Integrated Approach to Beneficiary Needs Assessment & Case Management

Caritas Switzerland & Caritas Jordan
Sigrid Pfaffle & Omar Keilani
Background:
The Syrian Refugee Crisis - a Jordanian Perspective
Background: 
The Syrian Refugee Crisis - a Jordanian Perspective

- Syrian crisis now in its 6th year
- Jordan hosts ~ 640,000 Syrian refugees, 86% live in urban and rural communities, outside camps.
- Most arrived in the first 2-3 years since the outbreak of the war
- Humanitarian standards were met for most refugees thanks to –
  - The generosity of the Jordanian government and its people
  - A substantial international and national humanitarian effort
  - The initiative of refugees themselves
- 6 years into the crisis:
  - Capacity of Jordanian communities to host refugees is severely stretched
  - A different, more complex response is required
Humanitarian agencies are adopting a triple response:

- Strengthening resilience of refugees & Jordanian hosting communities
- Ensuring that assistance is delivered in an efficient and effective way
- Targeting the most vulnerable households among refugees and Jordanians in hosting communities

Requires increased coordination and synchronization between aid organisations

- Vulnerability Assessment Framework (VAF) to assess the vulnerability of refugees
  - Developed by UNHCR-led initiative
  - Supported by steering committee of major aid agencies operating in Jordan
  - 10 vulnerability scores

Background:
The Syrian Refugee Crisis – a Protracted Emergency
UNHCR Vulnerability Assessment Framework (VAF)

Universal Indicators

- Predicted welfare
- Documentation status
- Coping strategies
- Dependency ratio

Vulnerability Scores:
- 1 = Low
- 2 = Moderate
- 3 = High
- 4 = Severe

Sector Specific Indicators

- Basic needs
- Education
- Food
- Health
- Shelter
- WASH
UNHCR Vulnerability Assessment Framework (VAF)
Sample Case

- Severely Vulnerable
- 38 year old Syrian female with 4 children

Score is based on –
- 52 “atomic indicators”
- derived from answers to 100+ questions at household and household member level
Operating Environment – Caritas Jordan

- Local partner for Caritas sister organisations with Syrian response programmes in Jordan: Switzerland, Germany, Czech Republic, Denmark, Austria, US (CRS), and others
- About 100 case workers based at 12 centres across Jordan responsible for beneficiary assessment interviews
- Beneficiary interview forms / questionnaires –
  - Mainly paper based requiring data capture post-interview
  - Constantly changing as subject to specific programmes and sister organizations
- Assessment process
  - Lacked harmonization, consistency and objectivity across Caritas network and across other agencies active in Jordan
  - Labour intensive and slow
  - Caused beneficiary fatigue due to repeated interviewing for other programmes
- Caritas Jordan recognized these issues as constraints on its ability to effectively and efficiently implement programmes
In September 2015, Caritas Jordan commenced a joint programme with Caritas Switzerland to develop a Beneficiary Assessment System which incorporates:

1. An electronic bilingual (Arabic / English) questionnaire (iFormBuilder using tablets) for assessment interviews with beneficiaries
2. Collects all data required for:
   • Vulnerability scoring consistent with UNHCR VAF
   • For identification of needs by sector
   • For effective case management of beneficiary at household level and for all individual household members
3. Calculates vulnerability scores using methods and parameters developed by UNHCR
4. Allows beneficiary selection using a combination of:
   • Vulnerability score: depending on programme – universal or sector specific
   • Household / household member data as “marker” of specific need e.g.:
     o Households without heater => winterization
     o Family member with psychosocial issues => referral to counselling
Beneficiary Electronic Assessment Form – Overview

**Parent Form**

- **Beneficiary Household Registration (PA)**
  - Trigger Questions e.g. incidence of pregnancy, breast-feeding, poor mental health and abuse
  - PA comments, consent, signature, photo
  - Caseworker comments, vulnerability score

- **Household Member 1**
  - Registration
  - Personal data
  - Work status
  - Health situation
  - Education situation
  - Psycho-social status

- **Household Member 2**

**Sub-forms**

- Shelter
- WASH
- Basis Needs
- Food Security
**Beneficiary Electronic Assessment Form**

