

Zimbabwe Emergency Food Security Mobile Cash Transfer Programme

End of program Report

CARE

April 1, 2016 – May 31, 2017

1. Introduction

Narrative summary of the action, numbers of beneficiaries reached and areas of interventions, achievements etc.

The Zimbabwe Emergency Food Security Mobile Cash Transfer Response (ZEFSMCTR) Program implementation commenced in April 2016 in Gokwe South; this was against a backdrop of increasing food insecurity in the targeted communities of the district. The Zimbabwe Vulnerability Assessment Committee's (ZimVac) rapid assessment report of January 2016 had projected that 33% of households in the southern districts of the country would be food insecure during the peak hunger period (January to March 2016). The food insecurity was attributed to the El Nino phenomenon that resulted in poor crop and livestock performance resulting in a drought. The government of Zimbabwe declared a state of drought disaster for the 2015/16 agriculture season, on 4 February 2016 and appealed for humanitarian support of US\$1.5 billion.

The ZEFSMCTR program registered 19 500 beneficiaries in five food insecure wards in the district namely, ward 5, 9, 23, 24 and 25 (table 1). Of the 3508 registered households 3 041 households were labor endowed while 467 households were labor constrained. Labor endowed households were required to attend eight hours of training for the month of May and 16 hours for the months of June and July. Training topics were drawn from a menu which included: post-harvest management, natural resources management, asset management, nutrition, and livestock production, asset management and crop production.

Table 1: Distribution of beneficiaries by ward

| Ward name | Ward number | Households | Number of beneficiaries |
|------------|-------------|------------|-------------------------|
| Ngomeni | 5 | 319 | 1604 |
| Nemangwe 5 | 9 | 472 | 2710 |
| Chisina 1 | 23 | 977 | 5850 |
| Chisina 2 | 24 | 1385 | 7621 |
| Chisina 3 | 25 | 355 | 1715 |
| Total | | 3508 | 19500 |

A Training of Trainers workshop for the resilience activities was held in the month on May targeting 15 government extension staff and 15 lead farmers from the project's area of operations. The government extension staff were drawn from the Department of Agricultural Technical Extension Services, Department of Livestock Production and Development, Department of Mechanism, Environmental Management Agency, Department of Veterinary Services and selected Lead Farmers. The training aimed at equipping participants on building community resilience to food security related shocks. The training content included Nutrition, Asset Management, Water Harvesting, Natural Resource Management and Post-Harvest Management. Beneficiary training was done by ward based government extensions staff and Lead farmers. The trainings were jointly monitored by CARE and Senior Government Extension Staff stationed at the district level.

2. Accomplishments

2.1 Beneficiary table *Beneficiary statistics aggregated by month; planned and the actual reached April 2016-April 2017*

| 3. Month/Year | | Households | Beneficiaries | Amount |
|---------------|------|------------|---------------|---------------|
| April | 2016 | 3 422 | 19 017 | \$ 133,380.00 |
| May | 2016 | 3 487 | 19 357 | \$138, 898.00 |
| June | 2016 | 3 429 | 18990 | \$133,235.00 |
| July | 2016 | 3 503 | 19 468 | \$136,546.00 |
| August | 2016 | 3 522 | 19 500 | \$136,773.00 |
| September | 2016 | 3 522 | 19 500 | \$136,773.00 |

| | | | | |
|----------|------|-------|--------|----------------|
| October | 2016 | 3 522 | 19 500 | \$136,773.00 |
| November | 2016 | 3 521 | 19 500 | \$136,776.00 |
| December | 2016 | 3 531 | 19 500 | \$136,770.00 |
| January | 2017 | 3 533 | 19 500 | \$136,773.00 |
| February | 2017 | 3 531 | 19 500 | \$136,776.00 |
| March | 2017 | 3 528 | 19 500 | \$136,776.00 |
| April | 2017 | 5 558 | 31 305 | \$219,441.00 |
| Total | | | | \$1,855,690.00 |
| | | | | |

NB: The total figure in June is lower than other months because 447

Beneficiaries received double allocation in May.

