitimacy, and the effective rollout of cash assistance initiatives.

Supporting local economies: Regular, predictable cash-based responses support local markets, jobs, and incomes, extending economic benefits to others, including host communities.

Facilitating a progressive exit strategy: Strengthening national government roles and linking recipients to long-term social protection programmes enables smoother transitions between crisis and regular assistance, supporting both immediate needs and long-term recovery.

Promoting sustainable impact and value for money: The effectiveness and efficiencies brought about by the above benefits can contribute to achieving greater value for money.

6 HOW TO LINK WITHIN SHORT-TERM PROGRAMMING

More specifically, there are different ways to factor in social protection in short-term rapid humanitarian cash.
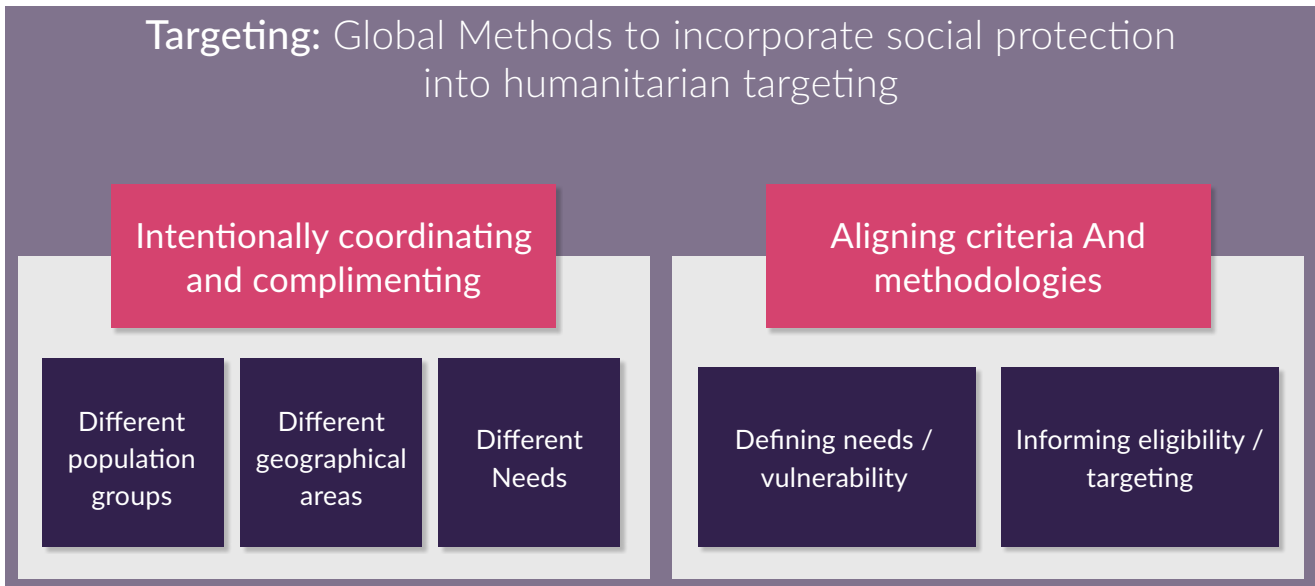
Quick wins:

1 **Raise awareness** of people's rights and entitlements – share information on SP programmes (online through pop ups or through cheat sheets for in person registrations) they are eligible for and how to access them (i.e. where to apply and what documents are needed to apply). This is a quick win to provide referral information in order to strengthen the social protection system by promoting inclusivity. For many systems, the non-take-up of social protection programs is due to misunderstanding, lack of knowledge of the program, or lack of understanding of how to apply to one. By providing information to your applicants on social protection programmes they could also apply to for longer-term support, you are supporting to alleviate that weakness in the system.

2 **Work with local social protection administrations** to narrow down on specific needs of the community.

Approaches which will require more in-depth analysis (how to in Sections 7, 8 and 9):

3 **Top-ups or joint implementation with the Government** If your agency's mandate and budget allow, a quick, direct way to link is to either vertically expand on an existing social protection system (by providing more money to existing recipients – to bring the transfer value up to meeting humanitarian needs), or by expanding the system horizontally, which can mean expanding an existing social protection programme to include more recipients, or even implementing jointly with the Government a new social protection programme that is responding directly to the crisis.

- *Required analysis:* ideally, we would analyse the adequacy of the SP programme and decide to top-up if its coverage is adequate and inclusive enough

4 **Incorporating an SP lens into targeting:** Globally, there are two main methods:
- By **intentionally coordinating and complementing each other's caseloads,** such as by focusing on:
  - i. Different needs (e.g. humanitarian needs)
  - ii. Different population groups (e.g. refugees, IDPs who fall outside of the SP system)
  - iii. Different geographical areas (e.g. in conflict-affected areas where the SP system may have less reach or in areas where SP programmes have low coverage)

Figure 3: Targeting: Global methods to incorporate social protection into humanitarian targeting.

Targeting: Global Methods to incorporate social protection into humanitarian targeting

Intentionally coordinating and complimenting

- Different population groups
- Different geographical areas
- Different Needs

Aligning criteria And methodologies

- Defining needs / vulnerability
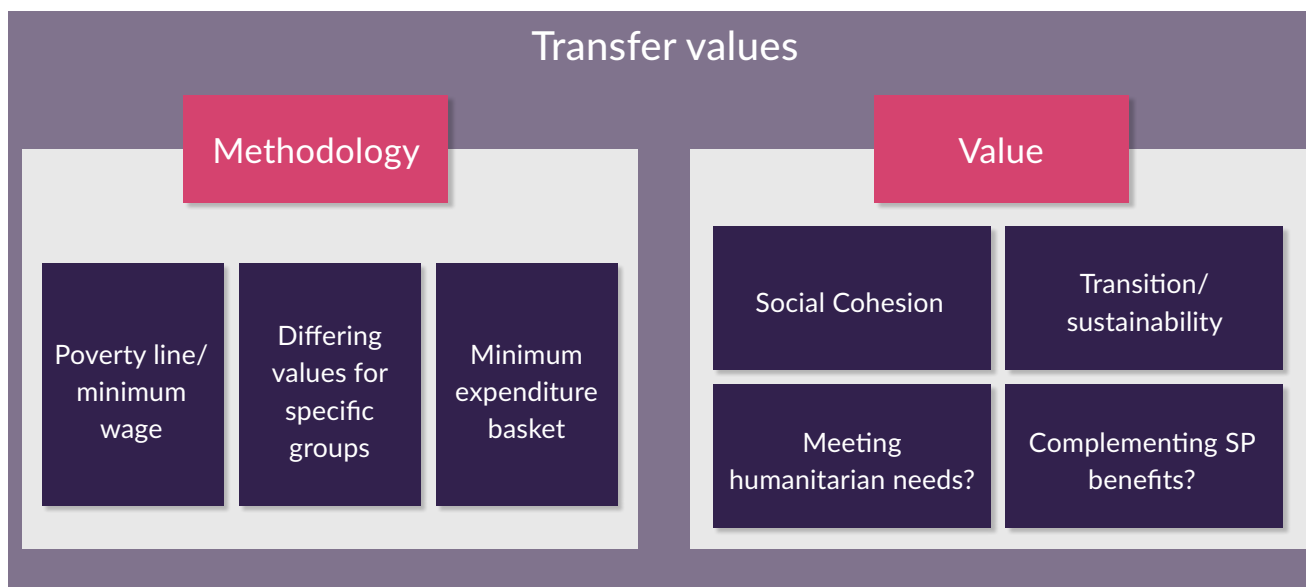- Informing eligibility / targeting

This will allow you to refine your desired target group to support the inclusion of excluded groups from the SP system (e.g., if your programme is designed for elderly adults of retirement age and the SP system does not have a robust early retirement option, consider expanding the age limit of your programme to include pre-retirement adults)

- By **aligning with the system's eligibility criteria and methodologies.** While these do not necessarily need to be the same (as each is designed for a different objective), there is a value in alignment/harmonisation as it can support scaled-up programming, facilitate referrals across sectors, and contribute to the development of synergies for registries.
  i. Analyse how the Government defines needs and vulnerabilities (e.g. is there an MEB or poverty income threshold that can be replicated or supplemented)
  ii. Analyse the Government's targeting methodologies so as not to introduce a new targeting methodology which would be unfamiliar to recipients and prevent any transition of programming (e.g. If the government system does not have a proxy means test, it may not be the most appropriate targeting methodology for humanitarian programming)

Tips for comparing targeting methodologies: Consult this comparative table adapted from a Red Cross tool where additional humanitarian targeting methodologies were added and where an additional comparison factor was supplemented to compare the transitional value of the method. In other words, the choice of a targeting methodology should analyse how it fits within the SP system – is it a similar enough methodology that the Government would be able to take over the programme design, or would the methodology resonate with recipients as a trusted and reliable targeting method based on the context?

