



COMPREHENSIVE KEY MESSAGES

(Registration, Targeting, Bank Account opening/ Activation, Case Management)



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About HSNP

1. HSNP is a flagship programme with targets in the performance contract of the Cabinet Secretary (CS), Ministry of Devolution and Planning (MoDP). HSNP is managed by the National Drought Management Authority (NDMA) as part of the wider National Safety Net Programme (NSNP)
2. HSNP provides regular and predictable cash transfers for to up to 100,000 of the poorest and most vulnerable households in its four target counties. It can also deliver emergency payments to additional households in response to drought.
3. The Government of Kenya's funding to HSNP significantly increased for financial years (FYs) 14/15, 15/16 and 16/17. Consequently, the routine caseload supported by GoK has increased from 0% to 32% (24% against a 100K target).
4. HSNP GoK funding is directly channelled from Treasury to NDMA accounts. HSNP MIS generates payrolls for each bi-monthly payment cycle and emergency payments during periods of drought and floods. The cash is directly credited into the active Equity Bank Accounts of target beneficiaries.
5. Equity Bank Ltd. is the payment service provider for HSNP contracted by the programme.
6. Reconciliations of the payments are automatically made after every payment and reports shared with the programme.
7. The Kenya National Audit Office (KENAO) audits HSNP payments for the GoK funding, whereas UK National Audit Office for the DFID funds.
8. HSNP has a quality and decentralised programme management and information systems (MIS). The systems provide two core services: i) online real-time monitoring and evaluation and ii) case management.
9. Some of the challenges faced by the programme include: i) Insecurity- adversely affecting full beneficiary coverage, the roll out of IDs, opening of bank accounts, and delivery in all counties (e.g. Al-Shabaab related insecurity in Mandera and Wajir to local conflicts in Marsabit and Turkana). ii) Lack of National ID affecting reaching the target of the 100,000 HHs for Group 1 iii) Issues of payments, liquidity and agent incentives- the programme has processed many extraordinary payrolls during the year which have encompassed a lot of back payments and arrears. This has also put a strain on Equity Bank agent liquidity, especially in areas that are far from urban centres resulting to some cases of crowding at headquarters' Branches and a few reported incidents of agents' malpractice.
10. HSNP is committed to fighting fraud and is determined to root out any reported cases of fraud. HSNP will take action and/or seek redress against those people who commit such crimes.
11. HSNP is aware of the constraints and is systematically working towards resolving them.

Activity: Registration of HSNP 2

1. Between October 2012 and June 2013, HSNP mass registered 374,806 households across the four Counties of Turkana, Mandera, Marsabit and Wajir.
2. The information provided by households during registration provided the Government with very valuable data which may be used by the government, development partners, INGOs to provide other benefits and services during emergency response e.g. livestock insurance opportunities for those households with livestock, scaling up
3. HSNP 2 is providing regular cash payments to the poorest 100,000 across the four Counties of Turkana, Mandera, Wajir and Marsabit. To access HSNP 2 you must have registered, and provide details as requested.
4. Phase 2 (2013-2017) covers all parts of the four Counties. And although it is a bigger programme it is spread wider, so individual communities have fewer beneficiaries.
5. Beneficiary numbers increased from 69,000 to 100,000 and the number of sub-locations covered increased from 164 to 478 across the four Counties.

Activity: Targeting

1. HSNP2 used a selection criterion that was agreed upon by the Government and the key stakeholders (DFID).
2. The data provided by HHs was used to generate the list of beneficiaries that reflected the socio-economic status of their household.
3. The information provided by each household at registration was used to generate their wealth score. This was combined with communities' wealth ranking exercises to develop a wealth ranking across all counties.
4. Some parts of certain Counties are poorer than others hence the reason why some areas were allocated more beneficiaries than others.
5. The Commission for Revenue Allocation (CRA) horizontal formula calculated the overall number of beneficiaries for each county. Population (45%), Equal Share (25%) and Land (30%).
6. You may be concerned with the inclusion of persons who do not meet the selection criteria. HSNP2 has a mechanism to address identified cases as soon as you report them at your County specific NDMA office.
7. HSNP2 is continually reviewing its implementation to improve on its delivery. You are encouraged to provide your feedback through NDMA office, Chiefs/Assistant Chiefs, Equity Bank, Payment agents and Rights Committee, in regards to any aspect programme.

