

**Webinar 4: Data and Digital Technology - 17 June 2020: Adapting to COVID19 - The Use of Cash & Markets in the Red Cross Red Crescent Movement**  
**Q&A responses**

**Questions and Answers** - Responses to posted questions raised in the Cash Hub Webinar 17 June 2020 and those posted in the registration

Summary of question subjects:

1. Protection of Volunteers and Staff from COVID-19 risks in data collection
2. What is ODK used for vs. Red Rose
3. Learning – how can people new to ODK, Ko Bo, Red Rose learn how to use them online
4. Data Protection
5. Feedback and Monitoring
6. Rolling registration
7. Block Chain use in CVA
8. Rolling registration and when to select recipients
9. Support with starting to use Red Rose
10. Managing COVID-19 risk in agency market-fairs

Q	Question (ed. for clarity)	Response
1	<p><b>Protection of Volunteers and Staff from COVID-19 risks in data collection</b></p> <p>How has COVID-19 public health considerations impacted data collection?</p>	<p><b>Muhammad</b> Amin. Program Manager – CTP, Pakistan Red Crescent</p> <p>We are following the guidelines by Pakistan RC, WHO and government guidelines. We have issued PPE to each volunteer (e.g. masks, gloves, sanitizers), and provided training and guidance to the volunteers. So that when they go door to door they do not increase the risk of transmission of COVID-19. They don't contact directly. They knock on the door and stand away with the correct distance away from the beneficiary, and outside of the house to speak with the beneficiaries.</p>
2	<p>Why does Pakistan Red Crescent use <b>ODK for some things and Red Rose for others.</b></p>	<p><b>Muhammad</b> Amin. Program Manager – CTP, Pakistan Red Crescent</p> <p>In 2017 we piloted ODK and trained staff and replaced paper based data collection while collecting the data of 1.2 million households (HH) in seven days under one of our bed net distribution projects but in 2018 we piloted Red Rose and trained our staff and used red rose for initial pilot of 45K HH data collection and later on used it</p>

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		for one million HH and then used it for all our IFRC funded projects. As PRCS do not have any direct agreement with Red Rose so we are only using it on IFRC funded projects while for other movement partner National Societies and non movement and corporate sector partners we are using only ODK for data collection. ODK is used only for data collection while Red Rose is more comprehensive and can be used for data collection as well as for data management, analysis and monitoring.
3	<p><b>Learning</b></p> <p>Are there online tutorials to learn Kobo, ODK, Red Rose for new users?</p>	<p><b>Joseph Oliveros</b>, Cash Transfer Programming Innovations Lead, IFRC  “Mobile Data Collection Online Course” offered by Spanish RC:  <a href="https://www.campuscruzroja.org/enrol/index.php?id=57">https://www.campuscruzroja.org/enrol/index.php?id=57</a></p> <p><b>REDROSE:</b></p> <ul style="list-style-type: none"> <li>• A toolkit will be published in the Cash Hub soon. If interested, please contact the Cash Hub to be informed when it is available or the Cash Hub can also provide specific materials in the interim.</li> </ul> <p><b>KOBO Toolbox:</b></p> <ul style="list-style-type: none"> <li>• General website with intro video: <a href="https://www.kobotoolbox.org/">https://www.kobotoolbox.org/</a></li> <li>• Video tutorials: <a href="https://www.youtube.com/playlist?list=PL0eVNWuD_jmFEGEj4EZuFY7Qq9EbBMqIP">https://www.youtube.com/playlist?list=PL0eVNWuD_jmFEGEj4EZuFY7Qq9EbBMqIP</a></li> <li>• <a href="https://humanitarian.atlassian.net/wiki/spaces/imtoolbox/pages/42046660/KoBo+Toolbox">https://humanitarian.atlassian.net/wiki/spaces/imtoolbox/pages/42046660/KoBo+Toolbox</a></li> <li>• IFRC training package for Kobo <a href="#">here</a>.</li> </ul> <p><b>ODK:</b></p> <ul style="list-style-type: none"> <li>• General website: <a href="https://getodk.org/">https://getodk.org/</a></li> <li>• Documentation: <a href="https://docs.getodk.org/downloads/ODK-Documentation.pdf">https://docs.getodk.org/downloads/ODK-Documentation.pdf</a></li> </ul> <p>Note that the IFRC provides hosted servers for ODK and Kobo. To register for the IFRC kobo server, they can create a new account here: <a href="https://kobo.ifrc.org">https://kobo.ifrc.org</a>. Also there are pre-built ODK form templates that you could download from the Cash in Emergencies Toolkit and customize for your operations:  <a href="http://rcmcash.org/datamanagement/">http://rcmcash.org/datamanagement/</a>.</p>
4	<p><b>Data protection</b></p>	<p><b>Peter Mujtaba</b>, Cash Technology &amp; Innovation Lead, Cash Hub</p> <p>We had to think carefully about data protection from the start, so 3<sup>rd</sup> parties undertake the registration process. However, once they have submitted the data the 3<sup>rd</sup> party has no way to go back to view the data and certainly</p>