3.1 Log Frame Results

Result 1: Children and families affected by food shortages access food through cash transfers

Description: *(Discuss progress of action in regards to the activities listed in the log frame and PDM)*

2.2.1 Programme inception

CARE staff attended the programme launch meeting in which was held in Harare in March. The program goals, strategies, and work plan and scheduling, as well as ECHO compliance for this grant were introduced during the launch meeting. Following the national launch of the programme CARE launched the programme in Gokwe South during the same month of March. The programme was introduced to the district during a full council meeting. During the district launch the roles and responsibilities of all relevant stakeholders were spelt out.

2.2.2 Beneficiary selection and registration

The ECHO project has been working with enumerators to facilitate beneficiary selection and registration. The enumerators were trained on how to conduct beneficiary registration electronically using the Magpi software with Tablets. Community sensitisation and mobilisation was conducted in all the five wards before registrations. During registration selected beneficiaries without registered Ecocash SIM cards/numbers were issued with a new SIM cards. The SIM cards were registered at registration point by Econet/Ecocash personnel. Ecocash brand ambassadors were engaged and were part of the registration team throughout the registration exercise.

2.2.3 Cash disbursements and feedback mechanisms

After registrations, the project distributed a cumulative total of USD\$185, 5690.00, for the thirteen months under review (April 2016 to April 2017) to a cumulative total of 264137 beneficiaries. After every cash distribution cycle, public meetings were conducted where beneficiaries signed off to acknowledging that they received their cash entitlements. The meetings were also used as a platform to educate beneficiaries of how to navigate the Ecocsh platform and to attend to beneficiaries' complaints and queries. Suggestion boxes; help desks and toll free anonymous phone numbers were availed to the communities for use as feedback mechanisms. District programme staff also provided their personal phone numbers for receiving complaints. Complaints through walk-ins were also welcome and attended to.

Beneficiary Sex Disaggregation from April 2016 to April 2017

The monthly sex disaggregation data has been alternating since the program started in April 2016. From August 2016 to March 2017 the figure was constant until April 2017 when the figure rose during the scaling up.

Table 1 Beneficiary Sex Disaggregation from April 2016 to April 2017

| Month | Year | Planned | Reached last sit rep | Reached this month | Girls | Boys | Women | Men |
|-------|------|---------|----------------------|--------------------|-------|-------|-------|-------|
| April | 2016 | 19 500 | 0 | 19 500 | 1 351 | 1 276 | 8 753 | 8 120 |
| May | 2016 | 19 500 | 19500 | 19 438 | 1 347 | 1 272 | 8 723 | 8 096 |
| June | 2016 | 19500 | 19 438 | 18990 | 1 220 | 1 056 | 8643 | 8071 |
| July | 2016 | 19 500 | 19 500 | 19 357 | 1 341 | 1 267 | 8 688 | 8 060 |
| Aug | 2016 | 19 500 | 19 367 | 19 500 | 5 424 | 5 543 | 4 697 | 3 836 |
| Sep | 2016 | 19 500 | 19 367 | 19 500 | 5 424 | 5 543 | 4 697 | 3 836 |
| Oct | 2016 | 19 500 | 19 492 | 19 500 | 5 424 | 5 543 | 4 697 | 3 836 |
| Nov | 2016 | 19 500 | 19 500 | 19 500 | 5 424 | 5 543 | 4 697 | 3 836 |

| | | | | | | | | |
|-------|------|--------|--------|--------|-------|-------|-------|-------|
| Dec | 2016 | 19 500 | 19 500 | 19 500 | 5 424 | 5 543 | 4 697 | 3 836 |
| Jan | 2017 | 19 500 | 19 500 | 19 500 | 5 420 | 5 545 | 4 699 | 3 836 |
| Feb | 2017 | 19 500 | 19 500 | 19 500 | 5 426 | 5 547 | 4 691 | 3 836 |
| Mar | 2017 | 19 500 | 19 500 | 19 500 | 5 426 | 5 547 | 4 691 | 3 836 |
| April | 2017 | 31305 | 19 500 | 31 305 | 9 754 | 8 876 | 6 839 | 5 836 |

2.2.4 Post distribution monitoring

As part of the project’s monitoring and evaluation system Post Distribution Monitoring surveys were conducted monthly since the project started in April 2016. The surveys were aimed at establishing benchmarks against project performance in terms of its deliverables and the impact to the target population. In each month since April 2016 five enumerators were contracted for the purposes of conducting Post Distribution Monitoring (PDM). PDMs were conducted each month two weeks after cash disbursements. The PDMs targeted 10% of beneficiaries in each of the operational wards.