Activity: Bank Account Opening and Activation

1. Rationale

Payment of HSNP cash transfers for both regular (Group 1) and emergency (Group2) is through active Equity bank accounts. HHs must have valid National Identification cards to open active bank accounts according to CBK's "know-your-customer" rule.

2. Bank account opening process

HSNP bank account opening can be done by two ways. 1) During mass bank account opening done by County specific Equity Bank staff at the sub-location levels 2) Where a HH representative (recipient) present him/herself at the County Equity Bank branch. Bank account opening both at the sub-location and Equity bank branch is free of charge.

To complete account opening process, IF you're the nominated HH representative (recipient) you will:

1. Provide a valid National Identification card for scanning,
2. Provide required information to complete filling the Bank Account Opening Form,
3. Have fingerprints scanned,
4. Have digital photo taken for display on the ATM card,
5. Once the bank account opening process is complete and if you hold a valid ID card, you will instantly be issued with an ATM card and the bank account will be activated within 10days.

3. Bank activation

This is for those HHs that opened inactive bank accounts without valid IDs. To activate an account:

- Go to an Equity payment agent that has a smart phone with activation software;
- Visit the County bank account for activation
- Produce valid National ID card
- Activation is free of charge both at the Equity payment agent and Bank.

4. Taking care of ATM cards

- Wipe with a soft non-scratching dry cloth as needed.
- Don't expose ATM card to excessive hot temperatures i.e. leaving in direct sunlight.
- Don't forget your ATM card in pockets when washing clothes.
- If it gets wet, simply wipe the card with a soft non-scratching dry cloth.
- Don't bend your ATM card. Bending the card can destroy the ATM card's internal components.
- Don't scratch the card. The best protection from scratches is to store the card in a protective cover.
- Don't punch a hole in the ATM card could because it will cause the lamination to peel and damage the card.

5. Case management

To continuously improve the delivery of the programme to the beneficiaries, HSNP has devised new methods to assist HHs in providing updates and register complaints about different aspects of service delivery. Some of the payment related cases include:

1. **Updates:** a) Name change/ correction b) ID number correction c) Change of recipient request
2. **Complaints:** a) Against agent that include i) forced commission ii) no receipt iii) underpayment iv) forced purchase v) agent not available vi) agent has no liquidity vii) Agent too far viii) POS broken
b) Against Bank that include i) Account not opened ii) Card not delivered iii) Account not activated iv) forced to pay commission v) underpayment vi) balance not confirmed upon request vii) Money lost from account viii) PIN not issues
3. Logging of cases can be do through HSNP Case Management Forms accessed at 1) NDMA Office 2) Chiefs Office 3) SPR offices

Activity: Emergency Payments (General messages)

