

# Shock-Responsive Social Protection

Compendium of Case Studies for  
G20 Disaster Risk Reduction Working Group



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**Acknowledgement:** These case studies have been compiled by Charlotte Bilo and Liya Abraham with inputs from our partner agencies (CARE India, GIZ, YUVA, International Institute for Environment and Development and CARITAS)



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# FOREWORD



It is becoming clearer that Social Protection (SP) is critical to vulnerable populations, whose livelihoods, food security, and shelter can be threatened overnight due to conflict, natural hazards, and emergencies resulting from climate change, such as floods, drought, and cyclones. Added to this, complex emergencies are increasingly experienced at a global scale, such as the COVID-19 pandemic and current cost of living crisis due to food inflation and rising fuel and fertilizer costs.<sup>1</sup> Evidence suggests that children are twice as likely

as adults to live in poverty and more than 1 billion live in multi-dimensional poverty. COVID-19 alone has resulted in an additional 100 million children living in multi-dimensional poverty. The number of children and families affected by or vulnerable to shocks and facing emergency situations is therefore growing, as are the risks to women and children.

Inclusive and shock responsive social protection in emergencies is fundamental to meeting the Sustainable Development Goals (SDGs), particularly Goal 1 (No Poverty) and Goal 10 (Reduced Inequality). It is also an issue of rights not charity; including the right to food and the right to be free from violence and abuse. When shocks are recurrent, protracted or severe, many parents and caregivers are forced to make choices that are in direct conflict with children's rights, with long term negative repercussions for children's wellbeing. Women and children are also particularly at risk, as in crisis settings, threats such as gender-based violence, child marriage and child labour soar.<sup>2</sup>

There is a need to make urgent and critical investments in Shock-Responsive Social Protection (SRSP) to help prepare people to cope with an increasing number and magnitude of shocks. In this way, people are protected from deepening poverty and supported with recovery and resilience building.

UNICEF is pleased to present, together with our partners, a selection of case studies in this 'Shock-Responsive Social Protection Compendium of Case Studies' for G20 Disaster Risk Reduction Working Group. The case studies – from India and around the world – show how shock responsive social protection approaches have been successfully used in response to disasters and shocks, including climate change induced risks and the recent COVID-19 pandemic.

Each of the case studies highlight a different dimension of shock responsive social protection systems and provides lessons learnt, including gaps and challenges, which can be useful to consider for other countries, including the G20, when strengthening their Shock-Responsive Social Protection systems.

**Cynthia McCaffrey**  
Representative, UNICEF India

<sup>1</sup> See for example UN Global Crisis Response Group on Food, Energy and Finance, Global impact of the war in Ukraine: Billions of people face the greatest cost-of-living crisis in a generation, 8 June 2022 [https://news.un.org/pages/wp-content/uploads/2022/06/GCRG\\_2nd-Brief\\_Jun8\\_2022\\_FINAL.pdf](https://news.un.org/pages/wp-content/uploads/2022/06/GCRG_2nd-Brief_Jun8_2022_FINAL.pdf)

<sup>2</sup> See for example UNICEF's work on GBV in emergencies <https://www.unicef.org/protection/gender-based-violence-in-emergencies>







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# PURPOSE AND OVERVIEW



This document aims to present a selection of case studies from India and other countries showing how Shock-Responsive Social Protection approaches have been used in response to disasters and shocks, including climate change induced risks and the recent COVID-19 pandemic. Shock-Responsive Social Protection can contribute to strengthening disaster risk management along the four key priorities of the Sendai Framework in the following manner:



► **Understanding of disaster risk:** Shock-Responsive Social Protection supports the identification of vulnerable households and communities, the types of shocks that households and communities are vulnerable to, and the impacts of these shocks on their well-being. By incorporating a focus on populations vulnerable to shocks, social protection systems can inform disaster risk reduction strategies and improve disaster risk management.



► **Strengthen disaster risk governance:** Shock-Responsive Social Protection can help strengthen disaster risk governance by ensuring that disaster risk reduction and management are integrated into social protection policies and programmes. Shock-Responsive Social Protection programmes can build the resilience and preparedness of households before the onset of shocks, expand and provide an infrastructure for the delivery of disaster responses during crisis and help households recover and rehabilitate after shocks. By working together, disaster risk reduction and social protection systems can enhance the overall resilience of households to shocks.



► **Investing in disaster risk reduction:** Shock-Responsive Social Protection systems can help communities and households recover from shocks more quickly and effectively. Shock-Responsive Social Protection can



contribute to investments in climate and disaster-smart infrastructure. Cash transfers, access to essential goods and services, and other forms of assistance reduce the impact of shocks on household well-being and improve the effectiveness of emergency response efforts.

► **Enhancing disaster preparedness:** Shock-Responsive Social Protection systems can also contribute to enhancing disaster preparedness by providing an anticipatory safety net to vulnerable households and communities that is able to expand in response to shocks. By ensuring that households have access to basic necessities, such as food and shelter, during and after a shock, social protection systems can help reduce the need for emergency assistance and help households and communities to “Build Back Better” after a disaster.

In line with G20 Disaster Risk Reduction (DRR) working group priority areas (1) Early warning-early action and (4) Strengthened national and global disaster response system to address the consequences of increasing frequency and intensity of disasters, this compilation also seeks to initiate a knowledge and learning sharing process among the G20 nations and beyond on how to strengthen social protection systems for climate and Disaster Risk Management.

## About the case studies

The 17 case studies (8 from India and 9 from other countries)<sup>3</sup> presented in this document showcase **different dimensions of Shock-Responsive Social Protection.**

For instance, the India case studies from CARE, the German Agency for International Cooperation (GIZ), Youth for Unity and Voluntary Action (YUVA), International Institute for Environment and Development (IIED) and

Caritas all illustrate how **local actors through information sharing and one-on-one follow up can help vulnerable individuals to be included into Government-provided social protection programmes**, both in the aftermath of a shock as well as in anticipation of future ones, including those related to climate change. They thus contribute to making households more prepared and resilient. These case studies also highlight the importance of case/social workers on the ground to help the most marginalized get access to Government-provided benefits.

The case studies from CARE, GIZ and IIED in India are interesting examples of programmes and projects that help households in rural areas to **adapt to the effects of climate change** through for instance enhancing communities' participation in the planning processes of India's public works programme Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) worksites. By providing relevant tools and trainings, community members are encouraged to participate in the planning process of water and soil conservation structures under MGNREGS, which are critical in the context of changing rainfall patterns. These initiatives thus aim to increase participation and empowerment, especially of female farmers while contributing to the construction of climate-smart infrastructure, as shown in the case studies from Care and Caritas.

The first UNICEF India Case Study in section one, provides important learnings in terms of how to implement a **humanitarian cash transfer** in an extremely challenging setting affected by a major flood and reach those children who are most in need (focussing on malnourished children). It also illustrates how a to successfully link a cash transfer to key messages and trainings on feeding practices and safe and healthy behaviours, highlighting the pivotal role of local actors. The second UNICEF India case study looks at the value of assessments in informing the development of shock responsive social protection.

The **international case studies** are all examples of social protection responses to the COVID-19

crisis, and include one from India, highlighting the **necessity to strengthen the key foundations of social protection systems**, including strong coordination, financing and registry systems.

For instance, **India, Indonesia, Brazil and South Africa** are all examples of countries that managed to cover relatively large share of their population in their cash responses (**horizontal coverage expansion**) thanks to relatively mature social protection systems and existing registries, complemented by open registration tools (such as online apps and portals) to ensure all in need were reached. These cases highlight the need, once more, of investing into integrated data sources and social registries.

**Timor Leste, Philippines and Jordan** provide important learnings in terms of **financing**, by respectively reallocating funds from the Petroleum Fund, using the national disaster response funds and setting up extra budgetary funds (including donations) to finance large scale social protection programmes.

**Jordan and Madagascar** have been internationally recognized for the swift **coordination** of their COVID-19 response by setting up appropriate bodies which helped to have relatively timely responses. In the case of the former this helped to coordinate across Government and other non-state entities while in the case of the latter it was crucial so that the Government and the multiple international actors present in the country were able to jointly plan and implement the COVID response.

Another way for Governments to respond in times of shocks is to pay top ups to existing social protection beneficiaries (**vertical coverage expansion**). **South Africa, Ethiopia** and the **Philippines** for instance have done so, demonstrating relatively robust and agile payment systems. Finally, **Ethiopia** is a country with vast experience in Shock-Responsive Social Protection programming and was able to apply important **design tweaks** to its existing programmes to continue providing essential income support during COVID-19.



# INDIA CASE STUDIES



Sketch map not to scale

## Case Study 1

# CARE: PROMOTION OF IMPROVED FARMING AND ENDEMIC SEEDS – A STEP TOWARDS MITIGATING AGRARIAN CRISES

**Location**

Kalahandi district, Odisha, India

**Start–end Date**

March 2021 to February 2024

**SRSP Dimension**

Facilitating access to social protection through information sharing/case workers, climate change adaptation

**Type of Shock**

Unpredictable and/or reduced rainfalls and related shocks due to climate change

**Beneficiary Group**

Small-scale farmers, women farmers

**Category of Social Protection (SP) Response**

Trainings, in-kind transfers (agricultural inputs)



## Context

The largely agrarian Narla block of Kalahandi district of Odisha is dominated by marginalized sections (Schedule Tribe and Schedule Caste) of the population. Though there have been significant changes over the years in various developmental indicators, the district is lagging behind in comparison to the state and national scenario. In the last 15–20 years climate change has affected the area acutely. Rainfall patterns have become unpredictable, resulting in declining yields, lower harvest quality, increased pest attacks and increased cost of production. This has turned agriculture into a non-remunerative livelihood option. At the same time, the systemic withdrawal of men from agriculture has resulted in the increased feminization of agriculture in the area.

## Summary of Response

Based on the need articulated by women farmers to learn improved farming practices to mitigate the climate change effects, the Care

India Solutions for Sustainable Development (CISSD) project team supports communities through the promotion of context-specific improved agricultural practices, on the farm, and sustainable farming practices trainings, exposure visits to technical institutes, provision of low-cost agri-implements and awareness raising of existing government-provide programmes.

The project engages with local governance institutions i.e. the Panchayat Raj Institution (PRI) to prioritize women's participation in panchayat level planning and governance processes. It also engages with line departments such as horticulture and agriculture to mobilize government schemes and programmes for women farmers and help identify MGNREGS beneficiaries and the implementation sites.

Following the idea shared by the community to establish seed banks to restore quality endemic seeds, a list of quality seeds was prepared, and 10 native varieties of endemic paddy seed and 5 varieties of millet seed were gathered and preserved in the seed banks supported by the project.



## Outcomes

- ▶ 650 women smallholders are linked with a weather information network through which they receive weather forecast reports and suggested agricultural operations twice a week on their mobile, helping them to perform agricultural operations by taking informed decision to prevent losses
- ▶ 200 small holder farmers accessed climate resilient and stress tolerant seed varieties from agriculture and horticulture departments
- ▶ 30 water harvesting structures created through MGNREGS work in the project area, providing critical irrigation during dry spells to standing crops and reduce the chances of crop loss
- ▶ 900 farmers have been registered with agricultural markets which are regulated by states under the Agricultural Produce Marketing Committee (APMC) Act where sale of agricultural commodities occurs with regulated price



## Learning for SRSP

The **participatory approach** (letting farmers articulate the key issues and possible solutions) and a strong focus on **local knowledge** (e.g., restoration of endemic seeds) was key to identify activities that help rural communities to better adapt to the effects of climate change.

Building **linkages with various government line departments** (including agriculture department, banking institutions, universities, MGNREGS) was important to build participants' capacities to take informed decisions by accessing inputs and services from respective departments.

## Key Factors in Identification of Activities for Rural Communities



**Potential for replication:** The project could be replicated in most of South Asian countries where agriculture is the mainstay of livelihood and where it has become more input intensive and dependent on external support.

**Source/Contribution:** Based on case study elaborated by CARE India



**Ms. Hiradei Dalpati, a marginal farmer of Gupti Village, Nishapur Gram Panchayat in Narla block of Kalahandi district, Odisha, India**

## Case Study 2

# UNICEF: HUMANITARIAN CASH TRANSFER (HCT) PROGRAMME AS AN EARLY RECOVERY MODEL WITH CASH PLUS COMPONENT

**Location**

Cachar district, Assam, India

**Start-end Date**

2022

**SRSP Dimension**

Horizontal coverage expansion, management information system (MIS)/registry

**Type of Shock**

Flood

**Beneficiary Group**

Children

**Category of SP Response**

Cash transfer



## Context

In 2022, Assam experienced severe floods that affected over 8.84 million people including 1.98 million children across 34 districts, disrupting their access to food, water, and social services like schools and health centres. The Government provided emergency support, including in-kind and cash assistance, to help with immediate needs, but recovery needs remained significant. Social sector services, such as pre-school centres critical for child nutrition, were among the hardest hit, and efforts to resume services were hindered by damaged infrastructure. The district of Cachar, already struggling with high levels of malnutrition, was particularly affected, with multiple disruptions to nutrition services exacerbating the pressure on households with malnourished children.