Figure 4: Global methods to incorporate social protection into humanitarian transfer values

Transfer values

Methodology

| Poverty line/ minimum wage | Differing values for specific groups | Minimum expenditure basket |

Value

| Social Cohesion | Transition/ sustainability |
| Meeting humanitarian needs? | Complementing SP benefits? |

5 Incorporating an SP lens into transfer values:
A social protection lens can be applied to transfer values by analysing the Government's methodology for establishing transfer values of social protection programmes or the set values themselves. Analysing the Government's methodology could be as simple as analysing how the poverty line is determined – is there a minimum expenditure basket from which humanitarian agencies may conclude/evidence on people's needs, and does the Government use different poverty lines for specific protection groups?

However, more often than not, setting the transfer value will be more of a political decision rather than one based on evidence and context. Key considerations usually include:

- Social cohesion (i.e. would setting a higher transfer value than existing SP programmes upset social cohesion between eligible and ineligible groups of humanitarian aid?)
- Transition/sustainability (i.e., would the Government be able to replicate the same transfer value in accordance with its budget and priorities?)
- Is the transfer value enough to meet humanitarian needs?
- Is the transfer value complementing social protection benefits?

6 Utilising social protection implementation mechanisms
Analyse if the Government's implementation mechanisms are efficient and have the necessary reach for your programming. This can be done through an operational analysis (see section 8.2).

Figure 5: Linking with social protection along the operational cycle of cash programming

Implemention and Delivery
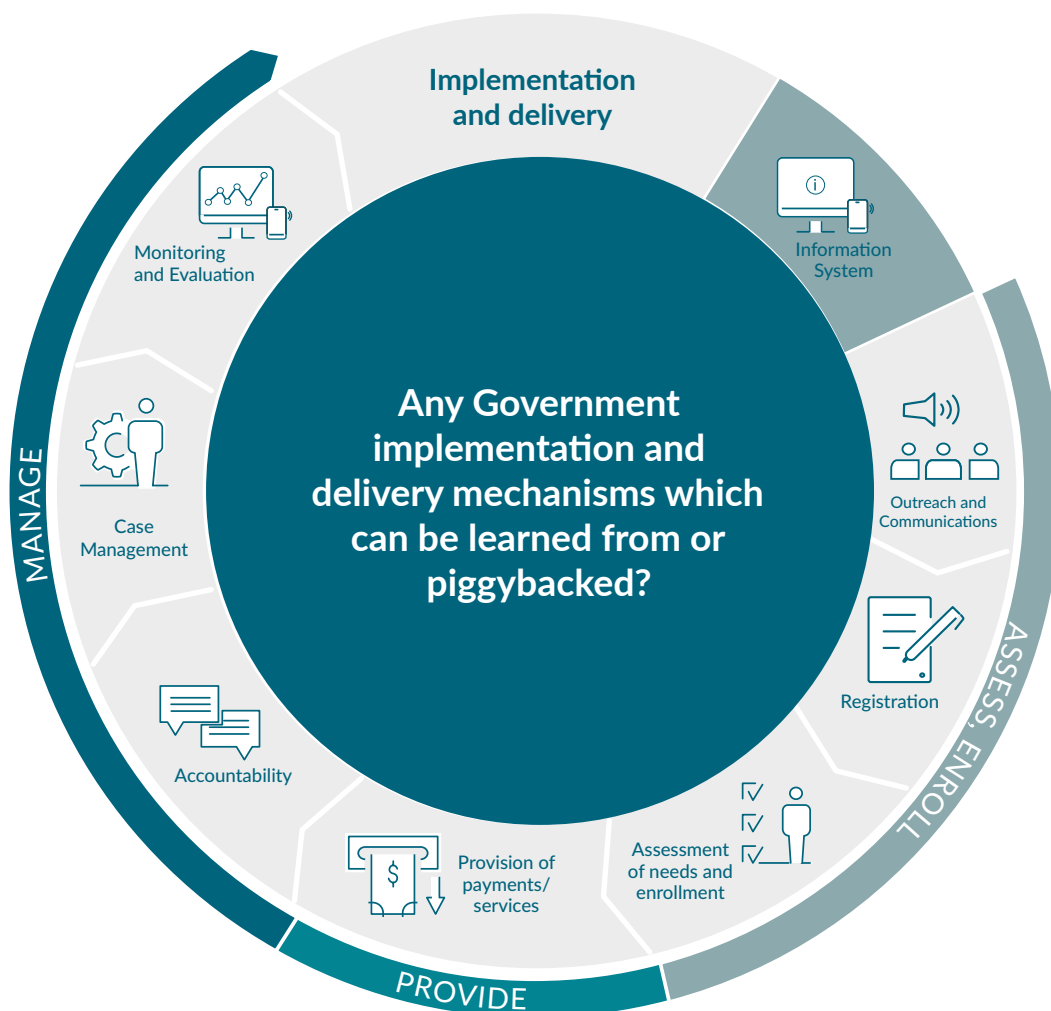
Source: adapted from Valentina Barca and Juan Gonzalo Jaramillo Mejia. *Social Protection as a 'Solar' System.* 2023

7 HOW TO DO AN **SP** MAPPING

7.1 Data And Structure

Following are recommendations on collecting data to map a social protection system and how to structure it into a filterable repository.

1 **How to gather data:**

- Literature review: check if there are any recent (up to 5 years old) reviews of the social protection system to give you an overview and the key programmes for you to research further
  - i. General Google search on the SP system in the relevant country – you will usually find some UN report or research institution summarising it

> **Examples of reports to look for:**
>
> docs.wfp.org/api/documents/WFP-0000104577/download/?_ga=2.122031887.584615711.1713455134-1446875916.1695577020
>
> From 2018
>
> docs.wfp.org/api/documents/WFP-0000151535/download/?_ga=2.115812098.584615711.1713455134-1446875916.1695577020
>
> From 2023
>
> Microsoft Word - Dominica Stocktaking Exercise Report - Final (003).docx (cdema.org)
>
> Case study of ECT from 2018

- Triangulate the information with checking the laws and the government websites (usually the Ministry of Social Policy):
  - i. **ISSA** has a comprehensive breakdown of all countries' SP systems -periodically updated. It's a bit hard to read, but it provides the main programmes (and includes both social assistance and Social insurance!), and it provides the legal basis
  - ii. From ISSA's legal basis, **check for updates by accessing the laws and government websites (usually the Ministry of social policy)**
  - iii. Other websites that can be useful (although not always complete)
    - socialprotection.org
    - **2014 CEPAL platform** and **CEPALSTAT**
    - **ILO social protection platform**
    - If you want to compare with European countries: **MISSOC** Or OECD countries: **Social policies and data - OECD** (good data on social protection expenditure)

2 **Structure of mapping**

To stay operationally practical for humanitarian organisations, CCD proposes to display the mapping in a different format from the norm. Instead of a 100-page paper that no one has time to read and decipher, opt for a filterable Excel mapping where agencies can quickly look up programmes and get the most relevant information.

- The objective: easy to look up programmes, quick, well-sourced to facilitate future updates
- Example: **Ukraine's filterable Excel SP database**

A proposed structure is in the following box:

The programmes can be **filtered according to 4 categories:**

1) whether the programme is Contributory (=social insurance - financed by individual contributions) or Non-contributory (= social assistance or tax-financed)

2) whether the programme is Universal (available to all within the categorical group, no matter income levels) or Means-tested (available only to low-income individuals/ families)

3) According to the lifecycle stage (Maternity, 0-6 years old, childhood, working age, old age)

4) According to vulnerability criteria (disability, conflict, etc.)