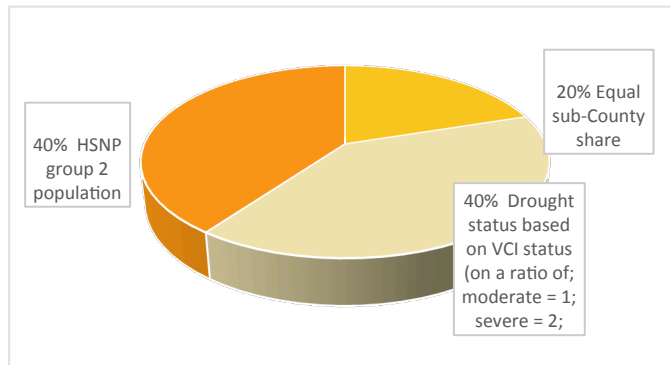
a) Rationale

1. Emergency cash transfers (CTs) during drought are one of the objectives of the HSNP Phase 2 and a key component of the National Safety Net Programme (NSNP) Programme for Results (P4R).
2. Delivery of emergency cash transfers during floods is a mandate of Government of Kenya's under the National Disaster Operations Centre (NDOC) for mitigating the impacts of El Nino.
3. HSNP 2 registered all the HHs across the four Counties of Turkana, Mandera, Marsabit and Wajir. The HHs were categorised as Group 1(regular- to receive bi-monthly CTs) and Group 2 (emergency).
4. It was envisioned that an other form of assistance, from government, development partners, INGOs and others would target Group 2
5. **NDMA drought status** is determined using the Vegetation Condition Index (VCI). The trigger VCI is classified as follows: - ≥ 50 and 35 to 50 (wet or no drought), 20 to 30 (moderate drought), 10 to 20 (severe drought) and ≤ 10 (extreme drought).
6. Emergency payments are only made to Group 2 households. This depends on 1) The level of drought status 2) Availability of funds 3) Whether the Group 2 HH has an active bank account.
7. Not all Group 2 HHs benefit during Emergency for reasons provided in point 4.
8. All emergency payments are done through the National Government- the National Drought Management Authority- which is mandated to manage HSNP.
9. All the 7 emergency payments made between 2015- 2016 were funded by DFID's UK government

b) Geographical Selection criteria for Emergency Drought payments

1. Once the trigger is hit, the County is allocated a number of households eligible for scaled up payments.
2. When a Sub-County meet the 'Severe' drought threshold, a budget allocation is generated for emergency cash transfer beneficiaries which bring the total number of beneficiaries in the sub-county to 50% of all households on the HSNP MIS including regular beneficiaries. However, the regular beneficiaries do not receive any additional emergency cash.
3. HSNP developed a programme policy on re-allocation of emergency payment allocation. This is to address the stress experienced by sub-Counties under Moderate drought status bordering sub-Counties under Severe or Extreme. Moderate sub-Counties experience influx of livestock and households migrating from Severe and Extreme sub-Counties.
4. This reallocation approach will generate a quota for each Sub-Location (SL) in all Sub-Counties where drought is moderate and severe. See formula below *see figure 1*:

Figure 1: Re-allocation formula agreed in November 2015 for emergency drought payments across subCounties



c) Selection of households (Group 2) for Emergency Drought CT payments

1. PILU has produce lists of all Sub-Locations and specific Households in the Counties to be included in the Emergency drought as guided by the VCI report.
2. In each of the targeted Sub-Locations, beneficiary households will be selected from Group 2 households on the HSNP MIS in wealth order. Households that do not have an active bank account will not be selected even where they are lower in the wealth ranking than other households that do have bank accounts.
3. Where the percentage of Group 1 HHs exceeds the standard percentage of HH eligible for emergency CTS, there will be no additional households e.g. If a sub-location is under Severe, it needs to scale up to 50% of all HHs (Group 1 and 2). However, if in that particular sub-location Group 1 HHs total 50% or above, no additional Group 2 HHs will receive payments.
4. The lists of selected HHs are sent to the County specific NDMA offices that will distribute the lists for each Sub-Location to Chiefs and Assistant Chiefs. The lists are posted at their local Chief's office or the names of Group 2 HHs to benefit from the emergency payments are read at the public barazas.
5. Chiefs, Assistant Chiefs and Payment agents are notified about upcoming emergency payments through HSNP SMS alerts, phone calls or face-to-face meetings with HSNP/NDMA County officers or
6. Group 2 HHs are notified either through local radio and public *barazas* to check whether their names are listed.

d) Payment of Emergency

1. Emergency drought CTs will only be paid to the selected Group 2 HHs with active Equity bank accounts.
2. Payments are made through Equity POS Agents, over the Counter at any Equity Branch at a service fee of Kshs. 150 and ATM if one has a PIN.
3. The value of emergency CT is Kshs. 2,700 (one month equivalent of the routine payment). In July 2016, HSNP bi-monthly cash transfer value increased from Kshs. 5,100 to Kshs. 5,400.
4. Routine HSNP beneficiary HHs (Group 1), with active Bank Accounts will continue to receive their bi-monthly payments (Kshs. 5,400) as normal. They will not receive any additional payment.
5. There will be no back payment due to any HHs that attain activated bank account after the emergency CTs have been made.
6. The date for start of payment is specific to a given emergency payment.

