

Voucher Assistance to Syrian Refugees in Jordan Post Distribution Survey

The purpose of this survey was to analyze Caritas Jordan's new voucher distribution approach in terms of beneficiary perceptions of voucher modality and acceptability, as well as voucher use, quality of goods and coverage of needs.



Photo Valerian Mazataud/FocusZero - <http://www.focuszero.com/Syrian-refugees-2012>



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Table of Contents

Table of Contents	2
Summary	3
Recommendations	4
Methodology and sampling - Post distribution monitoring	5
Background of Caritas Jordan’s assistance to Syrian refugees	6
Issues faced by Syrian refugees	6
Caritas Jordan’s response to Syrian refugees	8
From in-kind to voucher assistance.....	10
Voucher assistance and targeting	10
Provision of vouchers and assessment of vulnerability	11
Registered and non-registered beneficiaries	13
Geographic targeting	13
Voucher value	14
Side costs for voucher beneficiaries.....	14
Voucher modalities	14
Feedback on the vouchers approach.....	15
Use of vouchers.....	15
Priority needs (excluding food).....	16
School attendance and limitations.....	17
Annexes 1. Caritas centers staff & volunteers distributing.....	18
Annexe II questionnaires for interviews and home visits	19

Summary

During the summer of 2012, Caritas Jordan initiated voucher assistance for Syrian refugees as part of a new approach designed to respond more effectively to their needs in a way that was adapted to the local context. After an initial phase of 650 vouchers for food and non-food commodities, Caritas Jordan may now expand its approach to respond to a larger number of refugees with more diversified assistance.

Voucher assistance is an excellent response modality for urban refugees in the Jordanian context where a well-functioning economy and market prevail. Caritas Jordan chose the Jordanian military cooperative network for the redemption of vouchers, which has a tremendous capacity in terms of national coverage and range of basic items (with the exception of clothing and shoes).

The allocation of vouchers was based on vulnerability criteria with priority for those who had not received any assistance from Caritas before and newly arrived refugees to Jordan. Both Caritas staff and refugee respondents reported significant challenges in targeting assistance due to the high number of eligible refugee cases in the Caritas database and the absence of effective field coordination and task-sharing between aid agencies.

The voucher mechanism is highly appreciated by beneficiaries as a preferable option to food package distribution because it gives people choice through the ability to buy what they need according to their own priorities and taste. Members of Caritas staff also perceive it to be a very effective response, as well as a more dignified method than in-kind assistance.

On voucher use, field research confirmed that families mainly purchased basic commodities, with 78% of respondents having purchased cooking oil, 72% home detergents, 67% rice and sugar, 59% milk products and 52% food cans.

Many beneficiaries considered the Caritas voucher to be an important but not significant contribution to their needs, due to the limited value of the voucher. Nevertheless, many families requested the continuation of assistance.

For the Syrian refugees interviewed for this report, housing rent remains the first priority for assistance, followed by requests for clothes, housing utilities (electricity and water fees), house equipment, stoves and cooking sets; as well as mattresses and blankets. For those with babies, diapers and baby items come high on the list.

Almost half of the refugee families interviewed were not sending their children to school; the cost of uniform and school equipment were among the reasons mentioned by refugees. The research suggests that the provision of specific assistance for families to favor school attendance is fully justified.

Recommendations

In the Jordanian context, vouchers or cash support assistance to Syrian refugees is preferable to in-kind assistance.

Voucher aid assistance to Syrian refugees should be delivered on a regular basis over a period of several months, and should target the most vulnerable cases in order to maintain a minimal level of living and security.

An economic assessment of family needs and spending should be conducted to determine the level of assistance required for a family to reach the minimal survival level. Voucher modalities should be adapted accordingly.

Home visits should be developed to support the identification of vulnerable refugees and help in selecting the most vulnerable cases for longer-term assistance and specific assistance such as education, rental or shelter rehabilitation support.

Caritas should advocate for stronger coordination between agencies and in the field.

UNHCR and/or the Jordanian Hashemite Charity Organization (JHCO) should be strongly encouraged to take the lead on field coordination in the different cities where refugees are located and to promote a division of tasks between aid agencies in order to avoid the dispersion and duplication of aid.

Methodology and sampling - Post distribution monitoring

The post distribution monitoring research used mixed quantitative and qualitative methods, primarily a survey and a series of interviews.

Quantitative data on the number and kind of beneficiaries was gathered through the Caritas Jordan database, the list of recipients of the voucher program, phone and home visit interviews, and focus groups.

Qualitative information on the beneficiaries' experiences of the voucher program was compiled from interviews with beneficiaries in their home and focus group discussions with staff members and managers of supermarkets.

Phone interviews were conducted using a standard sampling system across the five locations of the program. A Syrian volunteer from Caritas Mafraq team was trained in the survey methodology, and conducted all the phone interviews. Information was also collected at the household level on the quantity of aid received, its use, and perceptions of its acceptability and quality.