Each programme is then **detailed** according to the amount received by the recipient, the benefit duration, the government entity granting the enrolment, the eligibility criteria, and any other relevant information.

Anything in **blue** represents a change in the program's design or operations following the ongoing conflict - when possible, this specific change was sourced according to the relevant legal amendment and labelled as a **shock-responsive social protection (SRSP) amendment. Comments are also used to highlight key changes.**

Every programme is referenced according to the relevant primary **legal source** included in the last column of the table.

Tips for how to build the Excel sheet:
- ▷ How to build **filters**
- ▷ How to **freeze** the label columns and rows
- ▷ How to create a paragraph in Excel: alt+ enter

Tip to encourage use by other agencies:
- ▷ Build an automatic report generator within the Excel sheet to facilitate agencies in making referral information sheets. An example of the feature and VAB code is in the next box.
- ▷ Tip to build any VAB code in Excel: use AI (e.g. Copilot or ChatGPT) to write out the code

An added feature to the mapping is the ability to generate a report for ease of referrals. In sheet 1, each program and each program feature can be checked off using the checkboxes, and then by clicking the top left-hand side button labelled 'Generate Report,' the chosen cells will be copied into the sheet labelled 'Generated Report.' You can then amend/format the report as per your requirements. (The explanation on how to create the macro to automatically create a report is in section 9.4)

3 **Accompanying infographic**
Nothing garners more attention than a good infographic. If you are able to put the SP programmes available along the lifecycle and separated into social insurance and social assistance, you'll be able to represent to your audience very quickly where are the strengths and weaknesses of the SP system.

> **Example from Ukraine:** Use colour coding to your advantage. In the example, colour coding was used to highlight programmes specifically addressing disability needs, the programmes responding to the conflict, and the means-tested programmes.

SP System	Maternity/0-6 Years Old	School Age Children	Working Age Adults	Old Age
Non-Contributory Social Assistance	Maternity benefit	Assistance for low-income families (GMI)		
		Housing assistance for IDPs / SA for evacuated persons and persons living in newly accessible areas		
		One-time compensation and annual assistance to persons and children with disabilities injured as a result of explosive objects		
	Childbirth grant / Assistance in adopting a child / Baby box		State social care assistance	
		SA to children with disabilities and persons with disabilities from childhood and carer allowance for both		
	Municipal nanny		Social pension (disability)	Social pension (old age)
	Childcare for large families		Burial allowance (social pension)	
	Social pension (child of a diseased bread winner) / Allowance for single parent / SA to orphans and children deprived of parental care and financial support to caretaker		Subsidy for housing and utilities (HUS)	
			One-time financial aid to state employees and their family in case of disability or death caused by the war (TBD)	
	Guardianship allowance / Assistance to a person caring for a sick child / Alimony benefits / SA for the maintenance of a child in the family of a foster carer		Temporary host shelter subsidy (rent support) / Compensation for damaged and destroyed property	
Contributory Social Insurance		Temporary disability benefit (care for a sick child/care for a child under the age of 14 or a child with a disability under the age of 18 throughout rehabilitation) / Care for a child under 3 or a child with a disability under the age of 18 in case of illness of the mother or another person who cares for the child	Compensation to the employer for labor costs for employment of IDP	Social (solidarity) pension
			Partial unemployment	
	Maternity benefit		Temporary disability benefit (sickness benefit / care for a sick family member) / Insurance against industrial accidents and occupational diseases that caused disability	
			Unemployment benefit	
			Disability pension	
			Funeral grant	
	Survivor pension			

Legend: ■ Means-tested ■ Addressing disability ■ Conflict-specific   Source: Content and analysis generated by CCD
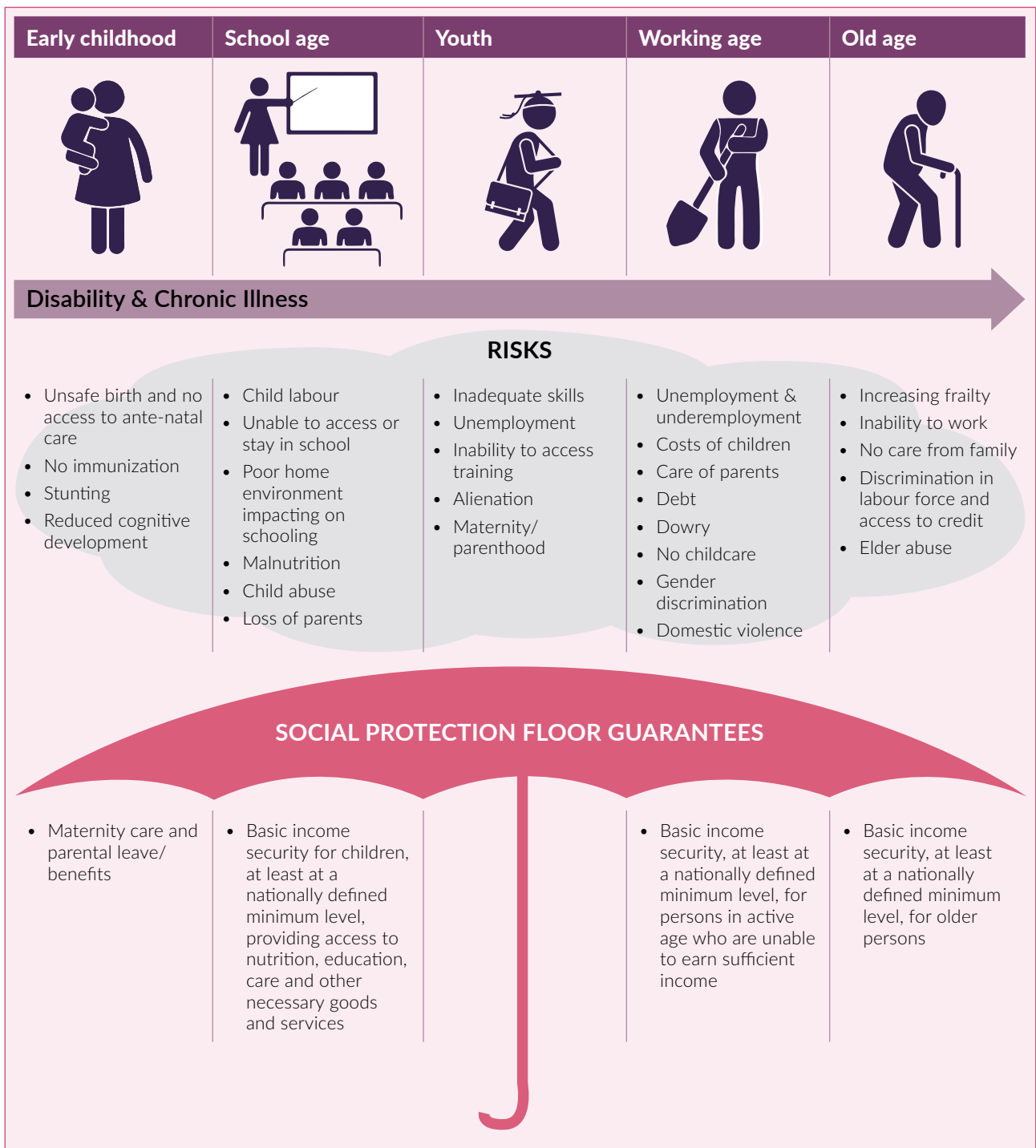
7.2 Other Key Questions And Details You Should Include (Which Can Be Helpful To Communicate In Short Briefs)

- What are the different methods the Government uses to assess eligibility (universal/status-based, means-tested, proxy-means tested (PMT), affluence testing, etc. See **Transform Selection and Identification Training Module** for definitions)

- If using means testing, how does the Government evaluate and calculate income?
    i. Start by looking at the law of a low-income programme, and you will be able to find the information or the source for it there.
    ii. Need to establish how the Government calculates the threshold. Usually, the threshold represents a sort of poverty line. Typically, there may be a distinction between:

- The **survival subsistence minimum** or the **extreme poverty threshol**d sets the level of satisfaction of needs below, which causes a biological threat to life and psychophysical human development.

