



Digital Self-Enrollment Model

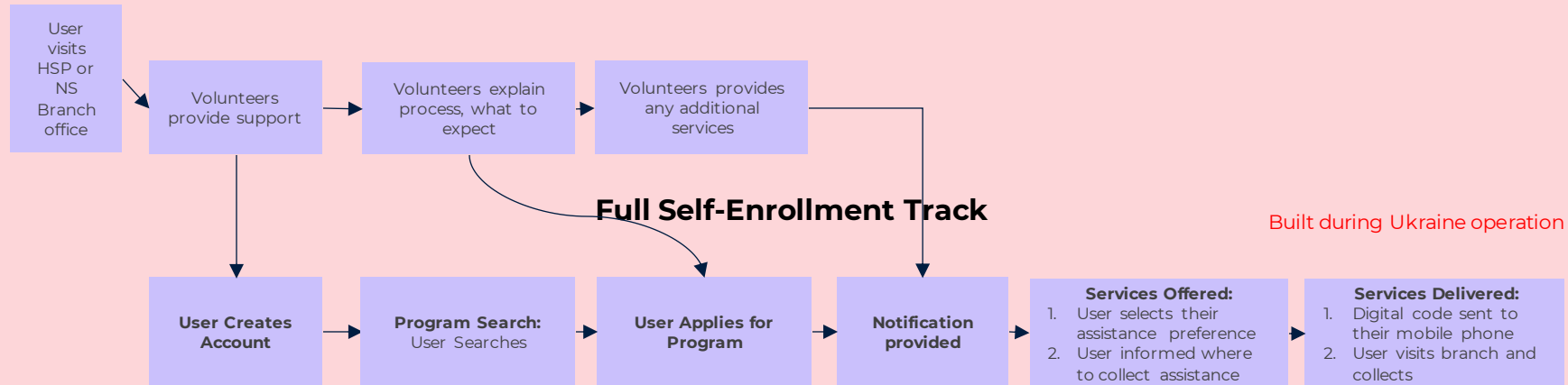




HSP/Branch Assisted Self-Enrollment Track

User wants more help

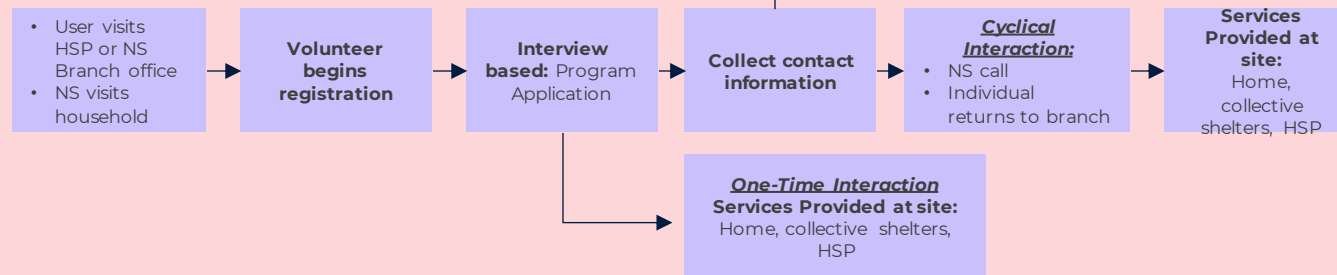
Used during Ukraine operation



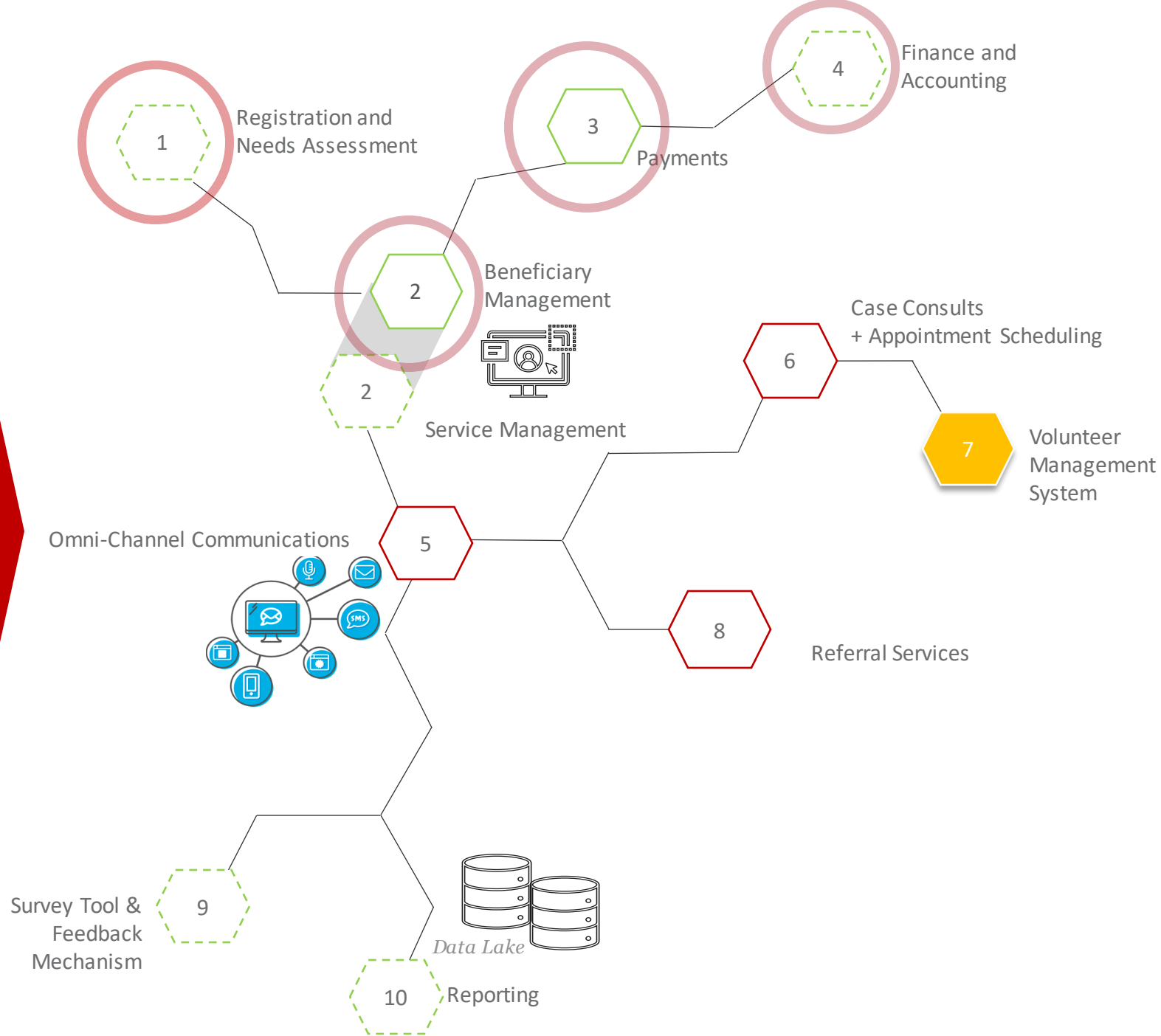
Full Self-Enrollment Track

Built during Ukraine operation

In-Person Model: Home Based, Collective shelters, etc



Assistance Platform Diagram



The Assistance Platform Initiative seeks to **align and share** the needs of people affected across lines of service (sectors) to more **efficiently and effectively** meet those needs, while **expanding entry points** for people affected to access assistance more easily.

Core components to enable self-enrollment and integrated assistance exist within a variety of RCRC initiatives, including:

- Digital Self-Enrollment Model
- 1-2-1 platform
- Digital Engagement Hub
- Virtual Volunteer

Example highlighting Digital Self-Enrollment Model

- Core components within Digital Self-enrollment Model
- Basic implementation within Access RC & PMM
- Future components in Assistance Platform ecosystem



Why was it Created?



