



March 2021

# JOINT POST DISTRIBUTION MONITORING AND NEEDS ASSESSMENT

for Refugees in Rwanda



JOINT PROGRAMME EXCELLENCE AND TARGETING HUB

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## LIST OF ACRONYMS

<b>CBT</b>	Cash Based Transfer
<b>CFM</b>	Complaint and Feedback Mechanism
<b>CSI</b>	Coping Strategy Index
<b>ECMEN</b>	Economic Capacity to Meet Essential needs
<b>FCS</b>	Food Consumption Score
<b>HA</b>	Hectare
<b>HHS</b>	Households
<b>JPDM</b>	Joint Post Distribution Monitoring
<b>MEB</b>	Minimum Expenditure Basket
<b>MINEMA</b>	Ministry in charge of Emergency Management
<b>NFIs</b>	Non Food Items
<b>rCSI</b>	reduced Coping Strategy Index
<b>RWF</b>	Rwandan Francs
<b>UNHCR</b>	United Nations High Commission for Refugees
<b>WFP</b>	World Food Programme
<b>WASH</b>	Water Sanitation and Hygiene
<b>WHO</b>	World Health Organization

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## EXECUTIVE SUMMARY

This report covers the main findings of the Joint Post Distribution Monitoring (JPDM) and Targeting Assessment undertaken by the World Food Programme (WFP) and the United Nations High Commission for Refugees (UNHCR), supported by the UNHCR/WFP Joint Programme Excellence & Targeting Hub.

The objectives of the assessment were to:

1. Ensure corporate continuity in monitoring refugees' food security outcomes and basic needs, the household impacts of COVID-19, income situation and livelihoods and
2. Inform programmatic decisions and the development of a joint targeting approach for WFP and UNHCR. Data collection was conducted in December 2020 in all six refugee camps in Rwanda where 92 percent of refugees live.

### AT A GLANCE



**133,054**  
Refugees in Rwanda



**98%** of refugees live in **SIX CAMPS**



**71%** Highly Vulnerable



**46%** of households involved in income activity



**67%** do not have the economic capacity to cover the food basket



**2/3** of households are indebted



**69%** of refugees had an acceptable food consumption



**56%** households are headed by female and 43% by single female

## HOUSEHOLD VULNERABILITY

### Refugee vulnerability remains high with 71 percent of households in camps demonstrating high vulnerability

- The assessment shows that there are different levels of vulnerabilities among the refugee population across all camps. The majority of refugees (71 percent) are considered highly vulnerable and are not able to meet their basic food needs given their own economic capacities, livelihoods resilience and food access. The remaining refugee households are moderately vulnerable (20 percent) or least vulnerable (9 percent).
- On average, 67 percent of households do not have the economic capacity to afford the WFP food basket if assistance is not received.
- Refugees' vulnerability is associated with illiteracy of the household head. Also, female or single female headed households remain more vulnerable than others.
- Households with high dependency ratios (with children, elderly members and no able-bodied adults aged 18-59 years) present a higher level of vulnerability along with households who have one or more children below 5 years of age.
- Vulnerability is higher in households with chronically ill or disabled members.
- Vulnerable households are economically unstable. They are less likely to engage in income generating activities or engage in activities with more stable sources of income, such as small businesses or formal-wage jobs.

- Vulnerable households overall have a lower number of assets (average 3.7), including productive assets and they are less likely to own assets such as motorcycles or bicycles for business.

### Food security deteriorated from June – December 2020

- Only 69 percent of refugees had an acceptable food consumption in December 2020 compared to 80 percent in June 2020. Mahama camp (60 percent) and Kigeme camp (64 percent) reported the lowest prevalence of acceptable food consumption.
- The consumption based coping strategy index increased from November 2019 to December 2020, reflecting more stress on household-level food access.
- The percentage of households consuming key nutrient rich foods also declined over the same period. Households consuming vitamin A rich foods declined from 27 percent to 17 percent, whereas daily consumption of proteins sharply fell from 71 percent to 53 percent.
- Overall, 43 percent of the households in the camps adopted crisis or emergency coping strategies and more than 50 percent did so in Kigeme and Mugombwa camps.
- The deterioration in food consumption and increase in consumption-based coping mechanisms is in part due to the impact of COVID-19.

## RECOMMENDATIONS

1. The differences in vulnerability levels among refugee households indicates differing levels of needs and, as such, targeting food assistance to the most vulnerable for all camp-based refugees is recommended to ensure that limited resources are utilized in the most effective way to meet refugee needs.
2. A targeting strategy should be developed by the categorization of the refugee population which also takes into account protection needs. In designing the targeting strategy, a detailed assessment of the programmatic, operational and protection risks should be undertaken, and mitigation measures designed.
3. Non-Food Items (NFI) assistance aims to support refugees to meet their non-food needs. It is therefore recommended that, resources permitting, the provision of cash-based items (CBI) assistance continues to address this gap and ensure that households are better able to meet their overall needs. This would also aim to mitigate further negative impacts on food consumption or other essential needs.

The strategy should be developed in close consultation with refugee communities and other key stakeholders to ensure accountability to affected communities as well as buy-in for the process.



## LIVELIHOOD, INCOME GENERATION AND THE IMPACTS OF COVID-19

### Refugees have limited income opportunities and high debt

- The assessment shows that 54 percent of households are not engaged in any income generating activities and only 3 percent are engaged in two or more income generating activities, thus offering those households greater protection against shocks. COVID-19 has further negatively impacted most refugees' livelihoods across all camps.
- Of those having a livelihood activity, 59 percent reported that their income had decreased compared to March 2020.
- Two thirds (2/3) of households are indebted - a consistent trend across all age groups. A higher percentage of female-headed households reported being indebted (73 percent), compared to 62 percent of male-headed households.

### The cost of the food basket remains stable, but the price of some food items has increased

- The cost of the food basket in December 2020<sup>1</sup> registered a 1 percent reduction compared to November 2020 but remained 13 percent higher than WFP cash assistance.
- However, nearly all (97 percent) of households reported that food prices had increased in the month preceding the survey. This perception is supported by WFP market data analysis which showed an increase in key food items such as local corn flour (2 percent), Pakistani rice (2 percent) and corn grain (5 percent). It appears that households' perceptions about increases in food prices were driven by the increase in some and not all food items that constitute the food basket.

## RECOMMENDATIONS

1. Combining food assistance with additional/complementary assistance to refugees based on household vulnerability levels could lead to improved outcomes over time among all vulnerability groups. Specifically, it is recommended that livelihoods or other ongoing assistance aiming to support self-reliance are provided, taking into consideration household vulnerability levels and capacities. Investments in scaling-up multi-year livelihoods interventions to increase the self-reliance of refugees to meet their basic food and non-food needs and strengthen household resilience should be prioritized and coordinated in close partnership with the Government and development partners.
2. Priority programmatic interventions should focus on supporting access to land for agricultural production, with just 1-5 percent of refugees in all camps reporting access to land (except in Mugombwa where it stood at 21 percent). Support should further focus on increasing access to productive assets (currently available to just 25 percent of refugees), and in particular livestock (4 percent of ownership among refugees). Monitoring the impact of existing livelihoods programmes on outcomes, including food security and ability to meet basic needs, should be prioritized to enable evidence-based approaches to livelihoods programming.

<sup>1</sup>The food basket includes 12.3Kgs of corn grain, 3.6Kgs of beans, 0.9Kg of oil and 0.15kg of iodized salt

## PROTECTION AND ACCOUNTABILITY

The majority of respondents in the assessment did not report any safety problems during food or NFI distributions. The proportion of those reporting a safety concern, however, was higher among persons with disabilities, with 5 percent reporting feeling unsafe during NFI distributions.

- Almost all households (99 percent) did not report any safety problems at the distribution site or food shop.
- When travelling to the food distribution site, only 1 percent of households reported experiencing safety issues whereas 2 percent had their food forcefully taken away from them.
- During the distribution of non-food items, 96 percent reported being safe and not at risk. Only 5 percent of households reported experiencing, seeing, hearing a particular problem during food distributions.
- Seven in ten households said they were aware of how to make complaints regarding food or cash distributions

in general, but there are significant differences amongst camps.

- Overall, only 0.5 percent of all households had complained in the last three months preceding the JPDM assessment.
- Nine in ten households reported knowing what their food / cash entitlements were and nearly all (97 percent) confirmed receiving the amount they had been expecting from WFP.
- In contrast, only 46 percent of households reported knowing what their NFI cash entitlements were. Approximately 6 in 10 households received the cash amount for NFIs they had been expecting, with male headed households more likely to state that they received a different amount than expected compared to female headed households. There are also significant differences between camps, with Mahama households more likely to report receiving a different NFI assistance amount to what they had been expecting.

## RECOMMENDATIONS

1. Further analysis on the safety concerns is required and distribution practices should be adapted to reduce the risks faced by persons with disabilities, though overall the vast majority are able to safely access their assistance.
2. Increasing awareness of Complaints and Feedback Mechanisms (CFM) should be promoted especially in Gihembe (70 percent) and Mahama (68 percent) camps, which reported the lowest levels of knowledge of CFMs. Furthermore, and critically, among households that complained, 86 percent reported that their complaints were not addressed in a timely manner or to their satisfaction (82 percent), indicating the need to improve feedback loops. These actions will be especially important if a targeted approach is implemented to ensure awareness of, access to and trust in CFM channels that will serve as an entry point for any future appeals mechanism.
3. A recommendation that should be considered is to simplify the way NFI assistance is provided, potentially providing the same amount of assistance across all quarters calculated per capita. Any changes to the frequency and value of NFI assistance should be evidence based, informed by needs and ensure operational feasibility.
4. Further work to sensitize refugees with regard to their NFI entitlements during and in-between distributions should also be considered. Sensitization should be adapted for each camp context, given that Mahama camp indicated the lowest level of knowledge on the NFI entitlements, and taking into consideration differences between male and female headed households (with male-headed households 11 percentage points more likely to state that the received assistance was different from what they had been expecting).

## WATER SANITATION AND HYGIENE (WASH)

Satisfaction with quality of water is high among households but more could be done to increase access to improved water sources while, access to improved toilet facilities remains limited.

- More than half (57 percent) of households reported having access to improved water sources and about 8 in 10 households treat water before drinking it.

- Overall, 99 percent of households are satisfied with the quality of water, though 43 percent use water from unimproved sources.
- Only 4 in 10 households have access to an improved toilet facility. Almost the totality of refugees (99 percent) share latrines and on average, each toilet is used by 23 refugee households.

## RECOMMENDATIONS

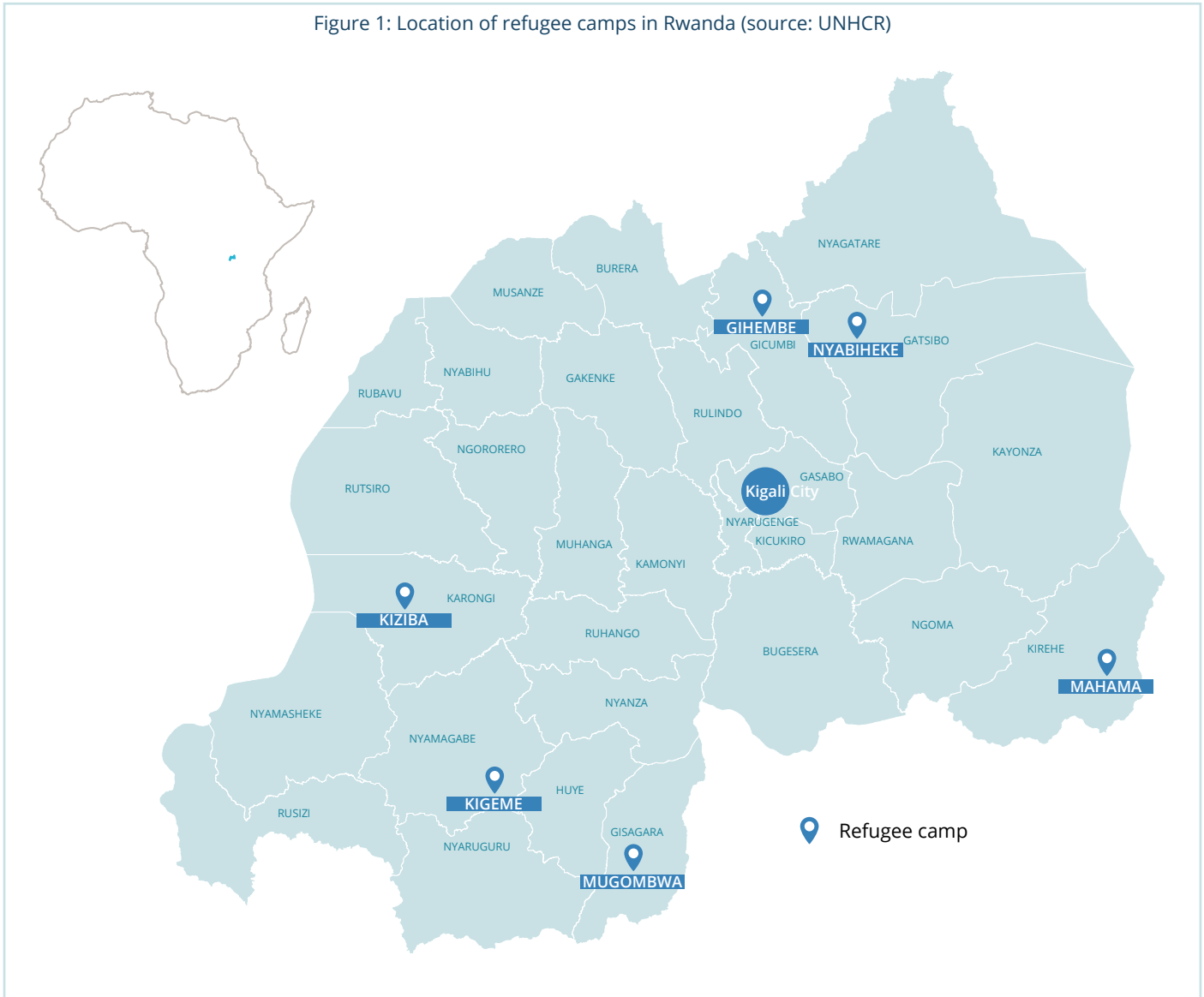
Continuous support regarding access to and availability of improved water and sanitation is required to ensure access to services is safely managed based on agreed standards.

## BACKGROUND

Rwanda hosts approximately 133,000 refugees (28 February 2021, UNHCR) in six refugee camps across Rwanda (Gihembe, Kigeme, Kiziba, Mahama, Mugombwa and Nyabiheke) and two urban areas (Kigali and Huye). Around 56 percent of refugees

in Rwanda are from the Democratic Republic of Congo and 44 percent are from Burundi. Approximately 91 percent of refugees live in camps, with nine percent living in urban areas.

Figure 1: Location of refugee camps in Rwanda (source: UNHCR)



Approximately 40,000 of Burundian refugees are expected to be repatriated in 2021.

WFP and UNHCR provide humanitarian assistance to contribute to refugees' basic food and non-food needs, as well as other needs. Shelter, WASH, and protection support is provided by UNHCR and partners. WFP provides monthly cash-based transfers of RWF 7,600 (average of US\$ 7.72) per person each month to meet food needs. Until January 2021, refugees in Mahama camp received a mixed ration of cash-transfers and in-kind food assistance. UNHCR provides cash assistance for energy in Congolese camps, while in Mahama camp cooking gas is provided, which are disbursed monthly. Meanwhile, Cash for NFIs is disbursed quarterly. Cash assistance is based on a minimum expenditure basket of food and non-food items.

Currently, WFP is facing critical pipeline shortfalls for the refugee operation and has been forced to cut cash for food rations for all refugees in Rwanda by 60 percent, as of March 2021. WFP continues to advocate for more funds from new and existing donor partners, though the impact of the pandemic has already shown significant impacts on WFP's donor base.

The expanded Joint Post Distribution Monitoring (JPDM) was conducted jointly by WFP and UNHCR with the support of the UNHCR/WFP Joint Programme Excellence and Targeting Hub. The Hub was established to strengthen joint programming and targeting practices to better meet basic needs and promote self-reliance of vulnerable populations. Through the Hub, WFP and UNHCR Rwanda are being supported to operationalize commitments on targeting, data sharing and accountability to affected people. The JPDM was conducted in December of 2020 across all refugee camps in Rwanda.

## OBJECTIVES AND METHODOLOGY

The main objective of the joint PDM was to collect primary data to meet the corporate monitoring requirements while providing an update on vulnerability and humanitarian needs among refugees living in the six camps. Specifically, the joint assessment aimed to:

- Ensure corporate continuity in monitoring food security outcomes and basic needs, the impacts of COVID-19, income and livelihoods;
- Inform programmatic decisions and the development of a joint targeting approach for WFP and UNHCR.

The JPDM covers multidimensional vulnerabilities and needs including a wide array of thematic areas such as food security, coping strategies, household expenditure, protection, livelihoods, asset ownership, water, sanitation and hygiene and demographics among others.

### Methodology

The JPDM survey was conducted in December 2020 across all six camps in the country. The sampling was designed to generate representative findings at the camp level, allowing WFP and UNHCR to use the data to make conclusions that could be generalized for the refugee population in each camp. Hence, relevant statistical parameters including a 95 percent confidence level and a margin of error of +-4 percent were applied to calculate the sample size. In total 2,501 households were randomly assessed.

In the analysis, post-stratification weighting was applied to align the sample with the known population proportion for each camp and the sex of the head of household. This was done to ensure the accuracy and representativeness of the findings. In the data collection, male headed households were underrepresented due to men not being present at the time of the interviews.

Table 1: Number of households surveyed in each camp

Camp	households	Percent
Gihembe	403	16
Kigeme	433	17
Kiziba	410	16
Mahama	457	18
Mugombwa	409	16
Nyabiheke	389	16
<b>Total</b>	<b>2,501</b>	<b>100</b>

(Source: JPDM Dec 2020)

## SECTION 1: ASSESSMENT RESULTS

This section covers the main findings according to thematic sub-sections, beginning with demographics followed by protection, food access and food security, livelihoods, income generation and the impacts of COVID-19, economic capacity, vulnerability analysis and categorization.