	<p>a) If British Red Cross is using 3rd parties for registration or transfer mechanism, how does British Red Cross manage the security of personal data that have been handled by a different organisations?</p> <p>b) In Conflict are things different given the last response?</p>	<p>can't see other people registered in the system. Once the data is received, it sits within the British Red Cross servers, which have access restrictions and security as standard in the systems. We only receive registration data from 3<sup>rd</sup> parties and do not share any personal data with them.</p> <p>With the FSP we don't send anything to them. The FSP (Bankable) have provided us with a security (password) protected portal that the Hardship Fund back-office team can log into to activate and load cash amounts onto cards – so it's all managed in-house by BRC teams. Also, the card load amounts are imported into that portal as a list of card numbers and amounts with no personal data included. The Bankable system and relationship was already established within the BRC before this project and so would have previously undergone the standard audit and data protection checks.</p> <p><b>Muhammad Amin.</b> Program Manager – CTP, Pakistan Red Crescent In Pakistan, the Red Crescent have signed MoU s with third parties as FSPs incorporating an article on data protection as per PRCS, FSP and GoP protection policy. More over PRCS only shares very limited data necessary for payments process as per state bank of Pakistan regulations.</p> <p><b>Alex Gachoud,</b> Cash &amp; Market Specialist, EcoSec Unit, ICRC. ICRC is particularly cautious about this, and it is a major risk to manage in conflict settings, especially if you consider the impact a data privacy breach could have. So in the contracts with the FSP we have clauses that specify what level of data protection is required and specifically what they must do, and we ask our logistics colleagues who may be running the procurement process of the FSP to assess the capacity of the FSP with respect to being able to fulfil the clauses related to data protection. We also work with Red Rose and the data related to ICRC programmes is stored in specific locations.</p> <p><b>David Dalgado,</b> CVA and COVID-19 Technical Specialist The Cash Hub Webinar Series intends to have a Webinar specifically on the topic of “Data Protection in an Increasingly Digital World” at the end of August. However, please see this excellent guidance from ICRC <a href="#">here</a> (includes the ICRC Handbook on Data Protection in Humanitarian Action, 2<sup>nd</sup> Ed.), and short video on <a href="#">Cash Transfer Programming and Data Protection from ICRC</a>.</p>
5	<b>Feedback and Monitoring</b>	<p><b>Muhammad Amin.</b> Program Manager – CTP, Pakistan Red Crescent Process monitoring of the activities and markets is done through branch staff and volunteers using ODK</p>

	<p>a) How does British Red Cross monitor the project during distribution, post distribution, and do you use remote monitoring systems?</p> <p>b) Can the presenters highlight any use of technology for collecting CVA recipient feedback? what worked well?</p>	<p>platform and paper based reporting templates while for Post Distribution Monitoring (PDM) we use Red Rose which is managed by the volunteers. The sampling is undertaken by Red Rose which short-lists beneficiaries and then they are visited by volunteers. Then the data is collected and the analysis is presented by Red Rose while further analysis is done by program and PMER technical teams. Baseline and Endline are also part of project activities and are usually done through ODK. For feedback, we have a feedback hotline (1030) for broader collection of feedback for all programmes and for collecting complaints and suggestions. It could be undertaken through ODK or Red Rose. Currently we are managing it through Excel spreadsheet and a person responsible from PMER is sharing the summary of the feedback and complaints with senior management for feedback. The sensitive complaints are dealt with on daily basis while other complaints and suggestions are managed accordingly.</p> <p><b>Fernando Suárez Jiménez</b>, Livelihoods and Cash Delegate, Netherlands Red Cross St. Maarten The branch has a general feedback system already in place which uses Kobo/ODK to collect that information. During this intervention we have also setup a specific hotline, and we are systemising feedback in Kobo. We will also have a baseline and midline survey as part of the programme which will use Kobo/ODK. Red Rose we are using more for the technology side for the vouchers. It is better for us to use Kobo/ODK to be more flexible and keep the ownership of the feedback system. There will be an online form for example.</p> <p><b>Peter Mujtaba</b>, Cash Technology &amp; Innovation Lead, <b>Jenny Harper</b>, Cash School Manager, British Red Cross The FSP (Bankable) system allows the BRC team to see who is using their cards, amounts spent etc. The Red Rose system tracks when cards have been validated (upon receipt of cards in the post). This allows for oversight of the cards and usage. It is also possible to add feedback or complaints within Red Rose.</p>
6	<p><b>Rolling Registration</b></p> <p>a) With rolling registration - how does the British RC select beneficiaries given that the data is continuously being</p>	<p><b>Peter Mujtaba</b>, Cash Technology &amp; Innovation Lead, Cash Hub, British Red Cross The registration process relies on 3<sup>rd</sup> parties (charities, government agencies) who have relationships with vulnerable individuals already. These people are registered in the system, and then every afternoon, everyone who has been registered goes into a batch process (whether that be 30 or 40 people for example) who are then sent out the cards and welcome pack the same day. Within the Red Rose system the tracking and reporting has been very helpful to allow us to understand this data. Whether it be numbers registered for that batch, or that a batch is ready for their next cash tranche to be loaded to their cards.</p>