Challenges



Scale



Capacity

Dispersal & Movement

Opportunities

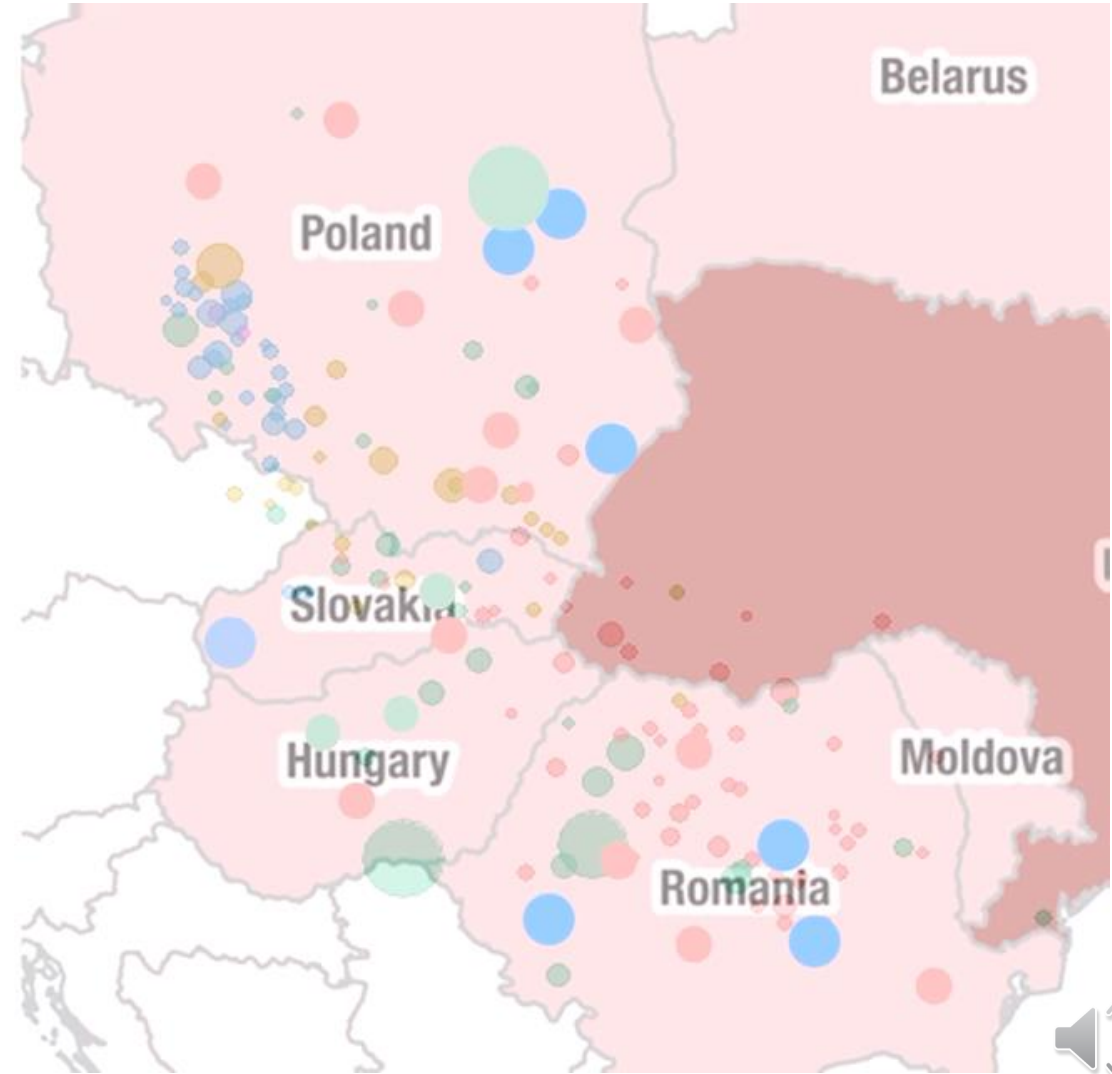
Feasibility



Connectivity/
Smart Phones



Identification





What is it?



What is it for National Societies?