### 01 Household Demographic

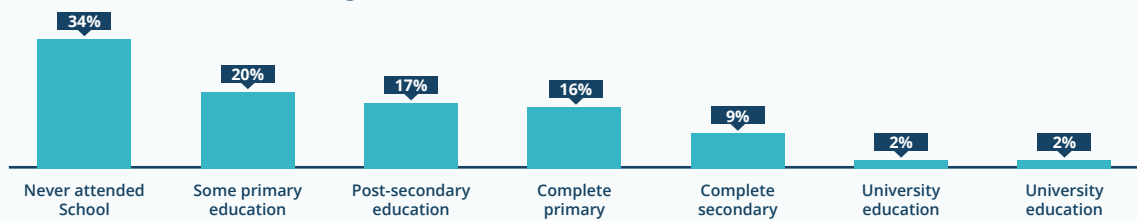
#### Profile of head of household

There were more female (56 percent) than male headed households (44 percent), except in Mahama camp where 61

percent of sampled households were male headed and only 39 percent female headed. Over 86 percent of households were headed by adults aged 18-60 whereas only 14 percent of households are headed by the elderly (60+ years). The average age of the household head is 44 years while the median age<sup>2</sup> is 42 years.

Thirty four percent of household heads reported that they never attended school whereas 62 percent reported attending and completing various education levels including two percent having completed university (see figure 2).

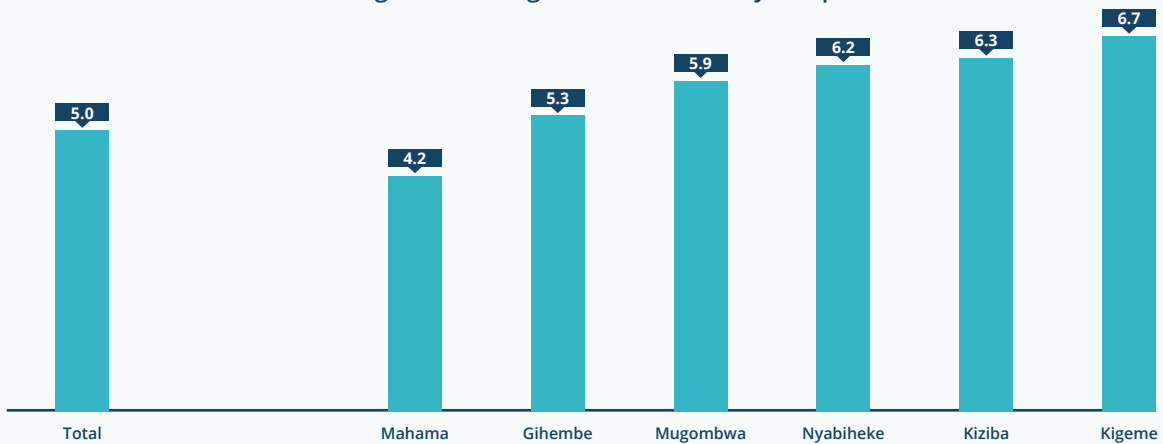
Figure 2: Education level of household head



(Source:JPDM Dec 2020)

In terms of household size, a household on average had five members with differences among camps. Households in Kigeme and Kiziba were largest, while those in Mahama camp were smaller.

Figure 3: Average household size by camps



(Source: JPDM Dec 2020)

### 02 Disability and medical conditions

Around 14 percent of households reported having a household member with a disability or chronic illness. Physical disability (7 percent) was the most prevalent form of impairment, followed

by mental disability (3 percent) and sensory disability (2 percent). Disability was relatively higher (8 percent) in the working age population aged 18-59 year compared to other age groups such as 0-17 years (3.7 percent) and 60+ (4 percent). About 4 percent of households reported having at least one member with a chronic illness.

<sup>2</sup> Median age is the middle age obtained after dividing the population into two equal sizes one below and above the median. It is considered the best metric in instances where there are outliers (e.g. household heads with over 100 years or below 18). Mean would give skewed results due to these outliers.

## 03 Access to basic services

Households were asked WASH-related questions and the findings are described below.

### Water

On average 56 percent of households reported accessing water from an improved source (such as public taps or standpipe) while 41 percent have access to an unimproved source and 3 percent access other sources. Overall, most households (99 percent) are satisfied with the drinking water supply. Just over 24 percent of households reported not treating water before drinking. The remaining households reportedly either boiling (74 percent) or using other treatment methods (2 percent) before drinking.

### Sanitation and toilet facilities

The majority of households (63 percent) use unimproved toilet facilities (such as communal toilets). Only 37 percent use improved toilet facilities such as a flush to piped sewer system. Overall, each

toilet facility is on average used by twenty-three households. Only 1 percent of households use their toilet facilities exclusively, with the majority sharing with either between 15 other households (57 percent), 6-10 other households (10 percent) or 10 or more households (33 percent). Low access to improved toilet facilities is attributed to limited land on which to build toilets for exclusive use. In many of the camps, it was reported that due to land scarcity, the Government is no longer allowing the construction of additional toilet facilities.

## 04 Protection

### Safety and risks during food distribution

Respondents were asked whether in the month prior to the survey if they “ever experienced safety problems at the food distribution site or food shops”. Problems typically include food being forcefully taken away, corruption, violence and exploitation, among others. Most refugees (99 percent) reported no safety concerns.

Table 2: Safety and security during food distribution

Protection Question	
1. Households experienced safety problems at the food distribution site / food Shops	1%
2. Households experienced safety problems traveling to the food distribution site / food shops?	1%
3. Household faced food forcibly taken from you at any point during distribution	2%

(Source: JPDM Dec 2020)

As discernible in Table 2, safety problems during food distribution were uncommon. Only 1 percent of refugees reported safety problems at the food distribution site or while travelling to it and about 2 percent of households had their food forcefully taken from them. Low incidences of issues registered is attributed to the community feedback channels that are in place to facilitate two-way communication between refugees and field offices. These include a help desk, hotline, CFM committees, among others.

### Safety and risks during NFIs distribution

During the distribution of non-food items, most households (96 percent) reported being safe or not at risk, with just under 4 percent experiencing problems.

Only 1 percent of households reported experiencing problems in the process of going to withdraw cash assistance, with 1 percent also reporting problems with going to spend their cash assistance. Typical challenges experienced by households included market

traders refusing to serve them (0.4 percent), needing to pay additional money or favours to withdraw money (0.4 percent), the person registered not being available to receive money (0.3 percent), poor service at the bank/post when withdrawing (0.2 percent) and wrong a Personal identification Number (0.1 percent). In all cases (6) that involved paying additional money or favours, shopkeepers were the responsible party.

### Disability and protection

During food distributions, persons with disabilities face unique challenges such as risk of violence against them, stigma, difficulties in accessing assistance, abuse and exploitation among others. On average 5 percent of households having persons with disabilities reported feeling unsafe compared to 95 percent that reported no safety issue. During the distribution of NFIs, 3 percent of households with a member having some form of disability reported being “unsafe or at risk” with 97 percent reporting no risk or safety issue.

## 05 Food access and food security

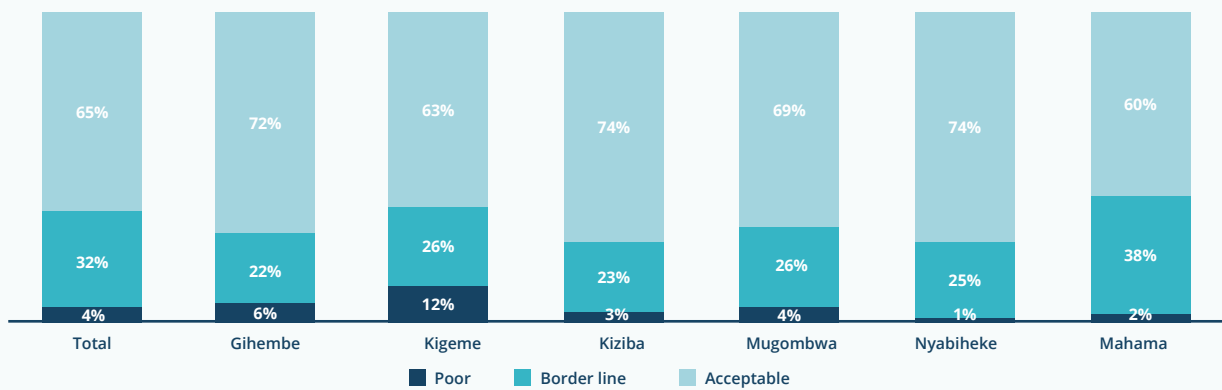
The joint PDM collected data on food access and food security trends amid the pandemic that negatively impacted on livelihoods of many households especially those of refugees. This subsection looks at key proxy indicators of food access and security including the Food Consumption Score (FCS), Food based Coping Strategy Index and food sources.

### Food Consumption

The Food Consumption Score (FCS) is a composite indicator based on dietary diversity, food frequency and relative nutritional

importance of different food groups. The composite indicator measures the number of times households consume eight important food groups; including staples (cereals and tubers), pulses, vegetables, fruits, meat (poultry, pork, beef, fish and eggs), milk, sugar or honey and oil in the last seven days preceding the survey. It is used as a proxy of household food access and food security. The higher the FCS, the higher the dietary diversity and frequency. High food consumption increases the probability that a household achieves nutrition adequacy. FCS classifies households in three categories poor, borderline and acceptable food consumption.

Figure 4: Food Consumption groups by camp



(Source: JPDM Dec 2020)

Overall 65 percent of refugee households had acceptable food consumption while 31 percent had borderline consumption and only 4 percent had poor consumption. The assessment showed that food consumption deteriorated when compared to the results of PDMs conducted in June 2020 and November 2019. The percentage of households with acceptable food consumption declined by up to 15 percentage points from November 2019 to December 2020. This could be due to loss of purchasing power and limited livelihood choices impacted by the COVID-19 pandemic. The trend nonetheless shows that not all camps are affected in the same manner. Mahama has a relatively lower percentage of household with acceptable food consumption (60 percent) compared to other camps while Kigeme recorded a higher increase in households with poor food consumption from 2 percent in June 2020 to 12 percent in December 2020.

### Quality of diet

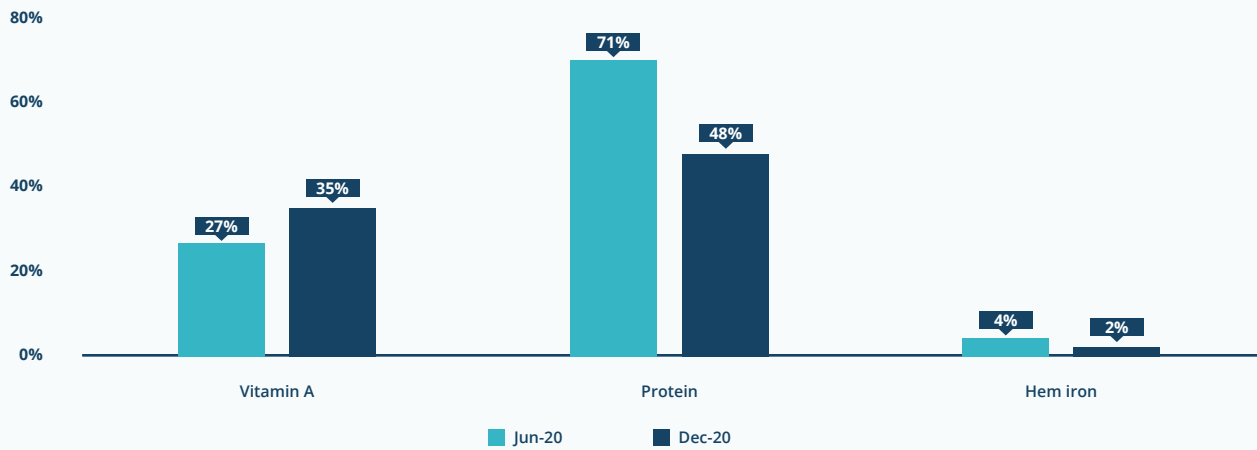
The human body requires carbohydrates, proteins, vitamins, and fats among others to ensure optimal growth and energy that is necessary to lead an active life. The JPDM collected data on the frequency food groups rich in proteins and micronutrients consumed.

Results show that 83 percent of households consumed vitamin A rich foods either daily (27 percent) or 1-6 days (56 percent) in the previous seven days preceding the survey while 17 percent never consumed any vitamin A rich food. In contrast to vitamins, 53 percent reported consuming proteins daily and 42 percent reported to consume them 1-6 days a week and only 5 percent had not eaten any protein rich food in the week leading to the survey. About 88 percent of households reported not eating any hem iron rich food in the 7 days before the survey while 11 percent reported consuming the hem iron rich food 1-6 days a week and only 1 percent daily.

The trend represents a significant deterioration in the quality of diet consumed by households when compared to results of previous periods. However, the percentage of households consuming vitamin A rich foods daily slightly increased from 27 percent in June 2020 to 35 percent in December 2020. Households consuming proteins daily registered a sharp fall from 71 percent in June 2020 to 53 percent in December of the same year whereas daily hem iron consumption plummeted to 1 percent in December 2020 down from 4 percent in June 2020. The pandemic certainly may have contributed to a decline in nutrient dietary intake. With reduced purchasing power as a result of inflation and stagnant income, households most likely cut down the expenditure on relatively expensive items such as iron rich meat.



Figure 5: Change of percentage of households consuming different nutrition-rich food groups



(Source: JPDM Dec 2020)

Most vulnerable refugees receive additional food assistance through nutritional safety net activities including blanket supplementary feeding for nursing mothers, curative supplementary feeding to malnourished children, and nutritional support programmes for refugees with HIV and tuberculosis. Meals are also provided to school-going children through WFP school feeding programme.

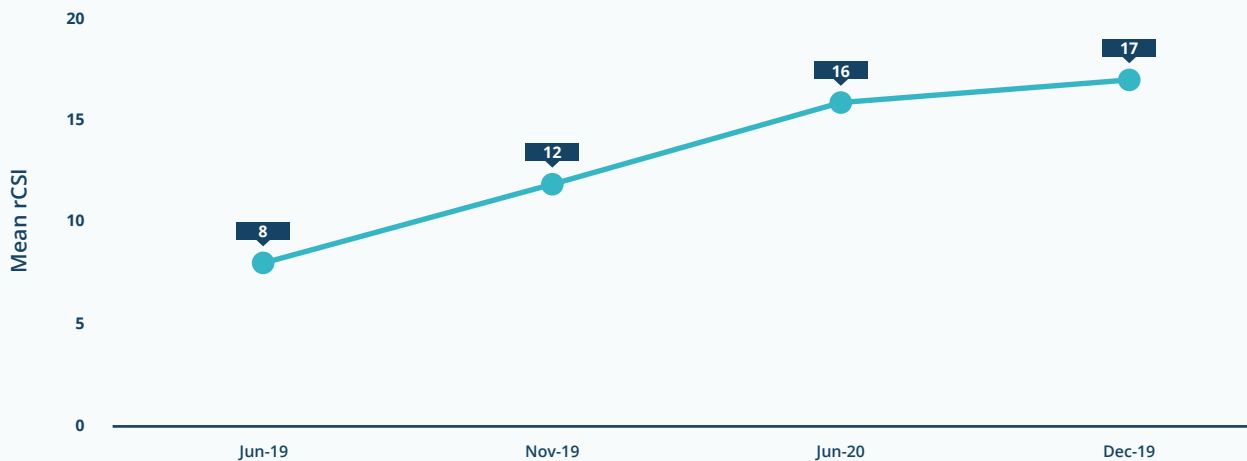
## Food based coping strategy index

When households are stressed with food scarcity or food security threats, households typically adopt different food based coping strategies such as 1) relying less on preferred food, 2) borrowing food or relying on help, 3) limiting portion sizes at meals, 4)

restricting adult consumption and 5) reducing the number of meals, among others. Households were asked to recall how often they used any of the five strategies in the 7 days preceding the assessment. Based on the frequency and the weight of each strategy adopted, the food based coping strategy index, also known as reduced Coping Strategy Index (rCSI), was calculated and compared with the previous results. The rCSI index ranges from 0 to 56 and the higher the score, the greater the stress the household has had to endure. The rCSI is a relative indicator and should be analysed in comparative terms.

The analysis showed that the mean CSI score has worsened in the past 18 months from an average of 8 registered in June 2019 to 17 in December 2020 implying that more households struggled and adopted food related coping strategies in the attempt to maintain their food security.

Figure 6: Reduced coping strategy index



(Source: JPDM Dec 2020)

The increase of the rCSI could be attributed to a general increase in the prices of food commodities triggered by COVID-19 impact on livelihoods and market. WFP market assessment shows that while the December 2020 food basket was 1 percent less than in November of the same year, the prices of key food commodities

such as beans and maize registered an increase of 2-5 percent. COVID-19 related restrictions at different times of the year also had an effect on supply chain thus, rendering some food commodities expensive.

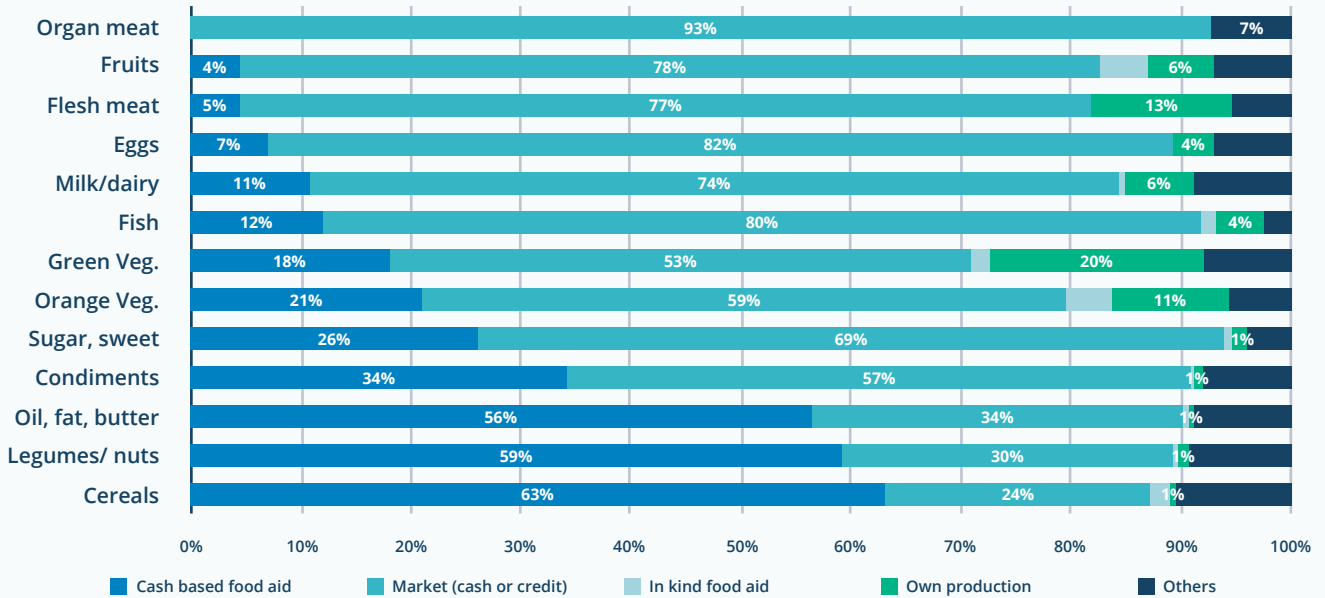


# Food sources

In Rwanda, refugees typically depend on food and non-food assistance from WFP and UNHCR. However, since 2014<sup>3</sup>, the

Government of Rwanda has adopted progressive labour rights for refugees, allowing them to engage in economic activities outside the camps. This has however had little effect as the majority of households rely on cash and in-kind assistance for their different needs.

