

## Webinar 4: Data and Digital Technology - Adapting to COVID-19 The Use of Cash & Markets in the Red Cross Red Crescent Movement – 17<sup>th</sup> June 2020



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	Agenda	Speaker
3 mins	Housekeeping	David Dalgado - Host
5 mins	Introduction – Data & Digital Technology	<b>Joseph Oliveros</b> - Cash Transfer Programming Innovations Lead, IFRC
10 mins	SP & CVA activities in COVID19	<b>Muhammad Amin</b> – Program Manager – CTP, Pakistan Red Crescent
10 mins	SP & CVA activities in COVID19	<b>Peter Mujtaba</b> - Cash Technology & Innovation Lead, BRC <b>Jenny Harper</b> – Cash School Manager, British Red Cross
10 mins	SP & CVA activities in COVID19	<b>Fernando Suárez Jiménez</b> - Livelihoods and Cash Delegate, Netherlands Red Cross St. Maarten
15 mins	Questions and Answers	<b>Speakers</b> and joined by <b>Alex Gachoud</b> , ICRC

## Assessment



## Registration



## Distribution



## Monitoring



# Cash Technology Tools

## Data Collection



## Data Management



## Payment Mechanisms



### Key Functions:

- Beneficiary data
- Biometrics
- Market data
- Assessments
- Post-distribution, surveys

- Beneficiary management
- Distribution planning & tracking
- Monitoring & reporting
- Audit trails
- Payment administration (FSP integration)

- Payment scheduling (individual, bulk)
- Identify validation & security
- Inventory management
- Electronic cash distribution
- Reconciliation

### Technology tools:

- ODK/Kobo
- RAMP/Magpi
- Devicemagic
- ONA

- LMMS
- RedRose
- SCOPE (WFP)
- RC2 – being tested

- Prepaid cards, Money Transfers (remittance), Mobile payments, e-vouchers, digital wallets

# Competencies

## Data Literacy

Understand value of data,  
how to use data  
responsibly?

## Data Collection

How to ask the right  
questions that lend to  
analysis?

## Data Management

How to clean, collate,  
store, update, share data?

## Data Analysis

How to turn data to  
information which enables  
decisions?

## Data Visualization

How to represent data to  
communicate key  
messages?