House Hold Dietary Diversity Score trend from April 2016 to April 2017

The overall conclusions made from the several PDMs conducted indicated that there was an improvement in dietary intake of the programme beneficiaries as their access to food through the ECHO- Mobile Cash Transfer Response programme had improved.

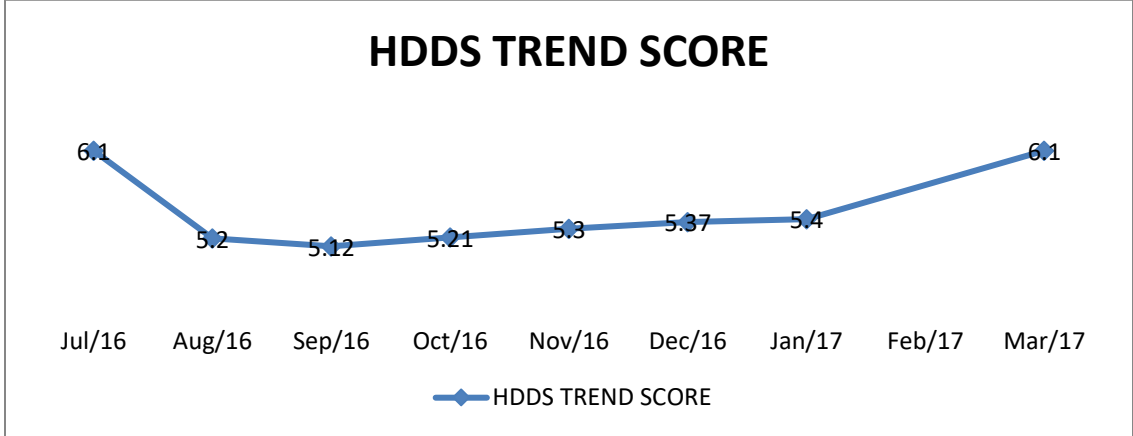


Figure 1 HDDS Trend Score from July to April 2017

Coping mechanisms trend (September 2016 to March 2017)

Owing to the impacts of the Elnino drought, communities in Gokwe South district relying on several harmful coping mechanisms. The degree to which a population is negatively affected by drought depends largely on its vulnerability and various response or coping options available to them and as such, coping mechanisms are applied for survival. .FAO (1997) noted that communities that have lived under drought situations for many generations develop coping strategies to lessen the impact of drought. In this context the major coping mechanisms were mainly on income and consumption response. These included rationing meals, relying on casual labour, reducing adult consumption among others. The lean season had several coping mechanisms of more than 35% of people relying on less expensive foods, 40%+ limiting meals whilst more than 32% were relying on casual labour. Fig 2 illustrates the trend of several coping mechanisms.