Data was gathered by the following methods:

- 39 phone interviews with voucher beneficiaries in the cities of Mafraq, Zarq'a, Amman, Irbid and Madaba;
- 2 focus group sessions with 35 men and women were held in Zarq'a and Mafraq;
- 12 home visits of Syrian refugees including 9 beneficiaries of the voucher program in Zarq'a, Mafraq and Madaba;
- Interviews with Caritas staff and heads of supermarkets.

Over 90 people were interviewed or gave their thoughts on the voucher approach representing more than 14% of the 650 voucher program families.

The survey was conducted a week after the end of the last voucher distribution when most families had redeemed their vouchers against commodities.

Background of Caritas Jordan's assistance to Syrian refugees

Since March 2011, the political conflict based on aspirations for power-sharing and pluralism in Syria has escalated into military combat in many cities of Syria. Violence and fighting has reached such intensity that the president of the ICRC has called these events 'localised war'. A year after the outbreak of the violence, a significant increase in refugees crossing borders into neighboring countries was noticed. By mid-October 2012, over 325,000 individuals¹ were registered or awaiting registration by UNHCR² in the region, with 105,190 refugees in Jordan alone.

Since the beginning of the crisis, Jordan has experienced a continuous influx of Syrians through official border points and also at unofficial crossing points. Jordanian authorities have maintained an open border policy for Syrian refugees, and over 200,000 Syrian refugees are residing in Jordan, hosted both in communities and in the refugee camp, according to official figures.

Syrian refugees who entered Jordan through official border points receive an entry permit without the possibility to work, but can move freely within the country. They generally find a place to reside in urban areas, either with host families or in rental units, mainly in the cities of Al-Ramtha, Mafraq, Irbid and, to a lesser extent, in Zarqa, Amman and in the cities of the southern governorates of Jordan: Madaba, Al Karraq and Ma'an.

Most Syrians crossing at unofficial border points are intercepted by Jordanian authorities and screened to check for weapons, military training or associations with the Syrian armed forces. All civilians are transferred to the Za'atari tented camp, where refugees are confined in difficult conditions. The camp is located in a desert environment exposed to the elements: heat, sand, wind and cold weather in the wintertime. There is the possibility of being 'bailed-out' of the camp if refugees have Jordanian relatives or friends, but authorities have been limiting this to humanitarian cases of Syrians in need of special living conditions. More than 30,000 refugees are accommodated in Za'atari camp.

Issues faced by Syrian refugees

Most of the Syrian refugees interviewed during the focus groups or home visits confirmed that Syria's prevailing insecurity – including fighting, explosions, threats and general destruction – forced them to leave their homes in Syria. In Jordan, they report that they feel safe and welcomed by Jordanian host communities. None of those interviewed reported specific difficulties with Jordanian communities; on the contrary; they insisted that they are "*treated like brothers*". (Interviews, Jordan, September 2012).

¹ OCHA, 'Humanitarian Bulletin', 1– 14 September 2012, <<http://reliefweb.int/sites/reliefweb.int/files/resources/Syria%20Humanitarian%20Bulletin%20-%20Issue%208.pdf>>, accessed 4 October 2012.

² UNHCR, 'Demographic Data of Registered Population', last updated 03/10/2012, <<https://data.unhcr.org/syrianrefugees/regional.php>>, accessed 4 October 2012.

Upon arrival in Jordan, Syrian refugees reported facing several problems:

- Lack of financial resources, which would allow them to live in decent conditions;
- Destitution, with most refugees arriving with very few belongings and in need of all personal goods;
- Lack of immediate assistance upon their arrival, and uncoordinated assistance from agencies;
- Very difficult living conditions in Jordan: refugees are forbidden to work officially and there is a scarcity of informal work possibilities; the cost of living and housing rent in Jordan is high.

Lack of housing and unemployment are significant concerns within the refugee population. The refugees interviewed during this research reported that they are living in a state of economic insecurity in Jordan. This has arisen because of the refugees' poor economic situation, the ban on Syrians working in Jordan, the scarcity of informal work opportunities, and, subsequently, the very real threat of eviction due to the inability to pay rent.

Respondents often referred to the high cost of living in Jordan compared to Syria, in particular for housing.

Caritas Jordan's response to Syrian refugees



Caritas Jordan was established in 1967 to respond to the humanitarian crisis caused by the Six-Day War with Israel. It has since developed into a dynamic organization that contributes to the fight against poverty and helps to promote development in various sectors of Jordanian society.³

Caritas Jordan's response to refugees and asylum seekers is grounded in the Caritas mandate to assist the poorest of society including migrant workers. Caritas Jordan has several offices, 5 clinics and social centers; and works with a network of congregations and dioceses. It has also developed an extensive volunteer program reaching 1,000 volunteers, who are able to provide services and assistance throughout the country.