## Summary of Response

Considering the complex impact, existing coping and recovery needs, HCTs were made to households with malnourished children affected by floods in four development blocks

in the Cachar district. The programme was jointly implemented by UNICEF with District Disaster Management Authority, Cachar, District Social Welfare Office, Cachar and civil society organization (CSO) partner CASA.

As the first step, a preliminary database of households was developed based on an existing database of the district's Integrated Child Development Services (ICDS) Schemes system (under the Women and Child Welfare Department). The verification of the beneficiaries was done in collaboration with the frontline workers (Anganwadi workers) of ICDS.

The one-off cash transfer of 4800 INR (USD 58) was paid using a mix of bank transfer and bearer's cheque for households having issues with their bank account. In addition, awareness sessions and community meetings were organized to ensure that the communities were aware of the cash assistance and women's active role in deciding on the use of the cash transfers. Key messages on safe drinking water, safe sanitation practices, consumption of locally available cheap and pesticide free food items were part of the community led meetings.



Posters, leaflets on the key safe and healthy behaviours were also circulated widely amongst the community members.



ICDS Supervisors and frontline workers were capacitated on concurrent monitoring and supporting flood affected households with malnourished children with key messages on feeding practices.



## Outcomes

- ▶ A total of 1000 households with malnourished children (97 per cent of the identified beneficiaries) received a one-time cash transfer. 64 per cent of the account holders were women.
- ▶ All respondents reported that the cash transfer was useful to them to meet their immediate, urgent and critical needs, post floods, to absorb the shocks from loss or reduced livelihoods.
- ▶ 95 per cent of the household bought food for children who were sick and/or in need of special care; 44 per cent of the households bought clothes for their children and another 43 per cent bought dry ration for their families with the cash transfers. Around 3 per cent of them used it for repair of their houses.
- ▶ 44 per cent of women had themselves withdrawn the cash from the banks. This indicates the capacities of women to do financial transactions, themselves, which indicates their agency to manage their finances.
- ▶ Almost half of the respondents reported the women were involved in the decision making on use of the cash transfers while 44 per cent of women took the decisions themselves on use of the cash transfers.



## Learning for SRSP

The active **engagement of frontline workers, communities and CSOs** from the start of the programme in **generating awareness, identification and validation** of the selected beneficiaries, monitoring and follow up post distribution was critical to ensure the cash transfers reached children who were sick and/or required special care.

The pathways of change of the programme included: (1) **improved capacities** of the frontline workers on cash monitoring and follow up post cash disbursement and enhanced emphasis on feeding practices and safe and healthy behaviours; (2) **community level meetings** to inform and engage, particularly, women; (3) **working collaboratively with the district administration**, particularly with the Department of Social Welfare, led to ownership of the programme by the government.

One of the key bottlenecks was the non-active bank accounts, incorrect codes, etc. that delayed the smooth transfer of funds to beneficiaries.

**Source/Contribution:** Based on case study prepared by UNICEF India

### Pathways of Change of the Programme





Case Study **3**

# GIZ: STRENGTHENING RESILIENCE OF VULNERABLE HOUSEHOLDS AGAINST SHOCKS: INDO-GERMAN EXPERIENCE WITH MGNREGS

**Location**

Bihar, Jharkhand, Madhya Pradesh and Rajasthan, India

**Start-end Date**

September 2021 – August 2024

**SRSP Dimension**

Facilitating access to social protection through information sharing/case workers; climate change adaptation

**Type of Shock**

Unpredictable and/or reduced rainfalls and related shocks due to climate change, COVID-19

**Beneficiary Group**

Small scale farmers, marginalized/vulnerable communities

**Category of SP Response**

Training, public works



## Context

The Enhancing Rural Resilience through Appropriate Development Actions (ERADA) project is implemented in four Indian states as part of the government's programme to provide sustainable livelihoods for return migrants during the pandemic. One location is Shahbad block in Rajasthan, which has a predominantly rural population with over 50 per cent belonging to vulnerable communities, including the indigenous Sahariya tribal community. These communities were heavily dependent on seasonal migration for basic needs and were affected by COVID-19 and loss of income.

MGNREGS is a universal safety net for households in rural India that offers unskilled manual work and generates income during shocks such as weather events or pandemics. It is the largest public employment programme in the world with over 150 million registered households and an annual budget of 7-9 billion US dollars.

## Summary of Response

The Indo-German project ERADA is a COVID-19 response initiative, implemented by GIZ. The project was designed in response to the return migration from urban to rural areas during the pandemic. The project strengthens livelihoods of the most vulnerable households in rural areas, aiming to enhance their resilience against future shocks and reducing their dependence on distress migration.

In the Baran district in south-eastern Rajasthan, the project focused on:

### 1. Developing a Living Income Benchmark and Accordingly Designing Diversified Livelihood Interventions for the Target Community

Livelihood activities are developed for target communities using the Anker Methodology for Estimating a Living Wage to establish a living





income benchmark and calculate the income gap. Accordingly, alternate livelihood activities are developed based on demand, traditional activities, resource availability, market access, and government programmes. Examples include goatery, castor and moringa cultivation, and brick making in Sirohi district, and sesame cultivation, aquaculture, and mushroom production in Gaya district. Climatic factors are also considered, such as promoting goatery as an insurance option during disasters and promoting mushroom cultivation as a climate resilient crop. Most of the activities are planned with the women Self-Help Groups (SHGs) of the National Rural Livelihood Mission (NRLM), also leveraging the financial linkages through NRLM for setting up the enterprises.



## 2. Using Geographic Information System (GIS) Data for Improving the Work Identification and Strengthening Local Level Planning Processes of MGNREGS, Building Long-term Resilience



MGNREGS follows an annual bottom-up planning process starting at the local government level, where the demand for wage work and the shelf of works are identified. Open-source GIS and digital maps from the Bhuvan platform of the National Remote Sensing Centre in India such as land cover, drainage line treatment maps, etc. are used for identifying more works. This also helped the community and the local government make informed decisions on the works to be selected on priority for better resource utilization and livelihood development in the area. This was useful during the pandemic times when there was high demand for MGNREGS work, that could be met using the additional shelf of works identified through the GIS based planning approach.



## Outcomes

- ▶ Living income benchmark for ERADA's project locations including vulnerable households was developed
- ▶ More women and vulnerable households are part of the MGNREGS planning process at the local government level, also using the digital planning approaches
- ▶ Diversified livelihood activities are providing additional incomes to the vulnerable households, improving their nutritional needs and overall standard of living
- ▶ More government programmes are converging for co-financing and establishing integrated interventions

## Learning for SRSP

Promotion of **climate-resilient livelihoods strategies** and disaster risk reduction strategies to reduce the impact of hazards on vulnerable households should be key to grassroots level planning processes.

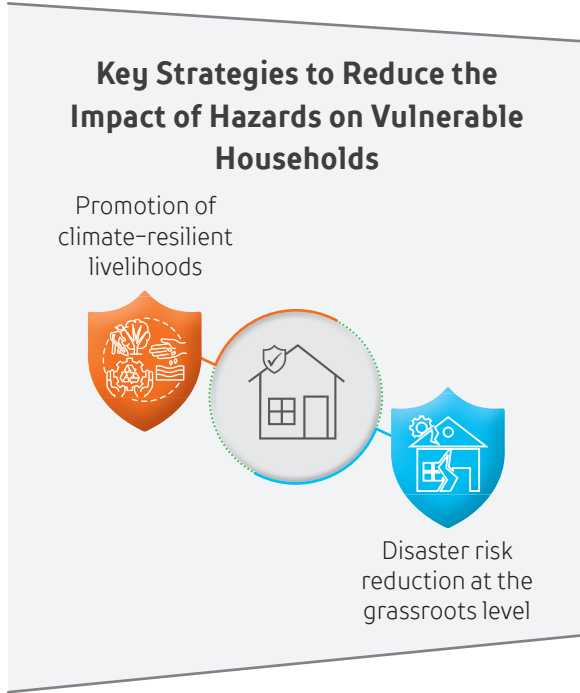
**Inclusive participatory and rights-based approaches, integrating gender empowerment** and transformative approaches can ensure that social protection outcomes are effective and sustainable.

It is required to expand the scope of planning processes and robust **follow up and monitoring strategies** to ensure desired convergence and constant stakeholder engagement.

Developing **operational partnerships at all levels and across sectors** helps grounding the community processes, thereby opening opportunities for knowledge and resource sharing.

**Potential for replication:** The model of living income benchmarking for vulnerable households can be replicated and adapted to rural area development in other countries. The approach for enhancing rural resilience through convergent planning and enhancing diversified livelihood opportunities can also be replicated.

**Source/Contribution:** Based on case study prepared by GLZ



Training on package of practices for moringa plantations in Madhya Pradesh



Women and community engaged in GIS-based planning in Rajasthan



Women planting moringa (drumstick) saplings as an alternate livelihood option in Rajasthan



# Case Study 4

## YUVA: ENABLING ACCESS TO SOCIAL PROTECTION FOR THE VULNERABLE IN A POST PANDEMIC WORLD



**Location**  
3 districts (Raigad, Kolhapur and Amravati), in Maharashtra, India



**Start-end Date**  
August 2021 – December 2022



**SRSP Dimension**  
Facilitating access to social protection through information sharing/case workers



**Type of Shock**  
Not specified



**Beneficiary Group**  
Marginalized/vulnerable communities



**Category of SP Response**  
Referral

### Context

In March 2020 when COVID-19 was notified as a global emergency, YUVA was engaged in extensive relief as a response to the crisis faced by the working poor. Relief in the form of dry rations and cooked food was provided to thousands as the lockdowns continued. Along with partner organizations and Maharashtra PECOnet platform (a unified response platform for disaster and peace time preparedness) a robust relief response was developed at the state level, including interventions like Jeevan Rath for migrants on the move. Learnings during the relief phase of the pandemic (captured in this study) made it evident that while relief is critical as a stop-gap, the sustainable way to support vulnerable people is to ensure access to a social protection net.

stacking of schemes based on eligibility, filing of applications and sanctioning of assistance through regular engagement with block, tehsil and district-level officials.

As some of the outreach areas were hard to reach, especially in the tribal district, a mobile approach of the SPFCs was set up to enable real last mile access and delivery of schemes.

A drawback was that the process of achieving entitlements was very long due to too many requirements accessing the schemes (including applications for basic identity documents), and the time spent with each beneficiary was quite long, sometimes up to 3 months.

### Summary of Response

Three Social Protection Facilitation Centres (SPFCs) were set up. SPFCs enable end-to-end facilitation of social protection schemes, starting from eligibility determination, assistance in obtaining supporting documentation,



## Outcomes

- ▶ The three SPFCs were able to reach 247 villages, 151 Gram Panchayats and 1 Urban Local Body in 3 diverse districts (tribal, rural and urban)
- ▶ As against 2400 planned, 9168 applications for social protection schemes and identity documents were made and 7483 were sanctioned. In total social protection benefits amounting to INR 1,23,00,591 was received, all in an 18-month period.
- ▶ To embed the process of social protection facilitation within community institutions and structures, and to ensure sustainability of the process, members of local youth groups, community-based organizations (CBOs) and SHGs were trained as social protection champions or 'Yojana Dhoots' to take up facilitation activities at the level of the community itself, both on their own as well as in association with the SPFCs. In all, 86 such individuals were trained over a period of 6 months.
- ▶ Ground level information from the SPFCs was used to develop a Social Protection Score Card tool and E-QLT social security simulation model, and an associated report has been generated, which try to bridge the gaps in the current approaches in vulnerability assessment and measuring the role of different social protection measures towards reducing vulnerability. A shorter policy brief was developed for easy dissemination with policy makers.





## Learning for SRSP

SPFCs were developed based on perception of a critical role of **civil society to support in last mile outreach** to the most marginalized.



The example shows that SRSP also needs to include the shift from immediate and short-term relief measures but also **long-term resilience-building social protection**.



The advocacy with the state and shifts that have occurred in the social protection landscape point to important ways for **government and non-governmental organizations (NGOs) to work** in collaboration.



Several households found it difficult to visit the physical SPFCs because of a variety of reasons. In response to ground realities, a **hub-and-spoke model** was piloted, where SPFC teams set-up camps at strategic places in offices in urban settlements, in partnership with local actors. This proved to be a cost-effective way of widening access to social protection.