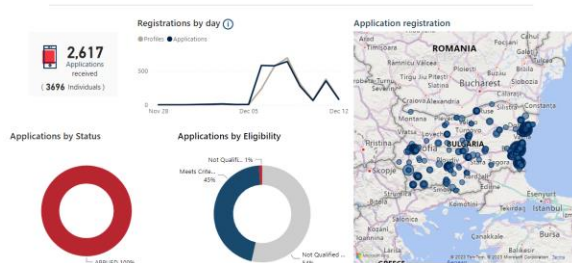
Register with the Moldova Red Cross for Cash Assistance

If you left Ukraine because of the current crisis and need support, we can help you.

IMPORTANT ANNOUNCEMENT: Cash Assistance Programme
Allocation Update Thank you for your interest in the cash assistance

Local Red Cross and Red Crescent staff can **create programs**

Local Red Cross and Red Crescent staff can **review and validate applications**



Local Red Cross and Red Crescent staff and volunteers can **monitor, analyze, deduplicate and distribute/provide assistance & information**

What is it for Users?

AccessRC:



- An app that allows users to create an account that they control and take with them wherever they go.
- Allows for remote engagement – information, messaging, services and distribution
- Provides information on available programs within one location or across multiple locations



Where Else is it being Used?

Validation Pilot:



- December 2023 – IFRC Validation
- Colombia Red Cross Pilot
- Migrant Population





How Does it Work?

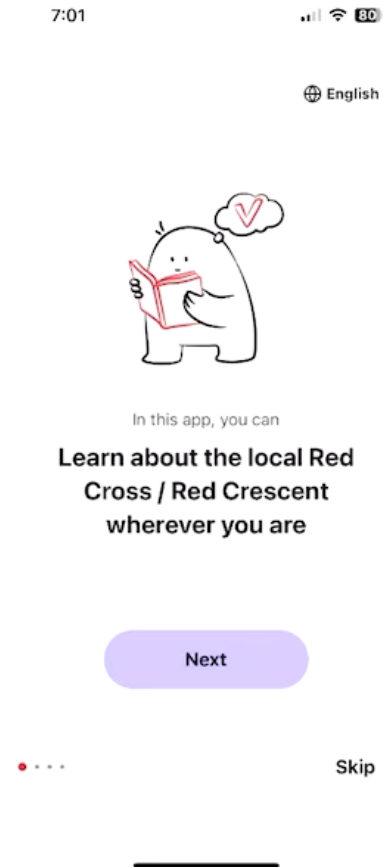




In-App Tutorials

In-app tutorials on-board users so they understand what the product is and how to use it.

Additionally, guided product tours spotlight key parts of the user interface.



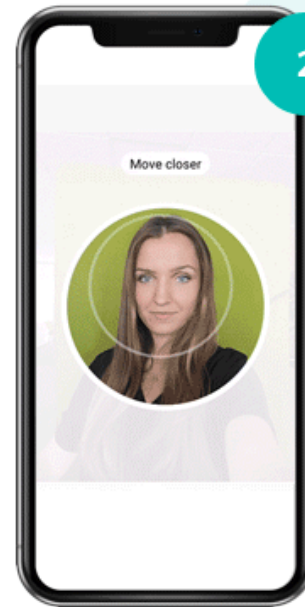
Account Creation: ID Verification

The account holder is the “focal point” for the family.

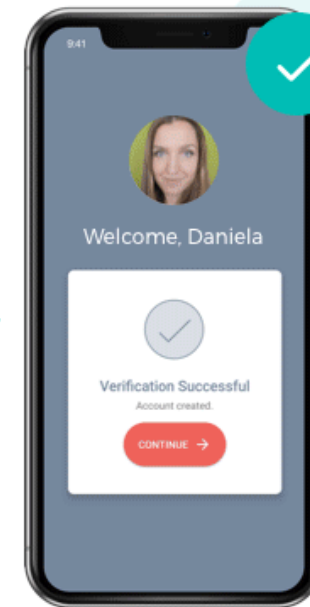
1. They create the account linked to their mobile number or email address
2. They register their profile (identity document & selfie check)
3. They can add additional family members ("Connections") to their account