Since 2002, Caritas Jordan has been assisting Iraqi refugees in Jordan in partnership with the UNHCR. At the beginning of the Syrian crisis in 2011, Caritas Jordan began registering and providing assistance to Syrian refugees in Jordan through its offices in the north of the country in Mafraq, Zarq'a and Irbid, as well as in Amman and Madaba.

Caritas Jordan's humanitarian response strategy to the Syrian refugee's case-load has followed the following lines:

- 1) Respect of humanitarian principles
- 2) Focus on Syrian families residing in urban cities outside refugee camps
- 3) Reliance on Caritas Jordan's extended network of offices, staff and volunteers throughout the country
- 4) Assistance to registered and non-registered refugees with UNHCR
- 5) Assistance based on vulnerability criteria, favoring "newcomers" and conducting home visits when required
- 6) Identification of vulnerable beneficiaries through its own registration of refugees, with over 7,500 families (more than 35,000 individuals) registered in the Caritas database
- 7) Close coordination with UNHCR, which from an early stage has been using Caritas Jordan's premises in the north to register refugees; in return, Caritas Jordan has had access to the UNHCR online refugee database (RAIS).

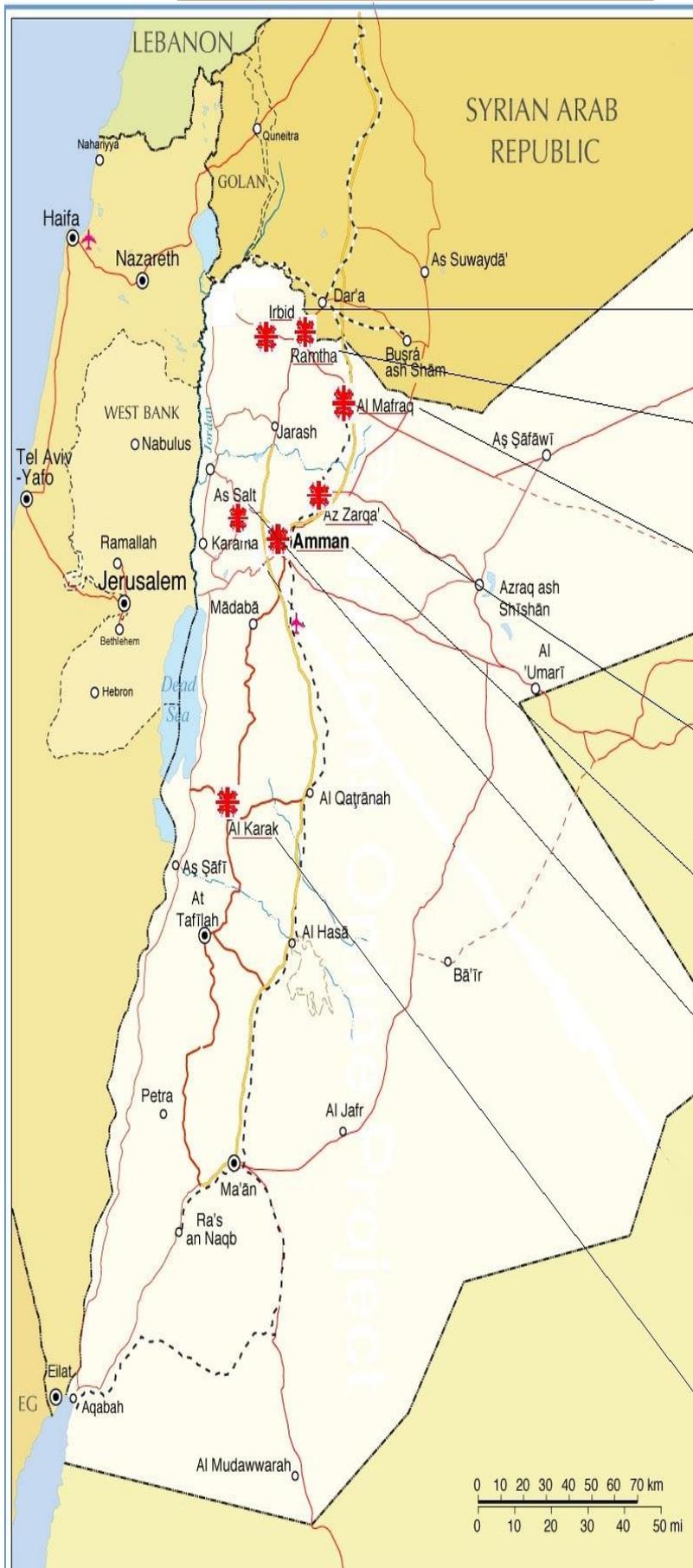
Until the summer of 2012, Caritas Jordan's assistance to Syrian refugees was given with the financial support of Caritas Germany for food package distributions; and in-kind donations of non-food items in the form of sanitation kits, school kits and blankets from the Mennonites Central Committee (MCC) in the US. Catholic Relief Service (CRS) raised funds for medical services, while Caritas Poland donated towards educational services. Donations were not exclusively for Syrian refugees but were also for the migrant and refugee/asylum-seeker program and vulnerable Jordanian families, and were thus insufficient to cover all identified needs.

