

CashHelpdesk



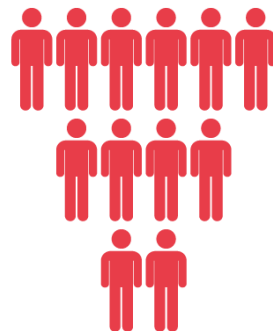
Learning from the Ukraine Crisis Webinar Series: Community, Engagement and Accountability in Remote CVA Programming **18th January 2023**

	Agenda	Speaker
5 mins	Housekeeping & Opening	Cara Wilson , Cash Hub Helpdesk Manager
10 mins	Ukraine Crisis: Overview of Operational Context	Güneş Alpan , CEA Delegate, Ukraine and Impacted Countries Operations IFRC
10 mins	Ukraine Crisis: CEA Approaches for CVA	Jeremy Smith , Country Cluster Manager: MENA Region British Red Cross
15 mins	Panel Discussion	Amy Crisp , Community Engagement and Accountability Adviser British Red Cross Güneş Alpan , CEA Delegate, Ukraine and Impacted Countries Operations IFRC Jeremy Smith , Country Cluster Manager: MENA Region British Red Cross
15 mins	Q&A	Panel response to questions and comments on Menti Meter.

UKRAINE RESPONSE OVERVIEW

Community Engagement
and Accountability in
Remote CVA Programming





**More than 5.5 million people
are internally displaced¹**



**More than 7.9 million
people have registered as
refugees in Europe²**



**of those who have fled are
women, children, older
people
and people with disabilities³**



**More than 17.7 million people are
in need of humanitarian support⁴**

1. IOM, Ukraine — Internal Displacement Report — General Population Survey Round 7
2. UNHCR, Operational data portal: Ukraine refugee situation (13 January 2022)
3. UNHCR, Unaccompanied and separated children fleeing escalating conflict in Ukraine must be protected
4. OCHA, Ukraine: Situation report (10 January 2022)



**PROVIDING
LIFE-SAVING
ASSISTANCE
WHERE IT'S
NEEDED
MOST:**
HOW THE
RED CROSS
RED
CRESCENT
MOVEMENT
IS HELPING

RESPONDING TO IMMENSE NEEDS AT A GLOBAL SCALE



96,000
volunteers
involved



658
rapid
deployments



52
National Societies
engaged in the response



6,000
National Society
branches responding



WASH

up to **10.3M** people reached

Improved access to water and provision of hygiene supplies



Cash

911,000 people reached

Multi-purpose cash assistance to support families in basic needs, rental assistance, health, shelter



Health

914,000 people reached

Assistance with drugs, medical equipment, and access to health facilities



Migration

761,000 people reached

Support provided in Humanitarian Service Points, assistance with transportation and evacuation



Relief

11.7M people reached

Provision of basic assistance, support to IDP centers, adapting facilities to make them accessible to people with special needs.



Protection

230,000 people reached

Child Friendly Spaces, PGI (Protection, Gender, and Inclusion) activities. Over 3,000 families received news on the whereabouts of their loved ones.



Shelter

1.5M people reached

Assistance with rehabilitation of houses/shelters, people accommodated in temporary collective/accommodation

Responding to people's urgent needs through integrated humanitarian assistance



CHF 68 million
has been given in
financial aid



911,000
people received **financial**
assistance



5 million
people provided with
basic assistance

How do people spend the cash?