- The **social subsistence minimum** representing the boundary of a "minimally dignified life", defining the sphere of deprivation, below which there is deprivation of inclusive human needs. It covers the needs of biological survival as well as the goods and services necessary for work, education, maintaining family and social ties, and modest participation in culture and recreation – either established through calculating the costs.

Due to budget constraints, the extreme poverty threshold is commonly used to establish eligibility for an SP programme and the amount of the benefit to be received. Sometimes, it is calculated similarly to a humanitarian minimum expenditure basket, sometimes arbitrarily.

8 HOW TO DO A SOCIAL PROTECTION-HUMANITARIAN GAP ANALYSIS

Figure 6: Social protection floor guarantees to protect against lifecycle risks

Early childhood	School age	Youth	Working age	Old age

Disability & Chronic Illness

RISKS

Early childhood	School age	Youth	Working age	Old age
• Unsafe birth and no access to ante-natal care • No immunization • Stunting • Reduced cognitive development	• Child labour • Unable to access or stay in school • Poor home environment impacting on schooling • Malnutrition • Child abuse • Loss of parents	• Inadequate skills • Unemployment • Inability to access training • Alienation • Maternity/ parenthood	• Unemployment & underemployment • Costs of children • Care of parents • Debt • Dowry • No childcare • Gender discrimination • Domestic violence	• Increasing frailty • Inability to work • No care from family • Discrimination in labour force and access to credit • Elder abuse

SOCIAL PROTECTION FLOOR GUARANTEES

Early childhood	School age	Youth	Working age	Old age
• Maternity care and parental leave/ benefits	• Basic income security for children, at least at a nationally defined minimum level, providing access to nutrition, education, care and other necessary goods and services		• Basic income security, at least at a nationally defined minimum level, for persons in active age who are unable to earn sufficient income	• Basic income security, at least at a nationally defined minimum level, for older persons

Redesigned from: ILO, 2012, Social Protection Floors Recommendation (202), https://www.ilo.org/dyn/normlex/ en/f?p=NORMLEXPUB:1210 0:0::NO::P12100_INSTRUMENT_ID:3065524.

8.1 How To Analyse Gaps In The Design Of Programmes

To identify how the design of a humanitarian cash programme should be altered to link with the social protection system, it first needs to be identified where the weaknesses within the system. In other words, who is left uncovered, and what specific risks/needs are not covered by the state's system?
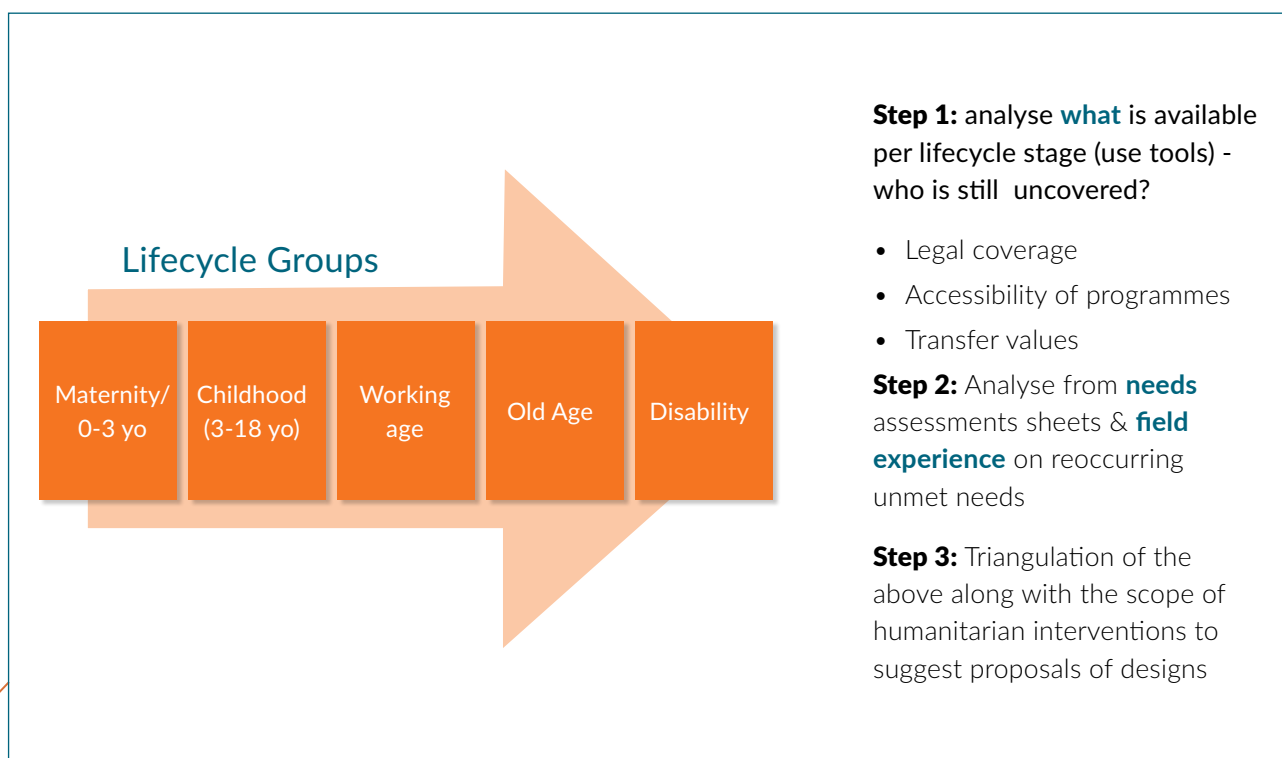
Once the analysis in section 7 is done, the gaps within the SP system along the lifecycle should be easily identified when you consider the objectives of social protection, the risks that it is meant to alleviate and the key social protection guarantees that should be in place as identified by the ILO.

Definition: to support the realisation of the rights to social protection for all, the ILO Social Protection Floors Recommendation No. 202, (2012) provides guidance to ensure that the design of social protection schemes and systems cover key life cycle contingencies.

8.1.1 Proposed Methodology

The methodology undertaken to analyse the gaps in the Ukrainian and Polish social protection system was developed by the CCD's Shared Services Hub's Social Protection Advisor with the intention to be easily replicated by humanitarian actors active in the field, i.e., non-cumbersome framework analysis utilising publicly available data (see Figure 1).

Figure 7: Framework Analysis on Identifying Entry Points for the Humanitarian Response to Link with the Social Protection

Lifecycle Groups

| Maternity/ 0-3 yo | Childhood (3-18 yo) | Working age | Old Age | Disability |

Step 1: analyse **what** is available per lifecycle stage (use tools) - who is still uncovered?

- Legal coverage
- Accessibility of programmes
- Transfer values

Step 2: Analyse from **needs** assessments sheets & **field experience** on reoccurring unmet needs

Step 3: Triangulation of the above along with the scope of humanitarian interventions to suggest proposals of designs

Overall, the social protection programs are analysed according to the lifecycle approach.[2] to coincide with the Government's social protection framework. The lifecycle groups used for the analysis are aligned with the different lifecycle guarantees that address specific risks, such as maternity, disability, and retirement. Any recommendations and analysis related to disability was assessed separately but it could also be merged into each lifecycle group. Finally, if there is a need to prioritise programmes due to a high number, the prioritisation should be on long-term programs most relevant to an individual's or household's long-term well-being, as only it is more appropriate to analyse the predictability of income (e.g., include the monthly child benefit but exclude the one-off birth grant).

1 **The first step of the analytical framework** is to analyse the availability of the social protection programs within each lifecycle stage to draw out those excluded from the social protection system. For the purposes of this exercise, coverage is determined according to the triangulation of the following:

- the legal coverage
- the effective coverage (simply calculated according to the number of recipients divided by the total eligible population for each program)
- the coverage of the transfer values (i.e., can the minimum or average total transfer values for persons for each lifecycle stage meet the statutory or the actual subsistence minimum?