Scan an identity document
OCR extraction of information
(e.g. National ID)



Verify Person with ID and liveness



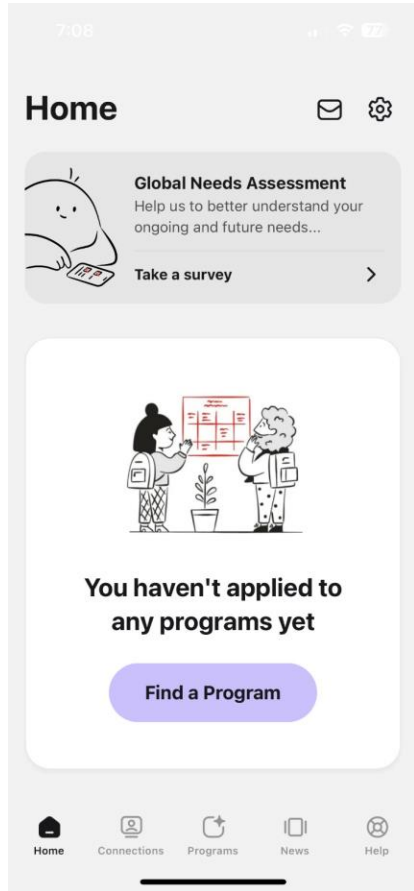
Confirmation of Successful Account Creation



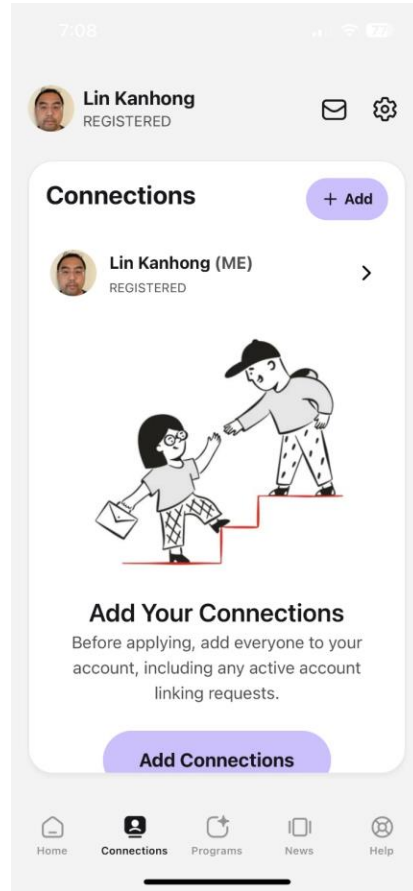


Main Areas of App Navigation

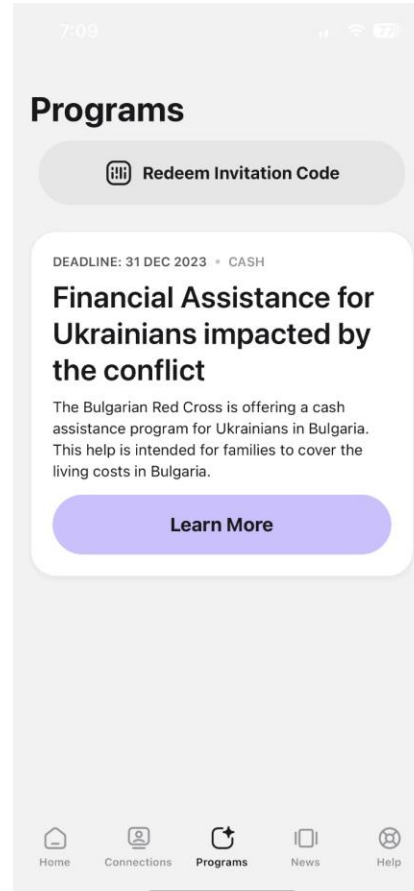
After account creation, the user will be in the main area of the app. This framework provides users to the most critical information they need.