	<p>updated, are there protocols, timeframe, or periodic revision or similar?</p> <p>b) Has anyone used Red Rose (or any other tool) for remote registration? if so, how?</p> <p>c) Rolling registration is very difficult to manage in developing countries. One reason is level of poverty, so a very large number of applicants and another issue is the data management system collecting the registrations. Can you comment on this?</p>	<p><b>Fernando Suárez Jiménez</b>, Livelihoods and Cash Delegate, Netherlands Red Cross St. Maarten                  Here in Sint Maarten, we are publishing our Kobo registration form in our RC website for the community to self-register and then validating from here. In addition the public can call through the hotline to be registered by our staff and volunteers in our call centre.</p> <p><b>Joseph Oliveros</b>, Cash Transfer Programming Innovations Lead, IFRC                  Yes, possible to do remote registration with Red Rose. Since data collection in Red Rose also uses ODK/Kobo technology, it is possible to do something similar as done by NLRC. There is also flexibility to create more customized self-registration forms if needs are beyond the out of the box webpage version of ODK/Kobo forms.</p> <p><b>Muhammad Amin</b>. Program Manager – CTP, Pakistan Red Crescent                  In Pakistan we are continuously updating our targeted households list and including the new identified vulnerable families pointed out by other stakeholders as well as PRCS volunteers and thus we have a continuously updated list of those in need of assistance. We are also including HHs once they call on our toll free number and those people are later on contacted for collection of details of the household for inclusion of them in in-kind or cash assistance.</p> <p><b>David Dalgado</b>, CVA and COVID-19 Technical Specialist                  Rolling registration can be difficult to manage in places where there may be high needs as compared to what can be supported by the National Society such that NS may need to select the CVA recipients using a score card system or similar, from a larger list of those registered and meeting the overall eligibility criteria for the scheme. In the majority of cases to ensure timeliness the NS can not wait till all who could be eligible have registered to undertake the scoring and selection of recipients and start the disbursement of CVA. It is therefore suggested that perhaps the following approach could be considered:</p> <ul style="list-style-type: none"> <li>- Work with NS fundraising team/partnerships team to understand likely funding for programme to determine how many households can be supported given the transfer value and other costs.</li> <li>- Consider targeting geographically by area of high socio-economic vulnerability or other vulnerability to set numbers that can be assisted in each area for the programme overall with confirmed and highly-likely to be confirmed funding. Community Engagement and Accountability will be central to</li> </ul>
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		<p>determining vulnerability through consultation with affected communities and explaining to people the selection criteria.</p> <ul style="list-style-type: none"> <li>- on data collection to ODK, Kobo or Red Rose can be used to facilitate fast registration, analysis and selection. Registration can be performed directly through RC website, at the branch level, through referrals or at registration points within communities (permanent desk or at specific communicated days) by RCRC volunteers/staff. Self-registration will need specific verification attention to ensure correct list with minimum inclusion and exclusion errors</li> <li>- Consider dividing the process of scoring and selection into batches, and advertise cut-off dates on rolling registration batches, with volunteers or community focal points the NS has contact with identifying the more vulnerable to register them first (so they get into the early batches)</li> <li>- Using the cut-off dates on batches undertake the scoring and select recipients. Unselected recipients should be rescored in the next batch.</li> <li>- With regards to scoring, it requires time to establish (which variables, weights and cut-off point needs to be discussed and agreed) and clear communication and CEA with communities.</li> <li>- There must be significant emphasis CEA for the whole of the programme to formulate and explain the programme design and criteria, and achieve good reach, including the most vulnerable.</li> </ul>
7	<p><b>Block Chain</b></p> <p>May I request if anyone could share experience related to usage of block chain in cash interventions or in any response or support to programme.</p>	<p><b>Joseph Oliveros</b>, Cash Transfer Programming Innovations Lead, IFRC</p> <p>See Cash Hub page on Blockchain &amp; CVA: <a href="https://cash-hub.org/resources/cash-technology/blockchain-and-dlt">https://cash-hub.org/resources/cash-technology/blockchain-and-dlt</a></p> <p>You will see there the experiences from the Kenya Red Cross in implementing Blockchain integrated with Red Rose data management and MPESA mobile money. There's also the Community Inclusion Currencies (CIC) also being piloted by the Kenya Red Cross and the Danish Red Cross, using cryptocurrencies and distributed ledger to build resilience of communities. And lastly, there is projects related to Digital ID's being piloted by the IFRC with Norwegian RC and by the Netherlands RC 510 in Kenya with a possible use of blockchain ledger for identity verifiers. Outside of the movement, WFP also used blockchain technology linked with biometrics registered by UNHCR to deliver a voucher like solution for beneficiaries to receive food assistance.</p>