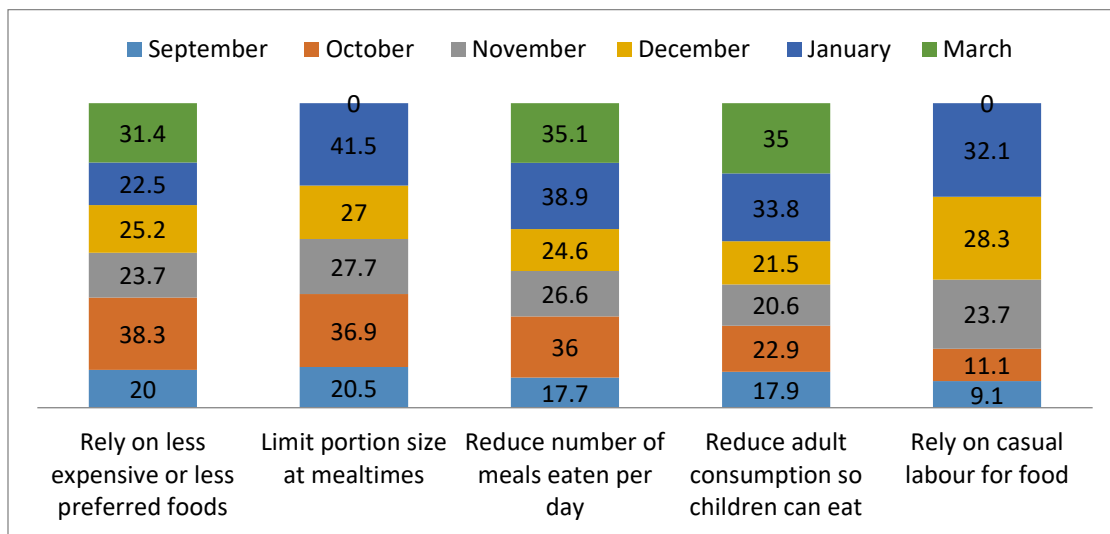


Figure 2: Coping mechanisms trend from July to March 2017

The PDM data revealed that at least 99% of the project beneficiaries got their monthly cash entitlements. On average 98% of beneficiaries were satisfied with the transparency of the programme and the feedback mechanisms they are using. Market monitoring was also done during each of the thirteen months under review. The availability of food commodities on both the formal and informal markets was monitored. Price trends of food comodities on the market were also

monitored. Cash liquidity was constantly monitored through out the thirteen months under review. Results from the market monitoring activities indicated that food commodities such as maize grain, maize meal, cooking oil, salt, sugar and pulses (sugar beans and cowpeas) were readily available throughout the thirteen months and their prices were relatively stable. However cash liquidity challenges were common across all the five wards, peaking soon after cash disbursements.

Average food commodity price from April 2016 to April 2017

Commodity prices remained constant during the period under review. The basic commodities were available in the markets and as such the prices could not go up. Most of the project beneficiaries were spending their monthly entitlements on basic commodities such as cooking oil, sugar, salt, maize meal and cooking oil.

| Food commodity | Price (USD)/kg | | | | | | | | | | | | |
|----------------|----------------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|
| | April 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sep 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | Mar 2017 | April 2017 |
| Maize grain | 0.34 | 0.34 | 0.34 | 0.34 | 0.34 | 0.34 | 0.34 | 0.28 | 0.28 | 0.28 | 0.28 | 0.28 | 0.24 |
| Maize meal | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 | 0.60 |
| Sorghum | 0.47 | 0.35 | 0.35 | 0.35 | 0.35 | 0.35 | 0.23 | 0.23 | 0.23 | 0.23 | 0.23 | 0.23 | 0.23 |
| Millet | 0.54 | 0.46 | 0.46 | 0.46 | 0.46 | 0.46 | 0.51 | 0.51 | 0.51 | 0.51 | 0.51 | 0.51 | 0.51 |
| Flour | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Rice | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 0.90 | 1.00 | 1.00 | 1.10 | 1.00 | 1.00 |
| Cooking oil | 1.84 | 1.70 | 1.70 | 1.90 | 1.70 | 1.70 | 1.70 | 1.70 | 2.00 | 2.00 | 2.00 | 2.00 | 2.00 |
| Sugar | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Cowpeas | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |
| Salt | 0.49 | 0.49 | 1.00 | 0.49 | 0.49 | 0.49 | 0.49 | 0.49 | 0.50 | 0.50 | 0.50 | 0.50 | 0.50 |
| Kapenta | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

Availability of food commodity from April 2016 to May 2017

| Food commodity | Price (USD) | | | | | | | | | | | | |
|----------------|-------------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|------------|------------|
| | April 2016 | May 2016 | June 2016 | July 2016 | Aug 2016 | Sep 2016 | Oct 2016 | Nov 2016 | Dec 2016 | Jan 2017 | Feb 2017 | March 2017 | April 2017 |
| Maize grain | High | High | High | High | High | High | High | High | High | High | High | High | High |
| Maize meal | High | High | High | High | High | High | High | High | High | N/A | NA | High | High |
| Sorghum | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low |
| Millet | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low | Low |
| Flour | High | High | High | High | High | High | High | High | High | High | High | High | High |
| Rice | High | High | High | High | High | High | High | High | High | High | High | High | High |
| Cooking oil | High | High | High | High | High | High | High | High | High | High | High | High | High |
| Sugar | High | High | High | High | High | High | High | High | High | High | High | High | High |
| Cowpeas | High | High | High | High | High | High | High | Low | Low | Low | Low | Low | Low |
| Salt | High | High | High | High | High | High | High | High | High | High | High | High | High |
| Kapenta | High | High | High | High | High | High | High | High | High | High | High | High | High |

Result 2: Communities are resilient to shocks and have reduced exposure to risks through resilience building trainings and PSP workshops.

