Joint community engagement strategy for the targeting of [cash and in-kind food] assistance for [country] refugees in [country]

*[Note: When using this template, you should adapt it to the context, in particular to ensure that all vulnerable and marginalised people are considered appropriately and community members’ preferred communication channels are identified and used.]*

# 1. Background

[Country] hosts approximately **X [country] refugees** who are registered by UNHCR in the **[departments/regions]**. About **X% of [country] refugees reside in the X [camps/settlements]** [camp/settlement names] and **X% live spread over X cities and X villages** among host communities in line with the out of camp approach.

Since different refugees have distinct needs and capacities, and humanitarian assistance should be provided according to refugees’ individual needs, the UN Refugee Agency (UNHCR) and the World Food Programme (WFP) have committed to **targeting beneficiaries based on needs rather than providing blanket assistance**. Targeting of assistance ensures that refugees receive the most appropriate support to address their needs, including protection needs, and reinforce their capacities to advance their economic inclusion and self-reliance. Additionally, targeting is expected to contribute to a more effective use of limited financial resources. [Therefore, **since [year]**, the [country] refugees are targeted based on eligibility criteria that were developed jointly by WFP and UNHCR.]

The WFP and UNHCR [country] Country Offices (COs) have now requested **support from the Joint UNHCR/WFP Programme Excellence and Targeting Hub** to [develop a joint targeting strategy/revise the current joint targeting strategy] for [country] refugees receiving [cash and in-kind food] assistance provided by [agency/agencies].

# 2. Objective

The **objective** of this joint community engagement strategy for the targeting process is to outline how **refugees** and other key stakeholders including **host communities**, **[country] authorities** and **partner organisations** will be engaged in the targeting exercise to ensure community members are **fully informed about, understand and support the targeting process** and can **influence the decision-making processes** that will ultimately affect them.

More specifically, the aim of this joint strategy is to:

* Ensure refugees and other key stakeholders are **consulted on the targeting exercise** and specifically on the **proposed eligibility criteria** so that their knowledge, suggestions, concerns and capacities are taken into account throughout the process, and consequently adapt the eligibility criteria based on this feedback to make sure that they are in line with the needs of refugees as much as possible.
* Ensure essential and appropriate **information** is shared with refugees and other key stakeholders on the assistance programme and targeting exercise, refugees’ rights, and how to make appeals[[1]](#footnote-2) as well as provide other feedback and complaints, including sensitive complaints.
* Clarify how targeting-related **appeals** are dealt with through [either the existing **feedback mechanisms or a newly established joint appeals mechanism]**.
* Clarify how community consultations,information sharing, the [feedback/appeals] mechanism[s] and monitoring are **managed jointly between WFP, UNHCR and partner organisations, and in consultation with [government agency]**,to make sure that all activities are carried out in a coordinated way.

**Engaging communities effectively** throughout the targeting process is critical to ensuring accountability to affected people. Strengthening accountability contributes to:

* **Communities** **feeling more respected and empowered** since their knowledge, suggestions, concerns and capacities are taken into account.
* An **increase in community** **ownership** of and **buy-in** in the targeting exercise.
* A targeting exercise that is **better adapted to community members’ needs and the context**.
* The **mitigation of potential risks** of the targeting exercise. Potential risks that are mitigated through community engagement include, for example, the exclusion of highly vulnerable refugees from targeted assistance (through community consultations on the proposed eligibility criteria as well as the establishment of an appeals mechanism), possible resistance from refugees against the planned changes (through community consultations which increase ownership and buy-in as well as the sharing of key information), or the spreading of rumours (through information sharing).
* A **reduced number of questions, complaints and appeals from community members** because the eligibility criteria used for the targeting approach have been reviewed together with community members and adapted based on their feedback. In addition, key stakeholders are well informed about the targeting exercise and its different steps.

# 3. The different stages of the joint community engagement process

As part of the targeting exercise, key stakeholders will be engaged during the following stages:

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Stage of community engagement process** | **Key stakeholders** | **Timing** |
| **1.** | **Community consultations** on the targeting approach, the proposed eligibility criteria as well as communities’ preferred channels and language(s) for information sharing, feedback, complaints and appeals | Refugees, host communities, [country] authorities and partners | **As soon as preliminary eligibility criteria have been developed** |
| **2.** | **Information sharing** on the assistance programme, targeting approach including eligibility criteria, refugees’ rights, and how to make appeals and share other feedback and complaints | Refugees, host communities, [country] authorities, and partners | To start **at the same time as the community consultations** on the proposed eligibility criteria take place to address the spreading of rumours |
| **3.** | **Communication of individual eligibility decisions** to refugees | Refugees, partners | **After the sharing of the broader key messages has been initiated** so that refugees understand what the eligibility decision means for their household |
| **4.** | Receiving, following up on and responding to targeting-related **appeals** as well as any other feedback and complaints | Refugees, host communities, partners and [country] authorities | Appeals related to the [new/updated] targeting approach are expected to start arriving **as soon as the eligibility decisions are communicated** |

# 4. Community consultations[[2]](#footnote-3)

**Refugees** will be consulted on the **proposed eligibility criteria** for [cash and in-kind food] assistance derived from statistical analysis and consultations with CO and partner staff including protection experts to ensure the **criteria reflect vulnerability as defined by refugees**.