³ See the Caritas Jordan website for more details: <<http://caritasjordan.org.jo/>>.

Caritas Jordan facilities & Services



الكاريثاس الأردنية
Caritas Jordan



Irbid - Hoson Center
GP Clinic
12 Staff, 8 Volunteers
at the center.

Ramtha area
Working through 5
local charities w/
25 Volunteers

Mafraq Center
Medical outreach
7 Staff, 10
Volunteers at the

Zarga Center
Gp Clinic, Dental
clinic
10 Staff, 15

Amman Center
GPClinic , dental
clinic
9 Staff, 12

Salt Area
15 volunteers.

Madaba Area
16 Volunteers

Al Karak Center
1 staff, 2 Volunteers

From in-kind to voucher assistance

During the summer of 2012, Caritas Jordan, with the financial support of Caritas Luxembourg and Swiss Solidarity (Glückskette), has experimented with a new approach to providing food and non-food assistance to refugees through a voucher mechanism rather than the direct provision of goods.

Vouchers are particularly appropriate for urban refugees “when markets are functioning and accessible, and when food and other basic items are available in the required amounts and at reasonable prices. Market responses can promote local procurement and better use of the capabilities of existing market actors.”⁴

In the Jordanian context of a well-functioning economy and market, voucher assistance is an excellent response modality for urban refugees. Jordan meets all the pre-required conditions for voucher modalities, as described in Table 1 below.

Voucher justifications	Yes	No
Urban refugees	✓	○
Market is accessible	✓	○
Market is functioning	✓	○
Goods are available	✓	○
Quantities of good are available	✓	○

Table 1: Voucher justifications.

Voucher assistance and targeting

The Caritas Jordan voucher assistance and targeting of beneficiaries is based on interviews and registration of Syrian refugees with a determination of vulnerability. The majority of refugees requesting assistance at Caritas Jordan are also registered with the UNHCR.

UNHCR registration cards also help with the determination of vulnerability. Caritas selection criteria and staff assessments are used to determine the refugees' vulnerability. Home visits may be conducted to confirm needs and to tailor additional assistance accordingly but the high number of refugees' cases limits this possibility.

Only one of the families interviewed had received a single home visit from the Caritas Jordan team (interview, Jordan, September 2012).

⁴ The Sphere Handbook, 'Food security - cash and voucher transfers standard', <<http://www.spherehandbook.org/en/food-security-cash-and-voucher-transfers-standard-1-access-to-available-goods-and-services/>>, accessed 4 October 2012.

As of 25 September 2012, of the 7,552 Syrian families registered in the Caritas database 6,872 families were eligible for assistance. They may be included in one or several categories of vulnerability criteria. 9% of the Extremely Vulnerable Individual (EVI) families were selected for the voucher program.

Syrian families according to vulnerability	Families	EVI*	EVI families	Vouchers distributed	% of EVI
Total	7.552	91%	6 872	650	9

Table 2: Caritas Jordan database and registration as of 25 September 2012.

*EVI (Extremely Vulnerable Individual) includes different categories: ‘family extremely poor’ (according to the number of male family members able to work), ‘female head of household’, ‘elderly people’, ‘family members with acute or chronic diseases’, ‘single female’, and individuals with ‘physical or mental disabilities’ or ‘terminal medical conditions’. See Table 3.

Provision of vouchers and assessment of vulnerability

Vouchers were provided to the head of household and recorded as such on the Caritas list. However, the real number of beneficiaries who benefited from assistance is based on the number of individuals in the family unit (refer to Caritas Jordan detailed statistic report).

Between August and September 2012, 650 vouchers were distributed to vulnerable Syrian families, mainly to those recently arrived in Jordan and to large families, in total benefiting 3,761 people.

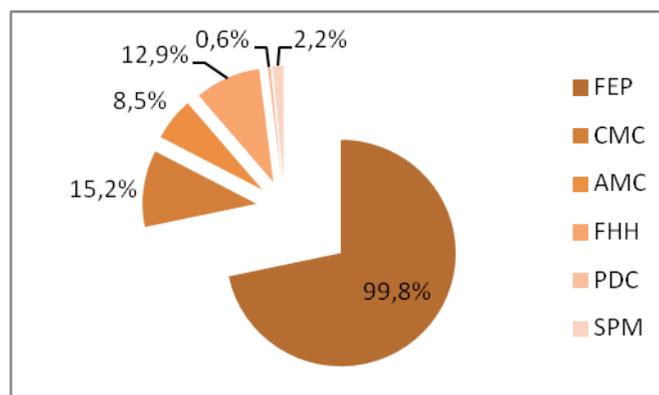
Priority among vulnerable cases was given to those who had not received any assistance from Caritas before and those newly arrived to Jordan.

