

FOOD SECURITY AND AGRICULTURE SECTOR

FOOD ASSISTANCE FOR SYRIAN REFUGEES

DEDUPLICATION SOPs

January 2022

V 1

OVERVIEW OF THE SOPs

This SOP is intended to all Food Security and Agriculture (FSA) active sector partners providing Food Assistance (FA) to Syrian Refugees. The objective is to minimize duplication of efforts, to better coordinate funded interventions for a more equitable and impactful food security response, and to maximize assistance to vulnerable Syrian Refugee households with available funding. The SOPs are meant to provide a brief overview of the criteria for coordination and deduplication, definition of packages and steps required. The deduplication process will be done through the UNHCR managed Refugee Assistance Information System (RAIS). To access the RAIS system, each partner should have Data Sharing Agreement (DSA)¹ with UNHCR.

Partners who wish to use the system for beneficiary booking and assistance reporting, should ensure they have the funding required to cover the costs of the intended assistance for the entire duration of the booked assistance. The assistance block under which beneficiaries are booked should be based on the packages defined by the FSA sector for the purpose of the deduplication, available below. Any assistance to booked beneficiaries should be reported within a 2-month period. Other assistance packages that have been provided should also be reported on RAIS under reporting tab and ActivityInfo for coordination purposes.

¹ Partners are encouraged to have DSA with UNHCR. Alternatively, limited access agreement can be granted, which does not allow access to biodata of registered households.

CRITERIA FOR BOOKING

- Active FSA sector partner
- Data sharing agreement (or limited access) with UNHCR
- Confirmed funding for the entire duration of the booked assistance
- Commitment to report assistance provided to all households booked for assistance – MAXIMUM within a two-month period
- Commitment to book beneficiaries and report assistance based on defined packages
- Commitment to participate in the quarterly deduplication meetings

RECOMMENDED WORKFLOW

The general booking cycle will be considered from January to December of each year. The start-end date of the project will have no impact on the booking cycle. It is recommended that by the end of the booking cycle, partners ensure their beneficiary lists have been booked for the upcoming cycle. Partners who have projects starting any month during the year can still book their beneficiary lists on RAIS if the funding is confirmed. In order to facilitate the coordination, partners are also encouraged to fill the FA planning 5W matrix, available [here](#).

Programmatic consideration for partners, prior to the project design phase:

- 1- Reach out to the FSA sector area coordinators
 - Beirut, Mount Lebanon, and South: sarah.eljeitani@wfp.org
 - North and Akkar: nancy.hassan@wfp.org
 - Bekaa and Baalbek/Hermel: nisrine.rizk@wfp.org
- 2- Check the interventions in the geographical area. This can be done through Activity Info, the FSA sector dashboards, 5W matrix, or by reaching out to the FSA sector IMO directly
- 3- Coordinate with the relevant organizations active in the planned geographical area
- 4- Ensure no area-based overlap for similar activities

In the case of overlapping caseloads, discussions will take place between the relevant organizations facilitated by the sector. Some level of duplication is expected, but not encouraged, especially at the initial phase of the roll out of the booking system. Duplication will be considered appropriate only to allow for enough time for any programmatic changes in consultation with the beneficiaries.

The criteria for decision making between the organizations who have duplication in cases, in coordination with the FSA sector will include:

- a) Project start and end date
- b) Project geographical coverage
- c) Type of assistance and value/quantity
- d) Duration and frequency
- e) Targeting criteria
- f) Organizational capacities

ACCOUNTABILITY TO THE AFFECTED POPULATION

In the case of duplicate cases, and to ensure the inclusion of the affected population in any decision regarding the type of assistance, consultations with the beneficiaries in question will be undertaken. This will include phone interviews with the beneficiaries in question to provide them with clear messaging on the different available packages (example: modality, value, duration of assistance) and provide them with space to make an informed decision on their preferred assistance.

Ultimately, in the case of duplication with similar interventions, the preference of the beneficiary will be considered for the type of assistance.

NON-REDEMPTION CASES

After completing the case booking, each partner should report assistance received within 2 months. The FSA coordination structure will alert any partner who has failed to comply with the commitments of the SOPs. The FSA coordination will follow up with each partner who has utilized the booking system regarding their assistance provision status. The partner will be granted a one-month grace period to update the assistance status (regardless of the progress). In the case of failing to update the assistance status on the system, all the beneficiaries previously booked but not assisted will be “dropped” from the partner after clear communication from the sector to the organization. The sector will share the list of “dropped” cases with other relevant active FA partners for potential assistance provision.