Based on the results of the community consultations, the eligibility criteria will be further adapted and improved. This aims to increase **community ownership of and buy-in** in the process and **reduce the number of appeals** as well as other complaints and questions WFP, UNHCR and partner organisations will receive once the [new/updated] targeting approach is implemented.

The consultations will take place **as soon as preliminary eligibility criteria have been developed** and **discussed between WFP, UNHCR, partners and [government agency]**. If feasible, the consultations will be conducted at the same time in all locations to address the spreading of rumours.

More specifically, the community consultations aim to:

* Collect feedback from refugees on the **proposed eligibility criteria** to ensure that the **most vulnerable categories** of community members are included.
* Identify any **challenges the refugees are facing due to current or recurrent shocks** [such as an epidemic, a pandemic, conflict, droughts or floodings] that should be taken into account when finalising the eligibility criteria.
* Identify potential **protection risks** of the targeting exercise(such as barriers to accessing the appeals mechanism) and **appropriate mitigation strategies** together with refugees and host communities.
* Collect information on refugees’ capacities, skills and support needs in terms of **livelihoods and self-reliance**.
* Collect information on communities’ **preferred channels** and **language(s)** for the sharing of essential and appropriate **information** as well as **feedback, complaints and appeals**.
* Initiate the sharing of consistent **key messages on the targeting exercise**.

The consultations are a **qualitative exercise** and will include **[focus group discussions (FGDs)** and **key informant interviews (KIIs)]** with refugees as well as [FGDs] with host communities. There will be separate FGDs for women and men, and there will be a special focus on including the most vulnerable such as, for example, older people, people with disabilities, people with serious medical conditions as well as ethnic and religious minorities in the discussions. The size of FGDs will be decided with current public health and security regulations in mind.

The following **refugee community members** will be consulted *[Note: to be adapted to the context]*:

* Central refugee committee and block representatives
* Representatives of women's groups
* Representatives of organisations for people with disabilities
* Representatives of youth groups
* Monitoring committee members
* Religious and/or traditional leaders
* Teachers
* Health workers
* Community security members
* Other refugees who are not members of any committee, including women, children, youth, older people, people with disabilities, people with serious medical conditions, ethnic and religious minorities, indigenous peoples, etc.

It will be important to ensure that participation in the consultations is **not only limited to refugee leaders** but is as **diverse and inclusive** as possible to ensure that other refugee voices are heard as well.

Beyond refugees themselves, host communities, relevant [country] authorities and partners will also be included in the consultation process. While **host communities** will be consulted on the **possible risks of the targeting exercise** (especially in terms of social cohesion), **[country] authorities** and **partners** will be involved to gain their expert insights and ensure their **buy-in**, and also so they are aware of any **possible implications** of the exercise for refugees and host communities.

The **consultation sites** as well as the **number of consultation sessions** will be decided in close collaboration with UNHCR and WFP **Field Offices**, who know the local refugee and host populations best, to make sure refugees’ and host communities’ feedback is collected in a sufficient number of [camp and out-of-camp] locations, and especially in the **most sensitive locations** in terms of security (e.g. locations where unrest is seen as a potential risk).

**Terms of reference** of the community consultations, **FGD and KII guides for the consultations with refugees** as well as a **FGD guide for the consultations with host community members** have been developed.

# 5. Information sharing

**Communication of key messages**

**Consistent key messages** on the **targeting exercise**, **refugees’ rights** and **how to provide feedback, complaints and appeals**, will be shared to ensure that **refugees**, **host communities**, **[country] authorities and partners** are well informed about the targeting exercise and its different steps.

Information will be shared through a **variety of communication channels** in **[language(s)]** to make sure that this essential information is received and understood by everyone, including **illiterate people**, **older people**, **people with disabilities** as well as other people with specific needs.

Communication on the targeting exercise will start **at the same time as the community consultations** on the proposed eligibility criteria take place to address the **spreading of rumours**.

The **key messages** and answers to **frequently asked questions (FAQs)** will be **reviewed together with a limited number of community members** and adapted according to their feedback before they are shared with the wider communities and other key stakeholders to ensure that they are **easy to understand** and address any **concerns community members may have**. The key messages and FAQs, which can be found in the **annex**, will be **regularly updated** to make sure they reflect any changes to the targeting approach and address any new rumours or misinformation that is spreading among communities.

The below **table** lists the different **communication channels** that will be used to share information, with priority given to **[face-to-face communication]** as this is refugees’ preferred way to communicate *[Note: Please note that face-to-face communication is mentioned as an example since this is refugees’ preferred way to communicate in many contexts. The table will have to be adapted according to the context]*. **Continuous two-way communication** will be ensured throughout the information sharing process by planning for enough time to respond to community members’ questions and concerns.

When sharing information with refugees, it will be important to decide the **timing of when information is shared** so that, for example, women with care responsibilities or men and women who may not be reachable during the working day receive essential information.

**Community representatives and volunteers** will be involved in the information sharing activities as much as possible as long as they are comfortable doing so and don’t feel that their engagement puts them at risk in any way. It will be important to consult them about their potential involvement and respect their decision to participate or not.