On the question of vulnerability, needs and priority for assistance, respondents interviewed agreed that “*newcomers, large families, single women with children, and those who could not support themselves*” should be given priority. However, they also insisted “*the majority of Syrian refugees are in need as most crossed the borders with very little belongings*” (interviews, Jordan, September 2012).

EVI CATEGORY	Abbreviation	% (Multiple criteria)	Number of EVIs/voucher
Family Extremely Poor	FEP	99.8	649
Chronic Medical Condition	CMC	15.2	99
Acute Medical Condition	AMC	8.5	55
Female Head of Household	FHH	12.9	84
Physical Disability Condition	PDC	0.6	4
Single Parent Male	SPM	2.2	14
Single Female	SF	0.2	1
Elderly Extremely Poor	EEP	0.2	1
Terminal Medical Condition	TMC	0.0	0

Table 3: Distribution of vouchers according to family vulnerability situation.

99.8% of voucher beneficiaries are considered to be ‘family extremely poor’ but other specific criteria, such as chronic medical conditions (15.2%) or female head of household (13%), are taken into consideration for vulnerability identification, as illustrated by the pie chart below.

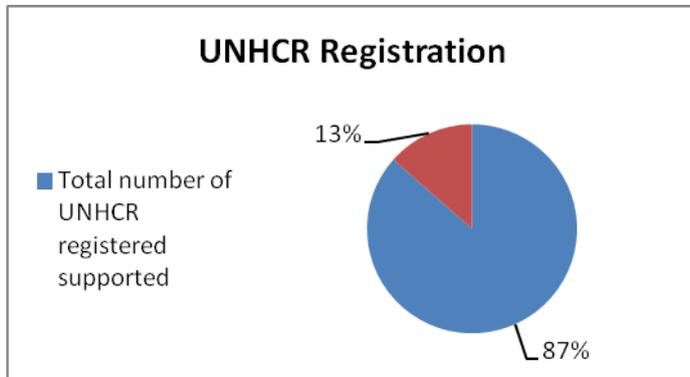


Pie Chart 1: Voucher beneficiaries according to vulnerability.

Significant challenges for targeting were reported by Caritas staff due to the high number of eligible refugees' cases in the Caritas database and the absence of field coordination between agencies (interviews, Jordan, September 2012).

Registered and non-registered beneficiaries

The majority of refugees are registered with the UNHCR; those that are not may have their case pending or may be unwilling to register at all with the agency.



In all, 13% of Caritas voucher beneficiaries were not registered with the UNHCR.

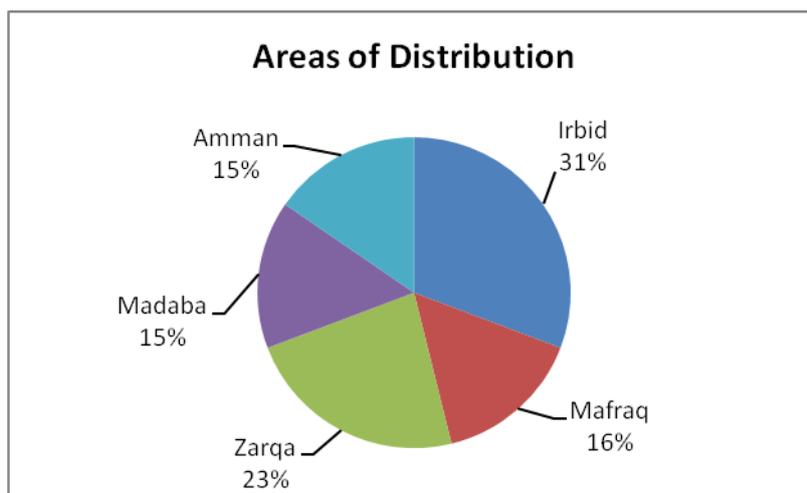
Pie Chart 2: Syrian refugee recipients of Caritas voucher according to status.

Geographic targeting

The main allocation of vouchers was in the north of Jordan where most Syrian refugees are living in urban areas.

Specific targeting was directed towards Madaba in the south, covering 50% of identified EVI families, because very little assistance had as yet reached this population. Home visits confirmed the absence of assistance: refugee accommodation there contained few home appliances.

Refugees in Mafraq city had received past attention in the form of Caritas food packages; therefore more of the voucher program's focus was directed towards the cities of Irbid and Zarq'a.