Figure 7: Food sources by food groups



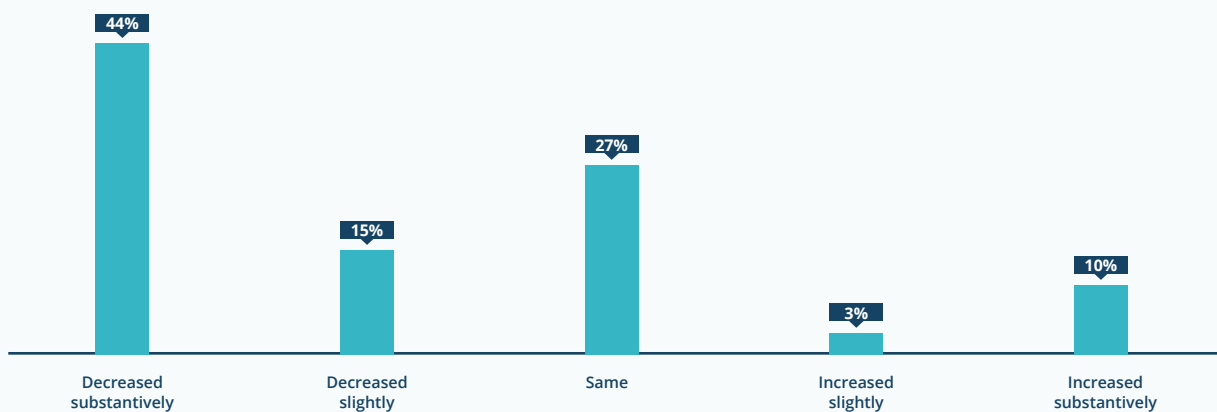
(Source: JPDM Dec 2020)

The percentage of households relying on own production or exchange of labour for their food needs remains low (figure 7) mainly due to lack of access to agricultural land and economic opportunities in the host communities. Rwanda has one of the highest population densities in the world and small land holding of 0.37ha<sup>4</sup> per household has always been a bottleneck among host communities. The land issue could nonetheless be mitigated by practising kitchen gardening. However, only 38 percent of households owned a kitchen garden in their backyard. Covid-19 related movement restrictions could also have compromised households' capacity to secure supplementary sources of food and income.

## Livelihood, income generation and impact of COVID-19

In order to understand the livelihood capacities of refugees, the JPDM asked households the number of income-generating activities for the household. Findings show that 54 percent of households have no productive activities generating income, 46 percent is engaged in one and only 3 percent have two or more. Among households with income sources, 91 percent reported to be affected by the pandemic. Of those, 59 percent reported that their income had decreased substantially or slightly compared to March 2020 when COVID-19 was first reported in the country.

Figure 8: Households self-reporting the effect of Covid-19 on their income



(Source: JPDM Dec 2020)

<sup>3</sup> UNHCR, "Guide for Employers on Hiring Refugees in Rwanda", 2014

<sup>4</sup> The World Bank Development Research Group, "Is there a farm-size productivity relationship in African Agriculture? Evidence from Rwanda", 2014

### Box 1: Covid-19 and its effects on livelihoods and social protection

The first case of COVID-19 was reported in Rwanda on 14th March 2020. A week later, the Government announced a total lockdown of the country. For refugees that rely on humanitarian assistance and casual work outside the six camps, the effects were almost immediate. With no movement into and out of camps, small traders could not bring their commodities to markets within camps. Refugees who traded food and nonfood commodities could not travel outside the camp to get replenishment. Transportation of food commodities also became constrained as transporters parked their vehicles. The entire supply chain especially imported commodities got a hit with closure of land borders, hence causing a spike in imported items such as rice from Tanzania, corn flour and oil. The price of common food items such as beans, maize and rice increased by 2-5 percent in six months (from June to December 2020).

The WFP supplementary food previously given twice a month to households with children under five, pregnant and lactating women, HIV/AIDS and Tuberculosis patients could only be distributed monthly due social distancing protocols. Because of food scarcity, some households resorted to share the rations with other household members. Inevitably, food security outcomes were bound to be affected. Households with acceptable food consumption reduced by 15 percent points and the reduced coping strategy index (rCSI) increased slightly from 16 to 17 indicating that more households struggled to cover their food needs. In the realm of protection point, the situation did not get any better. With families confined to their dwellings, it created tension and inevitably violence leading to unusual high number of sexual and gender-based violence and teenage pregnancy. Unusual suicide attempts (4 in 2020 compared to 1 in 2019) were also registered during the height of the pandemic. While WFP and UNHCR continues to mitigate some of the severe effects of the pandemic on the refugee population, it is evident that such will require long-term approach and sustained efforts. The current funding shortfalls experienced by WFP and UNHCR could undercut these efforts.

Overall, 71 percent of households reported that COVID-19 related impact had affected their livelihoods with male (73 percent) headed households slightly more affected by female headed households (69 percent).

### Access to land for agricultural production

When asked if they had access to land for agricultural production, only 4 percent of the refugees reported having access to agricultural land for agricultural production. The prevalence of access to land differs among camps with Mugombwa reporting the highest percentage (21 percent), followed by Nyabiheke (5 percent) Kiziba (4 percent), Gihembe and Mahama (2 percent) and Kigeme (1 percent).

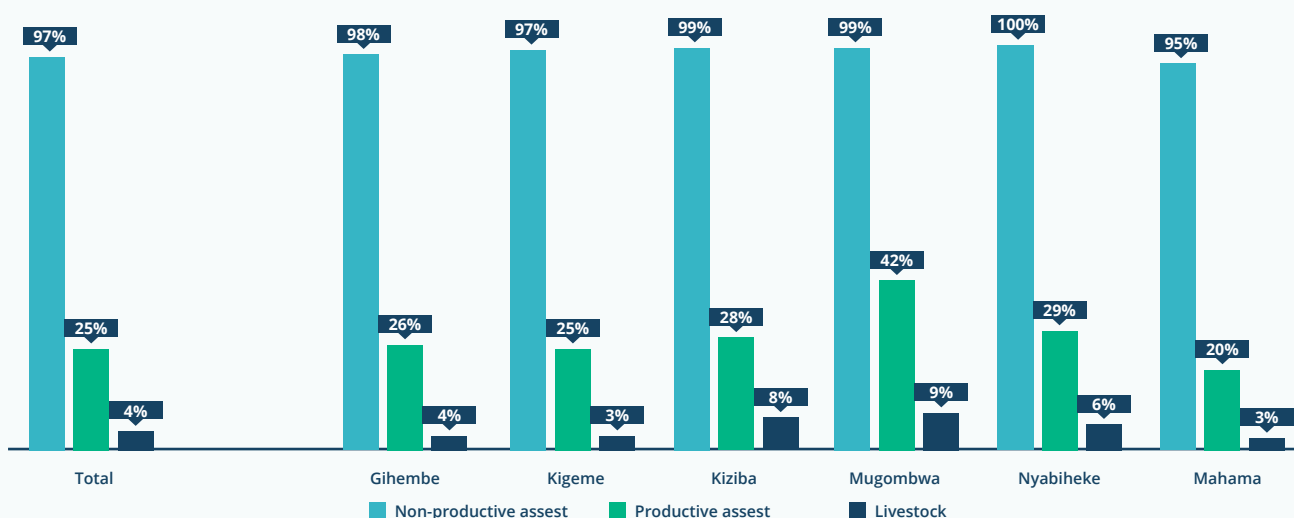
A closer look at the source of land for agricultural production among households with access reveals that the majority of landowners either leased (50 percent) or borrowed the land (24 percent). The rest either secured land from the government (17 percent) or from other sources (9 percent). Overall, only 5 percent of the households were growing crops at the time of the survey. Among those growing crops, 68 percent of them use the production solely for own consumption while 26 percent utilize the production for both consumption and sale, and 5 percent for sale only.

### Asset ownership

The assessment informed that almost all refugees (97 percent) own non-productive assets such as chairs, tables, mattresses etc., but only 25 percent own productive asset and a minority (4 percent) own livestock. Refugee households in Mugombwa are owning more productive asset (42 percent) when compared with the refugees in other camps as show in figure 9.

On average, each household reported owning 4 assets, with variations observed across camps and sex of the household head. Higher asset count is observed in Gihembe (6) relative to other camps, notably Kigeme, Kiziba, Mugombwa and Nyabiheke whose households own 5 assets while Mahama households possess on average 3 assets. The count of owned livestock is relatively higher in male (6 percent) than female (4 percent) headed households. The same trend is discernible in the ownership of productive assets where male-headed households are 5 percentage points more likely to own these assets than their female counterparts.

Figure 9: Percentage of households with productive, non-productive assets and livestock



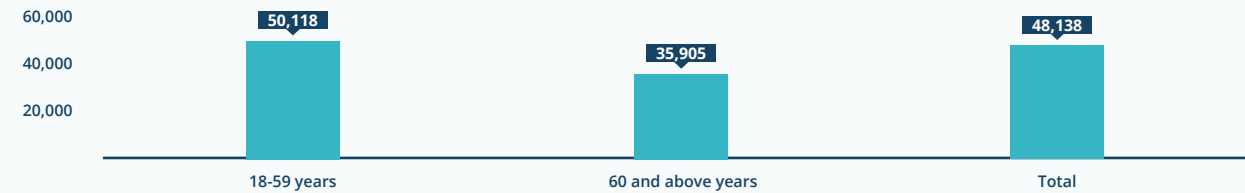
(Source: JPDM Dec 2020)

## 10 Debts and savings

Acquiring debts is one of the strategies refugees typically adopt to offset their needs. During the survey period, 67 percent of

households were indebted. The level of indebtedness is the same across all age groups but there is a sharp difference in the amount owed to creditors. Households headed by relatively young adults are more likely to owe more money to lenders than their elderly counterparts as shown in Figure 10.

Figure 10: Average amount of debts by age group of household head

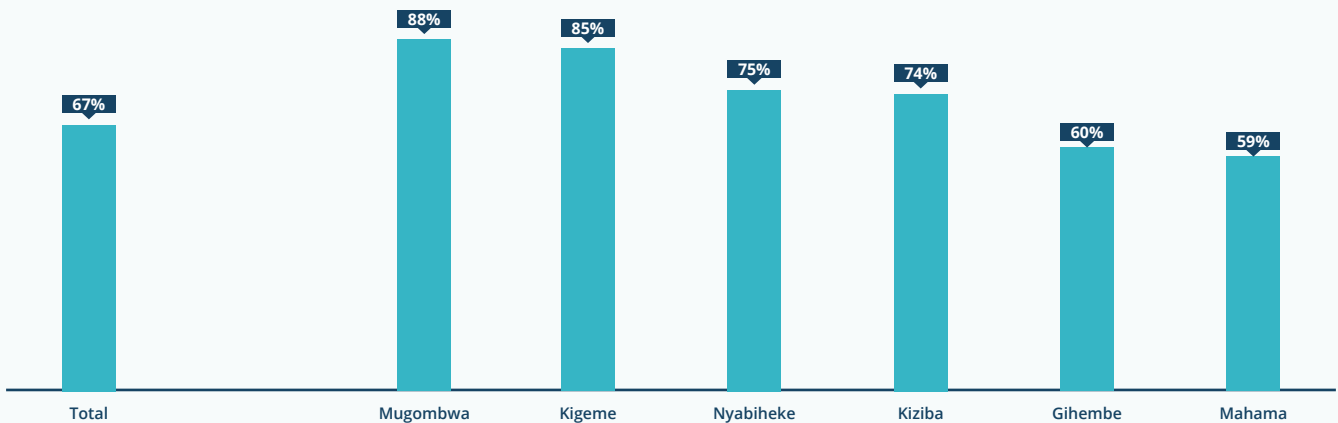


(Source: JPDM 2020)

Also, larger households are more likely to be indebted. At least 60 percent of households with 1-5 people are indebted compared to 70 percent in households with 6 or more members. The household size also appears to be strongly correlated with the size of the debt. An average amount owed by a household with six or more members stood at RWF 62,832 just over 70 percent more than the amount (RWF 36,946) owed by an average household of five members.

The debt issue appears to have a gender dimension too. Sixty-two percent of households headed by males were indebted which though high, pales in comparison with 71 percent reported by their female counterparts. The level of indebtedness among households also significantly differs by camp with Mugombwa (88 percent) reporting the highest prevalence followed by Kigeme, Nyabiheke, Kiziba, Gihembe and Mahama.

Figure 11: Percentage of households with debts disaggregated by camp

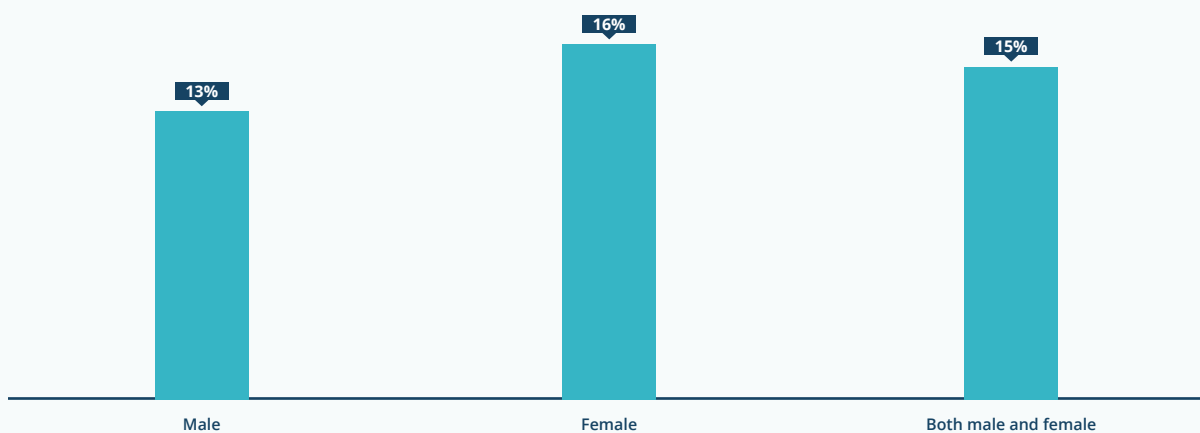


(Source: JPDM Dec 2020)

The effect of COVID-19 on debt was felt slightly differently among female and male-headed households. Among male-headed households, 62 percent reported that since March 2020 the debt substantively increased and 11 percent slightly increased whereas 20 percent reported that it remained the same, 5 percent decreased slightly and only 1 percent that decreased substantively. Similarly, to male headed households,

61 percent of female headed households reported that debts had substantively increased and 15 percent that the same slightly increased during the pandemic. About 15 percent of households reported no change and 5 percent reported a slight change and only 4 percent reported a substantive decrease in the debt situation during the COVID-19 pandemic.

Figure 12: Percentage of households with debts by sex of household



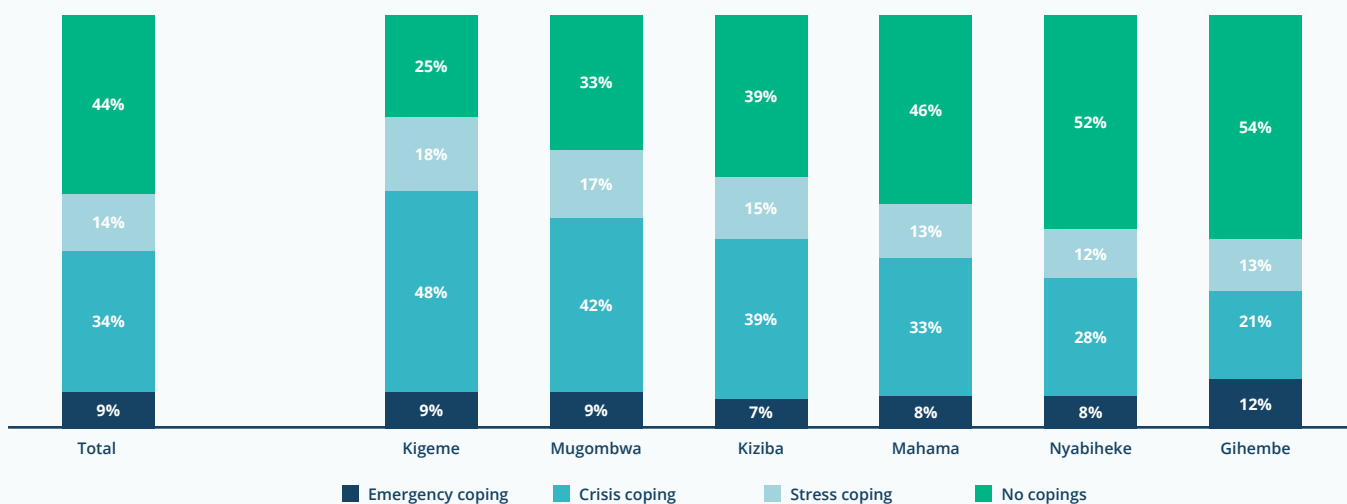
(Source: JPDM Dec 2020)

Despite the pandemic, a handful of households (15 percent) reported that they had savings in December 2020. The effect of COVID-19 notwithstanding, 93 percent of households reported that they save every month with female-headed households (95 percent) more likely to save compared to their male counterparts (92 percent). Male-headed households reported on average more savings (RWF 34,029) than their female counterparts who on average saved RWF 8,770 less.