In cases of several schemes, the cumbersome procedures posed severe impediments. To overcome these challenges, rapport building and **strengthening of relationships with the district and block authorities** was required in addition to building convergence between block – Block Development Officer (BDO) and tehsil (Tehsildar) level officials to streamline processes and minimize delays.



**Potential for replication:** This SPFC model can be replicated across diverse contexts – this project has established how this is possible in urban, rural and tribal contexts.



**Source/Contribution:** Based on contribution from YUVA



## Case Study 5

# IIED: ENABLING ACCESS TO MGNREGS AND PARTICIPATORY WORKSITE PLANNING THROUGH CRISP-M TOOL

**Location**

Madhya Pradesh, India

**Start-end Date**

October 2021 – ongoing

**SRSP Dimension**

Facilitating access to social protection through information sharing/case workers, climate change adaptation

**Type of Shock**

Unpredictable and/or reduced rainfalls and related shocks due to climate change

**Beneficiary Group**

Small scale farmers, female farmers, marginalized communities

**Category of SP Response**

Trainings, public works

## Context

India has a primarily agrarian economy, with the agriculture sector employing 80 per cent of economically active individuals – 33 per cent in the agricultural labour force, 48 per cent as self-employed farmers and about 18 per cent as farming families. This workforce is predominantly female, with women contributing to the production of 60–80 per cent of India's food. Yet these rural women are often marginalized, treated as invisible workers without the same access to government services as men.

Erratic rainfall and forest degradation is having a devastating impact on small farmers from marginal communities.

## Summary of Response

Peer-to-peer volunteers known as Climate Saathis make beneficiaries aware of eligibility and entitlements to the MGNREGS, including

the participatory planning process of the scheme's projects.

Climate Saathis also show communities how to use the CRISP-M tool. The CRISP-M tool provides information on drought projections and information related to water conservation. By providing climate resilient asset planning information, the CRISP-M also helps to identify the most suitable water and soil conservation structures to be built through the MGNREGS, which participants can propose in the planning process of MGNREGS projects in their communities. The project tries to encourage and empower women to participate more in MGNREGS decision making and planning process at village level.

CRISP-M is an open access tool, however, the project's focus has been on improving the participation of marginalized and indigenous tribal communities and women groups in MGNREGS planning and decision-making process.





Often beneficiaries, including women, act as knowledge multipliers in their communities, training others on the use of the CRISP-M tool (e.g., through SHGs), supporting them to take informed decisions.



## Outcomes

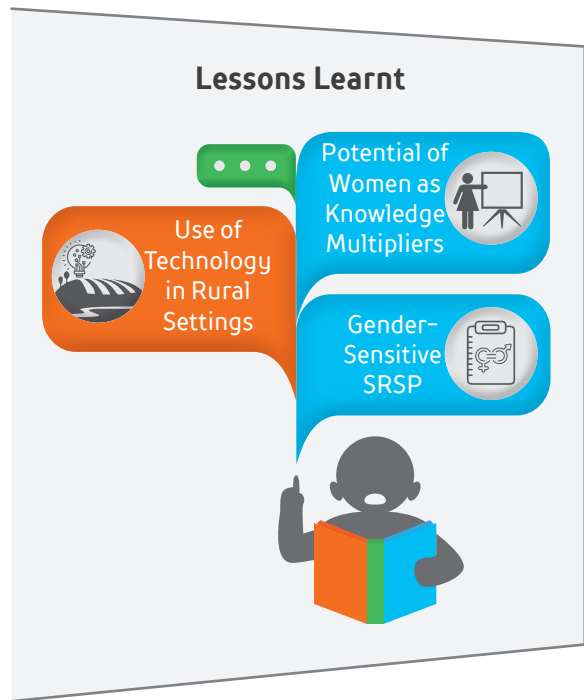
- ▶ The pilot conducted in Badwani, Madhya Pradesh, produced a number of positive results. It equipped community members with asset planning information for more equitable distribution of benefits. It helped to demystify GIS technology and bolstered the self-confidence of the village community by involving them effectively in the planning process. And it took into consideration the interests of the landless, small and marginal farmers by identifying activities for skill enhancement and improving their socio-economic status.
- ▶ Currently the project covers 50 villages in Raisen and Sehore districts of Madhya Pradesh.



## Learning for SRSP

The project highlights the importance **gender-sensitive SRSP** and the potential of women and their role as knowledge multipliers.

It also illustrates how to use **technology in rural settings** and on-site trainings.



**Source/Contribution :** Based on case studies from IEED



## Case Study 6

# CARITAS: DISASTER RISK REDUCTION BY ENHANCING SAFETY NETWORK

**Location**

Ganjam district, Odisha, India

**Start-end Date**

January 2021 – ongoing

**SRSP Dimension**

Facilitating access to social protection through information sharing/case workers

**Type of Shock**

Any disaster

**Beneficiary Group**

Marginalized/vulnerable communities

**Category of SP Response**

Trainings, referral

## Context

Global Programme India, hosted by Caritas India with the support of the German Federal Ministry for Economic Cooperation and Development (BMZ) and Caritas Germany, aims to improve the lives of marginalized populations in 260 villages in four Indian states through four development themes: resilience to natural calamities, Enhanced Nutritional and Food Security, Social Inclusion, and strengthening civil society learning. The programme has 22 partners, including Society for Welfare, Animation and Development (SWAD) in Odisha.

The Ganjam district in Odisha was recently affected by two consecutive cyclones.

## Summary of Response

SWAD conducts participatory disaster risk assessment (PDRA) to identify village level hazards, risk, vulnerability, and capacities in consultation with the community, PRI members and other pertinent stakeholders. The information received in community consultation is analysed through focus group discussions (FGDs), key informant interviews (KIIs) and transect walks

in the villages. On the basis of PDRA results, a capacity building programme of community members is planned and implemented.

In addition, one to one assistance is provided to help people apply for social protection programmes, including state-provided pension benefits (which they were previously denied). Regular follow ups with the person and relevant department officials are conducted to support the person through the application process.





## Outcomes

- ▶ Community in project villages is aware about social protection schemes, eligibility criteria and application process
- ▶ Community members apply for social protection schemes.
- ▶ Community members avail benefits of social protection schemes. In SWAD-supported areas:
  - » 21 old people are linked with old age pension,
  - » 7 widow women received widow pension
  - » 5 persons with disabilities received certificate and wheelchair
  - » 7 persons with disabilities are linked with disabilities pension
  - » 80 people are linked with pension schemes



## Learning for SRSP

**Awareness generation** on social protection schemes, benefits and eligibility criteria through campaign, broadcasting messages, poster exhibition is a must.

Many community members from rural background lack education, money, and time to travel to different government offices. In such situations **hand holding support on one-to-one basis** goes a long way. It keeps community members motivated and persuasive.

**Dialogue** with government departments by NGOs plays a very crucial role.

**Regular interface meeting with service providers** and end users makes the process smooth and easier.

**Potential for replication:** The process can be replicated by any organization in any location in an ongoing project.

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**Source/Contribution :** Based on case study from Caritas/SWAD

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### Way Forward

Awareness generation on social protection schemes, benefits and eligibility criteria

Handholding support for motivation



Dialogue with government departments

Regular interface meeting with service providers and end users

## Case Study 7

# UNICEF: SHOCK- RESPONSIVE SOCIAL PROTECTION ASSESSMENT IN THE FREQUENT DISASTER- HIT STATE OF KERALA

**Location**

Kerala, India. The sample taken for the assessment is Kadinamkulam Panchayat, which was identified as one of the most hazard-prone panchayats in Thiruvananthapuram district.

**Start-end Date**

2022

**SRSP Dimension**

Integration of existing social protection measures into humanitarian response

**Type of Shock**

Hazard prone areas

**Beneficiary Group**

Persons with disabilities including children, the elderly

**Category of SP Response**

Needs assessment

## Context

According to the Disability Census 2015, 2.32 per cent of the State population are persons with disabilities, including children, and 8.66 per cent of households have persons with disabilities. The elderly population in Kerala has increased in recent decades to 16.5 per cent of the population, the highest in India (Elderly Report 2021, Government of India).

In Kerala, there are extreme weather events like cyclone Ockhi in 2017, and extreme rainfall events followed by floods and mudslides in 2018 and 2019. There was an outbreak of Nipah in two districts of the State in 2018 followed by the COVID-19 pandemic which unsettled the economy as never before, leading to further deprivation of these vulnerable communities.

The State has a dynamic approach towards supporting the vulnerable community during disasters. After the 2018 floods, the Kerala State Disaster Management Authority (SDMA) initiated HCTs with UNDP's assistance. Starting in 2016, the SDMA implemented a project on disability inclusion in disaster risk reduction with a special focus on preparing persons with disabilities for disasters and weather extreme events.

Given the vulnerability of sections of the population during disasters, and Kerala's Hazard Risk and Vulnerability Analysis (HRVA) profile, the assessment done by UNICEF in partnership with the State could provide avenues to strengthen the social protection system during and post-emergency period for building resilience in the state.





## Summary of Response

UNICEF India commissioned an assessment to better understand the government's social protection measures and how they can be integrated into humanitarian responses through shock responsive social protection. The study focused on the conditions of 1,040 persons with disabilities and 7,609 elderly persons who are under social protection programmes. The study took the form of a desk review, FGDs, and KIIs. The assessment covered the role of the governance system in delivering social protection schemes and how best the system can be further strengthened.

Schemes implemented in the State and identified for the assessment, focusing mainly on persons with disabilities and the elderly population are 1. Indira Gandhi National Disability Pension, 2. Indira Gandhi National Old Age Pension, 3. Aswasakiranam, 4. Vayomithram, 5. Mathrujyothi (for mothers of persons with disabilities), 6. Swasraya schemes. Out of the six schemes listed, the three schemes (numbered 1-3) are identified both at the state level and at Kadinamkulam Panchayat based on the availability of data.

## Outcomes

- ▶ The Shock-Responsive Social Protection assessment captured various good practices and challenges involved in the support provided to vulnerable communities during disasters. The study identified the possibility of mainstreaming shock responsive social protection during various disaster management phases, so as to ensure better coverage of vulnerable communities.

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### Some major findings are:

- ▶ Beneficiaries receiving the Indira Gandhi National Disability Pension are 795 which is only 76.44 per cent of the total number of persons with disabilities in the panchayat.
- ▶ Similarly, for the elderly population, scheme coverage was only 60.35 per cent in the panchayat.
- ▶ Schemes for scholarships for children with disabilities – implemented by the respective panchayats utilizing their own funds – provides Rs 28,500 annually and is availed by 175 beneficiaries in Kadinamkulam panchayat.
- ▶ The beneficiaries of Aswasakiranam scheme in the Panchayat are 124, which covers persons with mental illness, intellectual disabilities who are more in number in Kadinamkulam. Thus, this scheme which provides monthly assistance of Rs 600 per beneficiary can be scaled up for a short period of time during a disaster. Additional support can be given for medicines, nutrition, and for other recovery purposes.

## Learning for SRSP

### Challenges Identified

- ▶ The database of beneficiaries is available separately within different departments. The access to data, its analysis, and linkages are therefore to be addressed, to reduce administrative processes to enable effectiveness in accessing benefits from the programmes.

- The schemes specific to vulnerable populations (persons with disabilities, including children, and the elderly) are currently not able to reach the entire targeted population.
- Additional financial support or topping up of the existing schemes for the vulnerable population during natural hazards is as-yet not considered, and adequate support mechanisms for the recovery phase are not available, so enhancing the transfer value under the scheme seems to be difficult during emergencies.