Activity: Removal and Replacement in Reaching 100k Group 1 target

Rationale

HSNP Phase 2 has a target of paying 100,000 households of Group 1 by 5th January 2017; if the target is not met the programme might not get the support to implement HSNP extension (March 2017- December 2018) and Phase 3 (beyond 2018). As previously agreed between NDMA and DFID, in order to pay the most HHs possible, 6,200 Group HHs were replaced with the poorest HHs in Group 2 in the most recent payroll. The results of this is that on 5th November 2016 a total of 97,121 households were paid in cycle 21 whereas 2,879 households could not be paid despite having presented their IDs.

Challenge

The 6,200 households that HSNP were unable to pay under Group 1 were categorised into two groups:

1. **No valid National ID** – have never presented a valid ID to the programme or Equity Bank during registration, bank account opening or since then. A valid National ID is a key requirement by the Central Bank of Kenya for activating a bank account.
2. **Untraceable Households** - those that the Chiefs or Assistance Chiefs have confirmed that they cannot be found within the location.

Solution

- The 6,200 HHs with no valid National ID and Untraceable households were replaced with households from the bottom of Group 2 with valid IDs and active bank accounts.
- These households were included in payment cycle 21 paid on 5th November 2016. The cash value payment is Kshs. 5,400 with no arrears.
- Replaced households that acquire valid National IDs and activate accounts with Equity Bank by 14th Feb 2017 will receive their full back payment for 21 cycles.

To the Beneficiaries:

1. In October 2016, HSNP replaced 6,200 households i) that did not have valid National IDs ii) could not be traced. They were replaced by households from the bottom of Group 2 with valid National IDs and active bank accounts.
2. The replacements HHs were included the payment cycle 21 for Group 1 households paid on 5th November 2016. The value of cash transfer is Kshs. 5,400 and has no arrears.
3. To confirm whether a Group 2 is now a replacement household, confirm with the lists sent to your local chiefs. Once confirmed as a replacement, you can access your cash through Equity payment agent(s) near you. HSNP payments are free of charge. You are advised to confirm your balance before withdrawing and ensure you receive a receipt that has the same amount with what you have removed.
4. If your HH is registered under Group 1 and does not have a valid National ID; you are currently enlisted as a HH that will receive one off arrears payment of 21 payment cycles. You will no longer be considered as a regular, Group 1 household. However, if you get a valid National ID and open an active bank account by 14th February 2017, you will receive your arrears.
5. If your household does not have a valid National ID or has a waiting card, you are encouraged to follow up with your County's National Registration of Persons (NRB) or seek support from your Member of Parliament (MPs), Member of County Assembly or County government offices.

Case Management System

Rationale:

To continuously improve the delivery of the programme to the beneficiaries, HSNP has developed new methods to assist households provide updates and register complaints about different aspects of service delivery.

Case Management system will register both updates and complaints.

UPDATES include:

- Name, ID, Account Number, Phone Number, Death reporting, Address
- Change of recipient
 - Original recipient has passed away
 - Original recipient has mobility issues
 - Due to age
 - Due to physical challenges
 - Original recipient has moved out of the HH
 - Original recipient has ID issues while another adult member of the HH can get an ID

COMPLAINTS include:

1. **Complaints on Programme operations** (name/ID/change of recipient updates and feedback - related issues)
2. **Complaints on banking operations**- agent and branch (account or payment-related issues);

HSNP CMS Forms:

- A household can register a number of updates and complaints on one form.
- Copies of National IDs will be taken
- Each update/ complaint gets a case number
- Forms are of different colours and use as follows:
 1. White: For household representative
 2. Yellow: For record of Chiefs
 3. Green: For Programme Officers of HSNP
- All update request forms will have to be verified and signed by Chiefs/Assistant Chiefs, RCs and POs etcetera.
- Forms filled by anyone else besides Chiefs/Asst. Chiefs must be submitted to the area Chiefs for handing over to HSNP Program Officers.

WHERE TO REGISTER A CASE USING CMS FORMS

- Chiefs, Assistant Chiefs, POs, PMs, CDCs, RCs, Public institutions (schools, health centres, County government offices & NGOs)

WHERE TO RECEIVE FEEDBACK

- NDMA office, HSNP SMS, Chiefs and Assistant Chiefs.