## Overall challenges and livelihood-based coping strategies

Amidst hardship, most households deploy different livelihood-based coping mechanisms to adapt to the situation and sustain the overall needs. The coping behaviours tend to differ from culture to culture and country to country and represents an increasing level of livelihood strains following the sequential classification of stress, crisis and emergency coping. Out of possible 18 coping strategies<sup>5</sup> applicable in the local context, 44 percent of households did not adopt any while the remaining households used either crisis (34 percent), stress (14 percent) or emergency (7 percent) coping mechanisms.

Figure 13: Livelihood coping strategy categories by camp



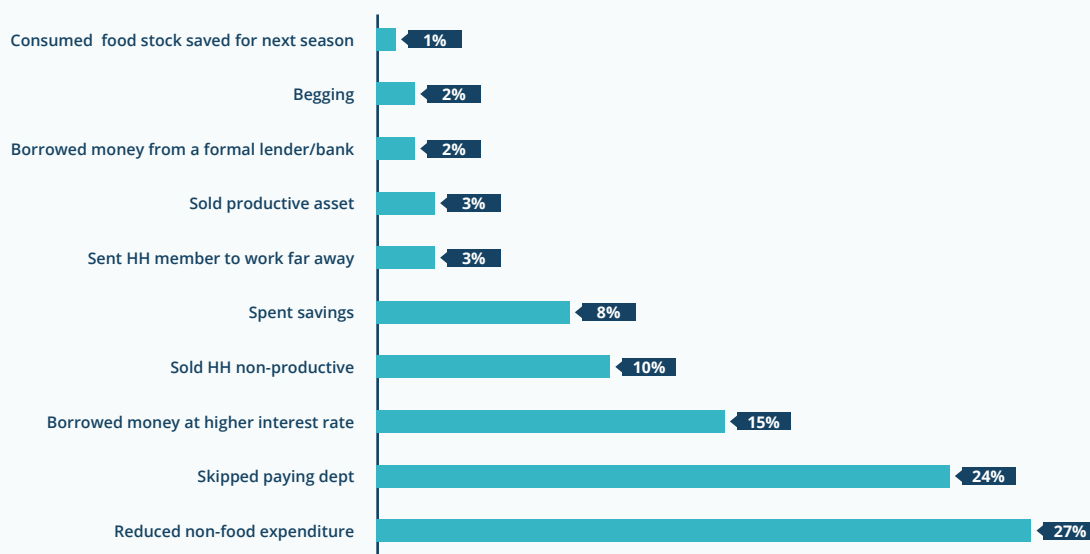
(Source: JPDM Dec 2020)

<sup>5</sup> Among the 18 coping strategies, stress coping includes borrowing money/food or a formal lender, selling household non-productive assets, spent savings and skipped debt payment, sold more animals, moved to a poorer quality shelter. Crisis coping strategies include sending household member under 16 years old to work, reducing non-food expenditure, stopping child from attending school, borrowing money at a higher interest rate, sending household member to work far away. Emergency coping strategies include begging, consuming food stock, survival sex, selling last female animals, selling house or land, selling drugs and selling productive assets.

Reducing non-food expenses or skipping paying debts were the most commonly adopted non-food coping strategies followed by borrowing money at a higher interest rate. Around 10 percent of

refugee households sold their non-productive assets and only 3 percent sold their productive assets compromising their ability to generate income.

Figure 14: Most adopted livelihood based coping strategies



(Source: JPDM Dec 2020)

## Box 2: How did partners and stakeholders respond to COVID-19

Unlike other humanitarian emergencies, COVID-19 effects were felt by refugees and host communities. This meant that there were less resources available to cushion refugees from the devastating effects of the pandemic. Nonetheless, the response of the Government of Rwanda and humanitarian partners has put several efforts to mitigate the adverse effects under the circumstances. In addition to providing quarantine and treatment centers for refugees, the Government allowed free flow of emergency operations during the height of the lockdown. Many other partners also stepped into cushion households from the adverse effects of the pandemic lockdown. WFP, ADRA and World Vision distributed corn soya bean (CSB++) rations during the initial lockdown. Give Directly gave approximately US\$800 to all households in Mugombwa as COVID-19 relief package. UNHCR on the other hand distributed additional soap to cover three months of the initial lockdown. Households especially with women of reproductive age were the main beneficiaries. Students stuck in urban centers were also given a one-off payment of US\$30 to cushion them from the effects of the lockdown in urban areas. These interventions were not only timely but also critical in averting humanitarian crisis.

## 12 Market monitoring (December 2020)

The World Food Programme conducts monthly market monitoring to ascertain effect of prices on refugee livelihoods. Sustained increase in prices of essential commodities has an effect of reducing households' purchasing power thereby increasing households' economic vulnerability. The most recent market monitoring was conducted in December 2020 and focused on the items of WFP food basket, which covers 12.3Kgs of corn grain, 3.6Kgs of beans, 0.9Kg of oil and 0.15kg of iodized salt assessed per person per month.

A review of market prices for October through December 2020 shows that WFP cash assistance has not kept pace with the cost of the food basket. The WFP food basket cost in December 2020 was between 13-14 percent more than the WFP cash assistance of RWF 7,600.<sup>6</sup>

<sup>6</sup> WFP's transfer value under the cash assistance scheme is reassessed when the cost of basket is higher than the transfer value for three consecutive months.

Table 3: Food Basket cost trends

Period	Food basket cost (RWF)	% change from previous period	% difference from WFP cash assistance (+/-)
Oct-20	8,679	9%	14%
Nov-20	8,701	0.3%	14%
Dec-20	8,584	-1%	13%

(Source: WFP market monitoring October, November and December 2020)

The food basket cost in December was stable and close to the previous month of November 2020, 15 percent less than last December 2019, but 60 percent higher than same time two years ago according December 2020 cash-based transfer market monitoring report.

### Perceived price increase

Even though the cost of food basket remained stable compared to the previous month of November, 97 percent of households reported that prices had risen in the four weeks preceding the survey. The perceived increase of commodity prices could have been influenced by higher prices for some and not all food items that constitute the food basket. This postulation is given credence by WFP market data of December 2020 which shows that the prices of local corn flour and Pakistan rice had increased by 2 percent on average while corn grain increased by 5 percent. On the contrary, the price of beans dropped by 13 percent while cooking salt registered a 1 percent decline.

### Availability of food and nonfood items on the market

The majority (79 percent) of refugees reported they can find food items they need in the market while 19 percent could find “mostly what they needed.

Almost all households (97 percent) also indicated no difficulty in obtaining all or most of the NFIs they needed from the market. Among the relatively small percentage of unavailable NFIs, refugees most commonly reported clothing (91 percent), energy (20 percent), hygiene materials (8 percent), uniform (2 percent) and mobile phone services (2 percent).

## 13 Household expenditure and economic capacity to meet essential needs

The JPDM has explored different dimensions to understand and evaluate a household's economic capacity. The analysis aims to approach the capacity of the households to meet essential needs by their own capacity which could lead us to a further analysis of their overall vulnerability and level of self-reliance.

### Food expenditure share

Food expenditure share, which is the proportion of the household's total expenditure spent on food, rose from 65 percent in June 2020 to 79 percent in December of the same year. This indicates the extent of household economic vulnerability during COVID-19. Generally, households that spend over 75 percent of their income on food are considered having highly resource constrains and consequently at risk of becoming food insecure. Rise in food commodity prices or loss of income could have precipitated higher spending on food than usual. The average monthly food expenditure per capita stood at RWF 13,743 while the average total expenditure per capita is only slightly higher at RWF 18,574 in December 2020, indicating the lack of economic resources at household level to allocate for non-food expenditures.

Table 4: Expenditures

Expenditure	RWF
Average HH food expenditure	61,879
Average food expenditure per capita	13,734
Median food expenditure per capita	10,031
Average HH total expenditure	81,597
Average total expenditure per capita	18,574
Median total expenditure per capita	12,825

(Source: JPDM Dec 2020)

Among households with acceptable food consumption, food expenditure was also high (78 percent) but relatively lower than that for households with borderline (81 percent) and poor FCS (80%). The total food expenditure among households with acceptable FCS was RWF 73,208 about 70 percent and 43 percent higher than that for households with poor and borderline FCS respectively.

Overall, a big proportion of expenditure on food was either through cash (56 percent) or credit based (23 percent). 13 percent of food expenditure was either got in kind and only 8 percent of households gathered their food from own production. Among non-food items, the most consumed items by households were hygiene materials (69 percent), mobile phone services (47 percent), energy (45 percent), clothing (39 percent), and debt (27 percent) among others.

Table 5: Non-Food Items consumed by refugees

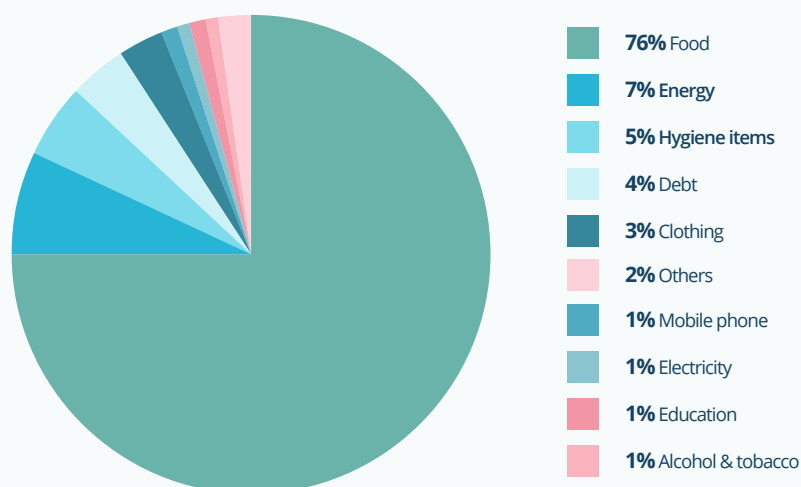
Non-food expenditure	% of households
Hygiene items	69%
Mobile phone	47%
Energy	45%
Clothing	39%
Debt	27%
House repair	13%
Electricity	12%
Alcohol & tobacco	7%
Transport	7%
Education	6%
Savings	6%
Medical	4%
Water (treatment)	1%

(Source: JPDM Dec 2020)

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Figure 15: Average composition of household expenditures



(Source: JPDM Dec 2020)



### Perceived ability to meet basic needs

The JPDM asked the households to what extent they were able to meet their basic needs. Only 5 percent of households reported being able to meet all their basic needs, with 61 were able to meet less than half of their needs and, 24 percent were able to cover for half of their needs and only 8 % reported to be able to cover more than half of their needs. Whereas this is a perception indicator that should be treated with caution, it to a certain extent gives an insight into how households perceive their ability to maintain their normal livelihood and cover for their basic needs.

Among those reporting having productive activities generating household income, 80 percent reported that monthly cash assistance was their additional source while 17 percent had no additional income, or had not sustainable income source such as selling food assistance (1 percent), receive gifts from neighbors or friends/relatives (1 percent).

### Economic Capacity to Meet Essential needs (ECMEN)

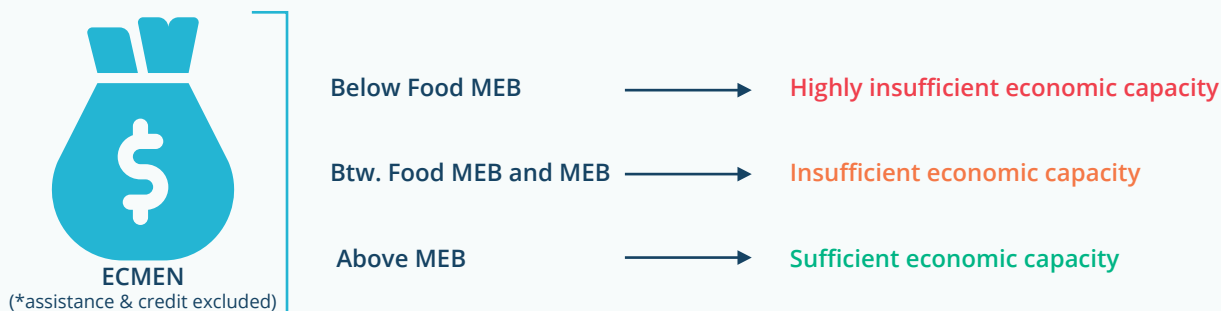
To understand the overall economic capacity of the households, the survey analyzed whether households were able to afford the minimum cost of essential needs through their own economic capacity, be it cash or self-production. This monetary threshold, which is defined as what a household requires to meet their essential needs on a regular basis, is represented by the minimum expenditure basket (MEB).

The MEB for the refugee in this analysis was calculated based on the total expenditure reported by the households who demonstrated relatively satisfactory economic capacity and strong livelihood resilience among the refugees. This category of households reported acceptable food consumption and did not adopt crisis or emergency coping behaviors in the last thirty days prior the survey. Among this cohort, the total monthly expenditure per capita is approximately RWF 15,000. Besides the MEB, the food MEB sets another monetary threshold to identify the minimum required economic capacity for a household to maintain basic food access. In this analysis, the equivalent monetary value of WFP monthly food basket per capita in December 2020, which is RWF 8,584 is used as the food MEB threshold.

When the households economic capacity, be it their expenditure in cash and estimated market value of self-production, falls below the MEB, it demonstrates the household's challenge to maintain their basic food needs, not to mention the overall essential needs.

On the contrary, if the household's economic capacity has exceeded the MEB, this household is believed to be able to cover for its essential needs given its own economic resources and, hence demonstrating sufficient economic capacity. It is worth noting that the value of the assistance they are receiving and the credit they used to meet essential needs not considered as part of the household's own economic capacity. The Economic Capacity to Meet Essential Needs (ECMEN) indicator reports the percentage of households with various levels of economic capacity.

Figure 16: Economic Capacity to Meet Essential Needs (ECMEN)



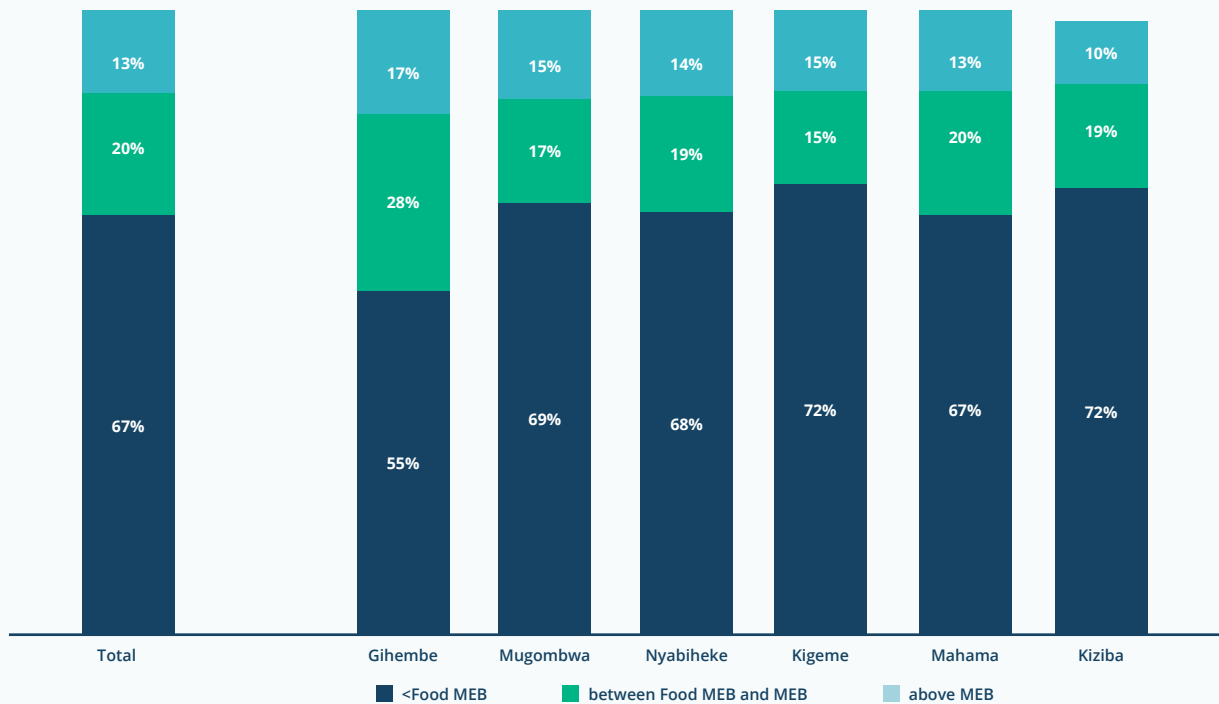
(Source: JPDM Dec 2020)

The analysis revealed that nearly 7 in 10 households had highly insufficient economic capacity implying that their expenditure was below food MEB, whereas 20 percent had insufficient economic capacity due to their moderate expenditure that fell between food MEB and total MEB. Only 13 percent of households met

sufficient economic capacity threshold. Their total expenditure exceeded total MEB. Kigeme (72 percent) and Kiziba (72 percent) reported the highest percentage of households under highly insufficient economic capacity category.