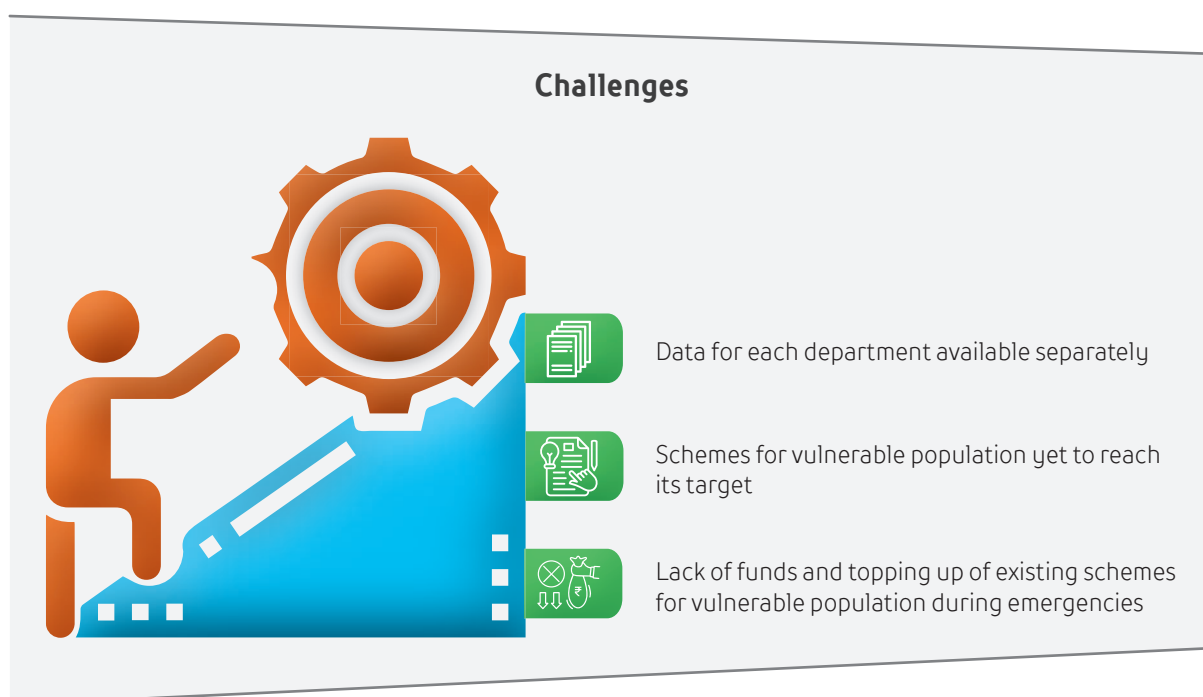
**Recommendations for Next Steps in Cooperation with the Government of Kerala**

- Preparing a unified social registry (database) for persons with disabilities and elderly persons, and mapping it with various social protection schemes. The data available to be shared among various stakeholders including other sectors such as Education and Health, to ensure utilization of the readily available data for enhancing coverage of social protection schemes and use it during disasters at the local level (Gram Panchayat).

- The Social Justice department, being the nodal department for implementing social welfare schemes in the state, could prepare SOPs and rules for providing top-up/ additional support mechanisms to the existing beneficiaries for early recovery during disasters, if the beneficiary is impacted.
- Coordination between government organizations and NGOs to be strengthened to ensure a single window system for relief, recovery, and rehabilitation initiatives (shock-responsive social protection and HCTs).
- The present budget allocation is able to meet the needs of a certain percentage of the eligible population. As the coverage increases, more allocation would be required from the state government for the existing schemes.

The piloting of the shock responsive social protection assessment in the Kadinamkulam Panchayat, including scaling up good practices, can be expanded across the state.

**Source/Contribution:** Based on case study prepared by UNICEF India



# Case Study 8

## INDIA: LESSONS FROM PANDEMIC RESPONSES ADDRESSING FOOD INSECURITY



### Location

India



### Start-end Date

2020–2022



### SRSP Dimension

Horizontal and vertical coverage expansion



### Type of Shock

COVID-19



### Beneficiary Group

Marginalized/vulnerable communities, children, women



### Category of SP Response

Public works, food subsidy, cash transfers

## Context

India has a history of using large public programmes to address food security and nutrition, and as one of the biggest countries in the G20, India can offer important lessons to other G20 countries on how to support food security and nutrition during crises.

Many Indian social assistance programmes have been leveraged to respond to shocks, although there is currently no institutionalised policy or approach. [2] India's response to the COVID-19 crisis was guided by two existing legislations related to social protection, the Mahatma Gandhi National Employment Guarantee Act (MGNREGA) that guarantees 100 days of employment to all rural households on demand, and the National Food Security Act (NFSA) which were passed in 2005 and 2013, respectively [3].

## Summary of Response

Several interventions were implemented in India to help households respond to the impacts of the COVID-19 pandemic. The Government announced the Pradhan Mantri Garib Kalyan Yojana (PMGKY), a INR 1.70 trillion relief package to provide support to poor and vulnerable people and ensure that their basic needs are met. The package comprised both the implementation of new social protection interventions and the adaptation of pre-existing benefits. [2]

Leveraging pre-existing programmes included vertical expansions which involved a top-up or increased transfer value for: PM Kisan beneficiaries, workers registered under MGNREGS, and beneficiaries of the Antyodaya Anna Yojana (AAY) for the poorest households under the Public Distribution System (PDS) – one of the largest food subsidy programmes in the world. Additional measures were also introduced for some beneficiaries of the National Social Assistance Programme (NSAP). [1]

The entitlement under the subsidised grains component under the NFSA was doubled from 5 kgs to 10 kgs per person per month for a period of almost two years. Arrangements were made for meals for children to be provided either as take-home rations in kind or as cash transfers. The work created under MGNREGS saw the number of participants increase from an average of about 75 million persons per year in the previous five years to 112 million persons in 2020–21 and 106 million persons in 2021–22 [3].

## Outcomes

- ▶ A number of evaluations conducted of India's social protection programmes showed that they have been effective in increasing food security, enhancing school enrolment, tackling severe malnutrition, arresting distress migration, increasing rural wages and so on. Therefore, they have had an impact on malnutrition directly and indirectly. [3]
- ▶ Although there have not yet been nation-wide systematic evaluations relating to social protection in India during the pandemic, several field studies showed that these schemes were quite impactful in their outreach and made a substantial contribution towards compensating for the income lost. However, despite these benefits, food insecurity levels were reported to be higher compared to pre-pandemic levels. [3]

## Learning for SRSP

Establishing food security as a priority can be manifested through the allocation of funding, and legally enshrining and enforcing regulations for programmes tackling food insecurity, as seen in the cases of India's MGNREGA and NFSA. [3]

Most gaps in the delivery of social protection programmes in response to the pandemic had existed before and continue to remain after. Exclusions in coverage is a problem, especially among the urban poor. While portability of entitlements could solve this to a certain extent. [3]

Another issue that remained was the underfunding to provide quality nutrition to children. In regions where meals were replaced by cash, this translated into very small amounts and insufficient for an individual family. The maternity entitlements also are not inflation indexed and therefore their real values have been declining. [3]

The work with family farmers can be central to ensuring access to healthy diets and for the improvement of living standards of small-scale producers. This is especially important because, while cash transfers and school meals can certainly improve access to food, the type of food that is being consumed matters. [3]

It is recommended that India's new integrated policy framework explicitly account for how the social protection system will respond to shocks in future. Increasingly, social protection policies or strategies in many countries are incorporating shock-responsive dimensions (e.g. through a dedicated chapter or pillar) which outline priorities, approaches, and contingency mechanisms that can be activated in the event of a widescale shock or disaster. [1]





### Issues that Remain

Gaps in delivery of social protection programmes, especially among urban poor



Lack of funds to provide quality nutrition to children

**Source/Contribution:** [1] Edward Archibald, Social Protection in India:

Light-touch Mapping & Analysis, Core Diagnostic Instrument (CODI), Draft report, March 2022

[3] UNICEF India, T20 Policy Brief, Social Protection Measures Supporting Food Security and Nutrition in Brazil and India Before and During the Global Polycrisis, 5 April 2023

[2] International Policy Centre for Inclusive Growth, COVID-19 and social protection in South Asia: India, September 2020





# INTERNATIONAL CASE STUDIES ON THE COVID-19 RESPONSE



Sketch map not to scale

## Case Study 9

# INDONESIA: SCALING UP SOCIAL PROTECTION PROGRAMMES IN RESPONSE TO COVID-19



**Location**  
Indonesia



**Start-end Date**  
April to December 2020



**SRSP Dimension**  
Horizontal coverage expansion, MIS/Registry



**Type of Shock**  
COVID-19



**Beneficiary Group**  
Vulnerable households



**Category of SP Response**  
Cash transfer

## Context

In response to the socio-economic effects of the COVID-19 crisis, the Government of Indonesia introduced a massive fiscal stimulus package through the National Economic Recovery (PEN) programme. In terms of the total amount devoted to combatting COVID-19, Indonesia ranks among the top five countries in the Asia Pacific region. In 2020, the Government of Indonesia allocated IDR 695.2 trillion (approximately US\$ 49 billion) to the programme [1].

## Summary of Response

Existing social protection programmes were expanded to protect not only the currently poor against the shock, but also the growing number of new middle-income individuals and small businesses who had become vulnerable due to sudden loss of income. The government also increased the coverage and benefit levels of existing assistance programmes.

- ▶ The benefits of the regular conditional cash transfer Programme *Keluarga Harapan* were

increased by 25 per cent. They were also distributed monthly, instead of quarterly, until December 2020. [2]

- ▶ The existing food assistance Programme *Sembako* was expanded from 15.5 million to 20 million families, and its benefits increased from food worth IDR150,000 to IDR200,000 (from around USD10 to USD12 per month). [2]
- ▶ Social cash assistance, targeting outside Jakarta and metropolitan areas, was paid to 9 million families in the 30th to 40th percentile of the population, who did not receive benefits from PKH or Programme *Sembako* at IDR600,000 (USD43) per month from April to December 2020. [2]
- ▶ Food assistance equal to IDR600,000 (USD43) was paid monthly from April to December 2020 to 1.9 million affected families in Jakarta and the metropolitan areas. The beneficiaries were micro-businesses, seasonal arts workers and other informal workers who were not PKH or *Sembako* beneficiaries. [2]

- ▶ Electricity subsidies, consisting of free or half-priced electricity, were awarded to 27.7 million lower-income households (the poorest 40 per cent of the population). [2]
- ▶ Unconditional cash transfers from the Village Fund (*BLT Dana Desa*) were given to 10–12 million families, paying IDR300,000 (USD20) per month from April to December 2020. [2]

While the first five programmes listed above use the Integrated Social Welfare Database (*Data Terpadu Kesejahteraan Sosial—DTKS*), the unconditional cash transfers from the Village Fund were provided to those not registered in the DTKS. [2]

## Outcomes

- ▶ Most households (85.3 per cent) received at least one form of social assistance, be it a cash transfer or some sort of “in kind” assistance. Half of all households (50.8 per cent) received a cash transfer. The poorest households received the most assistance. Among those in the bottom 40 per cent of the expenditure (income) distribution, more than 90 per cent received at least one form of assistance and more than 60 per cent received cash. [1]
- ▶ Most households that were economically secure before the pandemic but experienced a significant loss of income were also able to access a form of assistance (approximately 70 per cent). These included programmes such as tax deferrals, credit subsidies and internet assistance that targeted newly affected households. [1]

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- ▶ Many households received both complementary cash and in-kind assistance, and there was little duplication in households receiving cash programmes, spreading the benefits further.
- ▶ In about 71,065 villages or 95 per cent villages across Indonesia beneficiaries were targeted with the BLT Dana Desa. In all, 31 per cent of all BLT - Dana Desa beneficiary families were female headed households. Disabled and elderly people were also prioritized.
- ▶ Two-thirds (67.4 per cent) of recipients of the assistance reported that it was helpful in countering the impact of the shock on household finances. Households used the assistance to buy groceries and fulfil daily needs, utilities, and mobile credit/internet. [1]

## Learning for SRSP

### Enabling Factors

- ▶ BLT-Dana Desa's targeting and disbursement by village governments amidst this pandemic allowed local actors' to use their proximity to the community and partner with the central government for Shock-Responsive Social Protection implementation
- ▶ Adaptive social protection (ASP) is one of Indonesia's national priorities as set out in the National Medium-term Development Plan 2020–2024 and is part of the country's strategy to reform social protection.





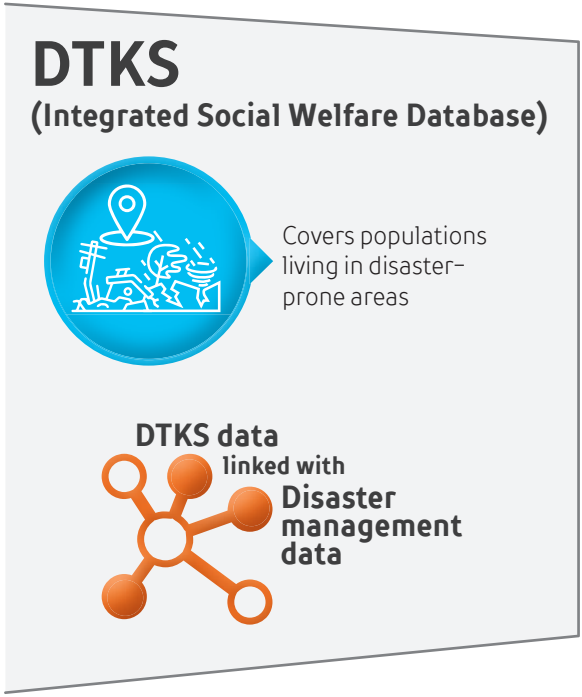
## Lessons Learnt

The lessons from the COVID-19 crisis response re-affirm the following priorities expressed in the Indonesian Ministry of Social Affairs (MoSA's) document of strategic planning 2020 – 2024:

- ▶ Expanding regular social protection to also cover households affected by disaster
- ▶ Ensuring adaptiveness in the regular social protection Programme design to ensure immediate disbursement in the occurrence of shocks
- ▶ Expanding DTKS (Integrated Social Welfare Database) data by incorporating populations living in disaster prone areas including connecting these with disaster management data
- ▶ Enaction of ministerial regulation for ASP
- ▶ Incorporating prevention (capacity building for community) and rehabilitation (sustainable livelihood) into planning.