Rent



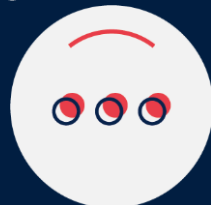
Groceries



Clothing



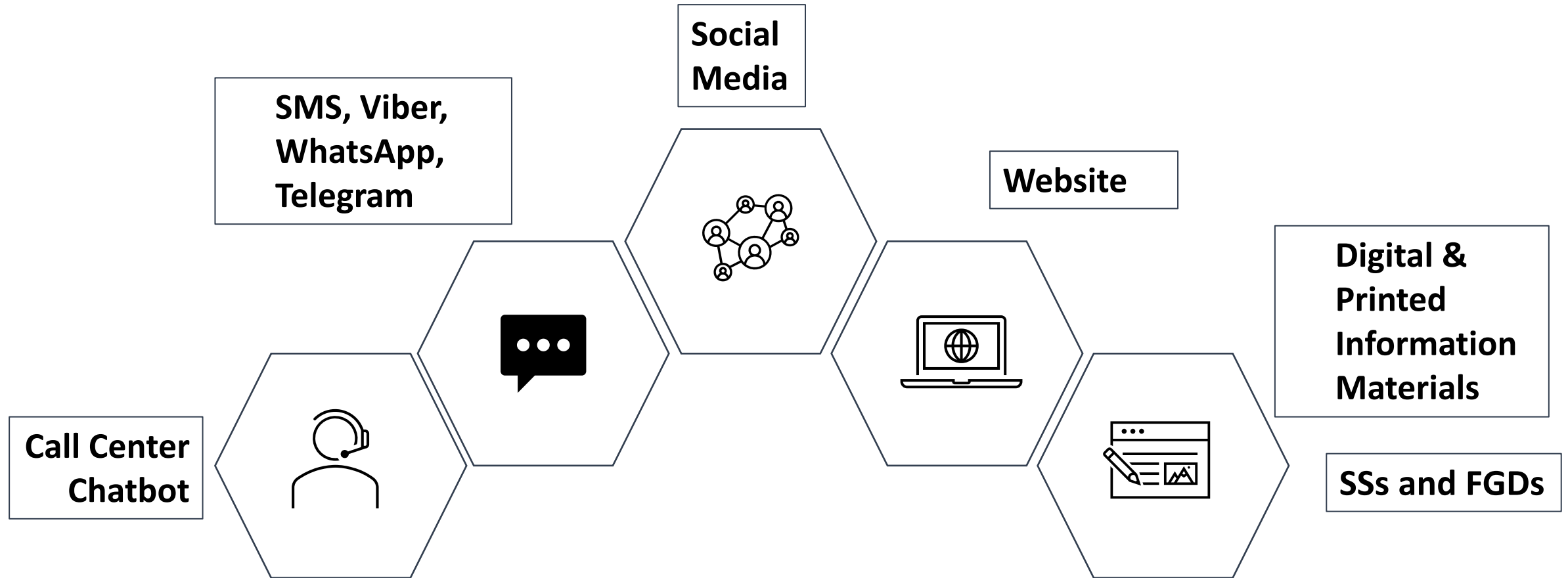
Medicine



**Plus many
others**



Channels used for the CVA in Ukraine response



Poland

 **CHF 24.5M** has been given in financial aid

 **44,659** people provided with multi-purpose cash assistance

CHANNELS

 Call center  Chatbot

Ukraine

 **CHF 4.08M** has been given in financial aid


 **19,963** people provided with multi-purpose cash assistance

CHANNELS

 Call center  Chatbot  E-mail

Slovakia

 **CHF 2.88M** has been given in financial aid

 **5,397** people provided with multi-purpose cash assistance

CHANNELS

 Call center  Chatbot  Humanitarian Service Points

Moldova

 **CHF 1.16M** has been given in financial aid


 **18,280** people provided with multi-purpose cash assistance

CHANNELS

 Call center  Chatbot

Hungary

 **CHF 480K** has been given in financial aid

 **3,335** people provided with multi-purpose cash assistance

CHANNELS


 Call center  Chatbot



The map used does not imply the expression of any opinion on the part of the ICRC, IFRC or National Societies concerning the legal status of a territory or of its authorities.

Bulgaria

 **CHF 1.55M** has been given in financial aid


 **23,548** people provided with multi-purpose cash assistance

CHANNELS

 Call center  E-mail
 Chatbot

Romania

 **CHF 21.29M** has been given in financial aid

 **75,113** people provided with multi-purpose cash assistance

CHANNELS

 Call center  Chatbot  E-mail  Humanitarian Service Points

Review of CEA approaches for CVA programming in Ukraine responses

June July 2022



PCK volunteers at the Infoline in Warsaw



Vol CEA training in Bucharest

Background to the CEA in CVA Review

- Purpose of the Review:
 - Assess whether the CEA in CVA checklist was used in the Ukraine response
 - Assess if community engagement activities were being integrated in to the CVA response, and
 - Make recommendations for the long-term CEA in CVA delegate position being considered at the time
- Site visits occurred over a 3 week period in Poland, Romania, Hungary and Slovakia in July 2022. Key Informant Interviews and Focus Group Discussions with 56 participants (68% women, 32% men).
- 10 main findings and 25 recommendations presented for the CEA team, wider operation management, and technical teams.

