

K. POST DISTRIBUTION MONITORING QUESTIONS FOR PROCESS MONITORING¹

This sample has been designed in case an ATM card was being used. Adjust it based on the payment instrument you are using. Before starting the data collection, set up the database where you will record the data, so you can align both. Remember this questionnaire is only looking at processes and not impact. You may want to merge this questionnaire with a PDM questionnaire measuring the impact of your CVA. The impact questionnaire will depend on the sector and not on the modality (in-kind or CVA).

A. General information	
A.1 Data collection date	
A.2 Area	
A.3 Interviewer(s)	1. 2.
A.4 Contact details of informants	1. Name: 2. ID Number: 3. Phone No.: 4. Age: 5. Male/Female:
B. Assessment	
B.1 Were you explained the targeting and identification mechanism?	
B.2 Were you explained the objective of the project?	
B.3 How many CARE team members conducted the assessment?	
C. Distribution	
C.1 Did you receive a cash grant from CARE within the past XX month?	Yes No If yes, how much? If no, why?
C.2 Where did the ATM Card distribution take place?	
C.3 Who went to the distribution site?	

¹ Adapted from UNDP PDM template for CVA

C.4 How long did it take to reach the distribution site?	
C.5 Was it difficult to organise yourself to be present on the distribution day?	<div> <div>Yes</div> <div>No</div> </div> <p>If Yes, why: <i>NB answers can include: working day, distance, not enough time to organise themselves, financial barriers, etc.</i></p>
C.6 How much did you pay to reach the distribution point?	
C.7 Were you clearly explained how much and for how long you were going to receive money? (in case of multiple transfer, ask if the number of tranches has been explained, same in case of restriction, ask if it has been explained)	<div> <div>Yes</div> <div>No</div> </div> <p>If yes, please explain</p>
C.8 Did you benefit from other support within the past 6 months?	<div> <div>Yes</div> <div>No</div> </div> <p>If yes, from who and what was the modality (in kind, cash, etc)?</p>
D. Use of the payment instrument	
D.1 Did you receive an ATM card?	
D.2 Would you have preferred to receive in-kind instead of cash?	<div> <div>Yes</div> <div>No</div> </div> <p>If yes, why? (<i>easier, safer, other</i>)</p>
D.3 Did you withdraw the money yourselves?	<div> <div>Yes</div> <div>No</div> </div> <p>If no, who did? (<i>relative, trusted friend, do not know, other</i>)</p>
D.4 Have you ever used an ATM card before?	<div> <div>Yes</div> <div>No</div> </div> <p>If no, are you now able to use it? (<i>Yes, yes with issues, no</i>)</p>
D.5 Did you receive a text message telling you that money has been loaded on your card?	<div> <div>Yes</div> <div>No</div> </div>

D.6 How many days after receiving an ATM card were you able to withdraw the money?	
D.7 How many times did you go to the ATM to withdraw money?	If more than once, why? <i>(lack of cash available, card not loaded, savings, other)</i>
D.8 Does anything challenge your access to the ATM?	Yes No If yes, what? <i>(Check point, Security concerns, Transport cost, doesn't know where the machine is, other)</i>
D.8 How did you travel to the ATM to withdraw cash?	<i>(walking, taxi, public transport, own car or bike, other)</i>
D.9 How much did you spend to go to the ATM?	
D.10 How long did it take to reach the distribution point?	
D.11 Did you encounter any problem to withdraw the money?	Yes No If yes, which ones? <i>Forgot PIN, didn't understand commands, Limited amount that could be withdrawn, Empty account, Card was swallowed, do not know, Other</i> If yes, how did you get assistance to resolve them? <i>Did not do anything; Notified CARE complaint and feedback mechanism; Notified service provider hotline; Ask others for assistance</i>
D.12 Do you know about CARE complaint and feedback mechanism?	Yes No If yes, have you contacted it? If yes, has it been able to solve your problem? If yes, how long did it take to solve it?
D.13 Did the training and the leaflet you received help you understand how to use your grant?	Yes No Please explain
E. Access to market	
E.1 Does anything challenge your access to	Yes No

the market to spend your grant?	If yes, what? <i>(Check point, Security concerns, Transport cost, doesn't know where the machine is, other)</i>	
E.2 Have you been able to access the goods supposed to be covered by the grant without problems?	Yes	No
	If no, what was the challenge? <i>(lack of availability, increase in price, decrease of quality, Other)</i>	

F. Household sources of incomes and expenditures

F.1 Currently and for the coming two months, what are your major sources of incomes?

Put answers in Table 1 below.

F.2 Currently and for the coming two months, what are your major areas of expenditures?

Put answers in Table 2 below.

Table 1: Major sources of incomes- use proportional piling²

Major sources of monthly incomes	At the beginning of the project ³ (percentage of HH income, value, time-period)	Now (percentage of HH income, value, time-period)
1. <i>Casual labour</i>	<i>10% - 10,000 FCA – From June to August</i>	<i>40% - 50,000 FCA- From April to September</i>
2.		
3.		
4.		
5.		
Approximate Total Value:		

Table 2: Major areas of expenditures- use proportional piling

Major areas of expenditures	At the beginning of the project as per the assessment data (value, time-period, percentage of HH expenditure for the month)	Now (value, time-period, percentage of HH expenditure for the month)
Food		
Health		
Water		
Hygiene		

² Proportional piling is a participative technique of quantification. Participants are asked to pile stones, beans, or whatever else is handy proportional in size to the relative number or importance of the items under discussion.

³ You may not want to collect this data at this stage as you should already have it as part of your assessment. It may however be good to provide it to enumerators (i.e. pre-filled the questionnaire) so they have a basis for comparison

Shelter		
Education		
Livelihood assets (seeds, etc.)		
Other		
G. Protection and corruption		
G.1 Has control over the cash caused any tension within your household/relatives?	Yes	No
	If yes, what was the disagreement/type of disagreement? <i>(On how to spend the money, on who should spend the money, Other)</i>	
G.2 Did you experience any problems within the community because of the cash assistance?	Yes	No
	If yes, please specify <i>(Pressure to give of part of all the money received, Tensions with neighbours, Other)</i>	
G.3 Has anyone tried to get hold of your card and PIN, either through persuasion or force?	Yes	No
	If yes, please explain	
G.4 In exchange for being included in the program, did you have to pay any fee, or make a favour in return, or work for someone?	Yes	No
	If yes to whom <i>(municipality, local contact, CARE staff, other)</i> If yes, how much did you pay or what was the counterpart?	
G.5 Was the attitude of CARE team member correct and respectful always?	Yes	No
	If no, please explain?	
Any other observations made, or feedback received during the questionnaire		