# Webinar 25: CVA and Digital Tools for Information Management

## The Use of Cash & Markets in the Red Cross Red Crescent Movement

**17 Nov 2021**

<table>
<thead>
<tr>
<th>Agenda</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>3 mins</td>
<td>Housekeeping</td>
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<tr>
<td></td>
<td>David Dalgado, Cash Hub team, British Red Cross - Host</td>
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<tr>
<td>7 mins</td>
<td>Opening</td>
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<td><strong>Lars Stevens</strong>, Coordinator Cash Information Management, 510 – The Netherlands Red Cross</td>
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<tr>
<td>15 mins</td>
<td>Botswana Red Cross Experience</td>
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<td><strong>Joseph Onkemetse</strong>, Disaster Management Coordinator, Botswana Red Cross</td>
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<tr>
<td>15 mins</td>
<td>Netherlands Red Cross Experience</td>
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<td><strong>Melanie Miltenburg</strong>, Coordinator Direct Digital Aid for 510 – Netherlands Red Cross</td>
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<tr>
<td>5 mins</td>
<td>Hot topics in IM for CVA</td>
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<td><strong>Jonathan Garro</strong>, Data Engineer, American Red Cross</td>
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<tr>
<td>10 mins</td>
<td>Q&amp;A</td>
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<td>Speakers plus: <strong>Joseph Oliveros</strong>, Cash Innovations Lead, Global, IFRC</td>
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<td>3 mins</td>
<td>Close</td>
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<td>David Dalgado</td>
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[https://www.linkedin.com/showcase/cash-hub](https://www.linkedin.com/showcase/cash-hub)

[www.cash-hub.org](http://www.cash-hub.org) - Cash Helpdesk available for all RCRC Movement CVA support
<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Number of boys/girls (0 - 5 years old)</td>
<td></td>
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<tr>
<td>Number of boys/girls (6 to 23 months)</td>
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<tr>
<td>Number of boys/girls (24 months to 5 years)</td>
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<tr>
<td>Number of pregnant and lactating women</td>
<td></td>
</tr>
<tr>
<td>Number of active household members (which contribute to household income - or household activities):</td>
<td>1</td>
</tr>
<tr>
<td>Male</td>
<td></td>
</tr>
<tr>
<td>Female</td>
<td></td>
</tr>
<tr>
<td>Number of orphans staying with household</td>
<td>1</td>
</tr>
<tr>
<td>Number of relatives being cared for in household</td>
<td></td>
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<tr>
<td>Number of people living with a disability in household</td>
<td></td>
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<tr>
<td>Any family household members who have migrated permanently/ (Children’s names + age + D.O.B)</td>
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<tr>
<td>Type of migration</td>
<td></td>
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<tr>
<td>1. Migrants to other cities to work</td>
<td></td>
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<td>2. Migrants attending in school</td>
<td></td>
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<tr>
<td>Others specified</td>
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What is your household source of income (choose up to 2):  
1. Formal employment  
2. Informal employment / day labour  
3. Petty / informal trading  
4. Selling from humanitarian assistance (e.g., dry food)  
5. Selling from own household  
6. Remittances  
7. South African Social Security Agency Grants (SASSA)  
8. Other (please specify)  
9. No income source  

2. Can you please share some more details on how your family has been impacted by the violence?
The IFRC commits to deliver 50% of humanitarian assistance through the use of cash and vouchers, by 2025.

[IFRC Plan and Budget 2021–2025]
In the past year we collaborated with

- 3 IFRC Regional Offices
- 4 IFRC CCST
- 15 National Societies
SUPPORT IN CVA DESIGN WITH IM
CAPACITY BUILDING
Email: cash-im@redcross.nl

WhatsApp: +31 6 13 99 92 46
Botswana Red Cross Experience

Joseph Onkemetse, Disaster Management Coordinator, Botswana Red Cross

[stop sharing slides so panellist can be seen]
SUPPORTING (UNDOCUMENTED) MIGRANTS THROUGH DIRECT DIGITAL AID

Melanie Miltenburg Coordinator Direct Digital Aid at 510 - the Netherlands Red Cross
REACHING THE MOST VULNERABLE

Don’t know their **RIGHTS**
Where to **FIND SUPPORT**?
Lack **RESOURCES** for basic needs

**FLEXIBLE**
**SAFE**
**SCALABLE**

**DIGNIFIED**
Supports **AUTONOMY**
Reduces **STRESS**

- WhatsApp helpdesk
- Digital cash aid
- Referral web-app
WEB-APPLICATION WITH REFERRAL INFORMATION

How it helps (undocumented) migrants:
• Guides the way to aid
• Enables the migrant to proactively reach out for support.

"It exceeded my expectation. When you talk about safety I think police. I did not expect Fairwork or LGBTQ, protecting us. I am like oh my god. This safety thing is one of the best things you have in the website. It helps us knowing what our basic rights are."

"The information given is precise and it is also a guide for everybody. It is very helpful and at the same time very timely and relevant. We got to know more information."

How it helps the Red Cross:
• Easy to maintain/update
• Can be scaled-up gradually
• Insight in needs through meta-data
WHATSAPP HELPDESK

How it helps (undocumented) migrants:
- Easy to access, anytime, anywhere
- Quick reply to questions
- Anonymity reduces barriers to ask for help

How it helps the Red Cross:
- Invaluable insights in needs and barriers support advocacy
- Unsolicited feedback on project
DIGITAL SUPERMARKET VOUCHER
DIGITAL SUPERMARKET VOUCHER

- Invitation: +31 6 6798862, +31 6 1936520, +62 0 6697802
- Registration
- Verification
DIGITAL SUPERMARKET VOUCHER

How it helps (undocumented) migrants:
- ‘Invisible’ aid safeguards sense of dignity
- Flexible because not time or location-bound

"It makes me feel human. Now I walk into the supermarket and buy what I want, whenever I want. I don't feel a beggar."

"With the plastic card you feel shy to use it. Like everyone else it looking at it. It is more anonymous with the digital aid."

How it helps the Red Cross:
- Quick and easy scaling up
- Insight in behaviour through meta-data
Hot topics in IM for CVA

Jonathan Garro, Data Engineer, American Red Cross

[stop sharing slides so panellist can be seen]
Thank You

- Lars Stevens, Coordinator Cash Information Management, 510 – The Netherlands Red Cross
- Joseph Onkemetse, Disaster Management Coordinator, Botswana Red Cross
- Melanie Miltenburg, Coordinator Direct Digital Aid for 510 – Netherlands Red Cross
- Jonathan Garro, Data Engineer, American Red Cross
- Joseph Oliveros, Cash Innovations Lead, Global, IFRC
- Stefania Imperia, Knowledge Manager, Cash Hub Team
- Cara Wilson, CVA Programme Officer, Cash Hub Team

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