Furthermore, **community representatives and volunteers** that agree to participate in the information sharing will be encouraged to **immediately report any rumours or misinformation** that are circulating in the community to UNHCR, WFP and partner field staff so that updated key messages with accurate and comprehensive information can be shared through the most trusted communication channels to address information gaps, doubts and/or fears that may exist among refugees.

As a regular practice, a **small number of community members**, including illiterate people, people with disabilities and older people, **should be selected** in different locations to check in an **informal and private conversation** if they have **understood the key messages**. Doing this regularly will help to **improve the key messages**, better understand **which communication channels work best**, and **minimise the risks of misinformation and rumours spreading**.

|  |  |  |  |
| --- | --- | --- | --- |
| **Communication channel** | **Vulnerable groups reached** | **Timing** | **Responsible** |
| **UNHCR, WFP, [government agency] and partner field staff** | * Illiterate people
* Older people
* People with disabilities
* Others
 | * Extended field visits during the initial implementation of the [new/updated] targeting approach
 | * UNHCR
* WFP
* [government agency]
* Partners
 |
| **Local-level community meetings***(public health and security restrictions permitting; organised together with community, religious and/or traditional leaders)* | * Illiterate people
* Older people
* People with disabilities
* Others
 | * As part of regular monthly community meetings at local level
 | * UNHCR
* WFP
* Partners
 |
| **Community-based organisations***(incl. women’s groups, organisations for people with disabilities, youth groups, etc.)* | * Illiterate people
* Older people
* People with disabilities
* Others
 | * CBOs are trained once the key messages are available, so they are able to share accurate information and correct rumours at any time
 | * UNHCR
* WFP
* Partners
 |
| **Community committees and outreach volunteers** | * Illiterate people
* Older people
* People with disabilities
* Others
 | * Committee members and volunteers are trained once the key messages are available, so they are able to share accurate information and correct rumours at any time
 | * UNHCR
* WFP
* Partners
 |
| **Visual and easy to read messages on posters, leaflets and noticeboards** | * Illiterate people
* Older people
* People with mobility impairment (leaflets)
* People with hearing impairment
* People with mental impairments
 | * Once the community consultations on the targeting exercise have taken place and the final eligibility criteria are available
 | * UNHCR
* WFP
* Partners
 |
| **Radio, loudspeakers and megaphones** | * Illiterate people
* Older people
* People with mobility and visual impairments
 | * Weekly during the initial implementation of the [new/updated] targeting approach
 | * UNHCR
* WFP
* Partners
 |
| **SMS [and/or other phone-based channels such as WhatsApp, Facebook, voice messages, etc.]** | * People with mobility and hearing impairments
 | * Once the community consultations on the targeting exercise have taken place and the final eligibility criteria are available
 | * UNHCR
* WFP
 |

**Communication of eligibility decisions**

Refugee households will be informed about their **eligibility** primarily by [publishing **anonymised** **eligibility lists** (with only household ID numbers as identifiers – no names) **at village level]** as well as by **[SMS]**, considering the **limited WFP, UNHCR and partner field staff capacities**.

Additionally, **[UNHCR protection partners]** will proactively inform the **most vulnerable households** of their eligibility status through **home visits**.

Refugees will be informed that they can alsoapproach a **[partner] help desk** or call the **[WFP hotline** or the **UNHCR helpline]** to ask about their household’s eligibility status.

Eligibility decisions will be communicated only **after the sharing of the broader key messages has already been initiated** so that refugees understand what the eligibility decision means for their household.

The below table summarises the main communication channels to be used for the communication of eligibility decisions *[Note: These communication channels should be adapted to the context]*:

| **Communication channel** | **Timing** | **Responsible** |
| --- | --- | --- |
| **[Printed eligibility lists** at village level] | * Once the sharing of the broader key messages has been initiated
 | * UNHCR
* WFP
* Partners
 |
| **[SMS]** | * Once the sharing of the broader key messages has been initiated
 | * UNHCR
* WFP
 |
| **Home visits by [partner] field staff***(only for the most vulnerable households)* | * Once the sharing of the broader key messages has been initiated
 | * Partners
 |
| **[Partner] help desks** | * Responding to refugees inquiring about the eligibility of their household
 | * Partners
 |
| **[WFP hotline** and **UNHCR helpline]** | * Responding to refugees inquiring about the eligibility of their household
 | * WFP
* UNHCR
 |