2 **The second step is to analyse existing unmet needs for each lifecycle stage** by retrieving data from recent needs assessments and the humanitarian organisations' field experience – this can be done through a literature review and/or key informant interviews with humanitarian organisations or through a workshop with several organisations present to gather information.

3 **The third and final step is to triangulate the first two steps** along with the scope of humanitarian interventions (i.e., the limits of temporary cash transfers) to draw out options for alignment for designs of cash transfers. This means focusing on options for humanitarian programming that can be achieved quickly with the specific objective of alleviating humanitarian needs.
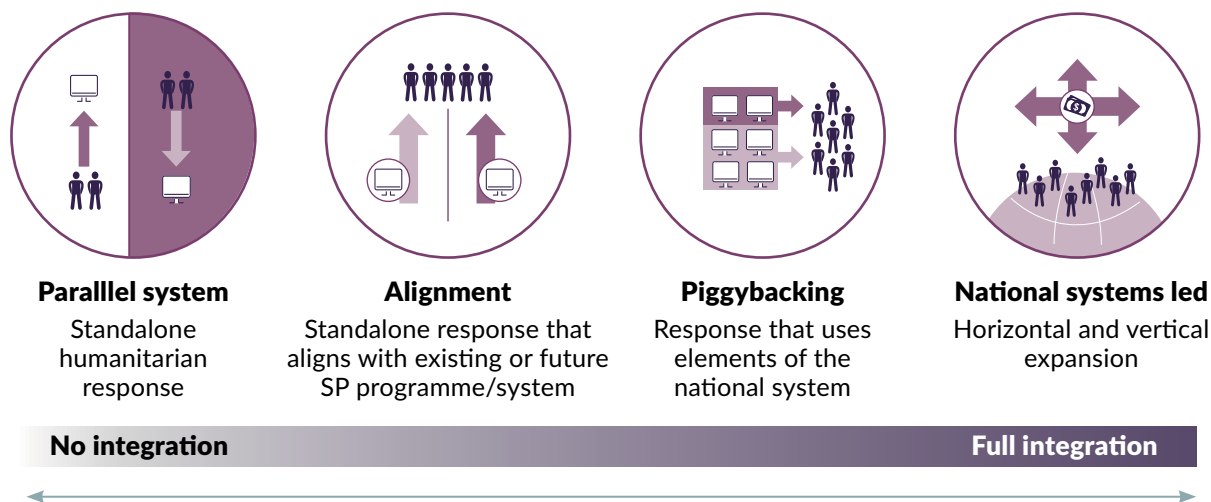
---

2 In the Ukraine analysis, the lifecycle stages for children were separated according to Maternity–3 years old and 3–18 years old due to the significant changes in coverage of these groups. Maternity–3 years old benefit from universal programs, while this is no longer the case from 3 years old. This age separation eased the structure of the analysis. This age bracket Maternity–3 years is also aligned with the length of parental leave in Ukraine, which is 36 months.

Example: In Ukraine, there is a significant gap in the social protection system where there is no universal child benefit past the age of 3 years. However, recommending that a humanitarian organisation plug that gap by enacting a parallel child benefit programme would be inappropriate and unrealistic. Instead, focusing on a critical unmet need exacerbated by the conflict with Russia, such as the need for additional financial education support. Many schools have been damaged or destroyed, and there is limited internet connectivity for online learning. Among returnees, 26% reported having no operational or accessible education institutions in their location – this is most critical in the macro-regions of East (52%) and South (48%). In late 2022, it was reported that 54% of damaged schools were located in the east, especially in Donetsk (27%), Kharkivska (20%) and Luhanska (6%) oblasts. Additionally, about 40% of all education facilities (including 30% of general secondary schools) lack bomb shelters, making them inaccessible for in-person learning. (OCHA, 2022). Subsequently, a key recommendation to humanitarian organisations was to expand the piloted 2021 government program, providing a one-off grant for children entering a new school year. The pilot was only provided to children of low-income large families, who were provided with 2,000 UAH per child. Expansion could be provided to children in families de jure excluded and de facto excluded. (with the additional criteria of geographical targeting in front-line areas, the recommendation was short-term, financially feasible, and aligned with a government programme)

8.2 How To Analyse Operational Linkages

There are a lot of different frameworks available to analyse the operational linkages between humanitarian aid and social protection; in other words, which parts of the delivery cycle of State Cash Programmes can the humanitarian response use or learn from to facilitate their own programming? A framework that provides ease of applicability is the 'unbundled' framework Seyfert et al. (2019). While the framework was established for a refugee context, there are no real practical barriers to applying it to different contexts. The framework establishes a more nuanced approach to linking humanitarian cash transfers with social protection cash benefits. It unpacks the 'delivery chain' for cash assistance into individual components to assess how humanitarian cash assistance programs leverage the social protection system. The degree to which leveraging occurs across a continuum goes from no integration to fully integrated responses (see 2 Figure 2). The framework also provides a neat representative infographic (Figure 3) of how the continuum can be applied across the 14 different components of the delivery chain that can be modified to each context.

Figure 8: A continuum of delivery approaches for social assistance

Paralllel system
Standalone humanitarian response

Alignment
Standalone response that aligns with existing or future SP programme/system

Piggybacking
Response that uses elements of the national system

National systems led
Horizontal and vertical expansion

No integration ———————————————— **Full integration**

Source: Seyfret et al., 2019

Figure 9: Scale of alignment among delivery components

	Parallel system	Alignment	Piggybacking	National systems led
Financing	●			
Legal and policy framework		●		
Setting eligibility criteria and qualifying conditions		●		
Setting transfer type, level, frequency, duration			●	
Governance and coordination				●
Outreach	●			
Registration		●		
Enrolment	●			
Payment			●	
Case management				●
Complaints and appeals				●
Protection			●	
VAM/M&E		●		
Information management	●			

Source: Seyfret et al., 2019

The methodology to gather data for this analysis will mostly be a literature review, KIIs, or a participatory workshop. The method of facilitating such a workshop is in the following section.

8.3 How To Structure Workshops For Gap Analysis

If your organisation is operating within a wider humanitarian coordination effort, there are significant advantages to using a participatory approach to assess the design and operational linkages options – not only because it will provide a bedrock for harmonisation as it can instil a sense of agency or ownership over the recommendations, but also it will be very advantageous to gather primary data from first-hand accounts,

To give a practical example, for the Ukraine analysis, one workshop was organised to gather data for both analysis of sections 8.1 and 8.2 and were structured in the following ways:

Table 3: Example agenda for a gap analysis workshop

Agenda Item	Time	Process	Output
Identifying entry points and linkages to the SP system for humanitarian organisations	13:10-13:20	Exercise 1: Linkages between MPCA and SP:	Humanitarian organisations know how they can design their programmes to target population groups that are falling through the gaps of the government social protection system and how to use the social protection mapping to refer those eligible to relevant government programmes
	13:20 – 14:00	• Introduction of the exercise – how to use the social protection mapping Excel tool –the methodology (figure 1) and showing an example of how to reach a proposal • Exercise: Put them into groups – one group per lifecycle stage (participants should be able to choose their group according to their interest or organisation mandate)	
	14:00 – 15:35	o Provide each group with a big sheet of paper to write out ideas o Provide each group with leaflets on the key State programmes for the lifecycle o Provide each group with another leaflet of critical unmet needs from the previous literature review– this should inspire them to provide recommendations around these or to talk about other needs they have seen. o Report back in plenary and have a discussion – validate proposals	

Discussion on the bottlenecks humanitarian organisations experience preventing linkages to the social protection system	15:35 – 16:20	Gather experiences and discuss the ones that jump out. You can use polls/surveys included in Teams/Zoom or external tools such as Mentimeter. Method: traffic light system and discussion – participants were asked to vote on the level of alignment of each component (green for fully aligned, orange for somewhat, and red for not at all). From the vote, the facilitator then asks more in-depth questions to foster discussion and uncover key barriers and experiences. This worked well in a group format as it facilitated the exchange of experiences between organisations and debates around differing opinions	Organisers have a clear picture of what adjustments would need to be made to the existing system to make it usable for the humanitarian response
Recap and conclusions	16:20 – 16:30	Conclusions made in plenary	Participants are clear on the expected outputs of the workshop: a paper summarising the linkage options.

