



*IFRC delegates hold a training session for volunteers and branch directors of the Slovak Red Cross on the registration and distribution of Cash and Voucher Assistance (CVA). © IFRC*

# DIGITAL SELF-ENROLLMENT AND INTEGRATED ASSISTANCE PROJECT

## AccessRC Project

### FROM CVA APP 1.0 TO AccessRC

A first version of the self-enrolment app was designed to address the specific needs of people on the move, particularly those displaced by the international armed conflict in Ukraine. By implementing a digital self-enrolment model, the app enabled individuals to access the operation’s multi-purpose cash services conveniently, overcoming the challenges of physical displacement and limited resources. In December 2022, we conducted a comprehensive review and redesigned our approach, informed by eight months of user feedback, evolving trends, and the needs expressed by Red Cross Red Crescent National Societies aiming to broaden their

application usage. This transition meant a shift from a single-use financial aid application to a model centered on user-owned accounts that could be used anywhere. This vision will allow us to assist individuals globally, in any language, to connect with and access a range of local Red Cross or Red Crescent services in their home country or while on the move. Looking ahead, the IFRC intends to advance the self-enrollment app as a core tool in a localized ecosystem of humanitarian digital services (framed as an ‘Assistance Platform’) linking diverse services and opportunities for referral to services across programmes and from other agencies.

## AccessRC MAIN ADVANTAGES



**Accessibility:** The digital self-enrolment model allows individuals to register and access Red Cross Red Crescent services digitally, providing greater accessibility to aid, regardless of location or time.



**Local Language Support:** AccessRC is available in dozens of languages, ensuring that individuals can access services and communicate in their preferred language.



**Efficiency and Speed:** AccessRC and the Assistance Platform ecosystem streamline workflows, automates verification processes, and enables faster response times, all while freeing up valuable resources for in-person support.



**Scalability:** AccessRC and the Assistance Platform ecosystem facilitate the scaling up of aid programmes, enabling National Societies to reach and support a larger number of people in a shorter timeframe.



**Fraud Prevention:** The app incorporates enhanced fraud control measures to mitigate risks, like recognition of thousands of identification documents.



**Multisectoral Response:** AccessRC and the Assistance Platform ecosystem aim to serve as a comprehensive tool offering a range of services beyond cash assistance, with future iterations including assessments and referrals to mental health and psychosocial support, health services, restoring family links and more.



**Interoperability:** As part of the IFRC Assistance Platform initiative, IFRC will explore opportunities for collaboration to leverage tools from across the Movement. Existing tools and systems used by National Societies can also be integrated, fostering interoperability and collaboration across different platforms and agencies.



**Empowerment and Accountability:** By giving individuals agency over their assistance and providing a communication channel in their language of choice, AccessRC promotes empowerment, accountability and transparency in the aid delivery process.



## HOW DO WE GET THERE

A multi-faceted approach is required to further test the AccessRC app in other contexts and develop the app to its full potential. Using a human-centered approach, this will entail advancing the technical aspects of the app, empowering National Societies to take ownership and effectively utilize the tool, and integrating a wide range of services to provide comprehensive assistance. These three key areas of work collectively contribute to transforming AccessRC into a powerful and versatile tool that can transform the delivery of Red Cross Red Crescent services.



IFRC and the Polish Red Cross distribute their first financial assistance to displaced people from Ukraine. © IFRC

### OUTCOME 1

#### Development and Institutionalization

Validation and further refinement of the AccessRC app and its functionalities, including the redesign of the external app with enhanced user experience and the testing and refinement of new features to enable faster response, better resource allocation, and data-driven decision-making

### OUTCOME 2

#### Localization and National Society Ownership

This outcome aims to empower National Societies to fully utilize the AccessRC tool and the Assistance Platform ecosystem by providing them with the necessary technical tools, onboarding support for programmatic and operational changes, training materials, and capacity strengthening activities. It also involves supporting collaboration and integration with national public agencies and other humanitarian and social security actors to maximize the impact and reach of the tool.

### OUTCOME 3

#### Service Integration

This outcome focuses on expanding the range of services offered through AccessRC and the Assistance Platform ecosystem, integrating various sectors such as health, mental health, shelter, migration, and more. It includes the development of remote operations management functions for enhanced decision-making and coordination, post-distribution monitoring capabilities, and integration feasibility assessments with other case management systems to ensure a comprehensive and holistic approach to service delivery.



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## CALL FOR SUPPORT

Your support is crucial as we continue to refine and expand the capabilities of AccessRC and the Assistance Platform ecosystem, empower National Societies to take ownership of these tools, and integrate a wide range of services for comprehensive assistance. Together, we can transform the way aid is delivered, ensuring it reaches those who need it most, when they need it most.

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