**Source/Contribution:** [1] The SMERU Research Institute, 2021, Executive summary report: The Social and economic impacts of COVID-19 on households and strategic policy recommendations for Indonesia. <https://smeru.or.id/en/publication/executive-summary-report-social-and-economic-impacts-covid-19-households-and-strategic>

[2] Aulia and Maliki, 2021, How to overcome the impact of COVID-19 on poverty in Indonesia? Policy in Focus 19(1): What's next for Social Protection in Light of COVID-19: country responses. Brasília: International Centre for Inclusive Growth. [http://www.ipcig.org/sites/default/files/pub/en/PIF48\\_What\\_s\\_next\\_for\\_social\\_protection\\_in\\_light\\_of\\_COVID\\_19\\_challenges\\_ahead.pdf](http://www.ipcig.org/sites/default/files/pub/en/PIF48_What_s_next_for_social_protection_in_light_of_COVID_19_challenges_ahead.pdf)



## Case Study 10

# BRAZIL: LARGE SCALE EMERGENCY RESPONSE USING COUNTRY'S SINGLE REGISTRY AND A DIGITAL REGISTRATION PLATFORM

**Location**

Brazil

**Start-end Date**

2020-2021

**SRSP Dimension**

Horizontal coverage expansion, MIS/registry, Payment

**Type of Shock**

COVID-19

**Beneficiary Group**

Vulnerable households, Informal workers

**Category of SP Response**

Cash transfer

## Context

The Government of Brazil declared a national state of public health emergency in February 2020, and in March, the National Congress passed Legislative Decree No. 6 to enable an increase in public spending beyond existing limits until the end of 2020. In April, the Emergency Aid (AE) programme was introduced, followed by an extension called the Extension of the Emergency Aid (EEA) five months later. The primary aim of both programmes was to provide a steady income stream to those with low income levels, as a result of the ongoing economic crisis resulting from the COVID-19 pandemic. [1]

## Summary of Response

The Emergency Aid was a programme that provided emergency cash transfers to individuals with low income and no formal employment in Brazil. The beneficiaries received BRL600, except for single mothers who receive BRL1,200. Adolescent mothers aged 12 to 17 were also

eligible for the benefit, whereas other minors under the age of 18 were not. In April 2021, a new round of AE started, but with a lower amount and with stricter eligibility conditions. [2]

Three groups were eligible for the programme: i) those already receiving cash transfers from the Bolsa Familia programme (PBF), ii) those registered in the Single Registry but not receiving any social protection benefit, and iii) informal workers, self-employed individuals, and unemployed people who applied through a digital registration platform. To be eligible for the last group required that recipients belong to a family with a monthly income per person of up to half a minimum wage, and not have a formal job or receive social assistance or insurance benefits. [1]

For the first two target groups, eligibility criteria and benefits were automatically determined based on data from the Single Registry, which already had socio-economic information for approximately 28 million families, while the third group had to apply





through a digital platform provided by Caixa Econômica Federal. Verification of eligibility criteria was done by cross-checking data from different administrative registries of the federal government.[1].



## Outcomes

- ▶ In Brazil, the state-owned *Caixa Econômica* bank was able to create 14 million new accounts through a smartphone app within a week, which contributed to the successful implementation of the programme.
- ▶ The programme stood out for its high coverage and duration, reaching indirectly 61.5 per cent of the population, including 19.2 million beneficiaries of PBF and 48.2 million eligible individuals, such as informal workers and single mothers as heads of households, who received nine monthly payments in 2020. [2].



## Learning for SRSP


### Enabling Factors [3]

- ▶ Swift identification was enabled by the wide coverage and **previous use of the country's social registry**.
- ▶ Existing regulatory **framework for tiered account opening**

### Lessons Learnt

- ▶ The **effective use of registries** in times of shocks first and foremost depends on factors such as **coverage, accuracy and currency** of the social registry information.
- ▶ While the intensive use of digital technology enabled identification of a large number of people electronically, it was challenging to identify and pay benefits to millions of 'invisible' people who were not previously identified in official databases used for social protection programmes, while still accommodating those who were not digitally included. It was important to maintain

### Aspects to Consider for Opening of Rapid Bank Account

- 
- Establishing tiered accounts with a mirrored tier-based customer due diligence mechanism;
  - Allowing remote account opening through video chatting or by telephone;
  - Waiving the requirement for biometric data for verification by using alternatives such as GPS-enabled photos;
  - Accepting alternative identification mechanisms
  - Permitting ID verification to be conducted up to three months after account opening
  - Simplifying ID updating/retrieval processes to enable registration, including by waiving the cost of the process or enabling digital applications

**traditional ways of registration** (e.g., in-person at local social assistance agencies) and promote integration of official databases. [1].

- ▶ The need for an **official grievance mechanism** for contesting decisions was also paramount [1].

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**Source/Contribution:** [1] Yamasaki, n. and F. Rodopoulos2 2021. “Emergency Aid: The Brazilian response to an unprecedented challenge.” Policy in Focus 19(1): What’s next for Social Protection in Light of COVID-19: country responses. Brasília: International Centre for Inclusive Growth. [https://ipcig.org/sites/default/files/pub/en/PIF47\\_What\\_s\\_next\\_for\\_social\\_protection\\_in\\_light\\_of\\_COVID\\_19.pdf](https://ipcig.org/sites/default/files/pub/en/PIF47_What_s_next_for_social_protection_in_light_of_COVID_19.pdf)

[2] Palomo, N., L. V. Faulbaum, A. C. Machado, C. Rolon, C., F. V. Soares, M. Rubio, F. Alejandro, and G. Escaroz. 2022. “Social

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Protection and Response to COVID-19 in Latin America and the Caribbean: Innovations in Registration and Payment Systems.” IPC-IG Research Report No. 63. Brasilia and Panama City: International Policy Centre for Inclusive Growth (IPC-IG), United Nations Development Programme and the United Nations Children’s Fund Regional Office for Latin America and the Caribbean (UNICEF LACRO). [https://ipcig.org/sites/default/files/pub/en/RR63\\_Social\\_Protection\\_and\\_Response\\_to\\_COVID\\_19.pdf](https://ipcig.org/sites/default/files/pub/en/RR63_Social_Protection_and_Response_to_COVID_19.pdf)

[3] Hammad, M., F. Bacil, and F.V. Soares. 2021. “Next practices: Innovations in the COVID-19 social protection responses and beyond.” Research Report, No. 60. Brasília: International Policy Centre for Inclusive Growth. [https://ipcig.org/sites/default/files/pub/en/RR60\\_Next\\_Practices\\_Innovations\\_in\\_the\\_COVID\\_19\\_IPC\\_UNDP.pdf](https://ipcig.org/sites/default/files/pub/en/RR60_Next_Practices_Innovations_in_the_COVID_19_IPC_UNDP.pdf)

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# Case Study 11

## SOUTH AFRICA: COMPLEMENTING TOP UPS FOR EXISTING SOCIAL PROTECTION BENEFICIARIES WITH EMERGENCY RELIEF FOR UNCOVERED INDIVIDUALS



**Location**  
South Africa



**Start-end Date**  
2020-2021



**SRSP Dimension**  
Horizontal and vertical coverage expansion



**Type of Shock**  
COVID-19



**Beneficiary Group**  
Vulnerable households, informal workers



**Category of SP Response**  
Cash transfer

### Context

South Africa has responded to the COVID-19 crisis by initiating one of the largest social protection initiatives in sub-Saharan Africa to address the fallout for the most vulnerable members of society. Building on a well-established social protection framework, the South African government adopted a two-pronged approach, with cash-based support provided in the form of unemployment benefits for formal sector workers and social cash transfers to vulnerable individuals, informal workers, and beneficiaries of existing social grant programmes. This case study summarizes the social grants.

### Summary of Response

#### Top Ups for Existing Social Protection Beneficiaries

For a period of six months, the government provided existing beneficiaries of its social grant programmes (Old Age Pension, the Disability Grant, the Foster Care Grant, the Care Dependency Grant, and the War Veteran's Grant)

with an additional monthly payment of R 250. The Child Support Grant received a higher top-up payment, starting with R300 for each eligible child in the first month, followed by R500 per caregiver in subsequent months, due to budget constraints. The payments started in May 2022 and were made through regular channels such as bank transfers, smart cards, or cash. Staggered payment dates were implemented to minimize overcrowding at payment points.

#### Social Relief of Distress (SRD) Grant

The COVID-19 Social Relief of Distress (SRD) Grant provided R350 (USD23) per month to unemployed South African citizens, permanent residents, and registered refugees over 18 who were not receiving (or qualifying for) any other form of government support and not living in a government-funded institution. Originally intended to run for six months from May to November 2020, the programme was extended multiple times and ended on April 30, 2021. The second cycle was set to begin in August 2021 and would include unemployed caregivers of eligible children who were previously ineligible for the SRD grant.



## Outcomes

### Top Ups

- For Old Age Pension, Disability Grant, Foster Care Grant, Care Dependency Grant and War Veteran's Grant: Approx. 5.2 million beneficiaries.
- For Child Support Grant: 12.78 million children, 7.2 million caregivers.
- Social Relief of Distress (SRD) Grant – First round: 6 million beneficiaries. Second round: 13 million applications received and 8.3 million approved (as of October 2021).

## Learning for SRSP

South Africa's social protection response to COVID-19 was successful in terms of timeliness, coverage, and inclusion of previously uncovered beneficiary groups. Some of the key learnings include:

- The use of digital technologies, such as Unstructured Supplementary Service Data (USSD)-based communication, was a defining characteristic and proved successful for enrolment. However, the cost of mobile data

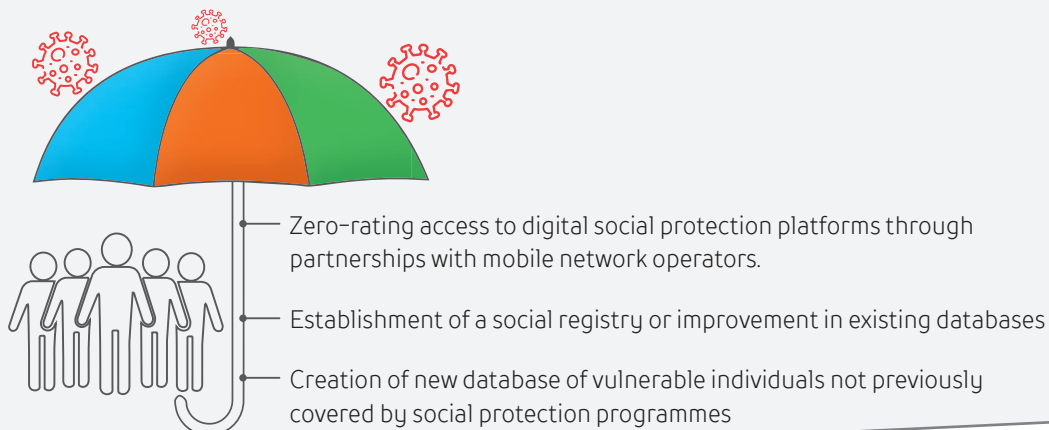
remained a barrier to accessing the SRD grant and could be addressed by zero-rating access to digital social protection platforms through partnerships with mobile network operators. Especially rural populations require personal application support.

- Existing social protection structures, as well as 54 databases from other government departments and programmes, provided a solid foundation for the design of South Africa's immediate emergency response, yet not without challenges. Establishing a social registry or improving existing databases remains paramount for emergency interventions.

- The SDR grant created a new database of vulnerable individuals not previously covered by social protection programmes, including information on employment, tax, income status, and residence, which can be used for future emergency response programmes or for the much-debated launch of a basic income grant.