- Day 1 – booking of households for planned assistance
- Month 2
 - o FSA sector IMO to review bookings completed and review assistance status
 - o FSA sector coordinator to alert partners with any concerns
- Month 3
 - o FSA sector IMO to review bookings completed and review assistance status
 - o FSA sector coordinator to request drop of booked cases

COMMUNICATION AND COORDINATION

The FSA will conduct monthly review on RAIS of all booked cases and assistance provided to ensure harmonization and monitoring of the process.

All FSA partners that utilize the booking system under RAIS for food assistance will meet on a quarterly basis. Some of the topics for discussion will include reviewing and agreeing on the quarterly recommended transfer value based on the food SMEB, review list of booking/active partners, review any cases of non-redemption and decide on ways forward, review any duplication pending cases and decide on ways forward, and any additional relevant topics identified or recommended.

For all FA for Syrian Refugees deduplication process, please reach out to the FSA sector coordinator pardee.karamanoukian@wfp.org and IMO kazem.elseblani@wfp.org.

For technical support in RAIS, please reach out to Raffi Kouzoudjian kouzoudj@unhcr.org

TYPES OF FOOD ASSISTANCE BLOCKS

For the sake of simplification, the FSA sector will have 3 main food assistance blocks under RAIS for booking. These assistance packages have been identified with the consultation of active partners implementing food assistance projects. The blocks/assistance packages are based on the transfer modality. It is important to note, that the below-mentioned values are NOT the recommended values nor represent the guidance from the FSA sector, but instead constitute a minimum package that the sector considered could cause overlap in food assistance.

- 1- Food Assistance – CASH: includes all food assistance utilizing cash-based transfer through financial service providers. The minimum transfer value per person should NOT be less than 60% of the recommended value. The recommended value will be based on the food SMEB updated on a quarterly basis and agreed upon with the active partners during the FA deduplication coordination meeting. Any assistance with lower value than the minimum recommended transfer value should be reported on RAIS (bulk assistance) and on ActivityInfo, but NOT booked. The assistance value should cover the needs of all the household members, with a possibility to cap at 5.
- 2- Food Assistance - Voucher: includes food assistance utilizing cards/vouchers to be redeemed at designated shops to purchase in priority food. Example: food-vouchers, food e-cards, coupons. The minimum transfer value per person should NOT be less than 60% of the recommended value. The recommended value will be based on the food SMEB updated on a quarterly basis and agreed upon with the active partners during the FA deduplication coordination meeting. Any assistance with lower value than the minimum recommended transfer value should be reported on RAIS (bulk assistance) and on ActivityInfo, but NOT booked. The assistance value should cover the needs of all the household members, with a possibility to cap at 5.
- 3- Food Assistance - In-kind: includes food kits/boxes. The minimum value of the kit should reflect at least 60% of 2,100 kcal per person. Any assistance with lower value than the minimum recommended transfer value should be reported on RAIS (bulk assistance) and on ActivityInfo, but NOT booked. The assistance value should cover the needs of all the household members, with a possibility to cap at 5.

Other types of food assistance are also being implemented by the FSA sector partners. As any value below the above mentioned is not considered adequate, they will not be considered at this stage for deduplication purposes. In general, all partners are encouraged to harmonize assistance as much as possible to enhance food security and/or to provide the minimum amount needed to participate in the de-duplication system. Those assistance include:

- Food Assistance – PARTIAL Vouchers: any voucher assistance with an amount lower than 60% of the recommended value
- Food Assistance - PARTIAL In-kind: any food kit that includes items that have less than 60% of the 2,100 kcal, anything below 1,260 kcal
- Ready-to-eat – regular: daily meal covering food needs for a whole month
- Ready-to-eat – seasonal: daily meal covering food needs for a whole month implemented during a specific period (ex: Ramadan)
- Ready-to-eat meal – non-complete

FOOD ASSISTANCE DEDUPLICATION MATRIX

Cells with X: represent scenarios where double assistance is considered as duplication

Cells with ✓: represent scenarios with double assistance but due to the nature of assistance is not consider as duplication

Type of assistance	Cash	Voucher	Voucher - Partial	In-kind - Full	In-kind – Partial	RTE - Regular	RTE - Seasonal	RTE - NonC
Cash	X	X	✓	X	✓	✓	✓	✓
Voucher	X	X	✓	X	✓	✓		✓
Voucher - Partial	✓	✓	✓	✓	✓	✓	✓	✓
In-kind - Full	X	X	✓	X	✓	✓	✓	✓
In-kind – Partial	✓	✓	✓	✓	✓	✓	✓	✓
RTE – Regular	✓	✓	✓	✓	✓	✓	✓	✓
RTE – Seasonal	✓	✓	✓	✓	✓	✓	✓	✓
RTE – NonC	✓	✓	✓	✓	✓	✓	✓	✓

Assistance Block Coordination User Manual

This assistance Block Coordination module is based on the manual design under the Basic Assistance sector² for the use of the Multi-Purpose Cash assistance. This manual is used to help agencies working under the same program to:

- 1- Cross check and identify available beneficiaries / case numbers not identified by other agencies for the same program
- 2- Book identified available case numbers for assistance
- 3- Report on those booked case numbers when assistance is provided
- 4- Release / unbook case numbers for instance when program is ended or when reviewing beneficiary lists with other agencies

This manual will focus on interventions for Food Assistance.

