


**UNHCR Brazil – CBI Unit**
**Date:** July and December 2020

**Reached population:** 2,625 households

**Sample size:** 204 households

**Focal point:** Cecilia Alvarado, CBI Officer

**Overview of results – executive summary**

In general, the assistance has had a positive impact in the lives of the respondents. Ninety per cent (90%) reported either a significant or moderate improvement in their living conditions (nine points less than 2019), while 49.01% reported being able to meet all or more than half of their basic needs thanks to the assistance (8 points less than 2019) and 30% report feeling at risk (unsafe) receiving, keeping or spending the cash assistance.

CBI Unit has a dedicated email inbox and a phone number to receive complaints, questions or comments from the persons receiving CBI assistance; nevertheless, one of the findings is the high percentage of people reporting not knowing how to register comments or raise complaints, something to be strengthened during the distribution, this was something reported in 2019 and will need to be reinforced with the partners.

**Summary table key indicators**

<b>Key Question: How many persons of concern have been assisted with CBI? <sup>1</sup></b>	Baseline	Actual
Indicator 1.1: # of persons of concern assisted with CBI	3,667	8,045
Indicator 1.2: # cash transfers made	2,133	6,636
Indicator 1.3: Total monetary value of cash transferred/distributed	BRL1,769,460	BRL6,046,937
<b>Key question: How efficient was the distribution process?</b>	Baseline	Actual
Indicator 2.1: % of persons of concern who received correct transfer value delivered on time	100%	100%
<b>Key question: Accountability: Is the CBI intervention accountable to persons of concern? (What preferences do people have over how assistance is delivered?)</b>	Baseline	Actual
Indicator 3.1: % of persons of concern who are able to correctly identify at least one of the locally available channels for raising complaints or feedback with UNHCR about the cash assistance.	20.7%	36.6%
Indicator 3.2: # of complaints received about CBI	1	30

<sup>1</sup> Considers information up to 31 December 2020

Indicator 3.3: % of persons of concern who rate CBI as their preferred modality for assistance	76.4%	59.3%
<b>Key question: Risks and problems: Did persons of concern face any problems with the CBI? Did the CBI put persons of concern at additional risk?</b>	Baseline	Actual
Indicator 4.1: % of persons of concern who report feeling at risk (unsafe) receiving, keeping or spending the cash assistance	27.1%	17.2%
Indicator 4.2: % persons of concern who report facing one or more problem receiving, keeping or spending the cash assistance	30%	33,3%
<b>Key question: Markets and prices: Can persons of concern find what they need in the markets, at a price they can afford?</b>	Baseline	Actual
Indicator 5.1: % of persons of concern who report being able to find key items / services in the market when needed	95.7%	92.6%
Indicator 5.2: % of persons of concern who report being able to find key items / services of sufficient quality in shops/markets	96.4%	94.6%
Indicator 5.3: % of persons of concern who report no increased in prices of key items/services over the last 4 weeks	41.4%	13.2%
<b>Key question: Outcomes: What changes is the cash assistance contributing to in persons of concern households?</b>	Baseline	Actual
Indicator 7.1: % of persons of concern who report improved living conditions	63%	72.06%
Indicator 7.2: % of persons of concern who report reduced feelings of stress	56%	69.12%
Indicator 7.3: % of persons of concern who report being able to meet all or more than half of the basic needs of their households	57%	49.01%
<b>Key question: Has the cash assistance helped put persons of concern on the pathway to sustainable solutions?</b>	Baseline	Actual
Indicator 8.1 % of persons of concern households who have a bank account or mobile money account or other official account	17.1%	37.25%
Indicator 8.2: % of persons of concern households who are on a pathway to sustainable solutions	47.9%	54.41%

## 1. Background information about CBI in Brazil

- 49,492 persons have been recognized as refugees, of which 46,647 are Venezuelans<sup>2</sup>. Over 261,000 Venezuelan asylum-seekers and migrants were registered in Brazil, according to

<sup>2</sup> [CONARE/UNHCR Dashboard](#)

official Federal Police figures of October 2020. Since March 2018, UNHCR has registered approximately 144.453 individuals<sup>3</sup>.