### Household Registration

*(incomplete extract)*

<table>
<thead>
<tr>
<th>Field</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start time of interview *</td>
<td>5/11/16, 12:42 PM</td>
</tr>
<tr>
<td>Name of case - field worker *</td>
<td>Thaer Hijazeen</td>
</tr>
<tr>
<td>Capacity of person conducting interview</td>
<td>case-field worker, volunteer *</td>
</tr>
<tr>
<td>Case worker / Field worker / Volunteer</td>
<td>عامل حالة / عامل - بحث ميداني / متطوع</td>
</tr>
<tr>
<td>Attached to which Caritas Jordan centre *</td>
<td>HAJo / Jabal Amman - HAJo - جبل عمان</td>
</tr>
<tr>
<td>Phone number of case - field worker - volunteer / رقم هاتف الباحث - العامل الميداني أو المتطوع</td>
<td>0777 777777</td>
</tr>
<tr>
<td>Is registration - assessment interview occurring ... *</td>
<td></td>
</tr>
<tr>
<td>In Caritas Centre / In Beneficiary home / آخر (يرجى التحديد) / (Other specify)</td>
<td></td>
</tr>
<tr>
<td>Is prime applicant *</td>
<td></td>
</tr>
<tr>
<td>Refugee from Syria / لاجئ من سوريا</td>
<td>Vulnerable Jordanian / أردني معرض للتهميش</td>
</tr>
<tr>
<td>Your first name - English *</td>
<td>PA1</td>
</tr>
</tbody>
</table>
### Beneficiary Electronic Assessment Form

#### Household Member Registration

<table>
<thead>
<tr>
<th>Sub-forms – by sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration</td>
</tr>
<tr>
<td>Shelter / Housing</td>
</tr>
<tr>
<td>WASH</td>
</tr>
<tr>
<td>Basic Needs</td>
</tr>
<tr>
<td>Food Security</td>
</tr>
<tr>
<td>Health</td>
</tr>
<tr>
<td>Additional comments</td>
</tr>
</tbody>
</table>

The number of household members declared is (5) while the number of registered household members is (0). Please correct.

***YOU HAVE NOT REGISTERED ANY HOUSEHOLD MEMBER AS PA, PLEASE CORRECT***

Now, I will need to ask you a few questions about the financial situation in your household.
## Beneficiary Electronic Assessment Form

### List of registered household members

<table>
<thead>
<tr>
<th>Full name of household member</th>
<th>Age</th>
<th>Beneficiary ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA(^1) Father Family</td>
<td>37</td>
<td>BEN-c1c9dfe-a15</td>
</tr>
<tr>
<td>Laila Ahmad Saleem</td>
<td>33</td>
<td>BEN-c1c9dfe-428</td>
</tr>
<tr>
<td>Mohammad Ahmad Saleem</td>
<td>10</td>
<td>BEN-c1c9dfe-9b4</td>
</tr>
<tr>
<td>Emad Ahmad Saleem</td>
<td>23</td>
<td>BEN-c1c9dfe-211</td>
</tr>
<tr>
<td>Hana Ahmad Khalil</td>
<td>16</td>
<td>BEN-c1c9dfe-b7c</td>
</tr>
</tbody>
</table>
### Food Security

**Beneficiary Electronic Assessment Form**

I'm now going to ask you many questions about the type of food you and your family are eating. We need this detailed information to assess if your family members receive all the nutrition required to maintain good health.

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you receiving WFP food vouchers? *</td>
<td>Yes / نعم</td>
</tr>
<tr>
<td>Yesterday, how many meals were eaten by your family? - Meals comparable to breakfast, lunch, dinner? *</td>
<td>0 1 2 3 4 5+</td>
</tr>
<tr>
<td>What was the main source of Cereals (bread, pasta, wheat flour, bulghur) in the past 7 days? *</td>
<td>bought with cash / تم الشراء بالاثال.</td>
</tr>
<tr>
<td>Over the last 7 days, how many days did you consume White tubers &amp; roots (potato, sweet potato)? *</td>
<td>0 day / 1 day / 2 days / 3 days / 4 days / 5 days / 6 days / 7 days /currentPage.....</td>
</tr>
</tbody>
</table>

**Notes**

- In the past 7 days, if you consumed Cereals (bread, pasta, wheat flour, bulghur) for breakfast, lunch, and dinner, please count each meal as a single meal.
- Include all types of meals consumed during the past 7 days.
- If you did not consume Cereals during the past 7 days, please skip to the next question.