Another method tried in Poland was a survey to identify key barriers in operational alignment to gather data from government officials and humanitarian organisations.[3] The template for the survey is here. While this may work in specific contexts, it is not advisable if using an online dissemination methodology following the experience in Poland, where very limited results were collected – 4 responses from humanitarian organisations and 0 from the Government were received. While survey data would have been ideal for analysis, nothing beats face-to-face interaction when seeking to gather data.

---

3 The surveys were modified from a previous example in Colombia: *Celia González Otálora (2022) exercise to identify the linkages of cash transfers to the social protection system*, https://www.calpnetwork.org/es/publication/ejercicio-para-la-identificacion-de-vinculos-de-las-transferencias-monetarias-con-el-sistema-de-proteccion-social/ . This resource comprises six associated tools aimed to contribute to the diagnostic phase to support the link with social protection programs. It describes the process of the first iteration carried out in Colombia, analysing possible entry routes, with special emphasis on the program level.

9 HOW TO BUILD A CALCULATOR

9.1 What Is The CCD Social Protection (SP) Benefits Calculator

The Calculator was developed by CCD to apply a **social protection lens** to humanitarian cash programming. The Calculator is an **Excel-based tool** (also formatted in **Kobotoolbox**) designed to be a practical tool for use by humanitarian cash practitioners to incorporate social protection benefits into their eligibility/targeting discussions to help determine who is most vulnerable/left out of the social protection system.

The Calculator aims to provide organisations with the amount of SP benefits households are most likely to be receiving or for which they may be eligible to use this for vulnerability profiling.

The objectives of the Calculator are:

- To apply a **social protection lens** to humanitarian cash programming
- To find out where humanitarian cash support can most effectively gap-fill social protection schemes, to reduce the overall humanitarian cash caseload
- To prioritise those the highest in need by adding a level of nuance to overall vulnerability categories
- To seek out those who are falling through the cracks.

9.2 How Does The CCD Social Protection (SP) Benefits Calculator Work

The Calculator's inputs rely on the type of data humanitarian organisations are already collecting (e.g. demographic data of a household: composition, age, IDP status, etc.). Based on those inputs, it automatically calculates and records the SP benefits that that household should receive. It only calculates regular monthly cash transfer SP programmes that are most common within households.

The Calculator then shows how far a household's income (defined as salary income + social protection benefits) is from meeting the Humanitarian Minim Expenditure Basket (MEB) threshold (as defined by the Cash Working Group or other cash coordination structures) or other thresholds established by a humanitarian organisation. The Calculator can also recommend a tailored transfer value for each household or individual.

The Calculator can be further customised according to programming needs – such as by adding more input fields and social protection benefits or by adding other income thresholds (e.g. cash for rent).

Along with the calculator tool, the Excel workbook should contain:

- A recommended set of questions to collect data on households' circumstances (for instance, displacement status, family size, employment status, disability, etc.),

- a list of assumptions outlining which SP programmes should be counted as income when assessing vulnerability, and which should not, and the justifications/assumptions for the choices (based on the accessibility of those programmes – in other words, if analysis shows that a programme has very low effective coverage or excessive access barriers, it should not influence the vulnerability assessment as much as other programmes),

- an explanation of how different formulas included in the Calculator work based on the data provided,

- a template for recording household-level data.

9.3   Practical Impacts Of The Calculator

As this is a new tool, it's expected that the practical applications and the impact of the Calculator will change in each context. As it is currently (as of writing this guidance in September 2024) being piloted in Ukraine, several main usages are being noted:

- **Used as an income threshold reliability mechanism,** the targeting methodology is currently being reviewed in Ukraine, and there are a lot of arguments about the best way forward. The biggest barrier for humanitarian organisations is the unwillingness to rely on self-reported income to influence targeting due to the inability to verify statements (despite this being done in many different contexts and by the Government of Ukraine in the event that they do not hold any other forms of income data on the applicant). The Calculator, by providing information on the amount of social protection benefits that should be accessible for each applicant household, provides a layer of evidence and hard data to the question of income.

- **Referral mechanism for inclusion into SP**

- **Sense testing selection criteria** – when organisations target very specific groups, they can use the Calculator to see if any tweaks in design can be made to render the programme more inclusive (e.g. adjusting the age cut-off)

9.4   Steps To Build The Calculator

Step 1: Outline the type of data that organisations are gathering at registration (i.e. what household demographics are they collecting)

Step 2: See if that data aligns with data used by the Government to determine eligibility into SP programmes (i.e. does the Government use similar household demographics, or will you have to add additional questions to registration questionnaires)

Step 3: Outline the input fields (try to limit the number of inputs that usually wouldn't be asked in an application questionnaire) into the Excel sheet (ex, date of birth of each person in the HH, are they a single parent, do they have a disability, income, etc.) – as shown in Figure 4

Figure 10: Example of input fields

HH composition / demographic/ SP benefit	Date of birth (dd/mm/yyyy)	Single parent (yes/no or blank)	IDP (yes/no or blank)	Disability? (yes/no)	Disability severity (1A, 1B, 2, 3)	Disability since childhood? (yes/no or blank)	Are you a caregiver to a child under 3 or under 6 under medical opinion, or a person with a disability of Group 1, or child with a disability, or a person with a disability of group 1 or 2 due to a mental disorder, or a person who has reached the age of 80, or a person with chronic illnesses? (yes/no or blank)	Have you been registered at the employment centre for at least 3 months? (yes/no/blank)	Income month 1 (previous month) (salary)	Income (Salary) month 2
Adult 1									0.00	0
Adult 2									0.00	0
Adult 3									0.00	0
Adult 4									0.00	0
Adult 5									0.00	0
Child 1										
Child 2										
Child 3										
Child 4										
Child 5										
Totals	Children: 0 Adults: 0	no	no	0	Sev 1: 0 Sev 2: 0 Sev 3: 0 Sev 1B: 0 Sev 1A: 0	Children: 0 Adults: 0	no	no	0.00	0.00

Step 4: Build your formulas for how the input data can be used to determine eligibility and amount of benefits for each key long-term SP cash programme.

> **For example:** =IF(DATE(YEAR(E1)-3,MONTH(E1),DAY(E1))<$B8,860,0)

> **Tips:** If you are not familiar with Excel, ask if any colleagues could provide support or use an AI formula generator for support (they are not perfect, but they are useful – you may need to break down your formula into sections so that the AI can provide a more accurate formula.)

Key information to check to include in the formulas (see also section 7.2):

- If any benefits **cancel** out one another: Make sure that you include in the formula if any of the programmes cancel another one out – meaning, if an applicant is eligible for one programme, they will not receive the other.

- Does the Government have any **special rules for calculating income**? Is it based on the last 6 months of income or the last 3 months? Are there any rules if a person earns under a certain minimum? (for example, in Ukraine, if an able-bodied working-age person, who is not a carer for someone with a disability or a child under 3 or an elderly adult over 80 years old earns less than half of the minimum wage, in the income calculation to determine the benefit eligibility to low-income programmes, their salary will be simulated as earning half of the minimum wage)

- Are there any **exclusionary criteria** you can infer from the collected household demographic and include in the formula without adding another registration question? (I.e. someone is working age if their date of birth equals their age between 18 to 59)

Step 5: Test the Calculator, test it again, and again, and again – simulate as many cases as you can think of to make sure every field of the Calculator is working correctly.

Step 6 (optional): Add macros to create 'buttons' in Excel to automate specific controls, such as clearing data in a worksheet or creating a 'reporting' button to allow organisations to log the results of the Calculator into a different worksheet.