- In February 2018, the Federal Government signed Provisional Measure 820, establishing the emergency response *Operação Acolhida*. This response includes expanding the provision of documentation, shelter, protection of the rights of women, children, adolescents and persons with disabilities, support for Venezuelan indigenous people, voluntary relocation (*interiorização*) to other Brazilian states and host communities, as well as the provision of infrastructure and sanitation.
- As part of the documentation provided, PoCs can obtain their CPF (*Cadastro Pessoa Física*), issued by the *Receita Federal Brasileira* (tax authorities). This is an identification document and is essential to access to any public and private services.
- UNHCR's strategy in Brazil is designed as a mechanism to support PoCs to cover basic needs, fully or partially; reduce the protection risks of persons of concern associated with their search for survival strategies; contribute to the autonomy and integration processes of the individual in a situation of refuge in a new society; and, offer emergency support whilst there is no access to public programs of assistance, or to complement these programs' values when they do not cover these individuals' basic needs.
- UNHCR's programming for financial assistance seeks to promote the access to services, to security and to dignity by asylum seekers, refugees and by persons of concern, allowing for one or several basic needs to be addressed, whilst supporting their livelihoods.
- UNHCR is providing Multipurpose Grants (MPG) to vulnerable Venezuelan and non-Venezuelan PoCs in need of humanitarian assistance and to support Venezuelan PoCs are being relocated through the "interiorização" process. UNHCR is working with 11 partners and beneficiaries are located 21 states.
- PoCs receive one to three months of CBI assistance, if required and after a new evaluation this assistance can be extended for an additional three months.
- The Brazilian borders were closed since March 2020, and the Brazilian authorities have continued to periodically extend the exceptional and temporary restrictions on entry by land or sea for refugees and migrants regardless of nationality, due to COVID19. The measures remain the same as those in previous months, explicitly stating that Venezuelans do not benefit from exceptions.

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<sup>3</sup> UNHCR [Operational report Oct-Dec 2020](#)

## 2. PDM survey methodology

- Details about the PDM:
  - The data was collected through phone calls in two periods, In July and December 2020
  - Due to the COVID context no focus group discussions were carried out.
  - 16 enumerators (13 women and 3 men).
- Details about sampling:
  - The sample was collected from 12 states out of 19 in Brazil where CBI was distributed in 2019.
  - With a 95% confidence level and 7 for confidence interval the sample size needed for the total of households assisted was 182, due to the high mobility and lack of phone numbers a total of 400 HH were selected randomly.
  - A total of 204 HH answered (177 women and 27 men).
- Limitations and challenges faced.
  - PoCs are usually registered in the Northern border (Roraima) and most of them move to other states which most of the time entails changes in the phone numbers, this is challenge specially when having the data collected through phone calls. As a strategy WhatsApp was used for those that were not answering and through the application, it was possible to contact them.
  - During the data collection period, it was not possible to locate some of the selected ones, which can be explained by the difficulty of UNHCR partners in keeping the contacts of beneficiaries up to date, given the high mobility of people in Brazilian territory and frequent changes in telephone contacts.
  - Also noteworthy is the fact that the research was carried out during the COVID-19 pandemic, under the impact of restrictive measures to combat the spread of the disease. It is also possible that many PoCs have lost access to the means of telephone and virtual communication, or even have had the need to change their residence during the period.
  - The results described in this report are the result of data treatment and analysis carried out by the research team.

## 3. Key Findings

- In general, most of the participants feel comfortable using the prepaid card and feel it is easy to manage due to the large financial network and the level of cultural use of cards (credit, debit and prepaid) in Brazil.
- The data allowed to identify the distribution of the survey respondents by State: Amazonas (28.43%); Roraima (21.08%); Federal District (11.76%); Paraná (11.27%); São Paulo (10.78%); Rio de Janeiro (5.88%); Rio Grande do Sul (4.90%); Minas Gerais (2.45%);

Santa Catarina (1.47%); Goiás (0.98%), Mato Grosso (0.49%) and Paraíba (0.49%). It appears that the highest percentage of participation is in the North (49.51%) of Brazil, followed by the Southeast (19.12%), South (17.65%), Central West (13.24%) and Northeast (0.49%).