Figure 17: Economic capacity to meet essential needs classification by camp



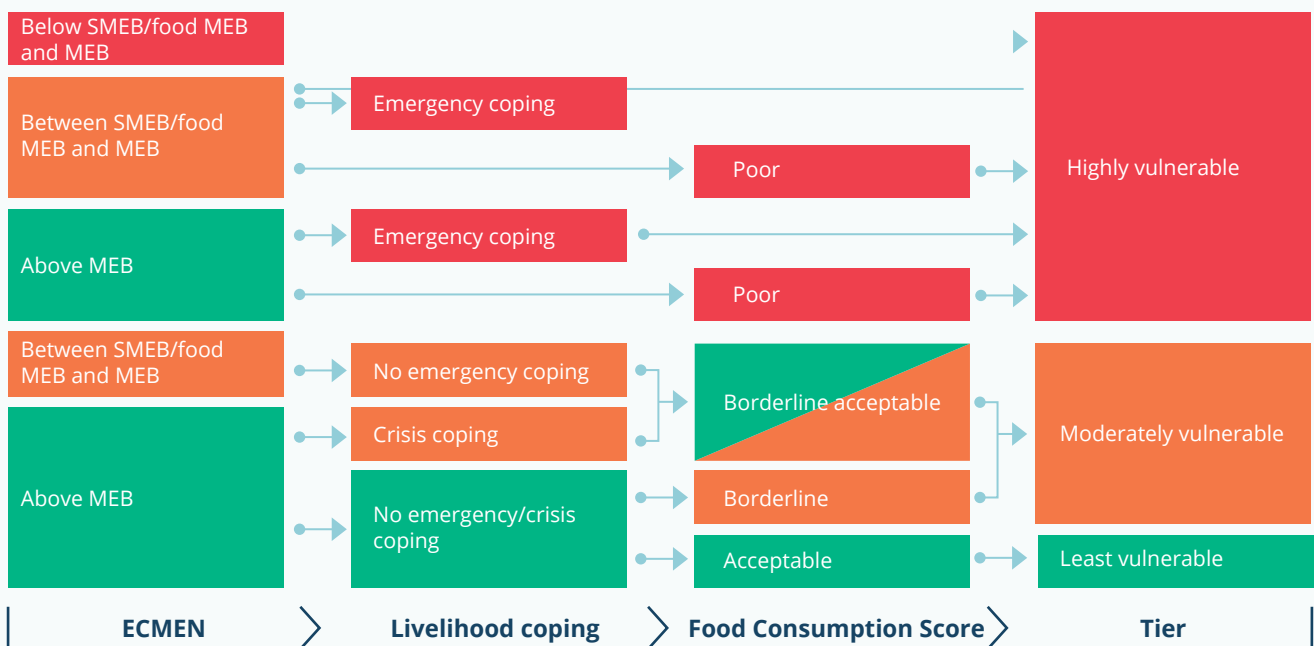
(Source: JPDM Dec 2020)

## Vulnerability classification

In line with WFP corporate guidelines, a measure of household-level vulnerability was generated as a combination of three

dimensions: ECMEN, livelihood coping strategies and food consumption. Following this measurement framework, households were classified as highly, moderately, or least vulnerable as shown in Figure 18.

Figure 18: Household Vulnerability classification

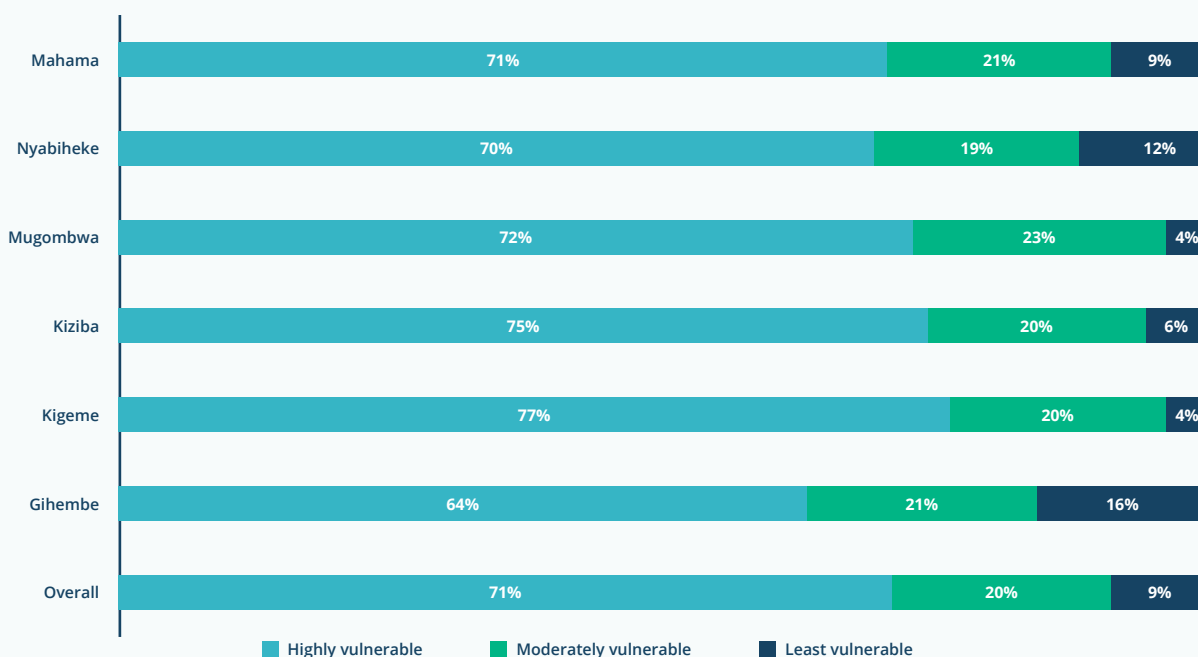


(Source: JPDM 2021)

According to this vulnerability framework, JPDM data shows 71 percent of households were classified as highly vulnerable whereas 20 percent were observed to be moderately vulnerable and only 9 percent of the refugees were considered least

vulnerable. Gihembe, Nyabiheke and Mahama have the lowest share of least vulnerable households relative to other camps. Mugombwa, Kigeme and Kiziba appear to have the highest percentage of highly vulnerable households (see Figure 19).

Figure 19: Vulnerability classification by refugee camp



(Source: JPDM Dec 2020)

To categorize the most vulnerable households, statistical analysis was conducted to explore the association between vulnerability status (outcome variable) and a set of indicators (socio-demographic, protection-sensitive, financial, and livelihoods related group variables). The analysis identified the characteristics that are more likely to be observed in the highly vulnerable group as opposed to others. Findings from the statistical analysis show that high vulnerability is significantly correlated with thirty four key indicators. Among these indicators, the majority are related to household composition, gender, educational and economic status of the household head (see Annex 1).

As opposed to other vulnerable groups, highly vulnerable households are more likely to be large in size, have high in dependency ratio, headed by an uneducated head, comprising female members (including female children), unemployed and reportedly disadvantaged from a livelihood perspective. However, no significant trends emerged on marital status (e.g., single, widowed heads), age of the household head (e.g., elderly heads), having a person with disability/chronic illness in the household, pregnant women or lactating women being correlated with high vulnerability. This classification provides important insights on the most vulnerable households. It will further serve as the basis to further develop the eligibility criteria that will inform the targeting strategy and implementation, as well as the WFP/ UNHCR planning process.

## 4.5 Categorization of Vulnerable groups

Further analysis was conducted to identify and capture common characteristics associated with each vulnerability category (highly, moderately and least vulnerable), both looking at socio-demographic characteristics as well as economic capacity.

### Socio-demographic characteristics

Highly vulnerable households are more likely to be headed by females (58 percent) or uneducated heads (37 percent). In addition, highly vulnerable households are more likely to be headed by single head and single female head. The average highly vulnerable household has more than 5 members, including under five-year children (1 on average), female household members (3 on average) including female children. Furthermore, the highly vulnerable household is characterized by high dependency ratio of 1.8, implying that for every working age refugee aged 18-59 years, there are two household members unable to work aged 0-17, 60 or more, or 18-59 but unable to undertake any productive work (e.g., disabled or ill).

The moderately vulnerable household is also likely to be female headed or headed by uneducated person but with a relatively lower dependency ratio (1.4) and small size (fewer than five members). These characteristics differ from those of the least vulnerable category, which encompasses a higher percentage of male-headed households and lower proportion of uneducated household heads as compared to the more vulnerable groups. The household size of the least vulnerable is relatively small (4 members on average) with the number of young children also relatively lower compared to the other two categories. Table 8 provides a snapshot of key characteristics of each of the three groups with additional information in Annex 1.

Table 6: Summary of socio-demographic characteristics of vulnerability categories

		Categorization of Vulnerability		
		Highly vulnerable (71%)	Moderately vulnerable (20%)	Least vulnerable (9%)
Summary	Social-demographic characteristics	<ul style="list-style-type: none"> <li>- Higher % of female and single female household heads</li> <li>- Higher % of household heads with no formal education</li> <li>- Average household size higher than 5</li> <li>- Higher number of young children and female members including female children</li> <li>- High dependency ratio</li> <li>- Higher number of members with specific needs</li> </ul>	<ul style="list-style-type: none"> <li>- Higher % of female household heads</li> <li>- High % of household heads with no formal education</li> <li>- Average household size lower than 5</li> <li>- Lower dependency ratio</li> </ul>	<ul style="list-style-type: none"> <li>- Higher % of male household heads as opposed to female</li> <li>- Lower % of household heads with no formal education</li> <li>- Average household size lower than 5</li> <li>- Lower number of young children and female members including female children</li> <li>- Lower dependency ratio</li> <li>- Low presence of members with specific needs</li> </ul>
Household head characteristics	Female household head	57.8%	53.8%	48.0%
	Single, separated, or widowed head	46.9%	44.1%	43.2%
	Single female head	37.7%	31.1%	25.2%
	Head with no formal education	36.5%	29.9%	23.9%
Household members	Household size (mean)	5.3	4.6	4.3
	Household members below 5 years (mean)	0.9	0.8	0.07
	Household with 2+ female members	75.7%	67.0%	63.8%
	Household with 1+ children U5	57.7%	49.6%	53.3%
	Household with high dependency ratio (>=2)	54.8%	41.4%	42.3%
	Average dependency ratio (mean)	1.8	1.4	1.3
	Household with 1+ disabled members	11.5%	9.9%	5.9%
	Household with 1+ chronically ill members	4.3%	2.2%	1.4%

## Economic capacity

Variation across vulnerability groups is also observed in terms of economic capacity. Highly vulnerable households overall appear to have poorer economic capacity as compared to other categories. As described in Table 9, on average highly vulnerable households appear less likely to have any savings and to own assets and livestock, compared to moderately and least vulnerable groups. The ability to participate in income generating capacity appear low in the highly vulnerable households

compared to moderate and least vulnerable groups. Only one third of households in these categories have more than one source of income compared to half of moderate and two thirds of least vulnerable households.

Despite many differences, all the three types of households have limited access to land challenge that is likely due to its scarcity, which is discernible even in host communities. The land tenure system also does not allow foreigners to own land even though they can rent it for temporarily use.

Table 7: Economic capacity of households according to vulnerability categories

		Categorization of Vulnerability		
		Highly vulnerable (71%)	Moderately vulnerable (20%)	Least vulnerable (9%)
Summary	<b>Economic capacity</b>	<ul style="list-style-type: none"> <li>- Very low % has savings</li> <li>- Fewer assets and productive assets</li> <li>- Less likely to own radios, mobile phones, energy assets, assets for mobility, and productive assets.</li> <li>- Less likely to own assets for mobility such as motorcycle and bicycles</li> <li>- Low ownership of livestock</li> <li>- Less likely to engage in income generating activities</li> <li>- Less likely to participate in small business and/or formal-wage jobs</li> </ul>	<ul style="list-style-type: none"> <li>- Limited assets and productive assets</li> <li>- Likely to own assets such as radios, tables, mobile phones, sprinklers, working capital, and bicycles for business.</li> <li>- Less likely to own energy assets and working tools.</li> <li>- Low ownership of assets for mobility such as motorcycle and bicycles</li> <li>- Low ownership of livestock</li> <li>- Moderate engagement in income generating activities</li> <li>- Limited participation in small business and/or formal-wage jobs</li> </ul>	<ul style="list-style-type: none"> <li>- Higher % has some savings</li> <li>- More assets and productive assets</li> <li>- Likely to own assets such as radios, energy storage, chairs, bicycles for mobility, shop spaces, and food stock for sale, and other productive assets.</li> <li>- Low ownership of assets for mobility such as motorcycle and bicycles for business</li> <li>- Low ownership of livestock</li> <li>- Higher engagement in income generating activities</li> <li>- Higher participation in small business and/or formal-wage jobs</li> </ul>
Income & livelihood	Households without savings	87.3%	83.3%	74.7%
	Households not engaged in income generating activities	66.8%	48.5%	31.4%
	Households not participating in small business	91.6%	85.2%	77.3%
	Households not engaged in formal salaried jobs	95.2%	90.8%	86.7%
Assets	Livestock ownership	4%	4%	6%
	Assets (mean)	3.7	3.8	4.4
	Productive assets (mean)	0.4	0.5	0.6
	Motorbike ownership	0.7%	0.9%	3%
	Bicycle ownership	1%	1.5%	4.5%

## SECTION 2: MONITORING OF ASSISTANCE

### 01 WFP assistance

With adoption of the cash-based transfer modality for food assistance in most camps<sup>7</sup>, many of the logistical issues that challenged the distribution process in the past have since been reduced. However, there were inevitable issues in the food distribution and cash disbursement process worthy of reflection.

#### Food distribution process

Among households receiving in-kind food assistance, adult females (67 percent) were the most likely to have gone to collect or buy food, followed by adult males (32 percent) and children below eighteen years (1 percent). The waiting time at the distribution sites varied among households with 51 percent reportedly spending either less than an hour and 13 percent reporting 1-2 hours. None of the households reported paying cash to receive food and only 1 person reported paying food in kind to receive food assistance they were entitled to.

#### Protection and Accountability

Most households (99 percent) that did receive the assistance rated as very safe or safe their experience traveling to and from the distribution points or taking part in WFP's programme. During the food/cash distribution process, 5 percent of households reported experiencing, seeing or hearing a particular problem. The most frequently problems reported included cases of registered households not receiving their food entitlement (51 percent) or receiving a partial entitlement (21 percent), long queues (18 percent) among others.

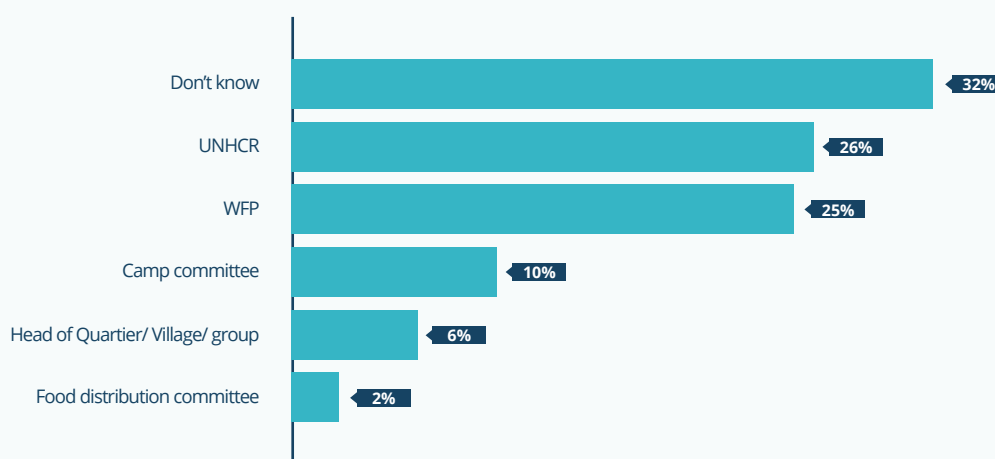
Overall, 3 percent of households reported experiencing problems related to entitlements in the most recent distribution held before the survey. Out of the 3 percent that experienced entitlement issues, the major concern of most households (87 percent) were increasing prices, reduced purchasing power and poor quality of food received. In December 2020, 93 percent of households knew the cash assistance they were entitled to receive while 75 percent of households reported being informed about the food ration.<sup>8</sup>

#### Complaint and Feedback Mechanism

The Complaints and Feedback Mechanism (CFM) was established to improve accountability and transparency towards the beneficiaries and serve them more effectively. CFM communication channels include a telephone hotline, letterboxes, and feedback received through WFP's CBT refugee Committees and cooperating partners' staff. In addition, WFP runs a CFM help desk to collect and manage the complaints.

Joint PDM results show that most refugees (74 percent) knew how to give feedback or make a complaint regarding food or cash distribution. Although no difference was found between male and female headed households over knowledge of CFM, statistically significant differences exist amongst the six camps. CFM awareness was highest among Mugombwa households (89 percent), followed by Kiziba (85 percent), Kigeme (80 percent), Nyabiheke (76 percent), Gihembe (70 percent) and Mahama (68 percent). Among households that experienced, saw and heard about at least one problem related to distribution, 53 percent could not tell to whom such complaints could be potentially directed when asked to mention all parties that could be complained to. About 35 percent reported either UNHCR (19 percent) or WFP (16 percent).

Figure 20: Breakdown of CFM complaints reported by recipient



(Source: JPDM Dec 2020)

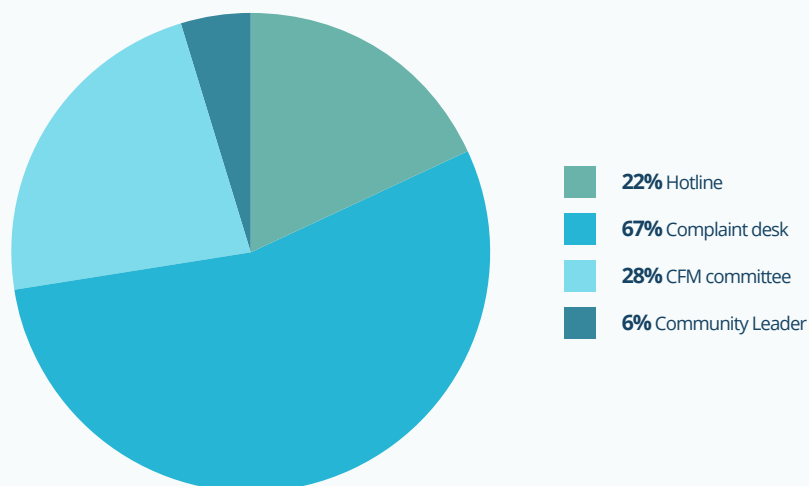
<sup>7</sup> All Congolese refugees are provided with a monthly cash-based transfer to meet their basic food requirements, whereas the Burundians in Mahama Camp receive a mixed ration of cash and food (CSB+ and beans) since October 2018. The money is transferred electronically, and beneficiaries make withdrawals from an Equity Bank agent.

<sup>8</sup> Entitlements verification mechanisms include: weighing scales available at each distribution line for refugees to weigh and verify the entitlements, posters on rations entitlements are available at the food distribution sites.

The inability to tell who to complain among households experiencing, hearing or seeing issues suggests that either refugees are afraid of approaching officials or view complaining as not the best use of their time. This may explain why only 0.5 percent of households had complained in the three months prior to the survey. Besides, among households that complained, 86

percent reported that their complaints were not addressed in a timely manner or to their satisfaction (82 percent). Eighty six percent of raised complaints were directed to either UNHCR (64 percent) or WFP (22 percent) while 14 percent went to both agencies.