> **Tips:** for building macros to create 'buttons' in Excel to automate specific controls, such as clearing data in a worksheet. In the Ukraine calculator, these can be seen as the "record results button" or the "clear data button". To build these, familiarise yourself with Excel's Visual Basic Editor (VBA). Learn how to build one here (it is recommended to use method 2), and use the example code in the box below to get started. However, it may be best to ask someone who has experience with this.
>
> To open VBA in Excel: ALT + F11

> **Example of code to create a button to clear data in the Ukrainian Calculator:**
> ```
> Sub twentyfournumbers()
> '
>     Sheets("2024 nums").Activate
>     Range("A13:AJ13").Copy
>
>     Dim last_row As Long
>
>     Sheets("2024 nums results").Activate
>     last_row = Cells(Rows.Count, "A").End(xlUp).Row
>     Cells(last_row + 1, "A").Select
>     Selection.PasteSpecial Paste:=xlPasteValues, Operation:=xlNone, SkipBlanks _
>         :=False, Transpose:=False
>
> End Sub
> ```

Example of code to create a button to clear data in the Ukrainian Calculator: (cont)

```
Sub Cleartwentyfournums()

' Cleartwentyfournums Macro

Sheets("2024 nums").Activate
    Range("B3:B12").ClearContents
    Range("C3:C7").ClearContents
    Range("D3:D12").ClearContents
    Range("E3:E7").ClearContents
    Range("F3:G12").ClearContents
    Range("C1").ClearContents
    Range("J3").FormulaR1C1 = "0"
    Range("K3").FormulaR1C1 = "0"
    Range("L3").FormulaR1C1 = "0"
    Range("M3").FormulaR1C1 = "0"
    Range("H3").FormulaR1C1 = "0"
    Range("I3").FormulaR1C1 = "0"
    Range("J4").FormulaR1C1 = "0"
    Range("K4").FormulaR1C1 = "0"
    Range("L4").FormulaR1C1 = "0"
    Range("M4").FormulaR1C1 = "0"
    Range("H4").FormulaR1C1 = "0"
    Range("I4").FormulaR1C1 = "0"
    Range("J5").FormulaR1C1 = "0"
    Range("K5").FormulaR1C1 = "0"
    Range("L5").FormulaR1C1 = "0"
    Range("M5").FormulaR1C1 = "0"
    Range("H5").FormulaR1C1 = "0"
    Range("I5").FormulaR1C1 = "0"
    Range("J6").FormulaR1C1 = "0"
    Range("K6").FormulaR1C1 = "0"
    Range("L6").FormulaR1C1 = "0"
    Range("M6").FormulaR1C1 = "0"
    Range("H6").FormulaR1C1 = "0"
    Range("I6").FormulaR1C1 = "0"
    Range("J7").FormulaR1C1 = "0"
    Range("K7").FormulaR1C1 = "0"
    Range("L7").FormulaR1C1 = "0"
    Range("M7").FormulaR1C1 = "0"
    Range("H7").FormulaR1C1 = "0"
    Range("I7").FormulaR1C1 = "0"
    Range("U3").FormulaR1C1 = "0"
    Range("U4").FormulaR1C1 = "0"
    Range("U5").FormulaR1C1 = "0"
    Range("U6").FormulaR1C1 = "0"
    Range("U7").FormulaR1C1 = "0"
End Sub
```

Step 7: explain everything in minute detail because it is unlikely that your organizations will be using Excel to do their registration analysis – instead, encourage them to include this in their own registration software. Every programme has to be explained, including their eligibility criteria, the benefit amount, and the formulas in a separate sheet in different ways: excel formula, English, in coding language.

Why create the Excel calculator in the first place, then?

- It's accessible to everyone and allows access to the front end and back end

- It serves as a proof of concept

- The formulas can be written differently to facilitate incorporation into different software. (excel formula, formulas in English and formulas in coding language)

- Comments can be included throughout the calculator to explain the SP programmes, their eligibility criteria and the calculation of their amounts.

Tips: use the participatory approach again – get your organisations to test out the Calculator – this will encourage a sense of ownership and will also show others that you are valuing their feedback and inputs.

Formatting Excel tips:

- ▷ Colour code as much as possible
- ▷ Lock cells that don't require inputs (so that formulas are not accidentally altered)
- ▷ Freeze pans
- ▷ Set up validation on all cells that have a clear data format, like dates, numbers, and dropdown lists. This means that users will only be able to input valid data; if, for example, they try entering random text in a DATE cell, the file will throw an error. You can check out validation features under Data -> Data validation.
- ▷ Use the dropdown for data.
- ▷ Format date to show up as dd/mm/yyyy, so users understand when they enter a date as directed and it changes into a different format. The added benefit is that they can add dates in many different formats, and the file will automatically change it to dd/mm/yyyy, as long as the date is somewhat valid
- ▷ use $ symbols in front of cell numbers. That is useful when copying a function across multiple cells, because the $ turns that value into an absolute reference. $ in front of a cell column or letter means "when copying, don't change this value." More information **here.**

Step 8: Consider other formats

While the Excel format is useful as more information and explanations can be incorporated, there can be drawbacks on transferability. Once downloaded, depending on the type of computer or software, there are more risks of automations no longer working or bugs appearing. It is also difficult to control how different versions are being used, risking organisations using non-updated versions. It can also be difficult to translate all the tool while avoiding breaks in logic in the automated formulas.

To respond to these risks and to support LNGOs with less capacity in data configuration than INGOs, in the Ukrainian response, CCD also adapted the calculator to a Kobotoolbox format. This was chosen as it is the most widely used registration tool by actors in Ukraine.

The Calculator can therefore be tested and used in **English and Ukrainian through Kobo**, and a guide on how to amend the template XLSform to an agency's specific programme is laid out in section 9.5.1 below.

9.5   How To Use The Calculator

1   **Play around with the Calculator to sense check targeting criteria**
If an organisation is first looking to sense check their targeting design, it is good to first play around with the Calculator in its Excel format or in the Kobotoolbox template format and input the household demographics of their target group. They can then use the Calculator to see if any tweaks in design can be made to render the programme more inclusive (e.g. adjusting the age cut-off). In the calculators, only the green cells should require inputs. Every other cell is automated with a formula or requires no input.

2   **Input the Calculator into a registration form.**
An organisation can directly input the formulas into their registration platforms. A template for the widely used Kobotoolbox using the Ukraine Calculator as an example is provided in the next section.

3   **How to use it as a referral mechanism**
Once incorporated in the registration forms, messages can be set to appear to alert the registration officer or the applicant to the social protection programme for which the household may be eligible. This section is also excellent for collecting data on access barriers, the type of support applicants need, and creating referrals to other organisations to provide that support.

An information sheet on the programme could also be provided to the applicant. This information sheet can be generated using the 'Generate Report' function in the Excel SP mapping explained in section 7.1 where an organisation can pick the most relevant programmes according to their mandate and the information they want to communicate to the applicants. Ideally, the information would contain the benefit amount, duration, eligibility criteria, documents needed to apply and government entity.

Example: of messages from the Ukrainian Calculator as developed by CCD agencies:

Message 1 on eligibility to a programme:

Your household may be eligible for the low-income family assistance of XX UAH/month. Your eligibility and predicted amount may differ when you apply as the Government will assess your last six months of income, and additional exclusionary criteria may apply. Can you confirm if you are receiving it?

Important note: For programmes with low coverage or with amounts that are difficult to predict, you can omit the predicted amount of the programme so as not to disseminate false information. It is also always important NOT TO PROMISE or ENSURE eligibility but to disclaim that they MAY be eligible.

> **Message 2 on possible referral to a partner organisation:**
>
> *According to the preliminary analysis of the answers, you or members of your household do not receive one or more types of social assistance from the state. In this regard, do you agree to the forwarding of your contact details to the partner organisation "NAME OF ORGANIZATION" so that representatives of "NAME OF ORGANISATION" can contact you and advise you about the possibility of applying for social assistance?*

4 **How to use it as an income verification mechanism**

As most reported income in humanitarian aid is self-reported, using the Calculator can serve as an additional income verification mechanism. It is important, however, to verify receipt of the predicted programmes with households, especially for programmes with low coverage rates. The amount predicted by the Calculator can then either be verified as accessible, not accessible, or accessed but under a different amount – all options that can be added to the registration form and reflected in the final income calculations of the household.