**Joint action plan**

The below **table** details the **different steps** that will be taken to launch the information sharing on the targeting exercise. As mentioned above, all communication should take place in **languages and formats** that the refugees understand and are comfortable with, avoiding jargon and complicated terminology *[Note: The below table will have to be adapted based on the communication channels chosen above as well as the ways of working on the ground]*:

|  |  |  |  |
| --- | --- | --- | --- |
| **Action** | **Output** | **Responsible**  | **Deadline** |
| **Communication of key messages:** |
| **Draft key messages and FAQs** | Draft version of key messages and FAQs | Joint Hub | [day and month] |
| **Adapt and finalise key messages and FAQs** | Final draft key messages and FAQs | Country Offices, partners, Joint Hub | [day and month] |
| **Review key messages and FAQs together with community members and adapt them based on their feedback** | Final key messages and FAQs | Field Offices, partners, Joint Hub | [day and month] |
| **Develop posters and leaflets***(in collaboration with community representatives)* | Posters and leaflets developed | Country Offices, partners, Joint Hub | [day and month] |
| **Develop concise SMS messages***(in collaboration with community representatives)* | SMS messages developed | Country Offices, partners, Joint Hub | [day and month] |
| **Develop and record radio, loudspeaker and megaphone messages***(in collaboration with community representatives)* | Audio messages developed | Country Offices, partners, Joint Hub | [day and month] |
| **Train agency and partner field staff and helpline operators on key messages and FAQs** | Agency and partner field staff and helpline operators trained | Country Offices | [day and month] |
| **Train community representatives on key messages** | Community representatives trained | Field Offices, partners | [day and month] |
| **Conduct local-level community meetings** *(public health and security restrictions permitting)* | Community meetings held | Field Offices, partners | [day and month] |
| **Distribute posters and leaflets** | Posters and leaflets distributed | Field Offices, partners | [day and month] |
| **Initiate dissemination of audio messages through radio, loudspeakers and megaphones** | Dissemination of audio messages initiated | Country and Field Offices, partners | [day and month] |
| **Communication of eligibility decisions:** |
| **Prepare and print anonymised public eligibility lists** | Printed eligibility lists prepared | Country and Field Offices | [day and month] |
| **Develop SMS** | SMS messages developed | Country and Field Offices | [day and month] |
| **Share eligibility lists with partner help desk staff and helpline operators** | Eligibility lists shared with relevant staff | Country and Field Offices, partners | [day and month] |
| **Publish anonymised eligibility lists at village level** | Eligibility lists published at village level | Field Offices, partners | [day and month] |
| **Disseminate SMS**  | SMS disseminated | Country Offices | [day and month] |
| **Initiate home visits to most vulnerable households** | Most vulnerable households visited | Partners | [day and month] |

# 6. Appeals

*[Note: The exact procedures on how to deal with appeals should be discussed and agreed at country level based on the local context and existing capacities of the two agencies and their partners. The below information can be used as a starting point for joint discussions on the subject and for the development of detailed appeals mechanism SOPs.]*

**Introduction**

Since no targeting method is perfect, **exclusion and inclusion errors** are likely to occur and need to be dealt with in an appropriate, timely and effective fashion. **Requests** from refugee households that have been excluded from targeted [cash and in-kind food] assistance or selected to receive only partial assistance to **reassess the eligibility of their household**, also known as **appeals** in the context of targeting, will arrive **as soon as eligibility decisions are communicated** to households.

**Scope**

The majority of **appeals** are expected to come from **refugee households** that **comply with the eligibility criteria** but whose **household registration or specific needs data recorded in proGres is either outdated, inaccurate or missing** and needs to be updated to accurately reflect their current situation (e.g. change in household composition because of births, deaths, marriage, separation or resettlement, change in protection cases or specific needs, etc.).

In addition, appeals will most likely also be submitted by **refugees that are highly vulnerable even if they do not meet the eligibility criteria**. These appeals will be addressed on a case-by-case basis.

**Appeals will be received** by UNHCR, WFP and partners **at any time**.

**Appeals channels**

**Appeals** will be handled by **[UNHCR and WFP’s existing feedback mechanisms or a joint appeals mechanism]**, building on the following channels *[Note: to be adapted to the context]*:

* UNHCR and WFP **helplines**
* Partner **field staff**, including **help desks** and **home visits**

**Community committees** and **outreach volunteers** will support the appeals process by making sure that refugees, and especially the most vulnerable among them such as older people, people with disabilities and people with serious medical conditions, are **aware of the appeals process** and **understand how to make an appeal**.

**Receiving and recording appeals**

**Helpline operators** and **partner field staff** will receive and record incoming appeals directly in **[proGres and/or SugarCRM]**, ensuring confidentiality and data protection.

During the reception of appeals, appellants will be informed that they will receive a response from UNHCR, WFP or a partner **within [X days/weeks/months]**. Appellants will also be informed that they can follow up on the status of their appeal by using a specific **reference number** should they not have been contacted within this timeframe.

Additionally, when filing an appeal, refugees will be informed that if their appeal is successful, their entitlement will be adjusted **once the distribution list is updated with the most recent household eligibility changes**, which is done **every [month]**.

In **life-threatening situations or in the case of serious protection risks**, appeals will be immediately referred to the relevant protection focal point for urgent follow-up.

**Processing appeals**

Once an appeal is recorded in [proGres and/or SugarCRM], relevant **[UNHCR and protection partner case management (and WFP)] focal points at field level** will be automatically notified by email.

The [UNHCR and protection partner case management (and WFP)] focal points will then follow up on the appeal by reviewing **available information** and, if necessary, carrying out a **home visit** to **reassess the household** that has appealed through a **short interview** and **observation of the household situation**.

The **objective** of the reassessment is to collect **updated information on the household**, which is needed to establish if it meets the **eligibility criteria** or if it is **highly vulnerable even if it does not meet the eligibility criteria**. Any new information will be recorded in **proGres**, including any changes in household composition, protection cases or specific needs.