Pie Chart 3: Voucher beneficiaries according to location.

Voucher value

During the initial phase, budget limitations meant that the value of the voucher was set at 43 JD (US\$ 61.50). Several interviewees reported that this was too little to cover their needs, in particular for large families.

Several of the refugees interviewed confirmed that the voucher assistance was an important but not significant contribution to their families' short-term wellbeing because of its small value. One respondent remarked: *"43 JD may not cover family food needs more than 10 days"* (interview, Jordan, September 2012).

Side costs for voucher beneficiaries

In the absence of effective public transportation in Jordan, taxis are often the only option available for Syrian refugees. Voucher beneficiaries have to pay to pick up the voucher, go to the supermarket, and bring the purchases back home. These side costs should be integrated into the value of the voucher.

Voucher beneficiaries were questioned on transportation costs linked to the voucher process. It was found to be significant: 2 to 4 JD was spent on transportation, which represents 5% to 10 % of the voucher's value (interviews, Jordan, September 2012).

Voucher modalities

The voucher's value of 43 JD (US\$ 61.50) could be redeemed against commodities including fresh produce at specific supermarkets. Caritas Jordan has passed an agreement with the Jordanian military cooperative's network of supermarkets, which are based throughout the country, to provide all basic commodities at very competitive prices, with some at subsidized prices, such as sugar, rice, milk and poultry.

One voucher was given per family. Vouchers were not restricted to food products as initially planned, but beneficiaries were free to buy any commodity available in the supermarket in order to give more flexibility to recipients. The variety of goods available in the supermarkets favored that option, with the exception of alcohol or tobacco products, which are not for sale under the terms of the voucher.

Research respondents were extremely satisfied with the supermarket, including the variety, quality and price of products available. Some of those interviewed indicated that the supermarkets have everything they need, except clothes: *"we would have taken clothes if available"*. They were satisfied as well that they were *"treated as any other customer or any Jordanian citizen"* (interviews, Jordan, September 2012).

Feedback on the vouchers approach

The vast majority of research respondents accessed through home visits or phone interviews were very supportive of the vouchers approach.

100% of voucher beneficiaries interviewed confirmed that the voucher was the preferable option compared to food package distribution because it gives them the ability to buy what they need according to their own priorities and taste (interviews, Jordan, September 2012).

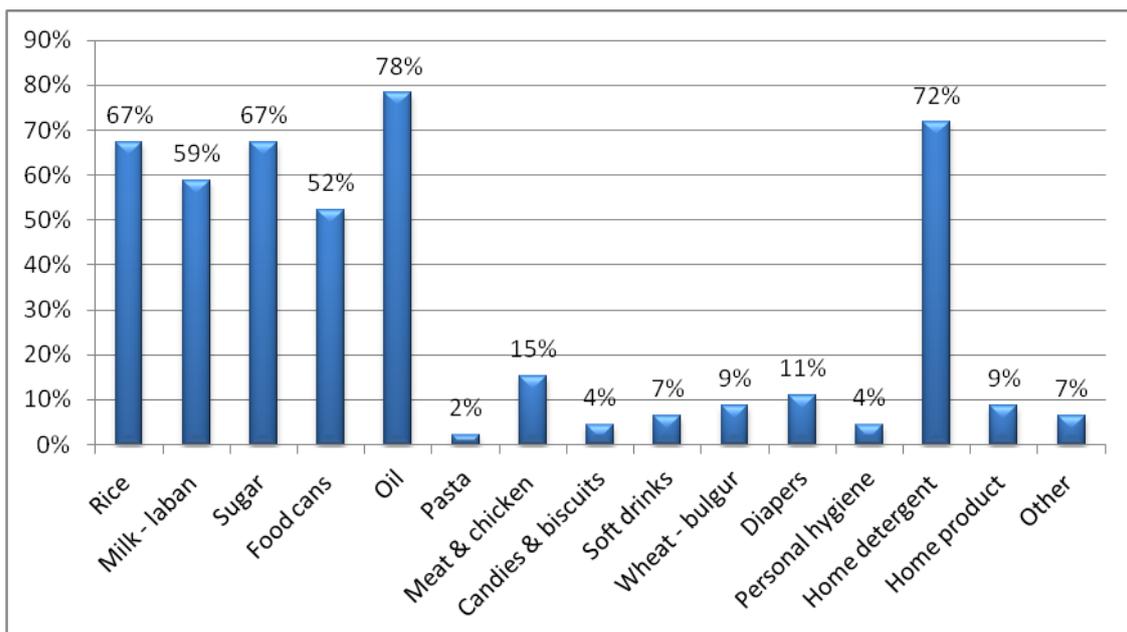
Caritas staff was also very positive about the voucher approach as it appears much less cumbersome for the organization, and offers many advantages in being very cost effective and quick to implement. The voucher approach is also reported as more dignified for recipients than in-kind assistance (interviews, Jordan, September 2012).