**Source/Contribution:** Case study based on: Gronbach, L., J. Seekings, and V. Megannon. 2022. "Social Protection in the COVID-19 Pandemic: Lessons from South Africa." CGD Policy Paper 252. Washington, DC: Center for Global Development. <https://www.cgdev.org/publication/social-protection-covid-19-pandemic-lessons-south-africa>

### Learnings from Social Protection Response to COVID-19 in South Africa



# Case Study 12

## TIMOR LESTE: REALLOCATING FUNDS FROM THE PETROLEUM FUND



**Location**  
Timor Leste



**Start-end Date**  
April to August 2020



**SRSP Dimension**  
Financing, horizontal coverage increase



**Type of Shock**  
COVID-19



**Beneficiary Group**  
Vulnerable households



**Category of SP Response**  
Cash transfer

### Context

Due to economic shocks caused by COVID-19 control measures, households in Timor Leste were experiencing food insecurity at what should have been the most food secure time of a typical year (April/May). In response to this, the Government of Timor Leste used social assistance measures to support households' immediate needs and recovery from the socio-economic effects of the COVID-19 shock. [1]

### Summary of Response

In April 2020, the parliament approved a USD 250 million withdrawal from the national Petroleum Fund – a sovereign wealth fund into which the surplus wealth produced by Timor-Leste petroleum and gas income is deposited by the government – for general spending as well as to finance a stimulus package for the economy. [2] The package, which included cash transfers to manage economic and financial risks from the COVID-19, was approved on 20 April.

As part of the package, the Government enacted the first near-universal cash transfer in the country's young history. At a cost of over USD 60 million, the Uma Kain Programme took the form of a one-off cash transfer of USD 200 – equal to USD100 per month for the first two months of the state of emergency in April and May – to all households with a monthly income of less than USD 500 in all of the 452 villages in the country. The pay-outs were distributed to approximately 300,000 households during the months of June and July. [2]

The Government of Timor-Leste mandated the use of an existing system of household registration (*Ficha da Familia*), and the payment was distributed in person to heads of households at collection sites in each village by Ministry of Social Solidarity and Inclusion staff and village chiefs.

Following on the success of the Uma Kain household cash transfer, in September 2020 the government announced a new Programme

Cesta Basica (basic food basket). The new Programme would provide USD 25 worth of food or a voucher for every Timorese person for a period of two months. [3]

## Outcomes

- ▶ Timor Leste was the only middle-income country in Asia that managed a fiscal crisis response of at least 2 per cent of GDP, which has been suggested as the minimum level of response required from a country to save the economy and protect livelihoods. [4]
- ▶ As part of the response the *Uma Kain* cash transfer reached 95 per cent of all households and was thus nearly universal. [3]
- ▶ The cash transfer had a major positive impact on improving short-term food security whilst also supporting rural and informal businesses to reopen and re-establish trade vital for additional cash income. The benefits of the cash transfer stimulus have contributed to assisting a larger number of people and businesses than just the direct beneficiary households themselves. An assessment of the socio-economic impacts and gender-impacts of the transfer found that all members of the household benefited from the payment, with almost one-third of households interviewed extending this to younger members of the family who were away studying. [2]

(Continued)

(Continued)

- ▶ However, beneficiaries reported price rises in their local markets after the *Uma Kain* Payment was disbursed. Furthermore, while the research found that the COVID-19 payment was able to meet the needs of smaller families, most large households of more than nine reported they could not meet their needs with the payment. Post-assessment also showed that inconsistencies in the application of the household registration system used to identify eligible cash recipients resulted in the exclusion of LGBTQI+ people as well as women living in crisis accommodation.
- ▶ Incorporating Lessons Learnt from *Uma Kain* cash transfer Programme Cesta Basica targeted individuals and thus included non-traditional households and was well adjusted to the size of the household. [3]

## Learning for SRSP

To improve inclusivity of transfers, **alternative administrative systems for distributing emergency cash transfers** during future crises could be based on individual rather than household registration to avoid exclusion. In general shock-responsive Programme designs, should give due consideration to potential gaps that could contribute to the discrimination against, or disadvantage to, vulnerable groups and risk of increasing conflict and intimate partner violence to ensure that no one is left behind.



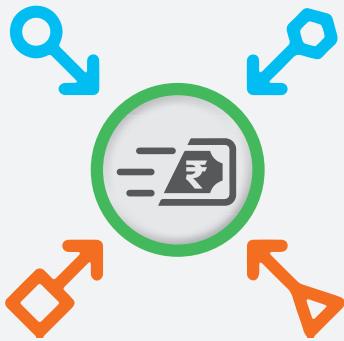


The government's decision to access the **petroleum fund mixing** it with other sources of financing, resulting in a fiscal response of 2 per cent of GDP which was able to avert the worst socio-economic consequences of the pandemic.



### Improving Inclusivity in Transfers

Individual registration to form the basis of emergency cash transfer distribution



Potential gaps to be addressed through shock-responsive programme designs

**Source/Contribution:** [1] The Asia Foundation. (2021). Timor-Leste COVID-19 Household Cash Transfer: Executive Summary. <https://asiafoundation.org/wp-content/uploads/2021/01/Timor-Leste-Covid-19-Household-Cash-Transfer-Executive-Summary-EN.pdf>

[2] UNICEF Timor-Leste. (2021). Adding to the Government's Social Protection Response with a Cash Plus Scheme. UNICEF. <https://www.unicef.org/timorleste/stories/adding-governments-social-protection-response-cash-plus-scheme>

[3] Timor-Leste COVID-19 National Survey. (2020). Timor-Leste COVID-19 National Survey Round 7: Executive Summary. Retrieved from [https://covid19.gov.tl/wp-content/uploads/formidable/6/Timor-Leste-COVID-Survey-Round-7-Executive-Summary\\_EN\\_Dec9.pdf](https://covid19.gov.tl/wp-content/uploads/formidable/6/Timor-Leste-COVID-Survey-Round-7-Executive-Summary_EN_Dec9.pdf)

[4] Hammad, M., F. Bacil, and F.V. Soares. 2021. "Next practices: Innovations in the COVID-19 social protection responses and beyond." Research Report, No. 60. Brasília: International Policy Centre for Inclusive Growth. [https://ipcig.org/sites/default/files/pub/en/RR60\\_Next\\_Practices\\_Innovations\\_in\\_the\\_COVID\\_19\\_IPC\\_UNDP.pdf](https://ipcig.org/sites/default/files/pub/en/RR60_Next_Practices_Innovations_in_the_COVID_19_IPC_UNDP.pdf)

## Case Study 13

# PHILIPPINES: LINKING DISASTER RISK FINANCING AND SOCIAL PROTECTION

**Location**

Philippines

**Start-end Date**

March to April 2020 and May to November 2020

**SRSP Dimension**

Vertical and horizontal coverage expansion, financing, grievance redress mechanism (GRM)

**Type of Shock**

COVID-19, natural disasters

**Beneficiary Group**

Vulnerable households

**Category of SP Response**

Cash transfer, wage subsidies

## Context

In 2020 Philippines was hit by the COVID-19 pandemic in addition to facing multiple natural disasters. In response to COVID-19, the Government of the Philippines instated a strict Enhanced Community Quarantine (ECQ) in March 2020. Lockdowns and community quarantines while slowing down the spread of COVID-19 had severe impacts on families' incomes, jobs, children's education, and food security. To mitigate the socioeconomic impact of pandemic related policy measures, the Government passed the Bayanihan to Heal as One Act, No. 11469 at the end of March 2020, which included the provision and implementation of the Social Amelioration Programme (SAP) worth PHP 200 billion (USD 4 billion) to support low-income and vulnerable families affected by the pandemic.[1]

## Summary of Response

### Legal Framework

The COVID-19 crisis resulted in the passage of national legislation in the form of the Bayanihan to Heal as One Act as well as changes in the rules

for disaster risk financing and social protection to allow for an effective and timely response. Among others, the act included the provisions allowing for the SAP worth PHP 200 billion, implemented through various national line agencies [1]

### Financing

In total, 67 per cent of the total national disaster response fund (NDRRMF) for 2020 was mobilized for social protection programmes as the major component of the government's response to the socio-economic impacts of the COVID-19 crisis. The NDRRMF was financed from budget reallocations, domestic and foreign borrowing as well as private donations. [1]

### Coordination

The Bayanihan Law designated the Department of Social Welfare and Development (DSWD) to lead SAP implementation in collaboration with the Department of Interior and Local Government and local governments. [2]

### Design

SAP expanded vertically and horizontally, in line with the shock-responsive framework, reaching 18 million low-income families nationwide with





emergency cash transfers ranging from PHP 5,000 – PHP 8,000 per month for 2 months in addition to other small-scale food and non-food support. It also expanded and enhanced the national flagship *Pantawid Pamilyang Pilipino Programme (4Ps)* as well as provided for cash assistance through local governments including to informal workers and those who were not recipients of 4Ps. The SAP targeted poor families including senior citizens, persons with disabilities, pregnant women, solo parents, distressed overseas Filipino workers, indigenous people, the homeless, farmers, fisherfolk, the self-employed, and informal settlers. The about 4.4 million beneficiaries of the 4Ps were the first to receive transfers as the government leveraged pre-existing delivery infrastructure such as beneficiary lists and payment mechanisms. In contrast, less than 20 per cent of non-4Ps beneficiaries received their first tranche of payments on time. [3]



The DSWD issued detailed guidelines on the identification of beneficiaries and provision of grants drawing from the existing social protection Programme infrastructure. A comprehensive list of beneficiaries was prepared and validated against the national database of the poor and vulnerable, *Listahanan*, to expedite the distribution of grants.



Where payment infrastructure already existed, cash transfers were made directly through DSWD’s partner banks, money transfer facilities, and service partners. For beneficiaries not previously covered by the 4Ps, DSWD personnel made direct cash pay-outs with strict COVID-19 tracking and reporting requirements. [3]



The SAP Programme included a **GRM** where grievances could be submitted either remotely or in person either by filing an appeal with local Social Welfare and Development Offices within three days of assistance delivery or by calling the Central Department of Social Welfare and Development’s 24/7 hotline number. [4]



## Outcomes

- ▶ The SAP Programme contributed to one of the most significant social protection expansions in Asia. The first tranche of SAP payments was released by May 2020. By August, 2 months after the start of distribution of the second tranche, the Programme had covered 13.3 million families or 94 per cent of target beneficiaries.
- ▶ The timely provision of the SAP played a key role in allowing beneficiaries to cope with food insecurity. The effect in reducing food insecurity was stronger for 4Ps households than non-4P households, as transfers reached 4P households more quickly. [3]

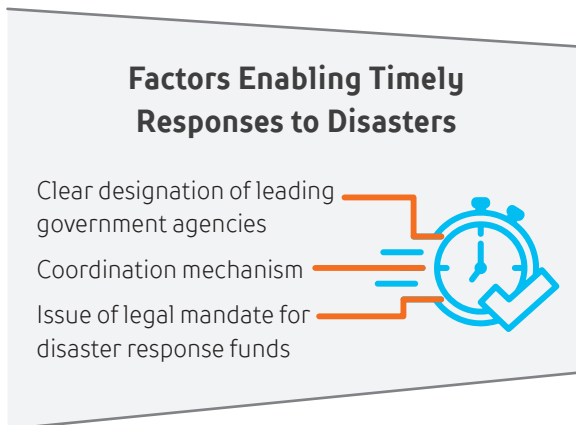
## Learning for SRSP

### Enabling Factors

- ▶ The issuing of a legal mandate for the mobilization and allocation of disaster response funds for a social protection as well as the clear designation of a leading government agencies and coordination mechanism allowed for a timely response.
- ▶ The integration of monitoring and GRMs with the capacity to process complaints from the GRM quickly allows for timely learning and adaptation. (Next Practices)
- ▶ Reaching out to a wider set of partners for support, including the private sector, development partners, civil society, and business groups demonstrated that an inclusive approach and effective stakeholders’ cooperation were essential in improving coordination, financing and achieving results.

**Lessons Learnt**

- ▶ A major challenge in effective implementation of SAP was the absence of an updated and objective poverty registry and there is no national ID. A comprehensive, up-to-date, and reliable database is of critical importance and urgent need for the timely identification and targeting of beneficiaries in a shock-response setting
- ▶ To ensure that those who are not recipients of 4 Ps can be supported during crisis in a timely manner, mechanisms to help expand service delivery to them (such as a social registry, national ID, and digital payment instruments), are critical.



**Source/Contribution:** [1] UNICEF Philippines. (2020). Brief: Expanding Social Protection Coverage in the Time of COVID-19 (Philippines).