Reassessments will also be conducted to address the unintended **inclusion of refugee households who are not in need of assistance**.

For the **household-level reassessments**, an appropriate **rapid vulnerability assessment tool** will be developed and agreed jointly between UNHCR, WFP and partners.

**Joint appeals committees**

The **results of the household-level reassessment** will be presented to [camp-level and/or a capital-level] **joint appeals committee(s)** with representatives from **WFP** and **UNHCR** [as well as the government and relevant partners], which will meet at least [once] a month to provide **oversight of the appeals process**. In life-threatening situations or in the case of serious protection or security risks, joint appeals committees will meet as soon as possible to follow-up with immediate actions.

To ensure equitable treatment of all appeals, the [camp-level and/or capital-level] joint appeals committee(s) will follow the same **joint appeals mechanism procedures**, and **committee members will be trained** on these procedures before taking up their duties.

The [camp-level and/or capital-level] joint appeals committee(s) will **monitor key trends** including the number of successful appeals and resulting **resource implications**, and **approve the change of the eligibility status of households** that have successfully appealed.

The joint appeals committee(s) will also review any **challenges and recommendations** reported by field-level appeals focal points and take the necessary **decisions to further strengthen the appeals mechanism** as well as the overall **targeting process**.

**Giving a response**

Appellants will be **informed of the outcome of their appeal** through the following response channels:

|  |  |
| --- | --- |
| **Proactive/passive sharing of responses to appellants:** | **Response channels:** |
| **Proactive** sharing of responses: | 1. **SMS**
 |
| 1. **Home visits by [partner] field staff**

(only for the most vulnerable households who are not able to access a helpline or help desk) |
| Responding to **refugees who are following up** on the status of their appeal: | 1. **[Partner] help desks**
 |
| 1. **WFP hotline** and **UNHCR helpline**
 |

Refugees receiving negative news will be counselled on the spot where the response is given in person and be informed on how to access counselling where the response is given by SMS.

**[Partner] field staff** tasked to provide responses to the most vulnerable refugee households through **home visits** will be notified through [proGres or SugarCRM (by email)] about the specific households that they should visit.

Responses to appeals will be provided in a **language** and **format** that the refugees understand.

Refugee households who receive a negative response have the **right to reappeal** whenever the **situation of their household has changed**. **Reappeals will be received** by UNHCR, WFP and partners **at any time**.

**Quality assurance**

WFP, UNHCR and partners will share key messages on the targeting exercise which will clearly communicate to community members what **behaviour of field staff and community representatives and volunteers** is acceptable and how refugees can access existing feedback mechanisms to make complaints.

Key messages on **fraud, corruption, sexual exploitation and abuse** as well as the channels for reporting these **sensitive complaints** will be communicated to refugees through a variety of communication channels.

Moreover, all relevant UNHCR, WFP and partner **field staff as well as community representatives and volunteers will be trained** on the appeals process, the behaviour that is expected of them and how complaints about misconduct will be dealt with.

# 7. Monitoring

After the new targeting approach is implemented, **joint monitoring** of a sample of beneficiaries and non-beneficiaries will be conducted to monitor **outcome indicators** for both groups, including any possible negative impact on **refugees excluded from assistance** as well as on **refugees’ relationships between each other** and with **host community members**, to ensure a quick response where necessary and eventually update the targeting approach and key messaging.

Additionally, the joint monitoring will measure community satisfaction with the **communication approach** and the **feedback and appeals mechanisms** in place, including refugees’ awareness of the mechanisms, their trust in them and their satisfaction with their responsiveness.

**Biannual** joint monitoring exercises will be carried out at a minimum through **household surveys** and **focus group discussions** with community members.

In addition to the joint monitoring exercise, the targeting process will be monitored through **spot checks during regular programme monitoring and site visits**.

Throughout the targeting process, WFP and UNHCR’s **regular feedback mechanisms** will receive, follow up on and respond to feedback and complaints, including sensitive complaints about fraud, corruption, gender-based violence and sexual exploitation and abuse by WFP, UNHCR or partner staff. **Aggregated data** from these feedback mechanisms will be used to assess how well the new targeting approach is working, to identify any challenges and to monitor and respond to any protection risks.

**Adjustments** made to any components of the targeting approach based on monitoring findings including community feedback will be **communicated back to refugees through the communication channels identified above**.

# Annex: Key messages and Frequently Asked Questions (FAQs)

*[Note: The below key messages and responses to FAQs serve as an example and can be used as a starting point for the development of appropriate key messages and FAQs that are adapted to the context, ensure transparency and do not raise stakeholders’ expectations in any unrealistic ways.]*

The key messages and FAQs will be **reviewed together with diverse range of community members**, adapted according to their feedback and translated into the **main languages spoken by community members** before they are shared with the wider communities and other key stakeholders to ensure that the information is **easy to understand** and addresses any **concerns community members may have**.

The key messages and FAQs will be **regularly updated** to make sure they reflect any changes to the targeting approach or context and address any new rumours and/or misinformation that is spreading among community members.