Description: Total Number and Location of Resilience Building trainings (detail which type of training of the 5 offered)

Beneficiaries were trained during the conditional cash distribution periods (June 2016 –August 2016) on Post-harvest Management, Natural Resources Management, Asset Management, Nutrition and Rain Water Harvesting. The trainings were aimed at building resilience on the affected communities through increasing and revival of their knowledge base on livelihoods and disaster mitigation. The location and number of training sessions are shown in table 4.

Table 2 Number and location of resilience building training

| Ward | Training Points | Training sessions per month | | | Total number of sessions |
|--------------|-----------------|-----------------------------|------------|------------|--------------------------|
| | | June | July | August | |
| 23 | Nyarupakwe | 24 | 48 | 48 | 120 |
| | Mudzongwe | | | | |
| | Ganyungu | | | | |
| 9 | Mutimutema | 32 | 64 | 64 | 160 |
| | Masakadza | | | | |
| | Mugoto Nyagombe | | | | |
| 25 | Chidoma | 24 | 48 | 48 | 120 |
| | Checheve | | | | |
| | Krima | | | | |
| 5 | Bopoma | 32 | 64 | 64 | 160 |
| | Mateta 2 | | | | |
| | Nyamhunga | | | | |
| | Jabula | | | | |
| 24 | Gwenya | 32 | 64 | 64 | 160 |
| | Maliyambi | | | | |
| | Gawanika | | | | |
| | Mzalahedwa | | | | |
| Total | | 144 | 288 | 288 | 720 |

NB: Beneficiary groups were split for the purposes of making the class manageable.

Table 3: Resilience Training Beneficiary Sex-Age Disaggregation

| District: (Copy table as many times as necessary depending on # of districts) | | | | | |
|--|-------------------|----------------|-----------------|----------------|-------------|
| Months | Females (y-years) | | Males (y-years) | | Total |
| | Adults (18-49y) | Elderly (≥50y) | Adults (18-49y) | Elderly (≥50y) | |
| April | | | | | |
| May | 1703 | 69 | 1338 | 28 | 3138 |
| June | 1703 | 61 | 1338 | 31 | 3133 |
| July | 1703 | 37 | 1338 | 19 | 3097 |
| Total | 5109 | 167 | 4048 | 78 | 9368 |

Description: Total Number and Location of PSP Workshops (additional details on stakeholders involved and their roles such).

A national Community Based Adaptation Planning and Participatory Scenario Planning training was held in May in Harare. The training was attended by project stakeholders that included the District Administrators and the Department of Agricultural Technical Extension Services (Agritex), Meteorological Department and Programme Partners staff from the 8 districts. In total 43 participants attended the two day training workshop. The training aimed at imparting understanding of the value of climate information in decision making and planning, importance of different actors in delivering climate change services and utilisation of climate change information. The participants will roll out similar trainings at district levels.

The training was cascaded at district level in Gokwe South in June 2016. In attendance were 26 participants drawn from various stakeholders, which included the Met. Department, LPD, Social Services, DDF, WAGCD, Agritex, Ministry of Rural Development, Forestry Department, Ministry of Health, ZINWA, Ministry of Youth, ZimParks, GMB and the Veterinary Department.

Table 3: PSP Workshops Beneficiary Sex-Age Disaggregation

| District: (Copy table as many times as necessary depending on # of districts) | | | | | |
|--|-----------------|----------------|-----------------|----------------|-----------|
| Level of Training | Females-years | | Males-years | | Total |
| | Adults (18-49y) | Elderly (≥50y) | Adults (18-49y) | Elderly (≥50y) | |
| District Level | 18 | 0 | 8 | 0 | 26 |
| Ward Level | 0 | 0 | 0 | 0 | 0 |
| Village Level | 0 | 0 | 0 | 0 | 0 |
| Total | 18 | 0 | 8 | 0 | 26 |

3. Feedback and accountability mechanisms

Number of reports received from Deloitte and how they have been followed up.