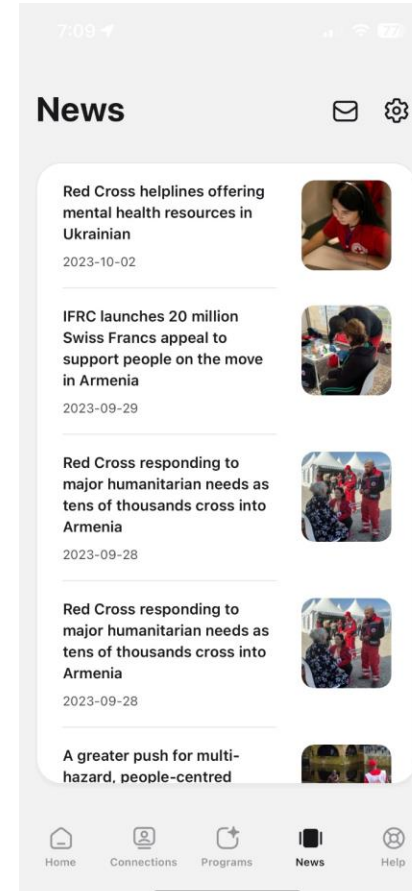
Home
Pinned cards of programs that the user has applied or is enrolled in.



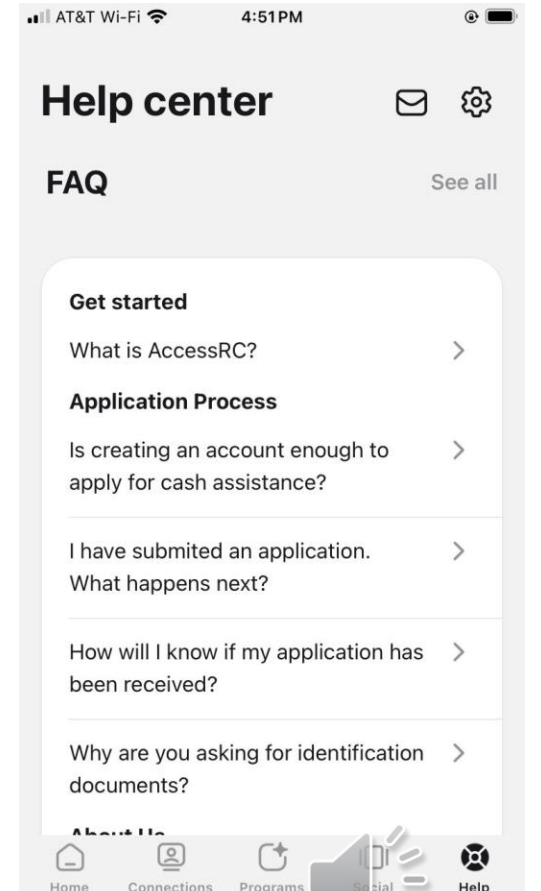
Connections
Manage your profile info, family unit, and connections



Programs
Search for programs in the app, read about it, apply.



News
Up to date feeds of NS and/or IFRC news




Help Center
FAQs
In-App Ticketing/Feedback



Application Process: For a Program

Programs

 Redeem Invitation Code

DEADLINE: 31 DEC 2023 · CASH

Financial Assistance for Ukrainians impacted by the conflict

The Bulgarian Red Cross is offering a cash assistance program for Ukrainians in Bulgaria. This help is intended for families to cover the living costs in Bulgaria.

[Learn More](#)