**Key messages**

1. The **Government of [country]** has generously hosted refugees from [country] for the past X years and has committed to the social and economic inclusion of refugees as well as increasing access to work and other livelihoods opportunities. To achieve this, the Government and [agency/agencies] are currently working together to create more opportunities for refugees to participate in livelihoods and self-reliance activities so that refugees can become independent economically and reduce their dependence on humanitarian assistance.
2. Since **different refugees have different needs and capacities**, and humanitarian assistance should be provided according to refugees’ individual needs, WFP and UNHCR will start providing **[cash and in-kind food] assistance to refugees based on needs** instead of providing blanket assistance. Targeting of assistance ensures that refugees receive the most appropriate support to address their needs and strengthen their capacities and self-reliance.
3. WFP and UNHCR have been involving refugees in this process. **Refugees have been consulted** to ensure that the most vulnerable refugees are included in the eligibility criteria, and to identify possible risks of the [new/updated] targeting approach as well as ways to address these risks. The upcoming changes have also been discussed with **host communities**, **partners** and **[country] authorities** to ensure they provide their insights on the process.
4. Assistance will be provided based on the [new/updated] eligibility criteria **from [month and year]**.
5. Refugees that fall within the [high and moderate vulnerability categories] will continue to receive [cash and in-kind food] assistance. Refugees in the **[highly vulnerable category]** will receive **[full rations]** and those in the **[moderately vulnerable category]** will receive **[partial rations]**. Those refugees that are **not vulnerable** will not receive [cash and in-kind food] assistance, with the exception of school meals and nutrition support if they meet the eligibility criteria for these programmes.
6. UNHCR and WFP will inform refugees about their eligibility for [cash and in-kind food] assistance by [sending **SMS**] and [publishing **eligibility lists** with ID numbers **at village level**]. To make sure that you receive our SMS, please **share your current mobile phone number with us** by approaching the **[UNHCR registration centre]**.
7. Additionally, **[partner] field staff** will inform **only** the most vulnerable refugee households of their eligibility status through **home visits**.
8. The changes to the [cash and in-kind food] assistance **will not affect other types of assistance**. All other types of assistance such as [school feeding, nutrition, energy, non-food items (NFI), health, WASH, shelter, protection support and refugee status determination] will continue as usual.
9. **WFP** and **UNHCR** will also start offering more **livelihoods and self-reliance opportunities** from **[month and year]** so that refugees can learn new skills and become more independent from humanitarian assistance. Those refugees that participate in the livelihoods programme will be better able to provide for themselves and their families once they start earning a more stable income.
10. If a refugee household believes that it has been wrongfully excluded from [cash and in-kind food] assistance or selected for only partial assistance, it has the **right to make an appeal**. When refugees make an appeal, the eligibility status of their household will be reviewed by [government agency], WFP and UNHCR.
11. To make an appeal, refugees are encouraged to approach **partner field staff**, including existing **help desks**, or call the **UNHCR or WFP helpline**. Any personal information refugees’ share during the appeals process will be treated confidentially and refugees can make a request to access or delete their personal information at any time.
12. **Fraudulent declarations and information** shared by refugees to unfairly increase their chances of receiving more assistance are not acceptable. We understand that receiving assistance is critical for most households and individuals, but the level of assistance a refugee household receives must be based on **truthful information** and clear criteria in order not to create unfair favouritism or discrimination.
13. Services provided by WFP, UNHCR, [government] and partners are **normally free of charge**. Some limited services may require payment from time to time but this will be communicated to you in advance by WFP, UNHCR, [government] and partners. A few examples where payments may be required are: [examples].
14. Our staff are expected to always treat you with respect and **never ask for any favours, including sexual favours**, in exchange for assistance.
15. If a humanitarian worker does not treat you respectfully or asks for a favour, or if you have been asked to provide payment in return for assistance and are unsure, please visit your nearest **help desk** or call the **UNHCR helpline** or **WFP hotline**.
16. Refugees have the **right to ask further questions, provide feedback or share a complaint**. There are different ways you can get in touch with us to share your questions, feedback and complaints, including:
	* UNHCR, WFP and partner field staff that are present at **help desks** can be approached at any time for questions, feedback or complaints.
	* The **UNHCR and WFP helplines** will deal with your question or concern by either providing a direct answer if possible or, if you agree, by sharing your issue with the relevant refugee assistance focal point for action or clarification should that be necessary.
	* Your local **community committee** and **outreach volunteers** will also share your questions, feedback or complaints with us.
	* Finally, you can also approach the **[government agency]** who will share your questions, feedback and complaints with us.
	* If you prefer to write to us, you can get in touch by **SMS**, **WhatsApp**, **Facebook**, **email**, **UNHCR’s website** or through our **suggestion boxes**.