Findings: Internal Movement Considerations

- “In the Movement we always end up getting things done, but the way in which we get it done needs to be quicker and easier” – IFRC Delegate
- (Almost) everyone asked stated how important CEA was in the response, **yet when asked how CEA had been operationalised...**
 - CEA = infolines and feedback boxes
 - CEA in ITTs = whether a CFM had been established
 - Didn’t know about the CEA minimum actions in CVA programming tool
- **CEA in CVA checklist was only used in one project in Ukraine and not in any of the affected country operations**
- **Understanding of CEA was very theoretical and varied**
 - “the CEA role for me was reduced to just being a call centre manager.” – CEA delegate
 - “I was told to set up an internal filing system for the HNS” – CEA delegate
 - “Listing clear activities that are the responsibility of CEA would have helped me a lot” – CVA delegate
- CEA and CVA were in separate teams, unlike IM positions that were integrated in. “I am out of sight and out of mind.” – CEA Delegate
- Training on CEA for both internal operational staff in IFRC as well as NS colleagues had not been rolled out in a consistent way. Pre-departure briefings needed more detailed information provision of CEA actions and tools.



SCK volunteer with feedback box

Findings: Information Provision and Gathering

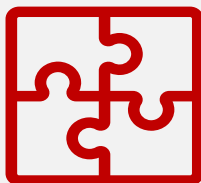
- Information provision through country-specific websites, clear information provided through posters at F2F registration points that include selection criteria, information line details, QR code links to the website FAQs and other information. Brochures are also handed out with clear information in English and Ukrainian.
- The IFRC website, brochures and posters all sighted had clear statements about data security and that Red Cross support is provided without cost or in exchange of favours.
- There was no consistent data gathering about usefulness of the different communication channels who may be excluded from receiving information through these channels or which channels best match community preferences.
- Community assessments in Poland and Romania were not completed due to
 - CVA already being decided as the programme modality,
 - Time pressures – though assessment questions were being included into PDMs to try and address this.
- FGDs with different sections of the community, completed in partnership with CVA and PMER were not happening consistently, needed to compliment PDM quantitative data



Registration centre in Bratislava with information posters

Findings: CFMs

- Complaint and Feedback Mechanisms were not achieving their overall purpose.
- Where multiple channels were used within an operation (infolines, chatbots, in-person feedback, social media channels, feedback boxes etc) they were not being centralised into one location to analyse data for recommendations to decision makers.
 - In Slovakia information gathered from feedback boxes used by SCK were not cross-referenced with Infoline feedback gathered by IFRC.
- CFM volunteers have no sight of casefiles on RedRose, and this is creating information delays and limiting the usefulness of the infolines
- Information gathered through hotlines was not consistent: In Romania vols were so overwhelmed they were only collecting complaints, in Poland the only data being recorded was numbers of calls, gender breakdown, time spent on call, issue tagging.
- Information management was inconsistent raising data protection concerns – google doc files.
- **Volunteers staffing the information lines are working high-risk roles and are exposed to significant risk of vicarious trauma**
 - In Ukraine specifically, Infoline operators have requested additional practical training in handling complex calls with callers expressing suicidal ideation, safely handling feedback, recording detailed information for programme improvement etc.



communityengagementhub.org

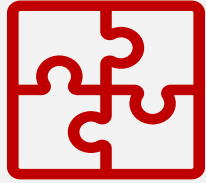
communityengagementhub.org/what-we-do/cash/

Access guides and tools, new CEA resources, trainings and events on the Community Engagement Hub.

Welcome to the Community Engagement Hub

Putting communities at the heart of what we do.

CashHelpdesk



Learning and resources

cash-hub.org

Helpdesk

cash-hub.org/helpdesk/

Webinars

cash-hub.org/resources/webinar-series/



Cash Helpdesk

helpdesk@cash-hub.org

CashHelpdesk

Questions and technical supports requests can be submitted through the Helpdesk's query form. The form is available in **English, French, Spanish and Arabic**.

cash-hub.org/helpdesk

REQUEST TECHNICAL SUPPORT HERE



English (United States) ▼

Cash Hub - Helpdesk

Welcome to the Cash Hub Helpdesk. The Helpdesk offers remote technical support to staff and volunteers of the Movement related to CVA for preparedness, response and recovery. The Helpdesk is monitored by technical CVA specialists from across the Movement. We may forward your enquiry onto other experts where a specific expertise, knowledge of a specific context or language skills are required to support you.

We are committed to responding to your enquiry within 24 hours.

...

* Required

1. Your name *