Use of vouchers

The research gathered during home visits and interviews found that there was no indication of vouchers being sold or transferred to third parties, or that any goods purchased were sold back to the market.

On the use of vouchers, field research and interviews confirms that mainly basic commodities were purchased by families, with 78% of respondents having purchased cooking oil, 67% rice and sugar, 59% milk products and 52% food cans.

Surprisingly, detergents for home cleaning were the second highest purchase for families. The fact that detergents are barely or not at all included in in-kind donations may explain the high demand for it.

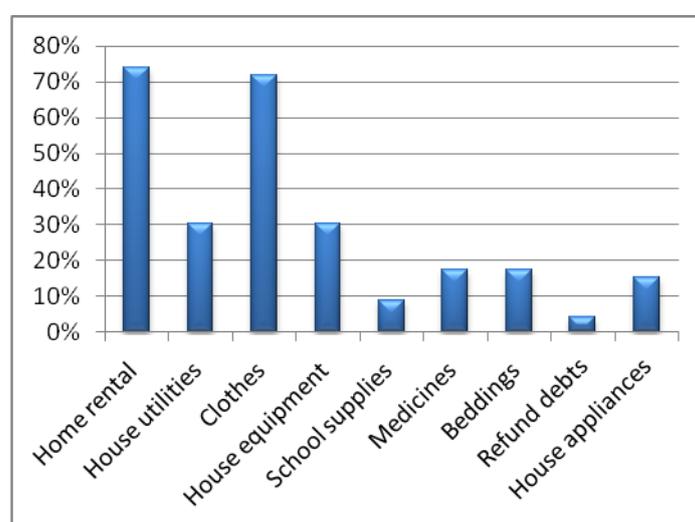


Bar Chart 1: Commodities purchased with vouchers (data gathered during field interviews).

Interviews with Caritas staff and supermarket managers confirmed that refugee families tend to choose the most basic items, particularly food and detergent products. Only in a few cases were there reports of beneficiaries taking less basic items. Candies and biscuits or soft drinks were only purchased in three cases out of the 46 questionnaires, giving a clear indication of refugees' prioritization of basic commodities. In only two cases were vouchers used for dishes and kitchen items.

Priority needs (excluding food)

On the question of family needs, housing rent remains the first priority followed by requests for clothes and support for housing utilities (electricity or water bills), house equipment, stoves and cooking sets, as well as mattresses and blankets. For those with babies, diapers and baby items come high on the list.



Bar Chart 2: Syrian refugees' assistance priorities.

The cost of housing rent is a recurring concern: prices are rocketing; newcomers find it more and more difficult to find decent housing; and shops and garages are being turned into apartments without adequate facilities.

On average, the cost of rent varies from 60 JD to 100 JD (US\$ 85–140) for one room per family with basic facilities. Many families may share apartments of two or three rooms, with a common kitchen and sanitary facilities. Rent for these arrangements were reported variously at 110–150 and 200 JD (US\$ 157–215, up to US\$ 285), with one room per family (interviews, Jordan, September 2012).

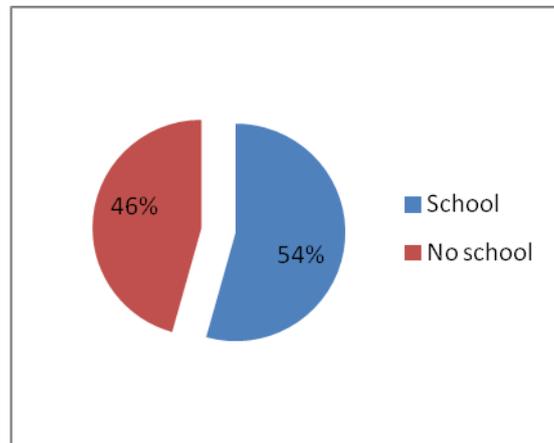
It is for these reasons that most of the refugee families interviewed have requested assistance to cover their rent. The second priority for families is clothes. As many Syrian refugees have entered Jordan illegally or with very few belongings, clothes and shoes for children, in particular for the winter, are much in need.

Families with babies specifically requested support for diapers and baby items, which are expensive. Such assistance would release family funds for other priorities.

School attendance and limitations

Access to public schools is granted to Syrian refugees in Jordan that hold UNHCR registration documents, but many families face difficulties in school registration in the absence of adequate support documents or certificates from previous schools in Syria.

In total, 46% of children of the refugee families interviewed were not attending school.



Pie Chart 4: Percentage of refugee children attending to school.

The lack of financial resources to pay for school uniforms or school books and equipment is the most commonly stated reason by those interviewed for non-attendance. The provision of specific assistance for families to favor school attendance is fully justified.