Programs

- See a list of programs available
- Redeem a code: Invite only programs

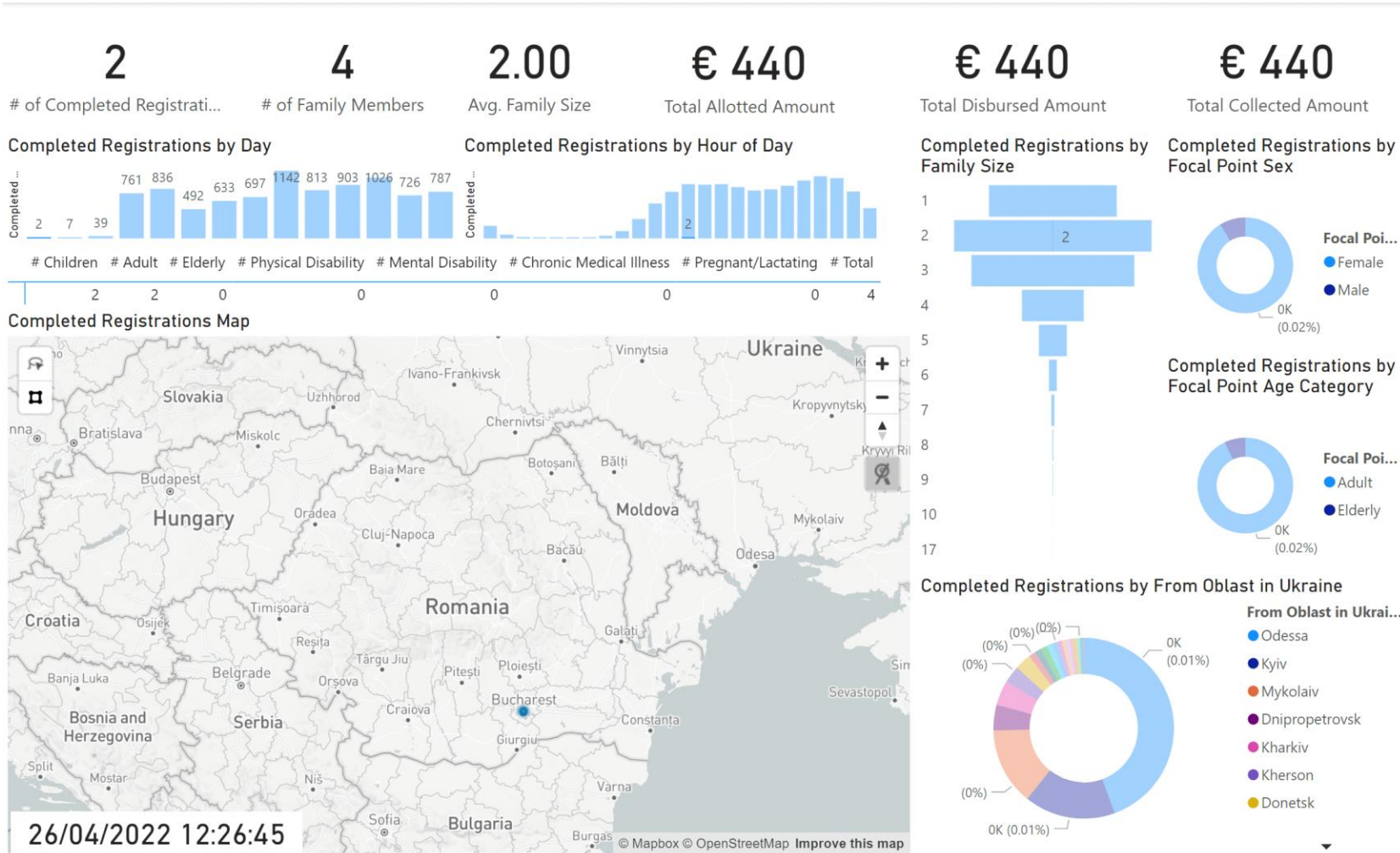




Digital Self Enrollment Model

Cash Assistance: Romania

Country Wide Impact in 10 Days

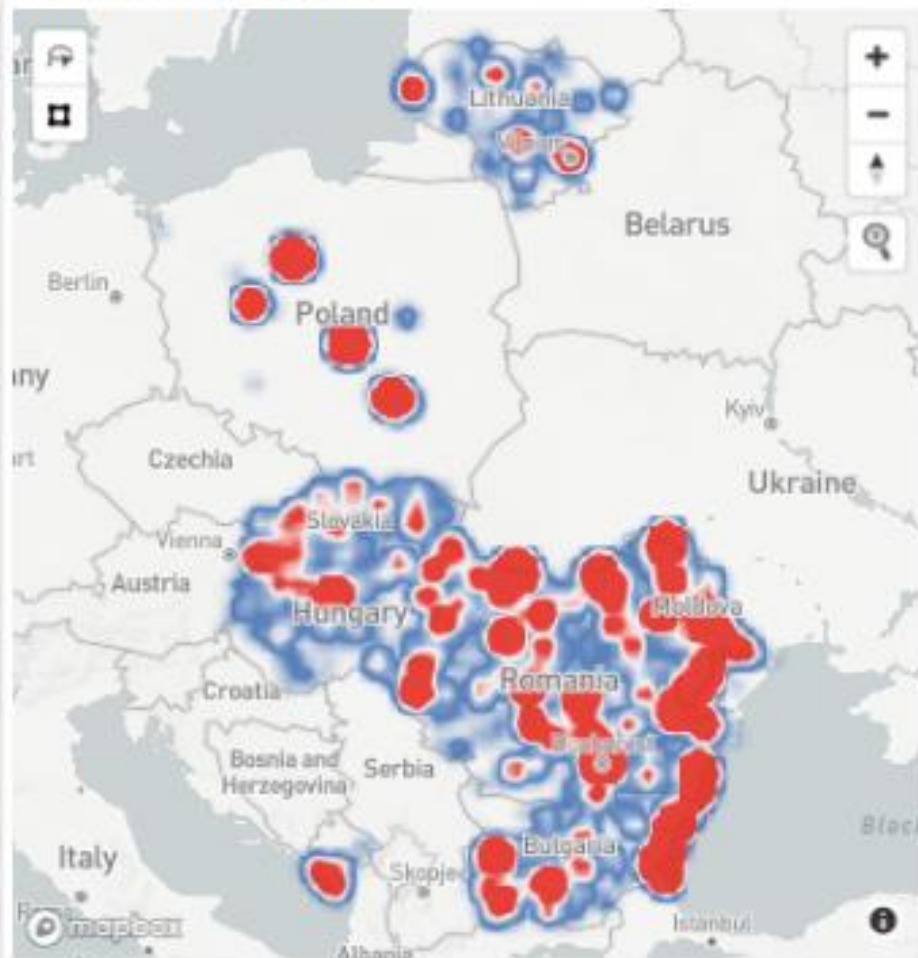


Cash Operational Monitoring

- Ukraine Response; **not** including all CVA activities in Ukraine, Turkiye, Belarus and Russia

12/12/2023
Last Refresh

Self-Registration Location