> **Example:** of messages from the Ukrainian Calculator as developed by CCD agencies:
>
> **Message 1:** Your household may be eligible for the low-income family assistance of XX UAH/month. Your eligibility and amount predicted may be different when you apply as the Government will assess your last six months of income, and additional exclusionary criteria may apply. Can you confirm if you are receiving it?
>
> Multiple choice answer: Yes/ No/ Yes, but a different amount

5 **How to use it as a data collection tool on the barriers to social protection access**

As the Calculator is programme-specific and allows for verifying if a predicted recipient household is properly accessing the benefit, it is also an opportunity to collect data on access barriers to the social protection system. This information can then be shared with development colleagues or government colleagues who are relevant to reforming the social protection system.

> **Example:** of messages from the Ukrainian Calculator as developed by CCD agencies:
>
> **Message 1:** *Your household may be eligible for the low-income family assistance of XX UAH/month. Your eligibility and amount predicted may be different when you apply as the Government will assess your last six months of income, and additional exclusionary criteria may apply. Can you confirm if you are receiving it?*
>
> Multiple choice answer: Yes/ No/ Yes, but a different amount

9.5.1 How to use and amend the Calculator in Kobotoolbox

If an organisation is using KoboToolBox for their application forms, a template for the Calculator can be found **here**. If an organisation is new to KoboToolBox, an introductory training was developed in **English** and **Ukrainian** by CCD (linked).

Following is operational guidance for Amending the XLSForm for a Humanitarian Cash Transfer Programme. This will explain how humanitarian agencies can modify the provided XLSForm to suit their specific programme requirements while ensuring key sections remain intact.

Structure of the XLSForm

The XLSForm consists of several key sections (separations highlighted in green):

1 **Household Member Repeating Section:** Used to collect household demographic information.

2 **Individual Calculations within the Repeating Section:** These calculations should not be amended as they affect the form's functionality.

3 **Household Calculations Section:** After the repeated section, there are household-level calculations which should not be altered.

4 **Note Section:** Provides instructional messages to the user. This can be customised.

5 **Final Income Calculations:** These are calculations for analysis and may need to be hidden on the form to avoid displaying them to beneficiaries.

Instructions for Modifications

1 **Adding Household Demographics in the Repeating Section**

The repeating section begins after the question on household size and allows for the collection of data for multiple household members. It is identified by the 'begin_repeat' and 'end_repeat' blocks.

- Do NOT delete any of the demographics already included in the template, as they are essential to the calculations.
- To add new questions about household members (such as education level, employment status, and vulnerabilities), insert new rows between the 'begin_repeat' and 'end_repeat' statements:
  - o Example: Add new fields like 'occupation', 'education_level', or any other relevant demographic data.
  - o Ensure that any new questions are labelled appropriately in the 'label' column and have the correct type in the 'type' column (e.g., 'text', 'integer', 'select_one').

This section should follow the same format as the other questions. Ensure you test any new additions in KoBoToolbox to verify the correct functionality.

2 **Individual Calculations in the Repeating Section (Do not amend)**

Within the repeating section, there is a set of individual calculations that are automatically run based on the data provided for each household member. These calculations are essential for determining individual eligibility and the amount of the social protection benefits.

Do not amend any rows labelled with 'calculate' in this section. Any changes here may affect the proper functioning of the Calculator and lead to inaccurate results.

3 **Household Calculations Section (Do Not Amend)**

After the repeated section, there is a section where household-level calculations are performed. These calculations aggregate data from individual household members and should not be altered.

Similar to the individual calculations, these household calculations are labelled as 'calculate'. Do not modify them, as any changes might disrupt the overall calculation logic.

4 **Customising the Note Section**

The 'note_section' contains messages and notes to the user, which can be customised based on the needs of your programme. This section is identified by the type 'note' in the 'type' column. In the template, this section is used to alert applicants for which SP programmes they are eligible and asks follow-up questions on types of support they may need to apply to the programme and if their data can be referred to another organisation that can provide that support.

- You can change the content of the messages in the 'label' column to fit your programmatic needs.
  - o Example: If the form contains a note like 'This section collects information on household members,' you can alter the message to reflect more specific instructions.

Note: Avoid modifying the 'name' or 'type' columns in this section. These should remain as 'note' to avoid functional issues.

5 **Hiding the Final Income Calculations from Display**
The 'final_income_calculations' and related notes are meant to assist with the backend analysis and do not need to be shown to the form user. This section is meant to inform on the total social protection benefits for which the household is eligible, their total income, and the total income per person.

To hide these sections from appearing on the form:
- Locate the 'note' rows associated with the final income calculations (e.g., 'final_income_ calculations', 'total_household_income_note', and 'total_household_income_per_person_ note').
- In the 'relevant' column for these rows, set the condition to 'false()' to prevent them from displaying on the form.
  - o Example:
    - → Original: 'relevant' is empty for the note row for 'final_income_calculations.'
    - → Modification: Set 'relevant' to 'false()' to hide this note from the form user.

6 **Additional Guidance**
While this guidance councils not to amend any fields, this template is **completely customisable**, but the logic between labels and calculations needs to be carefully amended in order to not modify the calculations.

Testing: After modifying the form, always test it in the KoboToolbox environment to ensure that new questions are functioning correctly, and hidden elements are not displayed.

Validation: Ensure that any new questions you add are validated using appropriate constraints (for example, ensuring numeric fields contain only numbers).
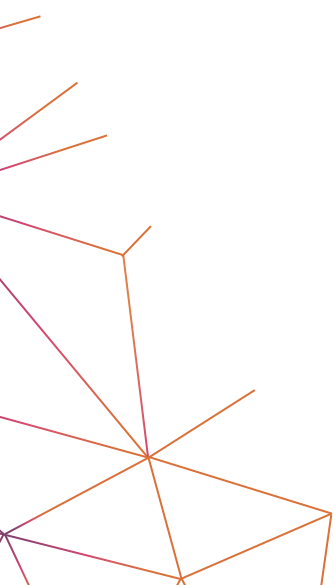
10 LEARNINGS ON PROCESSES

CCD was able to test different operations processes, and clear lessons were learned from the Ukrainian response in Ukraine and Poland. This is presented through the pros and cons of operating outside or through humanitarian coordination structures.

Overall, what was found to work best was to operate outside of the humanitarian coordination system but to establish a strong collaboration with key actors to be able to work with the system. It's a balance of not getting stuck by the system but also knowing when and how to work within the system.

Table 4: The pros and cons of working either within or outside of the humanitarian cluster system

Tested ways of working			
Leading a Social protection task team under the cash working group or under another cluster		Operating outside of the humanitarian coordination structures but utilising a participatory approach and closely collaborating with all relevant actors	
Pros	Cons	Pros	Cons
Established as a source of authority and able to drive the SP agenda with all relevant actors hopefully already at the table	Work is siloed to the task team, which may impede the impact of incorporating a social protection lens in different areas, such as the targeting framework or the transfer value.	Much quicker process as deadlines can be shorter and stricter with external reviewers.	It will require a lot of communication and dissemination efforts to receive feedback and buy-in on outputs
Theoretically should secure access to additional data from all the actors present in the task team (but be careful to have clear deadlines for sharing data and be prepared to cut your losses)	As an NGO, depending on the political landscape, other humanitarian agencies will heavily challenge an NGO leading on the methods and outputs of the task team.	Still allows for a collaborative and participatory approach by consulting relevant actors throughout the development of analysis.	Direct communication with the Government will have to be weighed to the context – are there other more appropriate groups who may be engaging already with the Government on this topic, and would direct communication lead to overcrowding and confusion?

More potential for direct collaboration with the Government	Slow process – working within a task team requires that every actor agrees with the methodology and analysis, which requires giving wide review windows	More flexible – Able to work with more actors who may not be within the coordination system and able to influence other task teams and clusters without 'overstepping.'	

CCD'S LINKING HUMANITARIAN CASH TO SOCIAL PROTECTION BLUEPRINT

Collaborative Cash Delivery