Figure 21: Breakdown of complaints and feedback mechanisms used by refugees during the last distribution



(Source: JDPM Dec 2020)

The most popular complaint channel is the complaint desk (67 percent) followed by CFM committees (28 percent), hotline (22 percent), and community leaders (6 percent). Low satisfaction with how raised issues are resolved is attributed to the nature of complaints and the escalation procedures that often times mean that instant solutions are not provided.

### WFP Cash distribution

WFP provides households cash assistance to cover food items except in Mahama where refugees are provided both cash and in-kind food assistance. Joint PDM findings show that the mean and median cash assistance received per household stood at RWF 36,688 and 35,500 respectively. A breakdown of cash expenditure reveals that food purchase accounted for 80% of all expenses incurred using food cash assistance followed by loan repayment (see Table 8).

Table 8: Average expenses covered by WFP cash assistance

Item	Expense (RWF)	Percent
Food purchase	29,329	80%
Loan payment	5,843	16%
Sanitation	404	1%
Other needs	393	1%
Education fee	64	0%
Security fee	43	0%
Health	25	0%
Gift to others	77	0%
Tontine	172	0%
Lost/stolen	6	0%

(Source: JPDM Dec 2020)

## Knowledge of cash entitlements and key dates

A large majority of refugees (93 percent) reported knowing what their cash entitlements for food assistance were while only 3 percent was expecting a different amount.

Beneficiaries of WFP cash assistance were asked if they knew the day their assistance would be wired onto their accounts and whether or not it was delivered on the promised day. Most households (94 percent) knew the cash transfer was to be delivered and 90 percent confirmed that it was indeed delivered on the promised day. Just one in ten people hardly knew in advance cash disbursement plans or did not receive the money on the designated day.

## UNHCR cash assistance

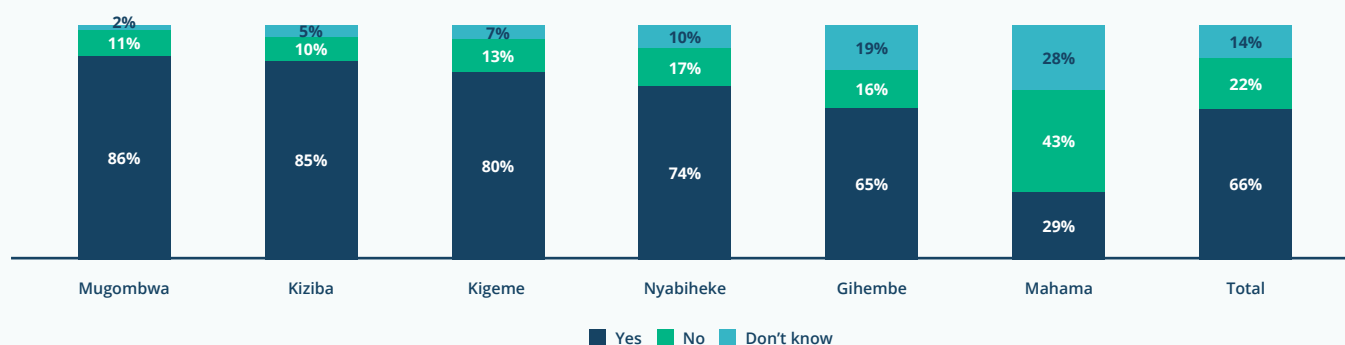
Under UNHCR cash assistance programme, beneficiaries are assisted with a monthly amount to cover non-food needs. The amount provided varies according to family size, duration of stay and availability of funds among other criteria. The median and average amount received by households as of the last distribution before the survey was RWF 7600 and RWF 11,695 respectively.

In contrast to food cash assistance where awareness was high, only 46 percent knew their NFIs cash entitlements. Majority (64 percent) expected to receive the same amount while 36 percent had expected either a different amount (22 percent) or did not know what they would receive (14 percent). Male-headed households were 11 points more likely to state that the received assistance was different from what they had been expecting than their female counterparts suggesting that there is a gender dimension to NFIs cash entitlement knowledge.

Discussions with WFP and UNHCR staff revealed that low awareness of NFI cash assistance entitlement could be related to the frequency of distribution, multiplicity of items and family group size classifications. Some items are distributed only when funds are available while for others, a one-off or quarterly payment is made. In contrast, food entitlements are solely based on the number of persons per household, which makes it easy for households to determine their entitlements.

Amongst camps, there are statistically significant variations in terms of cash assistance households had been expecting and what they eventually received. Fewer households (29 percent) in Mahama reported receiving the amount expected compared to households from other camps (see Figure 22). Low awareness in Mahama is on account of the camp being new and also late introduction of CFMs. Programme staff reported that CFM channels were only introduced in 2018 following the commencement of cash transfer program.

Figure 22: Percentage of households reporting that the UNHCR assistance received was what they had expected



(Source: JPDM Dec 2020)

When asked if they had received NFI cash assistance on the designated day, only 35 percent answered in affirmative with 65 percent either reporting that they received it on a different day (60 percent) or not knowing whether cash assistance was given on the promised date or not (5%). Ninety-six (96 percent) of all registered persons did not need help to withdraw cash while a small percentage (4 percent) needed help (1 percent) or could not remember (3 percent).

Most households (65 percent) spent cash within fifteen (15) minutes walking distance while 35 percent others had to travel a distance requiring either 15-30 minutes (21 percent), 30-45 minutes (6 percent), 45-60 minutes (3 percent) or more than an hour (2 percent). About 3 percent could not tell how long it took them to reach where they spent money. This suggests that there were less protection issues, potential fraud and extortion due to high financial literacy and short distance to places where money was spent. About 74 percent of households reported that the bank and SIM cards were under the person to whom they are registered and on UNHCR list.

## Knowledge of cash entitlements

More than half of refugees (54 percent) expressed lack of knowledge about non-food cash entitlements for their households with the other 46 percent reporting knowledge of the same. Yet 93 percent of households reported receiving correct amount for their family size. Female-headed households have more knowledge of cash entitlements than their male headed ones (52 percent vs 35 percent respectively). Additionally, there are inter-camp variations on the same subject with 74 percent of refugees in Mugombwa aware of cash entitlement compared with other camps Kiziba (65 percent) Kigeme (64 percent), Nyabiheke (54 percent), Mahama (52 percent) and Gihembe (50 percent).

### Knowledge of day and date of giving NFI cash assistance.

Two thirds of households reported not knowing in advance when NFI cash assistance was to be wired onto their respective accounts while one third were privy to such information. Lack of knowledge about cash disbursement plans was highest in Mahama where 82 percent of refugees had information relative to other camps such as Mugombwa (65 percent) Kiziba (65 percent), Gihembe (57 percent), Kigeme (57 percent) and Nyabiheke (55 percent). Ninety-one (91 percent) of households reported receiving NFI cash assistance on the promised day.

### Preference of assistance modality

When asked whether they preferred cash or in-kind assistance, majority (88 percent) of households expressed a preference for cash assistance to a combination of both cash and in-kind (7 percent), in-kind food and non-food only (4 percent). One percent of the households had no preference on the assistance modality. Preference for cash assistance is nearly the same among male (87 percent) and female headed (89 percent) households. There are no significant differences amongst camps even though Mahama's cash preference (84 percent) is below average.



## SECTION 3: CONCLUSIONS AND RECOMMENDATIONS

### Vulnerability-based targeting

The assessment shows that there are different levels of vulnerabilities among the refugee population across all camps. The majority of refugees (70.6 percent) are considered highly vulnerable and not able to meet their basic food needs taking into consideration their economic capacities, livelihoods resilience and food consumption score. The remaining refugee households are moderately vulnerable (20.4 percent) or least vulnerable (8.9 percent). The differences in vulnerability levels among refugee households indicates different levels of needs and, as such, targeting food assistance for all camp-based refugees is recommended to ensure that limited resources are utilized in the most effective way to meet refugee needs.

A targeting strategy should be developed informed by the categorization of the refugee population, which has identified the key characteristics of those who are food insecure, also taking into account protection needs. In designing the targeting strategy and deciding on the most appropriate targeting methodology for the Rwandan context, a detailed assessment of the programmatic, operational and protection risks should be undertaken and mitigation measures designed. The strategy should be developed in close consultation with refugee communities and other key stakeholders to ensure accountability to affected communities as well as buy-in in the process.

### NFI assistance

NFI assistance aims to support refugees to meet their non-food needs. The majority of refugees (91 percent), including highly and moderately vulnerable refugees are not able to meet their basic needs, have low food consumption scores, or are relying on high risk coping strategies that undermine their household resilience. It is therefore recommended that, resources permitting, the provision of CBI assistance continues to address this gap and ensure that households are better able to meet their overall needs. This would also aim to mitigate further negative impacts on food consumption or other essential needs.

Furthermore, the assessment shows low levels of beneficiary knowledge on their NFI assistance, with only 46 percent showing high awareness of the entitlement value, which could be attributed to the frequency of distribution, multiplicity of items and family group size classifications. A recommendation that should be considered is to simplify the way NFI assistance is provided, potentially providing the same amount of assistance across all quarters calculated per capita. Any changes to the frequency and value of NFI assistance should be evidence based, informed by needs and ensure operational feasibility. Further work to sensitize refugees on their NFI entitlements during and in-between distributions should also be considered. Sensitization should be adapted for each camp context, with Mahama camp indicating the lowest level of knowledge on the NFI entitlements, and taking into consideration differences between male/female headed households (with male-headed households 11 percentage points more likely to state that the received assistance was different from what they had been expecting).

### Livelihoods

The assessment shows that 54 percent of households are not engaged in any income generating activities and only 3 percent are engaged in two or more income generating activities, offering households greater protection against shocks. COVID has further been severely negatively impacted the majority of refugees' livelihoods across all camps. Combining food assistance with additional and/or complementary assistance to refugees based on households' vulnerability levels could lead to improved outcomes over time among all vulnerability groups. Specifically, it is recommended that livelihoods or other ongoing assistance aiming to support self-reliance are provided, taking into consideration household vulnerability levels and capacities. Investments in scaling-up multi-year livelihoods interventions to increase the self-reliance of refugees to meet their basic food and non-food needs and strengthen household resilience should be prioritized and coordinated in close partnership with the Government and development partners.

Priority programmatic interventions should focus on supporting access to land for agricultural production, with just 1-5 percent of refugees in all camps (except Mahama camp) reporting access to land. Support should further focus on increasing access to productive assets, in particular livestock, currently available to just 25 percent and 4 percent of refugees, respectively. Monitoring the impact of existing livelihoods programmes on outcomes, including food security and ability to meet basic needs, should be prioritized to enable evidence-based approaches to livelihoods programming.

### Accountability to Affected Population (AAP) and protection

The majority of respondents in the assessments reported not facing any safety problems during food or NFI distributions. The proportion of those reporting a safety concern, however, was higher among persons with disabilities, with 5 percent reporting feeling unsafe during NFI distributions. Further analysis on the safety concerns is required and distribution practices should be adapted to reduce the risks faced by persons with disabilities, though overall the vast majority are able to safely access their assistance.

While the majority (74 percent) of refugees were aware of how to make a complaint regarding food or cash distribution, increasing awareness of CFMs should be promoted among those unaware, especially in Gihembe (70 percent) and Mahama (68 percent) camps, which reported the lowest levels of knowledge of CFMs. Furthermore, and critically, among households that complained, 86 percent reported that their complaints were not addressed in a timely manner or to their satisfaction (82 percent), indicating the need to improve closing of communication loops. These actions will be especially important if a targeted approach is implemented to ensure awareness of, access to and trust in CFM channels that will serve as an entry point for any future appeals mechanism.

## ANNEXES

## Annex 1: Characteristics associated with household vulnerability

(w)=weighted

Indicator	(Column)										(Row)				Result for indicator
	Average highly vulnerable (w)	N. Obs highly vulnerable	Average moderately vulnerable (w)	N. Obs moderately vulnerable	Average least vulnerable (w)	N. Obs least vulnerable	P-value	Significance level	Average highly vulnerable (w)	Average moderately vulnerable (w)	Average least vulnerable (w)				
Household head gender (female)	57.8%	1755	53.8%	499	48.0%	214	.0383**	5%	72.8%	19.5%	7.7%	Significant correlation			
Elder household head (60+ yrs)	14.0%	1755	12.2%	499	11.0%	214	.088*		74.1%	18.5%	7.4%	Non-significant correlation			
Household head marital status: single, separated, or widowed	46.9%	1755	44.1%	499	43.2%	214	.8212		72.0%	19.6%	8.4%	Non-significant correlation			
Household head is illiterate	37.5%	1755	29.3%	499	23.8%	214	.0001***	1%	76.6%	17.3%	6.2%	Significant correlation			
Household head has no formal education	36.5%	1755	29.9%	499	23.9%	214	.0002***	1%	75.8%	17.9%	6.3%	Significant correlation			
Household comprises 1+ elder members (60+)	17.8%	1755	15.4%	499	16.9%	214	.1429		73.0%	18.2%	8.8%	Non-significant correlation			
Household comprises 1+ children U5	57.5%	1755	49.6%	499	53.5%	214	.0039***	1%	73.1%	18.2%	8.6%	Significant correlation			
Household comprises 1+ children U5 and 1+ elders (60+)	6.5%	1755	3.5%	499	5.5%	214	.0009***	1%	79.4%	12.2%	8.4%	Significant correlation			
Household comprises 1+ children 0-17 and 1+ elders (60+)	12.3%	1755	8.9%	499	10.3%	214	.0062***	1%	76.0%	15.9%	8.1%	Significant correlation			

Household comprises 1+ pregnant or lactating women	38.5%	1755	37.3%	499	34.4%	214	.1582		71.8%	20.1%	8.2%	Non-significant correlation
Household comprises 2+ female members	75.7%	1755	67.0%	499	63.8%	214	0***	1%	73.4%	18.7%	7.9%	Significant correlation
Household comprises 3+ female members	52.6%	1755	40.8%	499	37.2%	214	0***	1%	76.1%	17.0%	6.8%	Significant correlation
Household comprises 1+ able-bodied adult (18-59)	94.8%	1755	97.4%	499	97.4%	214	.5153		70.1%	20.8%	9.1%	Non-significant correlation
Household comprises 6 or more members	45.1%	1755	34.9%	499	30.7%	214	0***	1%	76.3%	17.1%	6.6%	Significant correlation
Household comprises 8 or more members	19.6%	1755	12.7%	499	11.6%	214	0***	1%	79.2%	14.8%	6.0%	Significant correlation
Household with high dependency ratio	54.8%	1755	41.4%	499	42.3%	214	0***	1%	76.0%	16.6%	7.5%	Significant correlation
Household comprises 1+ female children	69.3%	1755	61.6%	499	55.4%	214	0***	1%	73.6%	18.9%	7.5%	Significant correlation
Household comprises 2+ female children	39.4%	1755	30.6%	499	29.2%	214	0***	1%	75.9%	17.0%	7.1%	Significant correlation
Household comprises female children and no male children	14.1%	1755	18.2%	499	15.2%	214	.0963*		66.4%	24.6%	9.0%	Non-significant correlation
Elder household head (60+ yrs) with no 18-59 adults	3.6%	1755	1.8%	499	2.6%	214	.6881		81.3%	11.4%	7.3%	Non-significant correlation

Elder household head (60+ yrs) with high dependency ratio	9.8%	1755	6.7%	499	6.1%	214	.0102**	5%	78.3%	15.5%	6.2%	Significant correlation
Single household head with high dependency ratio	25.1%	1755	15.1%	499	15.6%	214	.0001***	1%	79.8%	13.9%	6.3%	Significant correlation
Single female household head	37.7%	1755	31.1%	499	25.2%	214	.01***	1%	75.6%	18.0%	6.4%	Significant correlation
Single female household head with high dependency ratio	23.6%	1755	13.3%	499	14.1%	214	.0001***	1%	80.7%	13.2%	6.1%	Significant correlation
Single household head with children 0-17	33.8%	1755	25.6%	499	20.0%	214	.0012***	1%	77.3%	16.8%	5.8%	Significant correlation
Single household head with children U5	19.4%	1755	12.6%	499	15.0%	214	.0022***	1%	77.8%	14.6%	7.6%	Significant correlation
Household comprises 1+ disabled members	11.5%	1755	9.9%	499	5.9%	214	.0071***	1%	76.1%	18.9%	5.0%	Significant correlation
Household comprises 2+ disabled members	1.1%	1755	1.3%	499	0.2%	214	.4876		73.0%	24.9%	2.1%	Non-significant correlation
Household comprises 1+ chronically ill members	4.3%	1755	2.2%	499	1.4%	214	.0513*		84.2%	12.4%	3.4%	Non-significant correlation
Household comprises 2+ chronically ill members	0.2%	1755	0.4%	499	0.2%	214	.4375		59.3%	33.8%	6.8%	Non-significant correlation
Household has access to land for crop production	4.1%	1755	4.5%	499	6.5%	213	.6439		65.7%	21.0%	13.3%	Non-significant correlation

Household has debt	65.8%	1755	70.6%	499	64.6%	213	.7157		69.7%	21.6%	8.7%	Non-significant correlation
Household debt increased substantively since March 2020	40.5%	1755	42.6%	499	39.2%	213	.9141		70.1%	21.3%	8.6%	Non-significant correlation
Household does not have any savings	87.3%	1755	83.3%	499	74.7%	213	.0009***	1%	72.3%	19.9%	7.9%	Significant correlation
Unimproved drinking water	50.2%	1715	52.5%	491	58.0%	208	.0003***	1%	69.3%	20.9%	9.8%	Significant correlation
Unimproved sanitation	61.6%	1755	55.0%	499	55.0%	213	.0004***	1%	72.9%	18.8%	8.3%	Significant correlation
Asset number	3.67	1755	3.84	499	4.40	214	.006***	1%	3.67	3.84	4.40	Significant correlation
Household owns less than 5 asset categories	64.4%	1755	63.5%	499	48.3%	214	.2658		72.5%	20.6%	6.9%	Non-significant correlation
Productive asset number	0.37	1755	0.49	499	0.59	214	.018**	5%	0.37	0.49	0.59	Significant correlation
Household does not own productive assets	76.6%	1755	70.5%	499	72.6%	214	.1963		72.2%	19.1%	8.7%	Non-significant correlation
Livestock ownership	4.1%	1755	4.2%	499	6.1%	214	.624		67.4%	19.8%	12.7%	Non-significant correlation
Adopted negative coping strategies: withdrawal, illegal, or begging	3.5%	1755	0.4%	499	0.0%	214	0***	1%	97.1%	2.9%	0.0%	Significant correlation
HH engaged in: No income gen. activities	66.8%	1755	48.5%	498	31.4%	214	0***	1%	78.8%	16.5%	4.7%	Significant correlation
Household engaged in less than 2 income gen. activities	98.2%	1755	95.3%	498	91.2%	214	0***	1%	71.6%	20.0%	8.4%	Significant correlation