**Frequently Asked Questions (FAQs)**

1. **Why are you changing to targeted [cash and in-kind food] assistance?**
* Since **different refugees have different needs and capacities**, and humanitarian assistance should be provided according to refugees’ individual needs, WFP and UNHCR will start providing [cash and in-kind food] assistance to refugees based only on needs instead of providing blanket assistance. Targeting of assistance ensures that refugees receive the **most appropriate support to address their needs and strengthen their capacities and self-reliance**.
* At the same time, **WFP** and **UNHCR** will start offering more **livelihoods and self-reliance opportunities** from **[month and year]** so that refugees can learn new skills and become more independent from humanitarian assistance. Those refugees that participate in the livelihoods programme will be better able to provide for themselves and their families once they start earning a more stable income.
1. **Are you changing to targeted [cash and in-kind food] assistance to force refugees to return to their home country?**
* **No**, there is **no connection between the targeting of [cash and in-kind food] assistance and returns**.
* [Cash and in-kind food] assistance is being targeted to ensure that refugees receive the **most appropriate support to address their needs and strengthen their capacities and self-reliance**.
* Since different refugees have different needs and capacities, and **humanitarian assistance should be provided according to refugees’ individual needs**.
1. **For how long will [cash and in-kind food] assistance be targeted?**
* [Cash and in-kind food] assistance will be targeted **from [month and year]**.
* Targeting based on needs is **not a temporary measure**. From now on, refugees will receive the type of **assistance that is most appropriate to their needs**, and also taking into account any **funding limitations**.
* The **eligibility criteria will be regularly reviewed and updated** by WFP and UNHCR to make sure they stay accurate.
1. **What kind of assistance will I receive?**
* Refugees that fall within the [high and moderate vulnerability categories] will continue to receive [cash and in-kind food] assistance. Refugees in the **[highly vulnerable category]** will receive **[full rations]** and those in the **[moderately vulnerable category]** will receive **[partial rations]**. Those refugees that are **not vulnerable** will not receive [cash and in-kind food] assistance, with the exception of school meals and nutrition support if they meet the eligibility criteria for these programmes.
1. **What other assistance can we get if we are excluded from the assistance?**
* The **targeting applies only to [agency]’s [cash and in-kind food] assistance**. All other types of assistance such as [school feeding, nutrition, energy, non-food items (NFI), health, WASH, shelter, protection support and refugee status determination] will continue as usual.
1. **What livelihoods support can we get?**
* From **[month and year]**, **WFP** and **UNHCR** will start offering more livelihoods and self-reliance support to refugees in [**areas** and **eligibility criteria** to be defined].
1. **What are the options for repatriation?**
* The **voluntary repatriation of [country] refugees is ongoing**, and departures are taking place every week. The recording of refugees’ intentions to return is also ongoing. Should you wish to return, please feel free to **inform UNHCR or [government agency]** by calling the **UNHCR helpline** or by approaching us in person at the **[UNHCR registration centre]**.
1. **What happens to my [cash and in-kind food]** **assistance if I register for voluntary repatriation?**
* Your [cash and in-kind food] assistance, if you are eligible, will be **ensured for the month in which your repatriation takes place**. Once you depart, you have to return the WFP-UNHCR assistance card. For more information, please contact **UNHCR** or **[government agency]** personnel in your [camp].
1. **Can you tell us more about local integration?**
* If you are interested in integrating in the local community, please contact **UNHCR** or **[government agency]** staff in your [camp] for further information.
1. **How does the targeting affect the resettlement process?**
* The targeting exercise **does not affect the existing resettlement process**. For further information please approach **UNHCR field staff** or call the **UNHCR helpline**.
1. **How were the eligibility criteria decided? What are the eligibility criteria for [cash and in-kind food] assistance?**
* The eligibility criteria have been developed after a **careful analysis of refugees’ needs** and the impact of the [current or recurrent shock(s) such as an epidemic, a pandemic, droughts or floodings], and **consultations with refugees, [government agency] and partners**.
* The **eligibility criteria** are the following *[Note: Add eligibility criteria]*:
1. **Who makes the decision on eligibility for different assistance packages?**
* **WFP** and **UNHCR**, in consultation with **[government agency]**, identify refugee households eligible for different assistance packages.
* The decision is based on **clearly defined eligibility criteria** that consider the vulnerabilities of refugee households.
* The **eligibility criteria were developed together with refugees** through **group discussions and interviews** with a **wide range of community members**.
1. **How will I be notified about my eligibility for [cash and in-kind food] assistance?**
* UNHCR and WFP will inform refugees about who will be eligible for [cash and in-kind food] assistance by [sending **SMS**] and [publishing **eligibility lists** with ID numbers **at village level**].
* To make sure that you receive our SMS, please **share your current mobile phone number with us** by approaching the **[UNHCR registration centre]**.
* Additionally, **[partner] field staff** will inform **only the most vulnerable** refugee households of their eligibility status through **home visits**.
1. **If I’m wrongfully excluded from [cash and in-kind food] assistance, or wrongfully selected for partial assistance, how can I make a complaint?**
* Refugee households that feel that they have been **wrongfully excluded** from [cash and in-kind food] assistance, or that they **should be receiving a different assistance package**, can **make an appeal**.
* Refugees’ eligibility for the different assistance packages depends on the **household information** that is **recorded in UNHCR’s files**. To ensure that your household is selected for the right assistance package, you should make sure that your household’s information, including regarding your household’s **composition** and any **specific needs**, is updated in UNHCR’s files.