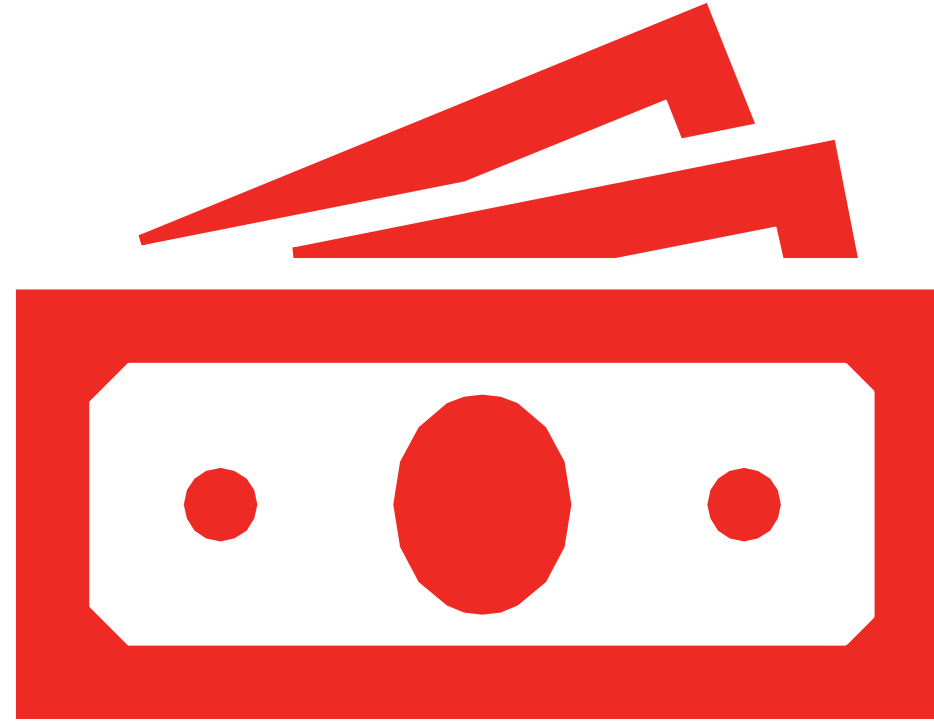
+ Digital Literacy

# Resources

1. Cash Hub - <https://cash-hub.org/>
  - Remote HelpDesk support
  - RedRose Data Management Learning Review documents (Kenya, Lebanon, ICRC, etc.)
  - RedRose Toolkit (Coming Soon)
  - Cash in Emergencies toolkit – with ODK and Excel form templates
2. Data Literacy
  - Data Playbook - <https://media.ifrc.org/ifrc/2018/10/18/discover-data-playbook-beta-project/>
  - Excel - <https://media.ifrc.org/ifrc/2019/10/16/launch-excel-social-learning-online-pilot/>
  - Data Skills - <https://pierregrandidier.github.io/im-tips/>
  - Data Protection – IFRC policy in FedNet & ICRC Handbook <https://www.icrc.org/en/data-protection-humanitarian-action-handbook>
3. Data Collection
  - Mobile Data Collection & Survey Design - <https://www.campuscruzroja.org/enrol/index.php?id=57>
  - <https://ee.kob4.ifrc.org/x/#jX7gGrEe>
4. Data Analysis
  - E-Learning (<https://ifrc.csod.com/>) – Secondary Data Review & Analysis
  - Humanitarian Information Analysis Course (classroom)
  - Market Assessment and Analysis Training (classroom)
5. RC2Relief - currently being tested for CVA
  - <https://media.ifrc.org/ifrc/rc2-relief-tool/>
6. Regional Cash IM workshops (TBC)

**Muhammad Amin – Program Manager**  
– CTP, Pakistan Red Crescent

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# UK Operations – Cash IM

Hardship Fund – Covid-19 response

# Background

- £5M – For Distribution – Covid-19 response
- Multiple or single cash tranches (£120 per individual per month for 3 months)
- Registrations received from 3<sup>rd</sup> parties
- Rolling registrations (can be registered at any time)
- Distribution of cards in the post (contactless with top-ups)
- Scale-up from current cash activities (significant scale up in the UK)



# Use of tools and technologies

- RedRose (ONEPlatform)
- Microsoft Sharepoint
- Bankable system – card management (e.g. loading cash amounts)
- Automated SMS/Text messaging for comms
- Telephone (Helpline for support)
- Automated Welcome Letter production

# Learning

- Implementation of a new IT system without any face-to-face contact
- Greater attention to detail required in everything
- Underestimated digital literacy
- Testing and training requires greater focus when working remotely (online)
- Accuracy of data-entry is essential
- Effective and responsive support helpdesk is essential

# Training and documentation

- Ensure that all users were on the same page in terms of knowledge and skills
- Prioritise effective and relevant remote training
- Training would be taking place whilst RedRose was still in development
- Design a range of training tools and materials (e.g. webinars, user guides, videos)
- Multiple user groups

# CVA in Sint Maarten

CashHub webinar



# Challenges

Limiting physical contact (registration, distribution, justification)

- Support sustained for at least three months
- Un-banked population

# Options

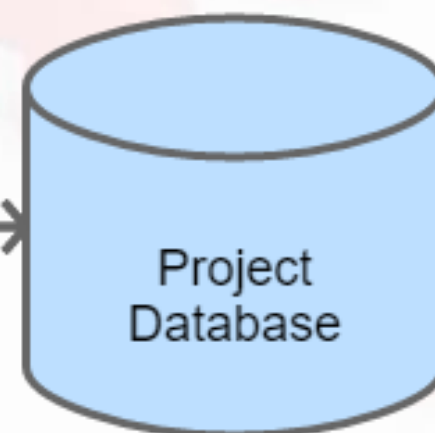
Debit cards

Rechargeable  
e-vouchers

Mobile money

# Data management for the whole intervention

- Needs Assessment and Registration: Kobo
- Database to manage the beneficiaries for the whole project
- E-vouchers system



# Capacities

- Building local capacities:
  - Cash
  - Kobo
  - Red Rose
- Existing support capacities: 510 and cash

Addressing  
challenges with  
digital technologies

Building capacities

Keeping it simple



**Questions and Answers –**  
Data and Digital Technology related questions will  
be prioritised  
Please post in Chat

*This slide will now be closed so that the video of those  
responding to questions can be seen*