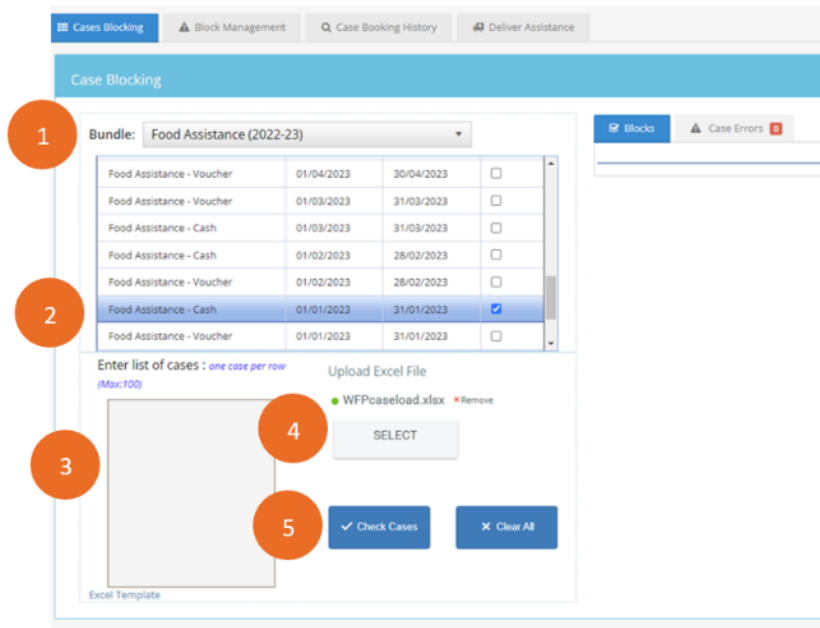
Login into RAIS <https://lebanon.rais.unhcr.org/Login.aspx>

Go to [Assistance >> Assistance-Block Coordination](#). The module is composed of four sections:

- I. Cases Blocking
- II. Block Management
- III. Case Assistance History
- IV. Deliver Assistance

² [2019](#) and [2022](#) manuals

I. Cases Blocking



1. Choose bundle **“Food Assistance 2022-2023”**
2. Select the FA package of choice **“Food Assistance - Cash”** (or **“Food Assistance - Voucher”** / **“Food Assistance – In-kind”**)
3. **Download** the template and save all the case numbers that will be booked.
4. **Select** the template with the case numbers
5. Click **“Check Cases”** button to check, book and validate all the cases.
6. Click **“Clear All”** button to reset the uploaded file values.

#	Assistance Type Name	Start Date	End Date	Valid Cases	Already Blocked	Free Cases	Block Name	Create Block
1	Food Assistance - Cash	01-01-2023	31-01-2023	203	56	147		Block Cases

7. Under the **“Blocks”** tab, a new record is added with the information of the case numbers uploaded.
8. Specify a **“Block Name”** and click **“Block Cases”** to block the valid case numbers.
9. Under the **“Case Errors”** tab, you will have case numbers that did not upload due to an error. The description of the error is described next to each case number.

II. Block Management

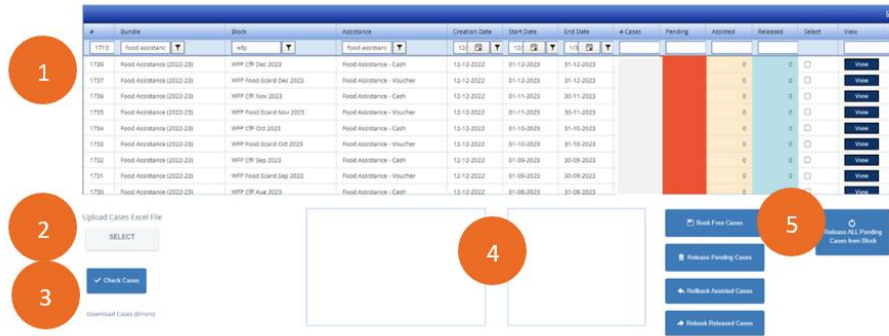
Under this window, the user will be able to view all the agency booked bundles. Each row represents a bundle and under each bundle we have the booked case numbers.