[https://www.unicef.org/philippines/media/2341/file/Brief:%20Expanding%20Social%20Protection%20Coverage%20in%20the%20time%20of%20COVID-19%20\(Philippines\).pdf](https://www.unicef.org/philippines/media/2341/file/Brief:%20Expanding%20Social%20Protection%20Coverage%20in%20the%20time%20of%20COVID-19%20(Philippines).pdf)

[2] Asian Development Bank Institute. (2021). Enhancing Social Protection Programmes in Response to COVID-19: Country Studies in Asia. <https://www.adb.org/sites/default/files/publication/736446/adbi-cs2021-03.pdf>

[3] UNICEF Philippines. (2022). “Disaster Risk Financing and Social Protection in the Philippines: what enables and Hinders Risk Financing for Shock Responsive Social Protection” Social Policy Brief <https://www.unicef.org/philippines/media/5591/file/UNIPH-2022-SRSPPolicyBrief.pdf>

[4] Hammad, M., F. Bacil, and F.V. Soares. 2021. “Next practices: Innovations in the COVID-19 social protection responses and beyond.” Research Report, No. 60. Brasília: International Policy Centre for Inclusive Growth. [https://ipcig.org/sites/default/files/pub/en/RR60\\_Next\\_Practices\\_Innovations\\_in\\_the\\_COVID\\_19\\_IPC\\_UNDP.pdf](https://ipcig.org/sites/default/files/pub/en/RR60_Next_Practices_Innovations_in_the_COVID_19_IPC_UNDP.pdf)



# Case Study 14

## JORDAN: COORDINATING AND FINANCING ONE OF THE FASTEST SOCIAL PROTECTION RESPONSES IN THE MIDDLE EAST AND NORTH AFRICA (MENA)



### Location

Jordan



### Start-end Date

2020 - 2021



### SRSP Dimension

Coordination, financing



### Type of Shock

COVID-19



### Beneficiary Group

Vulnerable households, informal workers



### Category of SP Response

Cash transfer

## Context

The COVID-19 pandemic brought attention to several underlying economic and social issues that the Jordanian economy is facing, including the plight of daily wage earners and the significant proportion of the workforce employed in the informal sector, which accounts for over 41 per cent of workers. Despite these challenges, Jordan responded quickly to the COVID-19 crisis by implementing social protection measures, making it one of the swiftest countries in the region to do so. [1]

## Summary of Response

The rapid response in Jordan was enabled by key policy changes that Jordan's social protection sector has undergone in recent years with support from different development partners, such as the expansion of the National Aid Fund, the launch of the National Social Protection Strategy 2019–2025 and the operationalization of the National Unified Registry. One important factor that facilitated

the rapid response was the creation of new financing and coordination mechanisms that benefited from existing structures to guide and monitor the social protection sector response.

## Coordination

The national **Social Protection Response Committee**, established at the outset of the crisis and overseen by the Ministry of Social Development, has taken charge of the overall response efforts. This committee, which is one of ten under the Disaster Risk Management Unit (others include committees for healthcare and for education and distance learning) included public entities, national NGOs and private-sector representatives. [2] [3].

The Committee was established with the objective of devising action plans for the national emergency response and promoting consistency and cooperation among various organizations involved in the response efforts. Its primary goal was to enhance the scope of social safety nets and supervise the measures put in place to make certain that the set targets were achieved. [3]



In addition, Jordan is also notable for the coordination mechanisms for humanitarian actors that set up task forces and cash transfers for those not covered by the Government-provided schemes and that offered a minimum of harmonization for the COVID-19 emergency cash response. This led to informal coordination between cash groups in the country and the government's response, to cover more ground in a similar fashion. [2]

## Financing

To support with financing the COVID-19 response, a *Himmat Watan* ('National Strength') Relief Fund was created under the Central Bank to enable donations from individuals and the private sector. By August 2020, donations totaling approximately JOR114 million (equivalent to USD160 million) had been received, with most of it directed towards supporting social assistance initiatives. Some of the donations were also allocated to bolstering the healthcare sector's response to the pandemic. [1]

A website was established by the fund to provide public access to information about donations and expenses. Oversight and management of the fund were entrusted to a committee comprised of prominent private-sector personalities and economists. [2]

## Outcomes

- By August 9, 2020, the relief fund had distributed 69.6 per cent of its resources to social assistance initiatives and 15.3 per cent to boost the health sector's response to the pandemic. The fund played a crucial role in supporting Jordan's emergency cash assistance programme for daily wage earners by financing it for the initial three months and making the first payment to beneficiaries within nine days of the program's launch. Ultimately, the fund financed 88 per cent of the program, with the remaining 12 per cent funded by the Treasury. [2]

## Learning for SRSP

### Enabling Factors

The country had already adopted a National Social Protection Strategy, operationalized the National Unified Registry and introduced new forms of digital payments. Therefore, the social protection system was already relatively mature, enabling a more rapid and better-coordinated response. Another enabling factor was the existence of a disaster risk management strategy that identifies the Ministry of Social Development as the entity responsible for the provision of social assistance in times of crisis; and coordination, management and oversight of NGO responses. In addition, there are specific lessons learnt in terms of coordination and financing [2]:

### Coordination

For such coordination committees to be successful, the following aspects could be considered:

- Updating/preparing disaster risk management strategies with a focus on Shock-Responsive Social Protection and institutional arrangements and cross-sectoral coordination mechanisms in times of crisis.
- Having a clearly identified mandate of the committee's roles, responsibilities and authority regarding the social protection response, and identifying whether it has law-making authority related to emergency expenditure.
- Indicating the nature of the relationship/hierarchical decision-making process between the committee and:
  - » the Ministry of Finance and/or any other institution that is tasked with financing the response;
  - » the Ministry of Social Development and/or any other public entity responsible for the provision of social assistance;
  - » the Disaster Risk Management Unit (if existing); and





» humanitarian actors and international organizations working on the social protection response (if existing) to ensure alignment.



» Opening the committee's membership beyond the public sector— especially to NGOs and other local actors to ensure a participatory policy development process.



» Using the structure, mandate and outputs – i.e. Standard Operating Procedures (SOPs) – of the response committees to either establish a Disaster Risk Management Unit where none exists; or fine-tune and develop the Shock-Responsive Social Protection component of an existing Disaster Risk Management Unit.



### Financing



Extra budgetary funds have enabled rapid financing of social protection programmes during the pandemic, as they most often bypass normal stages of the budgeting process. However, for such funds to be effective, the following aspects must be considered:



» Legal mandates should clearly stipulate which entities, programmes or sectors the fund will provide financing to, as this enables better planning and a more coordinated response.



» The degree of integration within the existing public finance system should be based on



careful consideration of the agility of the existing budget system and its scope for simplified authorization procedures.

» Audit trails should be clearly established, and crisis expenditure routinely relayed to the public for transparency.

**Source/Contribution :** [1] Pumarol, M.R., A.A. Haider, N.I. Alkhalwaldeh, M.H. Abbas, and S.S. Toor. 2021. "Lessons learned from Jordan's national social protection response to COVID-19." Policy in Focus 19(1): What's next for Social Protection in Light of COVID-19: country responses. [https://ipcig.org/sites/default/files/pub/en/PIF47\\_What\\_s\\_next\\_for\\_social\\_protection\\_in\\_light\\_of\\_COVID\\_19.pdf](https://ipcig.org/sites/default/files/pub/en/PIF47_What_s_next_for_social_protection_in_light_of_COVID_19.pdf)

[2]Hammad, M., F. Bacil, and F.V. Soares. 2021. "Next practices: Innovations in the COVID-19 social protection responses and beyond." Research Report, No. 60. Brasília: International Policy Centre for Inclusive Growth. [https://ipcig.org/sites/default/files/pub/en/RR60\\_Next\\_Practices\\_Innovations\\_in\\_the\\_COVID\\_19\\_IPC\\_UNDP.pdf](https://ipcig.org/sites/default/files/pub/en/RR60_Next_Practices_Innovations_in_the_COVID_19_IPC_UNDP.pdf)

[3] UNICEF and Jordan Strategy Forum. 2020. Jordan's National Social Protection Response During COVID-19. Amman: United Nations Children's Fund and Jordan Strategy Forum. <https://www.unicef.org/jordan/media/3921/file/Jordan's%20National%20SP%20Response%20During%20COVID-%20UNICEF%20%20JSF.pdf>

### Pre-existing Factors that Enabled Rapid and Coordinated Response



## Case Study 15

# MOROCCO: USING EXISTING SOCIAL PROTECTION DATABASES AND ONLINE PORTALS AND SMS SERVICES TO SWIFTLY REGISTER INFORMAL WORKERS FOR COVID-19 CASH TRANSFER

**Location**

Morocco

**Start-end Date**

2020

**SRSP Dimension**

Horizontal coverage expansion, MIS/registry

**Type of Shock**

COVID-19

**Beneficiary Group**

Vulnerable households, informal workers

**Category of SP Response**

Cash transfer

## Context

To address the challenges posed by the COVID-19 pandemic, Morocco established an Economic Watch Committee under the supervision of the Ministry of Economy and Finance and the Ministry of Interior. This committee involved various key ministries, the central bank, chambers of commerce and artisan federations, as well as employers' organizations. To finance emergency health and social protection measures, a Solidarity Fund was established, raising up to USD3.4 billion.

Nonetheless, concerns were raised that there could be a sharp increase in poverty. In March 2020, it was projected that nearly 10 million Moroccans were at risk of falling into poverty, with those working in the informal sector being the most vulnerable to income insecurity. [1]

## Summary of Response

For the country's cash transfer for informal workers—beneficiaries of the medical assistance system (*Régime d'Assistance Médicale*—RAMED)—applicants could apply via SMS or through an online website set up for registration, which allowed the first round of cash transfers to be distributed on 6 April 2020. About 52 per cent of households who benefited from this emergency cash transfer were RAMED cardholders, but some of them only received their benefit after the second round, as the government had set additional criteria for eligibility. A new website for digital registration was created for other informal workers to register on-demand. [1]



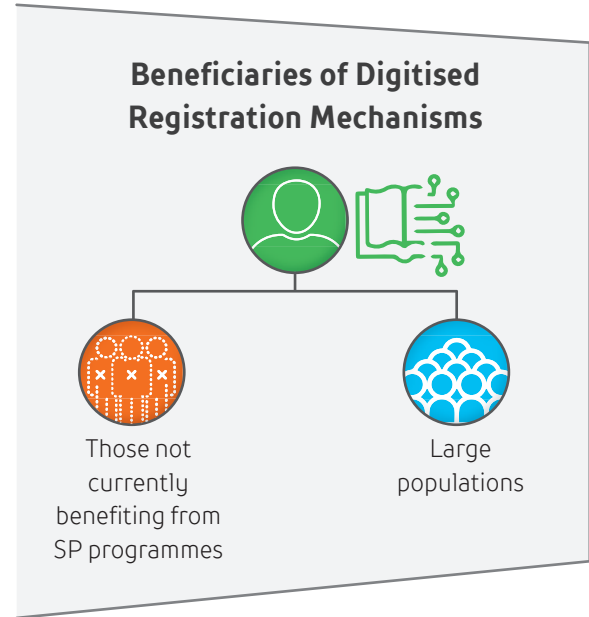


## Outcomes

- ▶ Morocco's Programme for informal workers was the largest in MENA in terms of coverage, reaching almost 71 per cent of the population (5.5 million households) in July 2020, paying between MAD800 and MAD1,200 (USD84 and USD126), depending on household size [2]
- ▶ A 2020 study found that with the measures put in place by the government, child poverty has risen to 5.1 per cent, instead of the 10 per cent expected in the absence of these measures [1]



- » Using local actors or social workers whenever possible and wherever needed for in-person registration. [3]



## Learning for SRSP

### Enabling Factors

- ▶ The **existence of digitized ID systems** and other governmental databases.
- ▶ **Collaboration** between governmental **social protection agencies and IT agencies**

### Lessons Learnt

- ▶ **Digitized registration mechanisms** through online portals or mobile platforms have a benefit of reaching large populations and those not currently benefiting from social protection programmes. At the same time, such registration mechanisms **might be exclusionary; thus, certain measures** should be implemented:
  - » Creating free SMS registration;
  - » Setting up helplines and complementing digital registration with telephone registration;
  - » Ensuring the process is disability-inclusive by creating systems that are screen-reader compatible and that allow for sign language options (Banks et al. 2021);

**Source/Contribution:** [1] Kessaba, K., and M. Halmi. 2021. "Morocco's social protection response to COVID-19 and beyond—Towards a sustainable social protection floor." Policy in Focus 19(1): What's next for Social Protection in Light of COVID-19: country responses. Brasília: International Centre for Inclusive Growth. [https://ipcig.org/sites/default/files/pub/en/PIF47\\_What\\_s\\_next\\_for\\_social\\_protection\\_in\\_light\\_of\\_COVID\\_19.pdf](https://ipcig.org/sites/default/files/pub/en/PIF47_What_s_next_for_social_protection_in_light_of_COVID_19.pdf)

[2] Bilo, C., Dytz, J., Sato, L. 2022. "Social protection responses to COVID-19 in MENA: Design, implementation and child-sensitivity". Research Report No. 76 Brasília: International Policy Centre for Inclusive Growth. [https://www.ipcig.org/sites/default/files/pub/en/RR76\\_Social\\_protection\\_responses\\_to\\_COVID\\_19\\_in\\_MENA.pdf](https://www.ipcig.org/sites/default/files/pub/en/RR76_Social_protection_responses_to_COVID_19_in_MENA.pdf)

[3] Hammad, M., F. Bacil, and F.V. Soares. 2021. "Next practices: Innovations in the COVID-19 social protection responses and beyond." Research Report, No. 60. Brasília: International Policy Centre for Inclusive Growth. [https://ipcig.org/sites/default/files/pub/en/RR60\\_Next\\_Practices\\_Innovations\\_in\\_the\\_COVID\\_19\\_IPC\\_UNDP.pdf](https://ipcig.org/sites/default/files/pub/en/RR60_Next_Practices_Innovations_in_the_COVID_19_IPC_UNDP.pdf)

## Case Study 16

# MADAGASCAR: ALIGNMENT OF HUMANITARIAN ACTORS AND GOVERNMENT TO PROVIDE COORDINATED CASH RESPONSE TO COVID-19

**Location**

Madagascar

**Start-end Date**

2020

**SRSP Dimension**

Coordination (humanitarian actors and Government)

**Type of Shock**

COVID-19

**Beneficiary Group**

Vulnerable households in urban areas

**Category of SP Response**

Cash transfer



## Context

In Madagascar, social protection is fragmented with expenditures spread across small-scale, isolated, and low-impact programmes. The National Social Protection Strategy (NSPS) for 2019–2023 defines a set of priority programmes (Education, Health) and a roadmap to develop an integrated national system around four pillars: social cash transfers, basic social services, livelihood support, and contributory social insurance schemes.