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<p>8</p>	<p><b>Community Engagement Accountability</b></p> <p>How did you overcome the challenge of ensuring community engagement and accountability during the cash distribution in Pakistan as it seems difficult for field movement for staff and volunteer due to restrictions in movement?</p>	<p><b>Muhammad Amin.</b> Program Manager – CTP, Pakistan Red Crescent</p> <p>In Pakistan RC we have a separate desks for CEA (Community Engagement and Accountability) under PMER unit at national headquarters Islamabad and branches have also their separate desks especially established in this COVID-19 context. People are contacting us on toll free numbers and PRCS has assigned volunteers at NHQ and PHQ to respond to their queries. Since it was established 50K persons have contacted PRCS regarding their complaints and feedback and PRCS has again contacted them regarding their queries and responses.</p> <p>Besides remote assistance, PRCS volunteers do collect feedback of individuals and families during their door-to-door field visit when field visits are allowed (given the current context). A specific mobile app has also been developed by PRCS Muhafiz Task Force, our Chairman Special initiative for COVID-19 and this is being used for CEA throughout the country for collecting the data of the most vulnerable for assistance and their feedback.</p> <p>Feedback is also being taken from the assisted people remotely through phone calls from NHQ and PHQ for ensuring timely and agreed assistance in the form of goods and cash in terms of both quality and quantity.</p>
<p>9</p>	<p><b>Support with starting to use Red Rose</b></p> <p>Rwanda Red Cross is very interested in using Red Rose and we need guidance.</p>	<p><b>David Dalgado,</b> CVA and COVID-19 Technical Specialist</p> <p>For any requests similar to this we at the Cash Hub Helpdesk would love to hear from you. Please visit this page: <a href="https://www.cash-hub.org/">https://www.cash-hub.org/</a> and log a request and we will be in touch promptly.</p> <p>We have separately written to Florence of Rwanda RC by email to find out how we can best assist and flagged the matter also with the IFRC regional focal point. There are a range of ways we can assist and we hope to help make this happen whether directly through the Cash Hub support or through connecting with a PNS supporting CVA preparedness and activities in Rwanda or through the regional CVA focal point of IFRC.</p>
<p>10</p>	<p><b>Managing COVID-19 risk in agency market-fairs</b></p> <p>German RC and Uganda RC is implementing paper vouchers for agriculture seed and tools distribution for South Sudan refugees. We are mobilizing</p>	<p><b>David Dalgado,</b> CVA and COVID-19 Technical Specialist</p> <p>The Cash Hub Helpdesk has recently published this <a href="#">tip sheet</a> which can help with exactly this issue.</p> <p>This tip-sheet includes recommendations related to:</p> <ul style="list-style-type: none"> <li>- Physical organisation of the market place</li> <li>- Sales and distribution practice guidance</li> <li>- Posting of safety instructions</li> <li>- Personal Protective Equipment recommendations</li> </ul>

<p>agro-supplier in the refugees settlements as an agency convened market fair, however, we are facing COVID-19 risks – and need to maintain social distance and manage crowds. Do you have any recent practical modality or guidelines?</p>	<p>The tip sheet includes written guidance as well and info-graphics.</p> <p>The Cash Hub will be publishing new tip sheets on similar topics in the future.</p>
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Also list of resources from Joseph Oliveros, Cash Transfer Programming Innovations Lead, IFRC slide

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)



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Also see:

**For ODK/Kobo**

- ODK - <https://opendatakit.org/>
- KoboToolbox: <https://www.kobotoolbox.org/>
- IFRC training package for Kobo [here](#).

IFRC has hosted ODK and Kobo servers available for National Societies. To register for the IFRC kobo server, they can create a new account here: <https://kobo.ifrc.org>.

For RC2 - <https://media.ifrc.org/ifrc/rc2-relief-tool/> - pls add a note that this is currently being tested for cash.

**Red Rose system specific**

- 3 min video - [Introduction to Red Rose system produced by Red Rose](#)
- 2 min video - [IFRC video of Cash Transfer Programming – Red Rose Pilots Overview](#)
- PDF - [IFRC Learning Review on Red Rose Pilots](#)