**Translation**

I ask you many questions about the food you and your family are eating. We need this detailed information to assess if your family members receive all the nutrition required to maintain good health.

- **Are you receiving WFP food vouchers?** *Yes / نعم*
- **Yesterday, how many meals were eaten by your family?** - Meals comparable to breakfast, lunch, dinner? *0 1 2 3 4 5+*
- **What was the main source of Cereals (bread, pasta, wheat flour, bulghur) in the past 7 days?** *bought with cash / تم الشراء بالاثال.*
- **Over the last 7 days, how many days did you consume White tubers & roots (potato, sweet potato)?** *0 day / 1 day / 2 days / 3 days / 4 days / 5 days / 6 days / 7 days /currentPage.....*
<table>
<thead>
<tr>
<th>Additional comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>هل هناك أي قضايا أخرى ترغب في مشاركتها معنا، والتي يمكن أن تساعدنا في الوصول لفهم أفضل لوقتك من فضلك؟</td>
</tr>
<tr>
<td>نحن نرغب في معرفة ما إذا كان لديك أي مشاكل أخرى تود شراآبنا.</td>
</tr>
<tr>
<td>Are there any other issues you want to share with us and which can help us to better understand your situation? Please tell us</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes on the general previous situation of the family in COO</th>
</tr>
</thead>
<tbody>
<tr>
<td>ملاحظات عن الوضع العام وعن وضعهم السابق في البلد الأصل</td>
</tr>
<tr>
<td>Notes on the general previous situation of the family in COO</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes on the general previous situation of the family from the moment of arrival to Jordan until now</th>
</tr>
</thead>
<tbody>
<tr>
<td>ملاحظات عن الوضع العام منذ لحظة وصولهم إلى الأردن حتى الآن</td>
</tr>
<tr>
<td>Notes on the general previous situation of the family from the moment of arrival to Jordan until now</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Consent for release of information - confidential</th>
</tr>
</thead>
<tbody>
<tr>
<td>موافقة على الإفصاح عن المعلومات - سري</td>
</tr>
<tr>
<td>Consent for release of information - confidential</td>
</tr>
</tbody>
</table>

 beneficiarion electronic assessment form
Integrated Approach to Beneficiary Assessment – Trial

- Trialed during December 2015 – February 2016: assessment for Caritas Switzerland’s “Tailored humanitarian assistance for Syrian refugees living outside camps and for vulnerable Jordanian families”
  - Trial conducted:
    - At 5 Caritas centres
    - By 30 case workers and volunteers – trained over 2 days in interviewing using electronic form
  - Interviewing: in centres (82%) and during home visits (18%)
  - 1,384 households (7,075 individuals) were assessed
    - Syrian refugee households: 1,007
    - Vulnerable Jordanian households: 377 (Note: Government requires all Syrian response programmes to include 30% of Jordanian beneficiaries)
  - Beneficiary household size ranged from 1 to 34 members
  - Average interviewing time: 45 minutes
    - Shortest interview: 15 minutes
    - Longest interview: 2 ½ hours
  - Post-trial: 5 feedback workshops
Beneficiary Assessment Interviews – Lesson Learned

- iFormBuilder challenged with bilingual form:
  - Label length limitation
  - Arabic text
    - Sometimes truncated or incorrectly sequenced
  - Difficult to edit
- “Not all tablets are the same” – iOS versus Android
- Internet connection upgrade required in some centres as poor connectivity caused occasional problems when –
  - Syncing form
  - Uploading assessments
Beneficiary Assessment Interviews – Lessons Learned

- **Case workers’ skills:** critical in making beneficiary feel at ease
- **Using intelligent skips** the same form works for refugees and Jordanians alike
- **Surprising sensitivities:** to state (low) meat consumption challenges many beneficiaries more than to disclose health / mental health status

- **Home visits** – although until now the preferred interviewing method was to conduct home visits, it proved too time consuming and too labour-intensive for large scale assessments
Beneficiary Assessment Interviews – Lessons Learned