Household avg monthly income reduced after Covid onset	24.0%	1755	37.3%	499	46.9%	214	0***	1%	58.9%	26.4%	14.6%	Significant correlation
Household avg monthly income reduced 50% or more of income pre-Covid onset	13.0%	1755	16.9%	499	18.6%	214	.0032***	1%	64.3%	24.1%	11.7%	Significant correlation
HH engaged in: Food crop prod/ sale	2.3%	1755	2.7%	498	3.3%	214	.6307		65.5%	22.3%	12.2%	Non-significant correlation
HH engaged in: Casual labor	14.4%	1755	20.9%	498	27.4%	214	0***	1%	60.2%	25.2%	14.6%	Significant correlation
HH engaged in: Livestock prod/ sale	0.1%	1755	0.6%	498	0.9%	214	.0983*		20.1%	47.6%	32.3%	Non-significant correlation
HH engaged in: Trade/artisan	1.9%	1755	2.0%	498	3.5%	214	.641		64.9%	20.0%	15.1%	Non-significant correlation
HH engaged in: Small business	8.4%	1755	14.8%	498	22.7%	214	0***	1%	54.1%	27.3%	18.5%	Significant correlation
HH engaged in: Charcoal sale	0.3%	1755	0.6%	498	1.7%	214	.127		43.9%	24.1%	32.0%	Non-significant correlation
HH engaged in: Firewood sale	0.0%	1755	0.7%	498	0.0%	214	.1483		10.8%	89.2%	0.0%	Non-significant correlation
HH engaged in: Petty trade	1.1%	1755	0.3%	498	1.9%	214	.6746		76.2%	7.0%	16.8%	Non-significant correlation
HH engaged in: Beer brewing	0.0%	1755	0.3%	498	0.5%	214	.0009***	1%	21.4%	46.9%	31.7%	Significant correlation
HH engaged in: Formal wages/ salary	4.8%	1755	9.2%	498	13.3%	214	.0001***	1%	52.5%	29.0%	18.5%	Significant correlation
HH engaged in: Wiving prod	0.0%	1755	0.0%	498	0.0%	214	.		100.0%	0.0%	0.0%	Non-significant correlation
HH engaged in: Tailoring	1.0%	1755	1.6%	498	1.8%	214	.9294		60.2%	26.6%	13.1%	Non-significant correlation
HH engaged in: Other activities	0.8%	1755	2.5%	498	0.7%	214	.0835*		49.5%	45.0%	5.5%	Non-significant correlation

## Annex 2: WFP & UNHCR Joint Post Distribution Monitoring 2020 Household SURVEY QUESTIONNAIRE

<b>Date of Interview</b>		<b>Interviewer Name</b>	
<b>Name of supervisor</b>			

### Introduction and Consent

Good morning/afternoon, my name is \_\_\_\_\_ I work with \_\_\_\_\_ (name of organization) as a short-term enumerator for this exercise. I am here for a joint post distribution monitoring and assessment that is being conducted jointly by the WFP and UNHCR.

The purpose of the assessment is to understand the use and impact of assistance provided by WFP and UNHCR in all six camps (*Mahama, Gihembe, Nyabiheke, Kigeme, Mugombwa, Kiziba*) in Rwanda. Also, it aims to understand the latest household vulnerability and self-reliance situation, including livelihoods and ability to meet basic humanitarian needs in the context of COVID-19. The survey should take around 1 hour to complete. Any information that you provide will be confidential.

Your household has been selected randomly to participate in this assessment. I would like to talk to the household head or any adult member. Your participation is voluntary and there will be no payment for taking part of this survey.

WFP and UNHCR do not analyze the situation of any specific household but rather aggregate findings at camp level without presenting any of your personal information. Aggregate findings may be shared with other humanitarian organizations, donors and the Government of Rwanda. Furthermore, your participation should not be seen as an advantage for accessing any special benefit or services by any of the different actors and organizations in the camp.

We will be using a mobile device to take down your answers instead of the usual paper questionnaire. This will help us complete the interview more quickly and accurately. It will not record your voice but will get the GPS coordinates, which is the location of your household.

Do you have any questions?

Are you willing to proceed with the interview? If you agree, we can continue but you have the right to withdraw from the survey anytime you wish

Yes  No

If no, can we visit you at a later date/time? Yes  No

### Section 1: Household demographics and characteristics

1.1	CCODE camp	_____
1.2	Assistance Modality (Please select <i>all</i> that apply)	1 = In-kind food (WFP) 2 = Cash (UNHCR) 3 = Cash (WFP)
1.3	Distribution period	
1.4	Quartier code	_____
1.5	Block/village code	_____
1.6	Community	_____
1.7	ProGres Group Identifier Number	Sd_____
1.8	How many registration groups are represented in this household/how many family attestation documents are there in this household?	_____ (if the answer is 1, skip to Q1.11)
1.9	Identifier number of all the other registration groups	_____
1.10	If there is more than 1 group living together, what is the reason?	1 = Assistance 2 = Family-related (marriage, reunion with family members) 3 = Guardianship of orphans 4 = Care provision of sick people 77= Others, _____
1.11	Personal ID of the all family members who are now <u>living</u> in this household	1. _____ 2. _____ 3. _____ 4. _____ 5. _____

1.12	Sex of the respondent	1 = Male 2 = Female 3 = Other																		
1.13	Age of the respondent	1 = 17 or younger 3 = 36-59 years 2 = 18-35 year 4 = 60+ years_____																		
1.14	Relationship to the household head	1 = Is head 2 = Spouse to the head 3 = Child to the head 4 = Other relative to the head 5 = No relationship to the head to household																		
1.15	Are you the person registered to receive the assistance from UNHCR/WFP?	0= No 1= Yes																		
1.16	Your household size? (officially registered in ProGres)	_____																		
1.17	How many people are living in your household at present?  <i>Instructions for enumerators: By "household" we mean people who sleep under the same roof and take meals together at least four days a week.</i>	<table border="1"> <thead> <tr> <th></th> <th># of Male</th> <th># of Female</th> </tr> </thead> <tbody> <tr> <td>0-4 years</td> <td></td> <td></td> </tr> <tr> <td>5-17 years</td> <td></td> <td></td> </tr> <tr> <td>18-59 years</td> <td></td> <td></td> </tr> <tr> <td>60 years +</td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td></td> <td></td> </tr> </tbody> </table>		# of Male	# of Female	0-4 years			5-17 years			18-59 years			60 years +			Total		
	# of Male	# of Female																		
0-4 years																				
5-17 years																				
18-59 years																				
60 years +																				
Total																				
1.18	Is there any pregnant or lactating woman in your household?	0=No 1=Yes																		
1.19	Sex of the household head	1 = Male 2 = Female																		
1.20	Age of the household head	_____																		
1.21	What is the marital status of the household head?	1 = Single 2 = Married 3 = Separated/Divorced 4 = Widowed 5 = Cohabiting																		
1.22	Does the head of household know how to read and write in any language?	0 = No 1 = Yes both read and write 2 = Yes (read only)																		
1.123	What is the education level of the head of household?	1 = Never attended school 2 = Some primary education 3 = Completed primary education 4 = Post-secondary education 5 = Completed secondary education 6 = University education 7= Vocational training																		
1.24.a	Do you consider any member of your household unable to undertake productive work because of disability or chronic illness?	0=No (skip to Section 2) 1=Yes																		



1.24.b	If YES, how many people are living in your household at disabled or chronically ill?		Sensory disability (related to five senses)	Physical disability	Mental disability	Chronic illness
		0-18 years				
		18-59 years				
		60 years +				

## Section 2 : Household livelihood sources

201.a	Which are the three main sources of livelihoods/productive activities which generate income of your household?	<p>1 = Food crop production/sales  2 = Cash crop production  3 = Casual labor (Piece work)  4 = Livestock production/sales  5 = Skilled trade/artisan  6 = Small business  7 = Charcoal selling  8 = Firewood selling  9 = Other petty trade (selling doughnuts, etc.) 10 = Brewing local beer  11 = Formal salary/wages  12 = Waiving production  13 = Tailoring  77 = Other, specify _____  99 = No productive activities that generate income undertaken</p>	<p> _ _  1<sup>st</sup>   _ _  2<sup>nd</sup>   _ _  3<sup>rd</sup></p>
201.b	Besides those activities above, how else does your household get income and meet your needs?	<p>1=Remittance  2=Loans  3=Monthly food assistance/cash support  4=Food assistance selling  5=Gift from neighbors/friends/relatives  6=Saving  77=Other, specify  99=No other sources</p>	
202a	Are your main income activities the same compared to those <b>before</b> March 2020/the COVID pandemic?	<p>0 = No  1 = Yes (skip to Q203)  2 = Don't know (skip to Q203)  3 = Don't want to answer (skip to Q203)</p>	

202b	If NO, what were the main sources of livelihoods/productive activities which generated income for your household <b>before</b> March 2020/the COVID pandemic?	1 = Food crop production/sales 2 = Cash crop production 3 = Casual labor (Piece work) 4 = Livestock production/sales 5 = Skilled trade/artisan 6 = Small business 7 = Charcoal selling 8 = Firewood selling 9 = Other petty trade (selling doughnuts, etc.) 10 = Brewing local beer 11 = Formal salary/wages 77 = Other, specify _____ 99 = No productive activities that generate income undertaken
203.a	How is your monthly income in the last 30 days compared to that <b>before</b> March 2020/the COVID pandemic?	1 = Increased 2 = Decreased slightly 3 = Decreased substantively 4 = Same or almost the same 5 = Don't know 6 = Don't want to say
203.b	What's your current (average) monthly income? (Rwf)	_ _ _
203.c	What's your (average) monthly income before COVID? (Rwf)	_ _ _
204.a	Does your household currently have any debt?	0=No 1=Yes (skip to Q206)
204.b	If YES, how much debt do you have now? (Rwf)	_ _ _
204.c	Compared to before March 2020/COVID, how has your debt level changed?	1 = Increased slightly 2 = Increased substantively 3 = Decreased 4 =Remained the same 5 = Don't know 6 = Don't want to say
205.a	Does your household currently have any saving?	0=No 1=Yes (skip to Q707)
205.b	If yes, how much money have you and/or other members of your family saved? (Rwf)	_ _ _
205.c	Are you able to save every month since March 2020/the COVID pandemic?	0=No 1=Yes

205.d	Compared to before March 2020/COVID, how has your saving level changed?	1 = Increased slightly 2 = Increased substantially 3 = Decreased 4 = Remained the same 5 = Don't know 6 = Don't want to say
206.a	Does your household have access to land for crop production?	0=No 1=Yes
206.b	If YES, what is the source of the land?	1 = Government allocation 2 = Borrowed 3 = Leased 4 = Given by friend/host 77 = Others, specify_____
206.c	Do you currently grow crops within or outside the settlement?	0=No (skip to Q208) 1=Yes
206.d	What is the main purpose of growing the crops?	1 = Own consumption 2 = For sale 3 = For bater of other food or non-food items
207.a	Did you or any household member receive any livelihood support/training during the past year?	1 = Agricultural inputs (seeds, fertilizer) 2 = Livestock inputs (animals, feeds, cages etc..) 3 = Agricultural tools/ equipment (wheelbarrow, water cans, hose) 4 = Cash grants for start-up 5 = Business related training 6 = Agricultural related training 7 = TVET/technical training 8 = Financial literacy training ( VSL & other) 77= Other. Specify_____
207.b	From whom did you get this livelihood support?	1=UNHCR 2= FAO 3=WFP 4=Other UN agencies 5=Local NGOs - name 6=INGO -name 7=Cooperative 77=Other, specify_____
208.a	Does your household currently have any challenges to improve your livelihood/income?	0=No (skip to Q210) 1=Yes
208.b	What are the challenges that your household faces to improve your livelihood/income? Please tick <b>all</b> that apply.	<input type="checkbox"/> 1 = Limited land access <input type="checkbox"/> 2 = Lack of agricultural inputs <input type="checkbox"/> 3 = Movement restrictions <input type="checkbox"/> 4 = Lack of employment opportunities <input type="checkbox"/> 5 = Lack of the right skills to be employed <input type="checkbox"/> 6 = Lack of labor force within the household <input type="checkbox"/> 7 = Lack of capital <input type="checkbox"/> 77=Others, specify_____
209	What assistance do you need to improve your livelihood?	<input type="checkbox"/> 1 = Agricultural inputs <input type="checkbox"/> 2 = Agricultural extension services <input type="checkbox"/> 3 = Skill training <input type="checkbox"/> 4 = Employment opportunities <input type="checkbox"/> 5 = Access to market <input type="checkbox"/> 6 = Access to capital <input type="checkbox"/> 99= None <input type="checkbox"/> 77 = Other, specify_____



15	Transport (fuel, public transport)	__	__	__	__	__	__	__
16	Water for domestic use and/or water treatment (NOT bottled drinking water)	__	__	__	__	__	__	__
17	Electricity/ solar panels	__	__	__	__	__	__	__
18	Other sources of energy: gas, kerosene, charcoal, firewood, etc.	__	__	__	__	__	__	__
19	Communication (mobile top-up incl internet)	__	__	__	__	__	__	__
<b>Non-food items (6 months)</b>								
1	Medical expenses, health care, medicine	__	__	__	__	__	__	__
2	Clothing, shoes	__	__	__	__	__	__	__
3	Education, school fees, uniform, school materials, etc.	__	__	__	__	__	__	__
4	Materials for house repair	__	__	__	__	__	__	__
5	Savings	__	__	__	__	__	__	__
6	Debt/loan repayment	__	__	__	__	__	__	__
7	Insurances	__	__	__	__	__	__	__
8	Rent	__	__	__	__	__	__	__
304.	In the past 30 days, how has your household expenditure changed compared to the monthly expenditure before March/pre-COVID time?	1 = Increased slightly 2 = Increased substantially 3 = Decreased 4 = Remained the same 5 = Don't know 6 = Don't want to say						

## Section 4 : Asset ownership

4.1 Does your household own the following household goods which <i>function and are used regularly</i> used? (1=Yes; 0=No)								
401	Torch		402	Stool		403	Chairs	
404	Table		405	Mattresses		406	Lamp (electric or gas or solar)	
407	Solar panel		408	C o o k i n g pots		409	Mobile phone	
410	Radio/CD player		411	Local energy saving stove		412	Bicycle	
413	Motorcycle							
Productive assets								
414	Axe		415	Hoe		416	Picks	
417	Sickle		418	W a t e r i n g can		419	Shovel	
420	Rake		421	Hand plane		422	Hammer	
423	Hand saw		424	Chisel		425	Wheel barrow	
426	Sprinklers		427	Sewing machine		428	Other productive assets	
429	Space for selling/shop		430	Food stock for sale		431	Bicycle for business purpose	
432	Working capital ( <i>capital to support business operation</i> )							
4.2 Does your household own any livestock? If yes, please write down the number of them. Please write "0" if you don't.								
433	Poultry (chicken, ducks and other birds)		434	Goats		435	Rabbits	
436	Pigs		437	Bee hives		438	Guinea pigs	
439	Cattle		440	Sheep		441	Cows	

## Section 5 : Food consumption score

5.1	Of the food consumed in your household, how much % did you either receive from assistance or buy with the money earned from selling food assistance?	_____	
5.2 How many days over the last 7 days, did members of your household eat the following food items, prepared and/or consumed at home, and what was their source?  (Use codes below, write 0 if not consumed in last 7 days).		Number of days eaten in the past 7 days	Main source in the past 7 days: 1-Cash based Food aid 2-Market (purchase with cash/ on credit) 3-In-Kind Food Aid 4-Exchange labor or items for food 5-Own production in the kitchen garden 6-Fishing/hunting /gathering
			7Borrowed 8-Gift (food from family relatives or friends) 9-Other(specify)

503.a	<b>CEREALS</b> (rice, pasta, bread, maize, potato, cassava, white sweet potato)	__	__
503.b	<b>LEGUMES/NUTS</b> (beans, cowpeas, peanuts, lentils, nut, soy, pigeon pea and / or other nuts)	__	__
503.c	<b>MILK AND OTHER DAIRY PRODUCTS</b> (fresh / sour milk, yogurt, cheese, other dairy products) <b>exclude margarine/butter or small amounts in tea/coffee</b>	__	__
503.d	<b>FLESH MEAT</b> (beef, pork, lamb, goat, rabbit, chicken, duck, other birds, insects)	__	__
503.e	<b>ORGAN MEAT</b> (liver, kidney, heart and / or other organ meats)	__	__
503.f	<b>FISH/SHELLFISH</b> (fish, including canned tuna)	__	__
503.g	<b>EGGS</b>	__	__
503.h	<b>ORANGE VEGETABLES RICH IN VITAMIN A</b> (carrot, red pepper, pumpkin, orange sweet potatoes)	__	__
503.i	<b>GREEN LEAFY VEGETABLES</b> (spinach, Amaranthus and / or other dark green leaves, cassava leaves)	__	__
503.j	<b>ORANGE FRUITS RICH IN VITAMIN A</b> (mango, papaya, apricot, peach)	__	__
503.k	<b>OIL, FAT, BUTTER</b> (vegetable oil, palm oil, butter, margarine, other fats / oil)	__	__
503.l	<b>SUGAR OR SWEET</b> (sugar, honey, jam, cakes, candy, cookies, pastries, cakes and other sweets including sugary drinks)	__	__
503.m	<b>CONDIMENTS AND SPICES</b> (tea, coffee / cocoa, salt, garlic, spices, yeast / baking powder, tomato/sauce, meat or fish as a condiment, condiments including small amount of milk/tea coffee)	__	__
5.4	Have you had training or sensitization sessions on nutrition?	0=No 1=Yes	
5.5	Are you informed about Nutrition Education and counselling program (NEC)/SBCC-N?	0=No 1=Yes	
5.6	Are you or household member beneficiary of NEC/SBCC-N?	0=No 1=Yes	
5.7	Do you have a kitchen garden at your household?	0=No (skip to Section 6) 1=Yes	
5.8	Have you been sensitized to adopt a kitchen garden for your household?	0=No 1=Yes	
5.9	Does your household sell vegetables from your kitchen garden?	0=No 1=Yes	