## Summary of Response

Based on prior strong collaboration between humanitarian and social protection actors (e.g., focused on drought response), the country's cash working group, under the joint leadership of the Ministry of Population, Social Protection and Promotion of Women (MPPSPF), the National Office of Risk and Disaster Management (BNGRC) and UNICEF (co-lead for

the development partners) elaborated a national cash emergency response to COVID-19, aligned with this vision: *Tosika Fameono*.

The strategy has been led by the MPPSPF and implemented jointly by the Government with the support of UNICEF and the World Bank who channeled their funds through the “Fonds d'Intervention pour le Développement” (FID), a national agency implementing social protection programmes. Owing to limited logistical capacities in FID, humanitarian/development partners including the World Food Programme (WFP), United Nations Development Programme (UNDP) and international INGOs (INGOs) have directly implemented their (aligned) response. [1]

The resulting one-off transfer programme targeted vulnerable households, particularly in the informal sector, in the country's four major urban centres. The first round of payment started in May 2020 and the second phase was launched in August 2020. Payment was done



via mobile money. Registration was carried out through a combination of in-person registration and vulnerability targeting using additional census data from the National Institute of Statistics (IPC-IG 2021). The registration questionnaire and targeting criteria were developed and used by all actors (government and non) under the leadership of the CWG. Caseloads were shared out geographically across implementing partners. WFP and FID collaborated during the COVID-19 registration process, registering almost 200,000 households in 12 days. [2] In addition, all actors (humanitarian and social protection), used a common communication strategy with key harmonized messages to the population. [3].



## Outcomes

- ▶ The *Tosika Fameono* Programme was launched in collaboration with development partners – the United Nations (UN), International Financial Institutions (IFIs), European Union (EU), International Federation of Red Cross and Red Crescent Societies (IFRC), NGOs – providing nearly 368,000 households across eight regions with a one-off payment of USD 26. [4].



## Learning for SRSP

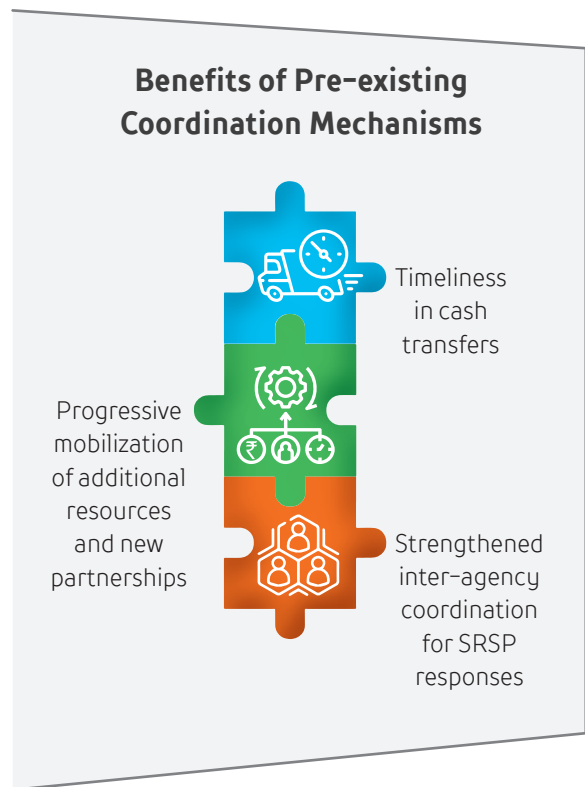
The experience of the Madagascar COVID-19 response demonstrates the importance of pre-existing coordination mechanisms, which include local actors, use of common tools and strategies to avoid fragmentation in response and to maximize impact on beneficiary households.



- ▶ Having one **unique strategy** aligned with the Government strategy helped humanitarian

actors progressively mobilize additional resources and join together new partners aligning with the national strategy in the subsequent months – for example, Catholic Relief Services (CRS) and the Madagascar Red Cross.

- ▶ There were also benefits in terms of **timeliness**, with the first payment made four weeks after the beginning of the lockdown: extremely fast considering that no cash transfer or social registry existed in urban areas before the pandemic.
- ▶ It is worth noting that the rapid collaborative effort built on **earlier work to strengthen inter-agency coordination for Shock-Responsive Social Protection responses** in the country. For example, after the 2019 drought, WFP assisted in the drafting SOPs outlining roles and responsibilities in delivering an emergency response through the national social protection system, which was used for the COVID-19 response. [1]



**Source/Contribution:** [1] The Grand Bargain Sub-Group on Linking Humanitarian Cash and Social Protection, 2021a. CASE STUDY 1: The role of policy in creating the conditions of Humanitarian Cash and Social Protection linkages. <https://socialprotection.org/connect/communities/social-protection-crisis-contexts/documents/grand-bargain-case-study-1-role>

[2] The Grand Bargain Sub-Group on Linking Humanitarian Cash and Social Protection, 2021b. CASE STUDY 2: Designing linked Humanitarian Cash and Social Protection interventions in response to COVID-19. <https://socialprotection.org/connect/communities/social-protection-crisis-contexts/documents/grand-bargain-case-study-2-designing>

[3] The Grand Bargain Sub-Group on Linking Humanitarian Cash and Social Protection, 2021c. CASE STUDY 3: Implementation of linked Humanitarian Cash and Social Protection interventions in response to COVID-19 <https://socialprotection.org/connect/communities/social-protection-crisis-contexts/documents/grand-bargain-case-study-3>

[4] The Grand Bargain Sub-Group on Linking Humanitarian Cash and Social Protection, 2021d. Country Annex. <https://socialprotection.org/connect/communities/social-protection-crisis-contexts/documents/grand-bargain-case-studies-country>



# Case Study 17

## ETHIOPIA: SHOCK RESPONSIVENESS OF THE PRODUCTIVE SAFETY NET PROGRAMME (PSNP)



### Location

Ethiopia



### Start-end Date

April to December 2020



### SRSP Dimension

Vertical coverage increase, financing, design tweaks



### Type of Shock

COVID-19



### Beneficiary Group

Vulnerable households



### Category of SP Response

Cash transfer

## Context

In the wake of the COVID-19 pandemic, Ethiopia declared a national state of emergency between April and September 2020. National pandemic safety measures as well as international restrictions had adverse impacts on the economy and the livelihoods of the poor and even people previously above the poverty line were pushed into poverty – whereas urban populations and informal workers were disproportionately affected by the restrictions, rural communities were faced with the compounding effects of a locust epidemic and flooding in the same period.

The major social transfer mechanism in Ethiopia is the PSNP: it reaches 8 million vulnerable households with cash or food transfers and includes a public work component focused on environmental restoration and climate resilience. In response to COVID-19, the Government of Ethiopia was quick to issue guidance on measures that would ensure the safe and reliable continuation of the PSNP.

## Summary of Response

In March 2020, the “COVID-19: National Emergency Response Plan” called upon actors to extend the PSNP to people affected by the secondary impacts of COVID-19 on food security. From April to September 2020, the Prime Minister also declared a state of emergency under Article 93 of the constitution, which allowed it to forbid layoffs by private employers. In response to the call, the public works requirement for PSNP were temporarily suspended. Payments were delivered in advance and in a lump sum. With financial support from development partners, the government also provided additional cash and in-kind support to 42 per cent of existing rural and about 18 per cent of existing urban PSNP households. PSNP already had a shock-responsive contingency budget which was leveraged with additional support by partners for the vertical expansion in the form of additional cash and in-kind support by the programme. [1]



## Outcomes

- ▶ Ethiopia's social protection response likely only covered a small fraction of the estimated additional 15 million people that were pushed below the poverty line by COVID-19 with funding constraints being one of the major challenges. While design tweaks to improve the system resilience of routine programmes were very timely, delivery of the vertical expansions of both the rural and urban PSNP was significantly delayed. In terms of adequacy, estimates by the World Bank show that transfer values were sufficient to afford households food security and prevent negative coping strategies, however transfers were provided for only an insufficient period of time (due to limitations in funding the additional support was provided for a duration of only 2 months, state of emergency lasted 5 months). [2]
- ▶ While offering additional assistance to the most vulnerable was a key motivation expressed by the government, targeting practices did not include a specific attention to marginalized groups and rather focused on community-level food security classifications, thereby yielding mixed results in terms of inclusivity of the response. [2]

## Learning for SRSP

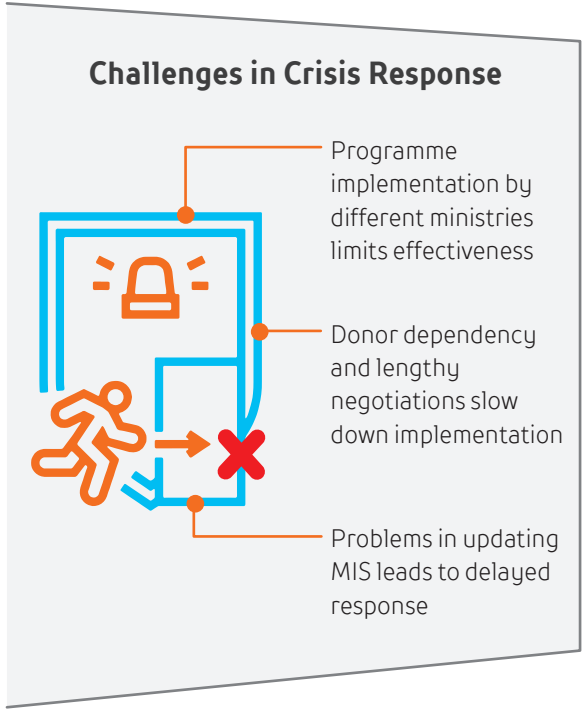
### Enabling Factors

- ▶ Timely decision-making by leadership to implement design tweaks to allow for shock-responsiveness of the social protection system
- ▶ Pre-existence of shock-responsive features such as contingency budget of the PSNP allowed for easier access to emergency financing
- ▶ Greater donor diversity for PSNP allowed for slightly easier access to emergency financing.

### Lessons Learnt

- ▶ Components of the programmes were implemented under the leadership of different ministries at times limiting programmes' effectiveness. Clearer mandates and institutional provisions for **coordination** in crisis situation and can benefit the effectiveness of the response.
- ▶ Dependency on donor financing and lengthy donor negotiations significantly slowed down government's ability to implement initiatives. The development and commitment to a disaster risk financing strategy with buy-in from development partners could contribute to ensuring better and faster availability of finance for shock-response.
- ▶ Problems with updating the MIS delayed response. Investment into integrated and shock-responsive MIS can contribute to more timely response capacity





**Source/Contribution:** [1] The Grand Bargain Sub-Group on Linking Humanitarian Cash and Social Protection, 2021. Country Annex “Learnings on Linking Humanitarian Cash & Social Protection” <https://socialprotection.org/connect/communities/social-protection-crisis-contexts/documents/grand-bargain-case-studies-country>

[2] Maintains (2021). “Ethiopia Social Risk and Resilience Programme (SRRP): Lessons from the COVID-19 Response in Ethiopia” Policy Brief [https://socialprotection.org/sites/default/files/publications\\_files/Maintains%20Ethiopia%20SRSP%20policy%20brief-%20lessons%20from%20the%20COVID-19%20response%20in%20Ethiopia.pdf](https://socialprotection.org/sites/default/files/publications_files/Maintains%20Ethiopia%20SRSP%20policy%20brief-%20lessons%20from%20the%20COVID-19%20response%20in%20Ethiopia.pdf)



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