* To make an appeal, refugees can approach **partner field staff**, including existing **help desks**, or call the **UNHCR or WFP helpline**.
* Any **personal information** refugees’ share during the appeals process will be treated confidentially and refugees can make a request to access or delete their personal information at any time.
1. **How can I make an appeal if I’m not able to go to a help desk and I don’t have a phone or phone credit to call a helpline?**
* You can approach **UNHCR, WFP or partner field staff**.
* Alternatively, you can also ask a **community representative** to inform **partner field staff** about your wish to make an appeal who will then **visit your home** to receive your appeal.
1. **Who decides on the eligibility of the refugee households that make an appeal?**
* **Field staff** will visit the homes of refugees who appeal to **collect new information** on these households.
* An **appeals committee** with representatives from WFP, UNHCR and [government agency] will then **review the appeals** and the newly collected information and take a **final decision** on the eligibility of the households.
1. **If a refugee household receives a positive response to its appeal, from when will it receive an increased amount of [cash and in-kind food] assistance?**
* Refugee households that have received a positive response to their appeal will see their assistance increase **from the [next monthly distribution]**.
1. **If I’m not satisfied with the outcome of my appeal, can I appeal again?**
* Decisions on appeals are made after a **careful consideration of the situation** of refugee households.
* If your **household’s situation changes in the future**, you can make another appeal.
1. **How do I update my registration information with UNHCR?**
* Please approach the **[UNHCR registration centre]** in your [camp] for assistance.
* Any **personal information** refugees’ share with UNHCR will be treated confidentially and refugees can make a request to access or delete their personal information at any time.
1. **I know a family who receives [cash and in-kind food] assistance but they are rich / run a business / receive remittances from abroad etc. Why are they eligible for support?**
* Due to the **large amount of information that we collect** and the challenge of keeping it up to date for all refugee households, and sometimes because households do not disclose their true situation, such mistakes can happen.
* We ask concerned refugees to **come forward** and tell us if they are **not in need of assistance**.
* If you know of anyone who is not in need of assistance, **encourage them to approach a help desk or call a helpline** to share this information so that the **limited resources** can be used to assist those who are **most in need**. However, please always keep in mind that **you might not be fully aware of all the needs that other families may have**.
* A refugee household’s assistance is only lowered or stopped after an **investigation** and assessment of the vulnerability of the household.
1. **What should I do if I don’t need [cash and in-kind food] assistance?**
* Please report your household to our **field staff** or call a **helpline**.
1. **What will WFP and UNHCR do in case my needs change?**
* The **situation of refugees** will continue to be **monitored by WFP, UNHCR and its partner organisations**. Significant changes in the needs of refugees will be detected by these monitoring activities.
1. **When will the [cash and in-kind food] assistance be distributed?**
* There will be **no changes** to the frequency of distributions. The [cash and in-kind food]assistance will be provided every month as has been the case until now, as long as donor funding is available.
1. **Will I continue to receive [cash and in-kind food] assistance through the [bank card]?**
* You will continue to receive your assistance the same way as you have received it until now. There will be **no changes** to how assistance is distributed.
1. **How do I provide feedback or complain about other issues?**
* Please approach us in any of the following ways:
	+ **UNHCR, WFP and partner field staff** that are present at **help desks** can be approached at any time for questions, feedback or complaints.
	+ The **UNHCR and WFP helplines** will deal with your question or concern by either providing a direct answer if possible or, if you agree, by sharing your issue with the relevant refugee assistance focal point for action or clarification should that be necessary.
	+ Your local **community committee** and **outreach volunteers** will also share your questions, feedback or complaints with us.
	+ Finally, you can also approach the **[government agency]** who will share your questions, feedback and complaints with us.
	+ If you prefer to write to us, you can get in touch by **SMS**, **WhatsApp**, **Facebook**, **email**, **UNHCR’s website** or through our **suggestion boxes**.
1. **What happens with the personal information that I share with UNHCR, WFP or partners?**
* UNHCR, WFP and partners need refugees’ personal information to make sure that different **refugee households receive the right amount of [cash and in-kind food] assistance** depending on the vulnerability of their household.
* Any personal information refugees’ share with UNHCR, WFP or partners will be **treated confidentially** and refugees can make a **request to access, update or delete** their personal information at **any time** by approaching the **[UNHCR registration centre]** or a **[partner] help desk**, or by calling the **UNHCR helpline** or the **WFP hotline**.
* UNHCR, WFP and partners will make sure that your personal information is **stored in a secure way**.
* **Access to your information is limited** to only those UNHCR, WFP and partner staff who really need to process it.
* If it is necessary to share any of your personal information with other trusted UNHCR, WFP and/or partner staff, we will inform you about this and only share it if you **consent** to it.
* The UNHCR, WFP or partner staff members that have access to your personal information have been **trained on how to keep your personal information secure and confidential**.
1. An appeal is a request made by a refugee household that has been excluded from targeted [cash and in-kind food] assistance or selected to receive only partial assistance to **reassess the eligibility of that household**. [↑](#footnote-ref-2)
2. This section focuses on consulting community members during the design phase of the targeting approach. However, it is important to note that communities should be regularly consulted throughout the targeting process, including as part of any targeting related assessments as well as monitoring (see section 7 below) and evaluations. [↑](#footnote-ref-3)