## Section 6 : Coping strategies

CONSUMPTION BASED COPING STRATEGIES		
601	During the last <b>7 days</b> , were there days when your household did not have enough food or money to buy food?	0=No 1=Yes (skip to Q602.a)
602	If "Yes", how many days has your household had to use one of the following strategies (to cope with a lack of food or money to buy it)?	Frequency (number of days from 0 to 7)
602.a	Rely on less preferred and/or less expensive food?	
602.b	Borrow food or rely on help from relative(s) or friend(s)?	
602.c	Limit portion size at meals	
602.d	Restrict consumption by adults in order for small children to eat	

602.e	Reduce number of meals eaten in a day?	
<b>LIVELIHOOD COPING STRATEGIES</b>		
603. During the past 30 days, did anyone in your household have to engage in any of the following activities because there was not enough food or money to buy food?		1= Yes 2= No, because it wasn't necessary 3 =No, because I already sold those assets or did this activity within the last 12 months and I cannot continue to do it 4=Not applicable
603.a	Sold last female animals	___
603.b	Spent savings	___
603.c	Sold household assets/goods (radio, furniture, jewelry, etc)	___
603.d	Reduced non-food expenses on health (including drugs) and education	___
603.e	Sold productive assets or means of transport (sewing machines, milling machines, bicycle, etc.)	___
603.f	Borrow money/food from a formal lender/bank	___
604.g	Borrowed money at higher interest	
603.h	Sold house or land	___
603.i	Engaged in begging	___
603.j	Sold more animals than usual	___
603.k	Engaged in prostitution/survival sex/forced marriage.	___
603.l	Engaged in selling drugs, alcohol etc.	___
603.m	Stopped a child from attending school	___
603.n	Moved to a poorer quality shelter	___
603.o	Sent household member under 16yrs to work	___
604.p	Sent household member to work far away	___
604.q	Skipped paying rent/debt payment	___
604.r	Consumed food stocks saved for next season	___

## Section 7: Access to Assistance

<b>FOOD ASSISTANCE – WFP</b>		
7.1	How long ago did you last receive General Food Distribution?	_____ days
7.2	Who went to collect or buy food last month?	1=Adult Male >=18 yrs 2=Adult female>=18 yrs
		3=Child male <18 yrs 4=Child female <18 yrs
7.3	How long did you wait at the distribution point to receive assistance?	1= Less than 1hour 2= One hour to 2 hours 3= More than 2 hours



7.4	Did you pay cash to receive your food (excluding community fees)?	0=No (skip to Q7.6) 1=Yes
7.5a	If yes, how much did your household pay (Rwf)?	_____
7.5b	If yes, what was the purpose of the payment?	_____
7.5c	If yes, to whom did you pay?	1=NGO/Partner Staff 2=Pos/Distribution staff 3=Middle man to get entitlements 4=WFP staff 77=Other, specify _____
7.6	Did you pay food in kind to receive your food (excluding community fees)?	0=No (skip to Q7.8) 1=Yes
7.7.a	If yes, in which commodity?	1=Cereals 2=Pulses 3=Oil 4=Salt 5=CSB 77=Other, specify _____
7.7.b	If yes, what was the purpose of the payment?	
7.7.c	Whom did you pay?	1=NGO/Partner Staff 2=Pos/Distribution staff 3=Middle man to get entitlements 4=WFP staff 77=Other, specify _____
7.8.a	Did you pay cash to transport the food home?	0=No (skip to Q7.9) 1=Yes
7.8.b	If yes, how much did your household pay (Rwf)?	_____
7.9	Did you pay food in kind to transport the food home?	0=No (skip to Q7.11) 1=Yes
7.10.a	If yes, in which commodity?	1=Cereals 2=Pulses 3=Oil 4=Salt 5=CSB 6=Other, specify _____
7.10.b	If yes, how much did your household pay (Kg)?	
7.10.c	Did you pay ____ with your ration? (0=No; 1=Yes)	1.Community fees 2.Education fees 3.Security fees 4.Sanitation/hygiene 5.Other purpose of community fees payment
<b>CASH ASSISTANCE - UNHCR</b>		
7.11	How much cash did your household receive from UNHCR at the last distribution (Rwf)?  <i>Instructions for enumerators: This is asking for the monetary value of the last distribution of cash assistance received. Clarify with respondent that we are asking about the most recent cash received from UNHCR.</i>	_____
7.12	Was this the amount you were expecting to receive from UNHCR?	0=No 1=Yes 88=Don't know
7.13	Did you receive the cash from UNHCR on the day you were expecting it?	0=No 1=Yes

		88=Don't know
7.14	Did the person registered to receive the cash need help to withdraw or spend the cash assistance?	0=No (skip to Q7.17) 1=Yes 88=Don't know (skip to Q7.17)
7.15.a	If Yes: Why did they need help? Please select <i>all</i> that apply.	1= Limited mobility 2= No time 3=Did not know how to use the card 4=Items too heavy to carry 5= Place of withdrawal of cash not accessible 6=No money to pay transport to withdraw/spend the cash 7=Can't read instructions to withdraw money 8= Instructions to withdraw are in a language I don't understand 77= Other, specify_____
7.15.b	If Yes: Who gave help?	1= Family Member 2= Acquaintance (friend, neighbour etc.) 3= Distant relative 4=Stranger (e.g. person passing by on the street) 5= Member of agency staff 6=Bank agent/trader 77=Other, specify_____
7.15.c	IF Yes: Did they need to pay any money for this help?	0=No 1=Yes 88=Don't know
7.16	Where did you go to spend the cash? Select <i>all</i> that apply.	1=Inside the camp only 2=Outside the camp only 3=Both (inside and outside) 4=Local market 5=Local shop 6=Supermarket 7=Wholesalers 8=Don't know 77=Others: Specify,_____
7.17	How long did it take you to reach the place you spent the cash?	1=Less than 15 minutes 2=15-30 minutes 3=30-45 minutes 4=45-60 minutes 5=More than one hour 88=Don't know
7.18	How much did it cost you to go and come back to the place you spent the cash?	1=977 Rwf 2=985 Rwf - 1,964 Rwf 3= 1,970 Rwf - 4,916 Rwf 4= 4,926+Rwf 88= Don't know
7.19	Who is in possession of your bank card or SIM card at present?	1=Named person (on UNHCR distribution list) 2=Another household member 3=Another family member (outside the household) 4= A friend 5=A trader 6=Community leader 77=Other, specify_____
<b>CASH ASSISTANCE - WFP</b>		
7.20	Total cash received (Rwf)	_____

7.21	Among the cash received, how much (Rwf) did you spend on.....?	1. Purchase of food for consumption _____ 2. Education fees payment _____ 3. Security fees payment _____ 4. Sanitation/hygiene _____ 5. Health _____ 6. Loan payment _____
		7. Gift to others _____ 8. Tontine _____ 9. Lost/stolen _____ 10. Other needs _____
7.22	Did you pay cash to receive your food (excluding community fees)?	0=No (skip to Q7.25) 1=Yes
7.23.a	If yes, how much did your household pay (Rwf)?	_____
7.23.b	If yes, what was the purpose of the payment?	_____
7.23.c	If yes, to whom did you pay?	1=NGO/Partner Staff 2=Pos/Distribution staff 3=Middle man to get entitlements 4=WFP staff 77=Other, specify _____
7.24	Did you pay food in kind to receive your food (excluding community fees)?	0=No (skip to Section 8) 1=Yes
7.25.a	If yes, in which commodity?	1=Cereals 2=Pulses 3=Oil 4=Salt 5=CSB 77=Other, specify _____
7.25.b	If yes, what was the purpose of the payment?	
7.25.c	If yes, whom did you pay?	1=NGO/Partner Staff 2=Pos/Distribution staff 3=Middle man to get entitlements 4=WFP staff 77=Other, specify _____

## Section 8: Beneficiary Satisfaction

FOOD ASSISTANCE - WFP		
8.1	What type of food assistance did you receive last time?	1=Cereal-maize grain 2=Cereal-maize meal 3=Pulses 4=CSB+ 5=CSB++ 6=Oil 7=Salt 77=Other, specify _____
8.2	Are you satisfied with the quantity of the ____ (food item) distributed? (0=No; 1=Yes)	1. ____ Cereal 2. ____ Pulses 3. ____ Oil 4. ____ Salt 6. ____ CSB + 7. ____ CSB ++
8.3	If no, why ?	_____
8.4.a	How many days does the CSB+ received usually last?	_____
8.4.b	How many days does CSB++ received usually last?	_____

8.5.a	Are you satisfied with the quality of the ____ (food item) distributed? (0=No; 1=Yes)	1. ____ Cereal 2. ____ Pulses 3. ____ Oil 4. ____ Salt 6. ____ CSB + 7. ____ CSB ++
8.5.b	If no, why?	1=Poor quality 2=Create health related problem
		3=Don't like the smell 4=Difficulty to cook or don't know how to cook 5=Not familiar 77=Other, specify _____
8.6	Compare the quality of ____ vs. local produced ones. (1=Better; 2=Same; 3=Worse)	1. ____ Cereal 2. ____ Pulses 3. ____ Oil 4. ____ Salt 5. ____ CSB + 6. ____ CSB ++
8.7	Did you experience any problem in the last entitlement you received? (0=No; 1=Yes)	1. ____ Poor quality of the food accessed by entitlement 2. ____ What was received does not correspond to entitlement 3. ____ Quantity of food available for purchase insufficient 4. ____ Increasing prices and consequent reduced purchase power 5. ____ Entitlement not respecting religious/cultural traditions 77. ____ Other, specify _____
8.8	If problem faced, have you made a complaint?	0=No 1=Yes
8.9	Do you know what the ration is for your household?	0=No 1=Yes
8.10	Did you receive the correct amount of food for your family size?	0=No 1=Yes
8.11	Did you know in advance the date and hour of food distribution was?	0=No 1=Yes
8.12.a	Did you receive the food the day you were told you would receive it?	0=No 1=Yes (skip to next section)
8.12.b	If not why?	1= Not on the beneficiary list 2= Network failure 77=Other, specify _____
<b>CASH ASSISTANCE - UNHCR</b>		
8.14	How did you hear about UNHCR cash assistance? Please select <i>all</i> that apply.	1= Mass meetings 2= Via relatives, neighbours, friends 3= Via local leaders 4= UNHCR/NGOs staff 5= When visiting Help Desk, reception 6= Text (SMS) message 7= Social media (Facebook, twitter, WhatsApp) 8= Leaflets or other written material 9 = Bill boards 10 = Sounds system, megaphones 11 = Community based radio 77= Other, specify _____

8.15	Is there any other information you would like to know about the UNHCR cash assistance? <i>Select all that apply.</i>	0= None (Don't want any additional information) 1= Eligibility for cash assistance 2= Distribution date, time and location 3= How to spend the cash assistance 4= How to give complaints and feedback to agencies 5= What assistance is coming next 77= Other, specify. _____
8.16	Do you know what the cash entitlement is for your household?	0=No 1=Yes
8.17	Did you receive the correct amount of cash for your family size?	0=No 1=Yes
8.18	Did you know in advance when the cash was to be transferred to your account?	0=No 1=Yes
8.19	Did you receive the cash the day you were told you would receive it?	0=No 1=Yes
<b>CASH ASSISTANCE -WFP</b>		
8.20	Do you know what the cash entitlement is for your household?	0=No 1=Yes
8.21	Did you receive the correct amount of cash for your family size?	0=No 1=Yes
8.22	Did you know in advance when the cash was to be transferred to your account?	0=No 1=Yes
8.23	Did you receive the cash the day you were told you would receive it?	0=No 1=Yes
<b>ALL CASH ASSISTANCE BENEFICIARIES</b>		
8.24	To what extent, has the cash assistance you receive.....? (1=Significantly; 2=Moderately; 3=Slightly; 4=Not at all)	1. _____ Improved your living conditions 2. _____ Reduced the financial burden of your household 3. _____ Reduced feeling of stress
<b>ALL RESPONDENTS</b>		
8.25	Do you prefer cash or in-kind assistance?	1=Cash 2=Items/In-kind (food or non-food items) 3=Combined 4=No preference
8.26	Have you witnessed or heard of people being asked for money to receive any assistance from UNHCR/WFP or its partners?	0=No 1=Yes
8.27.a	Have you witnessed or heard of people being asked of the following items to receive any assistance from UNHCR/WFP or its partners?	0=No 1=Yes
8.27.b	If yes, what was being asked?	1=Money 2=Airtime 3=Sex 4=Token 5=Other, specify _____

## Section 9: Beneficiary Safety

<b>FOOD ASSISTANCE - WFP</b>		
9.1.a	In the last month, have you (or HH member) ever experienced safety problems at the food distribution site / food Shops?	0=No (skip to 9.2) 1=Yes
9.1.b	Did the incident result in some household members being unable to access WFP assistance that month?	0=No 1=Yes

9.2	In the last month, have you (or HH member) ever experienced safety problems traveling to the food distribution site / food shops?	0=No (skip to next section) 1=Yes
9.3.a	Was any of your food forcibly taken from you at any point?	0=No (skip to next section) 1=Yes
9.3.b	Did the incident result in some household members being unable to access WFP assistance that month?	0=No 1=Yes
<b>CASH ASSISTANCE - UNHCR</b>		
9.4a	Did you feel unsafe or at risk?  <i>Instructions for enumerators: This question is asking if people did not feel safe at any point in relation to receiving, keeping, spending assistance.</i>	0=No (skip to Q9.5) 1=Yes 2=Don't know
9.4b	If yes, please select all situations in which you feel unsafe.	1=Going to withdraw or get the money 2=Deciding how to spend the money 3=Keeping the money at home 4=Going to spend the money
		77=Other, specify _____
9.4c	If Option 4 is selected, is it related to COVID?	0=No 1=Yes
9.5a	Did you experience any problems receiving/withdrawing/ or spending the cash from UNHCR?	0=No (skip to Q9.6) 1=Yes 88=Don't know
9.5b	If yes, please select all situations in which you experience the problems.	1=The registered person is not available to withdraw or access the money 2=Wrong PIN code or forgotten PIN code or could not enter PIN code myself 3=Poor service at the bank/post-office etc. when withdrawing the money 4=Market/shop/trader/wholesalers refused to serve me 5=Needed to pay additional money or do favors in order to withdraw or spend cash 6=Only coins or big value notes are available 77=Other, specify _____
9.5c	If Option 5 is selected, who did you need to give money or favors to?	1=Another household member 2=Another family member (outside the household) 3=Friend 4=Community leader 5=Stranger 6=Bank/mobile money/FSP agent 7=Shopkeeper 77=Other, specify _____
9.5d	Would any of the challenges and problems you mentioned prevent you or your household member from getting cash assistance again?	0=No 1=Yes 88=Don't know
9.6	Please select <i>all</i> COVID-related impact on cash spending/withdrawal that apply.	0=None. 1=COVID related movement restrictions affecting withdrawal of money 2=COVID related movement restrictions affecting spending of money 3=Difficulty withdrawing or spending money because household contracted COVID 88=Don't know 77=Other, specify _____

## Section 10: Complaints and feedback

10.1	Do you know how to make a complaint regarding the food or cash distribution or any problems related to the WFP/ UNHCR assistance?	0=No 1=Yes
10.2.a	Have you experienced, seen or heard of any of the following problems related to food/ <u>cash</u> distribution? (0=No;1=Yes)	1. _____ Under weight 2. _____ Registered people not getting food/ <u>cash</u> 3. _____ Non-registered people getting food 4. _____ Difficulty in food transport 5. _____ Long queues 6. _____ No crowd control 7. _____ Other, specify _____
10.2.b	If YES, to whom do you make a complaint regarding the food distribution or any related problems? Please select <i>all</i> that apply.	1=UNHCR 2=WFP 3=ADRA 4=ARC 5=PLAN 6=MINEMA 7=Food distribution committee 8=Camp committee 9=Head of Quartier/Village/Group
		88=Don't know
10.3	Have you made a complaint regarding cash in the last 3 months?	0=No (skip to Section 11) 1=Yes
10.4	If YES, the complaint is addressed to which agency?	1=WFP 2=UNHCR 3=Both
10.5.a	If YES, what method did you use? Please select <i>all</i> that apply.	1=Hotline 2=Complaint desk 3=Suggestion box 4=CFM committee 5=Email 6=Community leader/community-based volunteers
10.5.b	If YES, was your complaint resolved in a timely manner?	0=No 1=Yes
10.5.c	If YES, are you satisfied with how your complaint was dealt with?	0=No 1=Yes

## Section 11: WASH

11.1	What's the current main source of water that your household use?	1=Public tap/standpipe 2=Rain water collection 3=UNHCR tanker 4=Other, specify _____ 88=Don't know
11.2	What does your household normally do to treat water before drinking?	1=Boil 2=Strained through cloth 3=Ceramic, sand or other filter 4=Purifying tablets/bleach chlorine 5=Sedimentation 6=Nothing is done we drink water from public tap 7=We drink surfaces water 8=We buy bottled water (Sealed)

11.3.a	Are you satisfied with the drinking water supply?	0=No 1=Yes 2=Partially 88=Don't know
11.3.b	If NOT, why?	1=Not enough 2=Long waiting queue 3=Long distance 4=Irregular supply 5=Bad taste 6=Water too warm 7=Bad quality 8=Have to pay 9=Time for water distribution is not convenient 10=Other, specify _____ 88=Don't know
11.4.a	Does your household have a toilet facility?	0=No (skip to Section 12) 1=Yes
11.4.b	What kind of toilet facility dose your household use in your household?	1=Flush to piped sewer system 2=Pit latrine without floor/slab 3=Communal latrines
11.4.c	How many households share this toilet?	_____

## Section 12. Market

12.1a	Were you able to find the food items you want in the markets/shops?	0=No 1=Mostly 3=Yes  88=Don't know
12.1b	If NO or MOSTLY, what are the food items that are not available in the markets/shops?	_____
12.2a	Were you able to find the non-food items/services you want in the markets/shops?	0=No 1=Mostly 3=Yes 88=Don't know
12.2b	If NO or MOSTLY, what are the non-food items/services that are not available in the markets/shops?	_____
12.3	Has there been an increase in the price of any items/services in the last 4 weeks?	0=No 1=Yes 88=Don't know

## Section 13. COVID prevention

13.1	Has the coronavirus and the government restrictions (including lockdown, banning public transport) affected your main livelihood in the past 30 days?	0=No 1=Yes 88=Don't know
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