

17th June 2020 Cash Hub Webinar Summary Points

Topic: Data and Digital Technology

Speaker	Summary Takeaways
<p>Joseph Oliveros, Cash Transfer Programming Innovations Lead, IFRC</p>	<ul style="list-style-type: none"> • Data is essential in CVA, we collect and process many sorts of data to ensure timely and scalable CVA. This could relate to assessments, registration, distribution and monitoring. • COVID-19 impacts our normal ways of gathering data and making payments. The COVID-19 crisis is accelerating digital transformation strategies. • There are range of technology tools available to help with data collection, data management & payment mechanisms. • This cannot just be about the data and technology, it must also be about the competences - the skills and know-how - to use the data and technology to contribute to a good CVA programme. Competencies include data literacy, data collection, data management, data and visualisations.
<p>Muhammad Amin. Deputy Director – CVA, Pakistan Red Crescent</p>	<ul style="list-style-type: none"> • Pakistan RC has been responding with CVA for the over 4 years, and is now an example for other NS globally. We use Open Data Kit (ODK) and Red Rose for data collection, analysis and management. On one project, in 2017, we collected the data of 1.2 million households in 7 days with ODK, the use of digital data collection was essential to work at scale. In 2018 in a Red Rose pilot, we collected 45,000 household's data in 7 days. Since the Red Rose pilot we have now been using Red Rose in all our small and medium emergency responses for in-kind and cash. We have experience of working with a number of Financial Service Providers (FSP) with integration of the Red Rose system. • Red Rose is not only useful for us in data-collection for assessment but also in removing duplication and errors from the data and data cleaning, post-distribution monitoring, and to analyse the spend. • With COVID-19, small businesses, private jobholders and those on daily wages are most economically impacted, and PRC plans are to support 10,000 Households with CVA. Staff movements are restricted so technical staff to help setup the programme can't move. But we do have some technical staff who can be engaged remotely in some districts. Physical cash is not allowed by the government, but there is a good number of telecom companies and banks and we have some partial integration of Red Rose with the FSP (the telecom companies). We will also use Pakistan Post Office for immigrants and refugees from Afghanistan to disperse physical cash. With Pakistanis we will use the already engaged FSPs we have experience of working with.

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	<ul style="list-style-type: none"> • Cash to be received by recipients through mobile money using biometric verification during encashment at retailers shops of the selected FSPs while ensuring COVID19 SoPs and guidelines of personnel and beneficiaries safety. • For Market Assessment we use paper base and ODK with market data collected by field staff based in the provinces and districts. We monitor price fluctuations remotely through field staff and volunteers • 4 years earlier we were using manual/paper based data collection, which was very slow and had many errors. Now with Red Rose and ODK we get clean, error free, timely data. We have 100 tablets (tabs) in the CVA team, but we also utilise the smart phones of our staff and volunteers.
<p>Peter Mujtaba, Cash Technology & Innovation Lead, Jenny Harper, Cash School Manager, British Red Cross</p>	<ul style="list-style-type: none"> • British Red Cross is undertaking a domestic COVID-19 response programme (called the Hardship fund) to 13,000 people with single payments of £120 or 3 payments of £40. A visa pre-paid card is sent through the post to these individuals. These can be used to withdraw cash from an ATM or be used to pay in shops directly. • BRC Hardship fund is accessed through referrals of individuals from 3rd parties such as other charities, government agencies who have existing relationships with vulnerable people. • The Red Rose tool was selected based on the work undertaken by IFRC on piloting different systems and the work of the IM TWG under the CPWG. BRC also has its own Microsoft sharepoint systems which is used by the organisation more generally. • Remote engagement with verified recipients is undertaken through automated SMS. There is a telephone helpline, and also an automated welcome pack/letter sent through post with the cards giving instructions. There are personalised instructions on how the card works. Personalised with the Red Rose system data. • The whole system had to be setup in British Red Cross remotely, through zoom calls, telephone calls, emails. We had to put a huge amount of detail into programme guidance for staff because we did not have any face-to-face interaction. • Accuracy of data (on the registration) was very important, since this was all the data we would get on the recipient. • Having the right knowledge and skills to use the Red Rose system was essential. We needed to deliver this capacity building remotely to a dispersed (locked-down at home) workforce. • For timeliness we needed to train people at the same time as the Red Rose functionality for our programme was being developed. We had Zoom training sessions, recorded sessions, and a comprehensive user guide, to quickly get staff unfamiliar with Red Rose operational.
<p>Fernando Suárez Jiménez, Livelihoods and Cash Delegate,</p>	<ul style="list-style-type: none"> • St. Maarten, an Island in the Caribbean, is highly dependent on tourism. In the last major Hurricane (Hurricane Irma in 2017) we gave food vouchers to be spent in supermarkets.

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Netherlands Red Cross St. Maarten	<ul style="list-style-type: none">• This time with COVID-19 for the CVA activities (registration, distribution, monitoring) which we will sustain for 3 months we need to do everything with limited physical contact, which is a challenge for us. We also can't do bank transfers because a significant proportion of a target population is unbanked. So options we have explored are Debit cards, rechargeable e-vouchers and mobile money.• We used Kobo (which is based on ODK) to undertake the needs assessment and registration. This data will then go into a project database system, it could be excel but we want a database system which has more functionality and security than a spreadsheet. This then feeds into the e-voucher system which will be through Red Rose.• Building the capacity of the staff and the volunteers of the branch is essential so we had staff and volunteers undertake some of the IFRC Learning Platform courses on CVA, and we trained the volunteers on the use of Kobo (which were existing capacities here), and we did online training on Red Rose. The 510 team in Netherlands Red Cross is the Information management team that has also been supporting the St Maarten branch with guidance and how to create the data management system also.• Keeping it simple is also important for us, we don't need to recreate new tools, we can use existing tools, we also don't want to gather data we don't need for the programme, and we try to keep the system simple to reduce challenges in future.
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Prepared by David Dalgado based on what was said in the Webinar and the takeaways may not reflect the top takeaways of the speaker as they see them.