- Regarding the age group of the surveyed PoCs, we observed that most are between 18 and 35 years old 55.8%, between 35 and 59 years old 39.71% and over 60 years old 4.41%
- In the same sense, the number of people of each sex by age group who lived in the same household was questioned. Most (53.79%) of the family are composed of adults (18 to 59 years old), followed by 27.20% of children between 5 and 17 years old. In a smaller proportion, children from 0 to 4 years old (16.66%) and people over 60 years old (2.32%).
- Women and children represented 53 % and 33 % of the sample respectively. 87% of the families receiving CBI are female headed households. Having the cards registered on women, enhances their control over resources and boosts their self-confidence and decision-making power, at the end this will benefit the family.
- The PDM also sought to find out the sources of income of the participants in addition to the assistance given through CBI with reference to the 4 weeks prior to data collection. The information was organized into categories, by frequency of responses: (a) informal income-generating activities (55.39%); (b) formal income-generating activities (20.59%); (c) local support from friends / family (15.20%); (d) NGOs / agencies - providing material support (9.80%); (e) NGOs / agencies - providing cash support (7.35%); (f) NGOs / agencies - providing other support (2.45%); (g) loans (debits or credits) (1.96%); (h) savings (0.49%); (i) remittances (0%); (j) others (29.90%).
- The average paid to beneficiaries in each disbursement is BRL 874.
- The use of proGres by partners strengthens implementation to avoid any overlap or duplication with the implementation of other programmes.

### 3.1. Receiving and spending cash assistance (basic facts)

- On the amount received 64.71% of the participants interviewed reported that they received the expected amount; 19.61% answered that they received different values than expected and 15.69% did not know how to answer.
- 74.51% of the participants interviewed reported having received the amount on the expected date; 18.63% reported delay and 6.86% did not know how to answer.

### 3.2. Risks and Problems: Did persons of concern face any problems with the CBI? Did the CBI put persons of concern at additional risk?

- On the use of the assistance, participants reported that 52.45% the decision was made by a woman; 23.53% was taken by the couple (wife and husband together); 16.18% the entire

family unit participated in the decision; 6.37% the decision was made by a man; 0.98% the decision was made by a mother or mother-in-law and 0.49% by a father or father-in-law.

- In general participants feel safe receiving cash assistance. The receipt has not created problems within the family, as 96.08% of the participants indicated that there was no disagreement about the use of cash. 2.45% reported disagreement and 1.47% reported that there was an initial disagreement, which was overcome after a debate among decision-making participants
- Most of the participants reported feeling safe (82.8%) and without facing problems receiving, keeping, or spending the cash assistance

<b>Key question: Risks and problems: Did persons of concern face any problems with the CBI? Did the CBI put persons of concern at additional risk?</b>	Baseline	Actual
Indicator 4.1: % of persons of concern who report feeling at risk (unsafe) receiving, keeping or spending the cash assistance	27.1%	17.2%
Indicator 4.2: % persons of concern who report facing one or more problem receiving, keeping or spending the cash assistance	30%	33.3%

### 3.3. Markets and Prices: Can persons of concern find what they need in the markets, at a price they can afford?

- Participants reported being able to find all the products they need in the local market. They reported also that food prices have increased. The official inflation<sup>4</sup> in 2020 closed at 4.52%, which is slightly higher than 2019 (4.31%) inflation rate.

<b>Key question: Markets and prices: Can persons of concern find what they need in the markets, at a price they can afford?</b>	Baseline	Actual
Indicator 5.1: % of persons of concern who report being able to find key items / services in the market when needed	95.7%	92.6%
Indicator 5.2: % of persons of concern who report being able to find key items / services of sufficient quality in shops/markets	96.4%	94.6%
Indicator 5.3: % of persons of concern who report no increased in prices of key items/services over the last 4 weeks	41.4%	13.2%

### 3.4. Expenditure: What did people spend the cash on?

- On the use of the money 89.71% of the participants indicated that they had already spent all the money received; 6.37% more than half the value; 1.47% less than half the value; 1.96% half the value and 0.49% did not know how to answer.
- More than 81.86 % of the participants reported spending their cash on rent and food.

<sup>4</sup> Instituto Brasileiro Geografia e Estatística ([IBGE](#))

<b>Key question: Expenditure: What did people spend the cash on?</b>	Baseline	Actual
Indicator 6.1: % # of cash expenditures reported as spent on items / services in-line with intended CBI objective	95%	99%