Annexes 1. Caritas centers staff & volunteers distributing

Caritas Centers staff					
Erbid Hoson center	Zarqa Center	Mafraq center	Fuheis center	Amman Center	Karak Center
Center supervisor	Center supervisor	Center supervisor	Center supervisor	Center supervisor	I Medical focal person
GP Doctor	GP Doctor		GP Doctor	GP Doctor	GP clinic
Dentist- part time	Dentist		Dentist	Dentist	
1 Case worker	2 case workers	2 case workers	1 Case worker	2 Case workers	1 Case worker
1 Animator	1 Secretary		1 Secretary	1 Secretary	
1 Data entry	1 Data entry	1 Data entry		1 Data entry	
1 Organizer	1 organizer	2 Organizers		1 Organizer	
4 Tailors at sewing & handcrafts workshop (productive project)	1 chef at bakery kitchen (productive project)		1 worker at natural products kitchen (productive project)		Note: the center is side-part of Italian hospital-karak
1 Cleaner	1 Cleaner	1 Cleaner	1 Cleaner	1 Cleaner	
12	10	7	7	9	1
Caritas Centers' Volunteers					
8	15	10	8	12	2

Note: the Map clarifies the registration points and Caritas Jordan presence in remote area through Parish presence and a network of volunteers committees with distribution point in all over Jordan. Caritas Jordan has the readiness to open any emergency interventions if needed.

Annexe II questionnaires for interviews and home visits

1.	Beneficiary information	Location		Gender M/F	Name	
1.1	Registered with UNHCR?	Y	N	Entrance date to Jordan?		Reg N°
1.2	How many people/children?			Type of entrance ?	Legally	Illegally
1.3	Are children going to school?	Y	N	Have you been visited by Caritas/Latin church?		Y N
1.4	Female-headed family?	Y	N	Have you received assistance from Caritas before?		Y N
2.	Acceptability			Yes	No	Comments
2.1	Did you get a voucher ?			Yes	No	
2.2	Did you find the voucher easy to use?			Yes	No	
2.3	Would you prefer the value of the voucher to be divided in order to make several purchases?			Yes	No	
2.4	I would prefer food a parcel to a voucher			Yes	No	
2.5	I would prefer cash to a voucher			Yes	No	
2.6	Did you spend money on transportation to acquire the voucher and the goods?			Yes	No	
3.	Use of voucher					
3.1	Did you exchange the full voucher for goods at the supermarket (or do you still have the voucher)?			Yes	No	
3.2	What was the value of your purchases at the supermarket? (43 JD? More or less?)			Yes	No	
3.3	Did you sell the voucher for money to another family? If so, for how much?			Yes	No	
3.4	What did you purchase with the voucher?			indicate priority		
3.5	Rice			Yes	No	
3.6	Milk product/labab/butter			Yes	No	
3.7	Sugar			Yes	No	
3.8	Can food			Yes	No	
3.9	Pasta/macaroni			Yes	No	
3.10	Meat/chicken			Yes	No	
3.11	Oil			Yes	No	
3.12	Candies/biscuits			Yes	No	
3.13	Soft drinks			Yes	No	
3.14	Diapers			Yes	No	
3.15	Baby milk			Yes	No	
	Wheat/bulgar			Yes	No	

3.16	Personal hygiene products	Yes	No	
3.16	House sanitary products/detergent	Yes	No	
3.17	Other; please specify			
3.18	Did you face any problems in collecting the goods?	Yes	No	
3.19	Did you sell any of the goods for money? [Private businesses and income generating]	Yes	No	
4.	Satisfaction/Appreciation of quality			
4.1	Was the information on voucher use sufficient and complete?	Yes	No	
4.2	Are you satisfied with the supermarket?	Yes	No	
4.3	Are you satisfied by the way you were treated, with respect as any other customer?	Yes	No	
4.4	Are you satisfied with the quality of products?	Yes	No	
4.5	Are you satisfied with the variety of products?	Yes	No	
4.6	Are you satisfied with with the prices of products?	Yes	No	
4.7	Was the distance of the supermarket from your home acceptable?	Yes	No	
5.	Coverage of needs			
5.1	Does the voucher cover your urgent needs?	Yes	No	
5.2	What additional product(s) do you urgently need outside of what was available in the supermarket?	Yes	No	
5.3	What would you urgently need outside food? If cash is requested, what would you use this for? [Multiple choice; indicate priority]			
	For house rental	Yes	No	
	For house utilities (electricity)	Yes	No	
	To reimburse debts	Yes	No	
	For school supplies for children	Yes	No	
	For equipment for the house	Yes	No	
	For clothes or shoes	Yes	No	
	For equipment for the house	Yes	No	
	For the doctor or hospital medicine	Yes	No	
	For travel (to Amman, other cities or Syria)	Yes	No	
	How much per family do you pay in rent?			

Date of interview

Name of the person who conducted the interview