The ECHO project had several feedback and complaints mechanisms in place for the purpose of recording and attending to complaints brought forward by the project respondents. Communities were educated on the functionality of several complaints and feedback mechanisms. There was an overwhelming response on the use of Deloitte as one of the mechanisms that was in place. Project beneficiaries had unlimited access to the Deloitte toll free numbers as they could access them from posters stuck in Econet Agent shops. Since the program started the project has been receiving and resolving complaints brought by the project beneficiaries every month. The cases are summarised in table 5.

Table 4 Summary of Deloitte cases received during the project implementation phase (April 2016-April 2017)

Below these are the common types of complaints received during the operational period, for all other complaints see the attached annex 1.

| Case number | Complaint | Action taken |
|-------------|--|---|
| | Beneficiary had not received the April and May entitlements | Beneficiary information corrected in the data base. Beneficiary now receiving their entitlements. |
| | Beneficiary requested for programme extension as they are still food insecure. | The programme was extended and the beneficiary was informed. |

NB: Within the first four months the Deloitte cases were not so many but other platforms of reporting were used, but after the wide spread of the Deloitte fliers with tips of anonymous numbers the cases increased.

3.1 Needs Assessments (Dates, Methodology, Problems)

If necessary, partner to provide the information of any needs assessment done after the submission of the proposal and the results.

No needs assessment was done after the submission of the proposal.

4.1. Challenges

- ❖ Cash liquidity was a challenge across all the five wards. As a result of the liquidity challenges beneficiaries at times were left with no choice and had to purchase goods instead of cashing out. At times beneficiaries opted to travel to Gokwe Centre where the prospects of cashing out were better.
- ❖ Some beneficiaries were still not versed on navigating the Ecocash platform to access cash and check cash balances. The programme had embarked on consumer education and distribution of information education communication (IEC) materials.
- ❖ Cases of proxy cash recipients who were not remitting cash entitlements to the beneficiaries have been reported. Beneficiary households were encouraged to have a household member being a cash recipient. Beneficiaries were also encouraged to get national Identification Documents to enable themselves to register SIM cards on their own on both the GSM and Ecocash platforms.

4.2 Successes

- ❖ Managed to introduce the programme to all relevant stakeholders in the district, and there was a huge buy in from the stakeholders.
- ❖ Distributed SIM cards to all registered beneficiaries who had no functional lines at the time of registration.
- ❖ Managed to distribute monthly cash entitlements for all the 13 months under review.
- ❖ Conducted post distribution monitoring and produced a report after every cash disbursement.

- ❖ Cascaded the PSP training to the district (Gokwe South).
- ❖ Held a trainers of trainers workshop for ward based extension staff that in turn cascaded the trainings to conditional cash transfer beneficiaries.
- ❖ Managed to establish beneficiary reporting and feedback mechanisms through provision of toll free tip-off anonymous phone numbers, help desk, suggestion boxes, direct contact with staff, direct calls to staff and walk-ins.
- ❖ Attended to all complaints and gave feedback to beneficiaries.

4.3 Lessons Learned

- ❖ There is need to conduct intensive awareness campaign on how the mobile money transfer system works to both beneficiaries and all stakeholders such as, government departments, Ecocash agents, traditional and church leaders and the business community at large in the initial stages of the programme. This would eliminate the numerous technological challenges that were encountered during cashing out.
- ❖ There is need to need to do validation exercises to confirm if beneficiary information in the database is correct or accurate before disbursing cash. This would reduce or even eliminate cash transfer failures.
- ❖ There is need to mainstream child protection and gender issues in the mobile cash transfer programme.

4.4 Synergies with other actions

What are the synergies with other initiatives and/or other major donors?

In the ECHO operational areas there were close collaborations with the Social Services Department in trying to reach out to all the affected beneficiaries as the resources available from ECHO would not take every need person on board. Social Services were distributing maize to other vulnerable groups under the food for work program. DFID is caring out Education programs under CAMFED, and also caring out software programs on agricultural support through a program called EXTRA under Germany Agro.