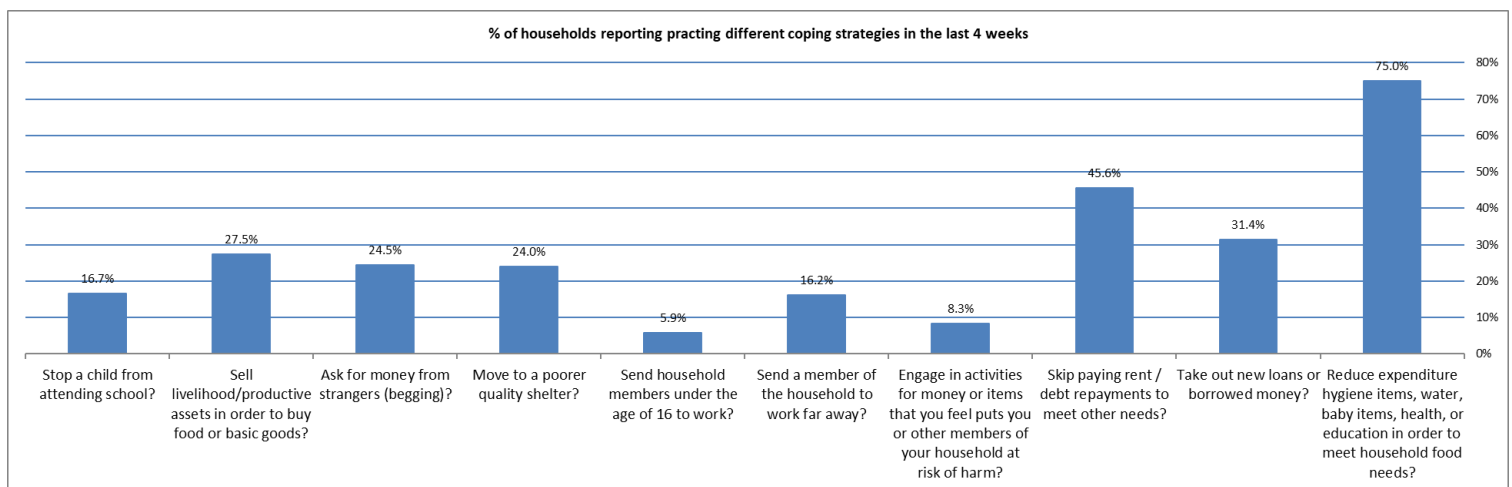
### 3.5. Outcomes: What changes is the cash assistance contributing to persons of concern households?

- These indicators provide information on the quality of life improvement, identifying the capacity of the people interviewed to provide for the household and the basic needs not met, during the months of assistance.
- When asked about the improvement in living conditions: 72.06% of the participants indicated that there was significant improvement, 18.63%, moderate, 8.82% slight and 0.49% pointed out that there were no improvements.
- Regarding the reduction of the financial burden (urgency to generate income): 69.61% of the participants indicated that there was a significant reduction; 21.08%, that there was a moderate reduction; and 9.31% that there was a slight reduction. The “no reduction” option was not selected by the survey respondents.
- On the reduction of the stress situation: 69.12% of the participants indicated that there was a significant reduction; 18.14%, that there was a moderate reduction; 9.31% that there was a slight reduction and 3.43% pointed out that there was no reduction in stress.
- They were also asked about their ability to provide basic needs for their homes at the time of the interview, 30.88% reported the ability to provide more than half of basic needs, but not all; 27.94% reported that they are able to supply half of the needs; 21.08% manage to supply less than half of the needs, 18.13% manage to supply all the needs; 1.47% cannot meet basic needs and 0.49% did not know how to answer.
- The survey also asked participants if in the past seven days, they needed to adopt coping strategies related to food consumption, the following strategies were recorded: (a) buying less expensive and less preferred foods (69.61%); (b) borrow food or help from friends or relatives (35.29%); (c) limited the portion size of the food (55.88%); (d) restricted the consumption of adults for children to eat (27.30%); and (e) reduced the number of meals in one day (45.59%).
- On other coping strategies not related to food consumption: (a) Reduce spending on hygiene, water, baby items, health or education, in order to meet domestic food needs (75%); (b) Ignoring rent / debt payments to meet other needs (45.59%); (c) Taking out new loans or borrowed money (31.37%); (d) Sell livelihoods / productive assets to buy food or basic products (27.45%); (e) Requesting money from strangers (24.51%); (f) Moving to a lower quality shelter (24.02%); (g) A child stops going to school (16.67%); (h) Send a family member to work far away (16.18%); (i) Engage in activities for money or items that puts you or other members of your family at risk of harm (8.33%); (j) Send family members under the age of 16 to work (5.88%).



- In general, in 87.26 % of cases, CBI somewhat decreased stress in the family (significantly and moderate). Nevertheless, 86 % reported still using at least one negative coping strategy. The most used coping strategy is to skip paying rent or debt and selling assets (45,59 %).
- It is important to separate the coping strategies to understand the behaviour due to financial constraints as most of the families try to prioritize the security of the family. Moving to poorer quality shelter could be a consequence of skipping rent payments.
- Some coping strategies are related and linked, therefore, while the total percentage of the use of at least one of the coping strategies is telling, it is more important to analyse the results individually.