- **Interviewing at centres**: often crowded with privacy lacking

- **Most beneficiaries are “interview ready”** – when scheduling interviews they are briefed on what documentation to bring along
Beneficiary Assessment Trial – Outcomes

- Vulnerability scoring:
  - Consistent with UNHCR & other agencies
  - Vulnerable Jordanians scored in line and comparable with refugees

Vulnerability Score: Predicted Welfare
Comparison of Caritas Jordan Trial and UNHCR Baseline Survey

<table>
<thead>
<tr>
<th></th>
<th>1 - low</th>
<th>2 - moderate</th>
<th>3 - high</th>
<th>4 - severe</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNHCR Baseline</td>
<td>3%</td>
<td>10%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>CaJo Trial, Syrian Refugees</td>
<td>2%</td>
<td>15%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>CaJo Trial, Vulnerable Jordanians</td>
<td>11%</td>
<td>28%</td>
<td>58%</td>
<td>3%</td>
</tr>
<tr>
<td>Selection 1</td>
<td>Selection 2</td>
<td>Selection 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------</td>
<td>-------------</td>
<td>-------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of beneficiaries meeting criteria:</td>
<td>748</td>
<td>231</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>Number of selection criteria active:</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

Beneficiary selection – using an Excel based template.
Beneficiary Assessment Trial – Other Outcomes

1. Advanced probing (due to improved skips, piping and dynamic content generation) resulted in:
   - improved accuracy of beneficiary data
   - case workers’ improved understanding of beneficiary situation

2. Improved “depth” of beneficiary data: for individual household members rather than aggregated to household level

3. Reduced labor effort – no post interview data capture

4. Faster turnaround times – selection process can commence as soon as interviewing has been completed
5. Beneficiary selection

- Fine-tuning of selection criteria
  - Quick gauging of number of “qualifying beneficiaries” based on different sets of selection criteria
  - Allows better informed selection process to be included in proposal

- Enhanced targeting combining vulnerability scores with specific selection criteria such as household composition

- Holistic assessments of beneficiary needs allows Caritas to “pre-select” beneficiaries for programmes with specific sector focus e.g. education, livelihood, health
Beneficiary Assessment Trial – Other Outcomes

6. Improved referral performance
   - Holistic assessment allows identification of need outside immediate scope of a specific programme
   - Comprehensive beneficiary data available to “inform” case file

7. Improved transparency
   - Case workers released from responsibility of having to make subjective assessments
   - Complaint handling – selection decisions can be traced back to beneficiary data

8. Beneficiary data pool available for research purposes for proposals

9. Reduced beneficiary fatigue – as fewer assessments are needed
Integrated Approach to Beneficiary Assessment

Current Status

- Caritas Jordan adopted electronic data collection system for Caritas Germany programme to assess 1,700 beneficiary households – to be completed by the end of May 2016
- Electronic form to be finalized based on feedback from Caritas Germany assessments
- Combined beneficiary pool (Caritas Switzerland and Caritas Germany programmes) to be used to pre-select beneficiaries for upcoming programmes –
  - Livelihood
  - Education
Integrated Approach to Beneficiary Assessment

Next Steps

Recognition within Caritas Jordan that beneficiary assessment system is only 1\textsuperscript{st} stage of a much longer journey

At the end of the “full journey”, Caritas Jordan aims to have a CRM system in place which – in addition to beneficiary vulnerability assessment and selection – includes:

- Service processing – including referrals
- Beneficiary record management / maintenance of case history: at household & individual level
- Beneficiary satisfaction & post-delivery monitoring
- Reporting & analytics

Caritas Jordan with the support of Caritas Switzerland has commenced developing the specifications for the required CRM

The roll-out of the system is anticipated for the 1\textsuperscript{st} quarter of 2017
Integrated Approach to Beneficiary Assessment

Data Collection

Case management & Analysis (CRM)

Knowledge

Beneficiary database

beneficiary vulnerability assessment
beneficiary selection
service processing including referrals
beneficiary record management / case history
beneficiary satisfaction & post-delivery monitoring
reporting

Workflow automation

Analytics

Finance & Accounting

Procurement

HR

Update records
Post-delivery monitoring
Service Delivery Registration

Tablets
Electronica form
Iform builder cloud

At centre
Home visit
At centre
PC via web

Counselling
Education
Health
Livelihood

HA
Thank you