#	Bundle	Block	Assistance	Creation Date	Start Date	End Date	# Cases	Pending	Assisted	Released	Select	View
1739	Food Assistance (2022-23)	WFP CF Dec 2023	Food Assistance - Cash	12-12-2022	01-12-2023	31-12-2023	50.609	50.609	0	0	<input type="checkbox"/>	View

At this stage the user has the option to:

1. Book additional case numbers
2. Release already booked case numbers
3. Re-book already released case numbers
4. Release all booked case numbers

Here, the user needs to follow the same steps for any one of the four options chosen.



1. Click on the **bundle** and **select it**.
2. Prepare and fill in the **template** with the case numbers.
3. Click on the **“Check Cases”** button to validate the cases
4. The 2 grids will give information on the status and availability of the uploaded case numbers.
5. Click on the **“Book free Cases”** button to book the **“Pending Cases”** In this example, we have only 13 free cases to be booked.
 - By clicking **“Book Free Cases”** we are adding additional case number to a previously created (selected) block,
 - By clicking **“Release Pending Cases”** button, we will release case number from the bundle that has already booked case numbers.
 - By clicking **“Rebook Released Cases”**, we will rebook those case numbers that were booked previously under the bundle and were released.
 - By clicking **“Release all pending cases from the block”**, you are releasing all the booked cases.
 - The **VIEW** button next to each block row will open a detailed block info page. Displaying all the booked case numbers.

Upload Cases Excel File

UNHCR_CaseLOAD_test.xlsx Remove

SELECT

Check Cases

Cases Identification results		
#	Case Number	Status
1	245-18C16295	Free
2	781-12C01875	Free
3	909-15C00171	Free
4	909-13C10734	Free
5	947-13C70880	Free

Identification results summary		
#	Status	Cases
1	Free Cases	13
2	Pending Cases	10
3	Assisted Cases	0
4	Released cases	0

Book Free Cases

Release Pending Cases

Rebook Released Cases

III. Case Assistance History Tab:

Insert case number then press Search to check the assistance history of specific case Number.

IV. Deliver Assistance Tab:

This window will help the users to report assistance by choosing the bundle.

The screenshot displays the 'Assistance History' interface. At the top, there are navigation tabs: 'Cases Blocking', 'Block Management', 'Case Assistance History', and 'Deliver Assistance'. The 'Case Assistance History' tab is active. Below the tabs, there are input fields for 'Case Number' (245-14C33685) and 'Case Status' (Active), with a search icon. The main area contains a table with the following data:

#	Organization	Bundle	Block	Assistance	Creation Date	Start Date	End Date	Status	View
245	UNHCR	My Bundle test	test3	Baby kit	08/01/2019	03/12/2018	21/02/2019	assisted	View
244	UNHCR	My Bundle test	test2	Direct cash grant	08/01/2019	03/12/2018	21/12/2018	Released	View
243	UNHCR	My Bundle test	test1	Direct cash grant	08/01/2019	03/12/2018	21/12/2018	Released	View
226	UNHCR	Beirut MPC	dddd	Winterization/clothing	24/12/2018	01/10/2018	31/12/2019	Released	View
218	UNHCR	MPCA	etetr	Cash for Housing	23/12/2018	01/03/2019	31/03/2019	Released	View
217	UNHCR	MPCA	tt	Cash for Housing	23/12/2018	01/02/2019	28/02/2019	Released	View
216	UNHCR	MPCA	xx	Cash for Housing	23/12/2018	01/01/2019	31/01/2019	Released	View
215	UNHCR	test this	pp	Carpentry	23/12/2018	14/12/2018	24/01/2019	Released	View
199	UNHCR	Beirut MPC	Raffi Test	ATM Financial Assistance Credited	19/12/2018	01/10/2018	31/12/2019	Released	View

Below the table, there are input fields for 'Provide By' (UNHCR Leb...), 'Provided Through' (UNHCR Leb...), and 'Funded by' (UNHCR Leb...). There are also fields for 'Quantity' (1), 'Currency' (Lebanese p...), 'Value' (0), and 'Frequency' (One Time). A 'Next' button is located at the bottom right.

Steps:

1. Select a block
2. Using assistance delivery wizard:
Enter assistance details (Date, Provided by, quantity, value ... etc.)>> press next
3. Press (Check list cases) >> press next Assist Pending cases.
Rollback button which located in each block row will roll back all assistance in the selected block.