Key question: Outcomes: What changes is the cash assistance contributing to in persons of concern households?	Baseline	Actual
Indicator 7.1: % of persons of concern who report improved living conditions	63%	72.06%
Indicator 7.2: % of persons of concern who report reduced feelings of stress	56%	69.12%
Indicator 7.3: % of persons of concern who report being able to meet all or more than half of the basic needs of their households	57%	49.01%
Indicator 7.4: % persons of concern households reporting using one or more negative coping strategy in the last 4 weeks.	83%	86.27%





### 3.6. Longer-Term Outcomes: Has the cash assistance helped put persons of concern on the pathway to sustainable solutions?

These two indicators need to be analysed within the context. Even though 31.37 % of the participants reported being able to have productive assets, these are for small street vendor businesses, i.e. selling in the streets. This also brings some security risks due to the confiscation of the products when they are caught selling them and during 2020 also the restrictions due to COVID19 situation.

1. 37.25% of participants indicated to have an account with a bank or other financial institution, **(this shows and increase of more than 200% from last year)**; 59.80% do not have an account and 2.94% did not know how to answer.
2. 31.37% of participants indicated they had the means to guarantee their livelihood and that of their families; 63.73% do not have the means to guarantee their families' subsistence and 4.90% did not know how to answer.
3. 4.90% of the participants indicated they have access to microcredit; 73.04% do not have access and 22.06% did not know how to answer.

Key question: Has the cash assistance helped put persons of concern on the pathway to sustainable solutions?	Baseline	Actual
Indicator 8.1 % of persons of concern households who have a bank account or mobile money account or other official account	17.1%	37.25%
Indicator 8.2: % of persons of concern households who are on a pathway to sustainable solutions	47.9%	54.41%

### 3.7. Accountability: Is the CBI accountable to persons of concern?

Participants reported receiving the information required. They feel the flyer shared by UNHCR partners contains important and useful information. Some participants received the flyer but didn't remember the information included and did not know how to raise complaints or ask questions. On the preferred modality of assistance, 59,31 indicated that they preferred to receive cash and 36.27% indicated they prefer a combination of cash and in kind. We need to see the different context we have from 2019, the information is a photograph of July and December, months in which the restrictions continued due to COVID19 context, where PoCs prefer to have a combined assistance, and this is related to mobility restrictions and price increases, especially with food if we combine this indicator with the percentage of PoCs that have reduced expenditures of other needs in order to meet household food needs (75%).

<b>Key question: Accountability: Is the CBI intervention accountable to persons of concern? (What preferences do people have over how assistance is delivered?)</b>	Baseline	Actual
Indicator 3.1: % of persons of concern who are able to correctly identify at least one of the locally available channels for raising complaints or feedback with UNHCR about the cash assistance.	20.7%	36.6%
Indicator 3.2: # of complaints received about CBI	1	30
Indicator 3.3: % of persons of concern who rate CBI as their preferred modality for assistance	76.4%	59.31%

#### 4. Recommendations

- Due to the pandemic restrictions, other needs have arisen, such as the increased need of internet for school, trainings, etc. In this sense we could consider a revision on the MPG value or a top up for internet in a case by case basis.
- An ongoing need is to strengthen partners capacity to provide information and promote good use of cash. It is particularly important to increase the knowledge and dissemination of complaints and feedback mechanisms for CBI. PoCs should be able to have a clear understanding of how to check their balance and to report any incident related to the use of cash. This comprises the use of effective mechanisms of communication with communities (CwC), e.g. videos and messaging. For this purpose, is suggested to stress the use of the CBI video develop for this purpose and promote trainings in cash management for families and promote through livelihood the support from other organizations for these trainings. In addition, more informative products could be produced to reinforce not only trainings but complaints and feedback mechanism,
- The results of this PDM indicates the relevance of assistance and its impact in terms of improving short-term (emergency) living conditions. To empower, strengthen and develop self-reliance of beneficiaries (long-term solutions), CBIs must be combined with programme activities, such as skills training, social behaviour, budget management/prioritization and access to services. In this sense CBI beneficiaries could receive information about some key issues or be routed to the corresponding partner and benefiting them with an activity that could improve their lives and also learn how to invest and manage in a better way their incomes.
- UNHCR Partners working in the same locations with different activities should have communication channels between them to complement their work. Participants could also be referred to public or private institutions that could provide access to different livelihood programmes that could benefit them.
- The use of ProGres by partners strengthens the implementation to avoid overlapping with other programmes they could be working on. This practice could be extended to other organizations to have a better coordination and avoid duplications.