Country

All

Activities

All

Date

2/24/2022 12/12/2023

158,822

Families Assisted

296,151

Individuals Assisted

85.65M

Distributed (CHF)

85.61M

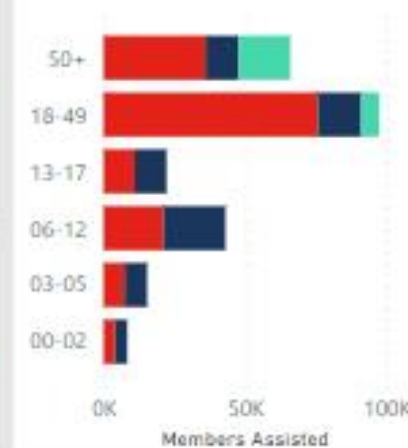
Collected (CHF)

Families Assisted by Country



Age Bracket and Gender

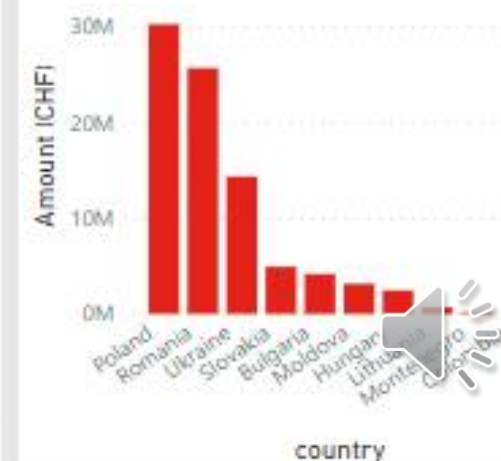
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Focal Point Gender



Amount (CHF) by country





71 Total countries with account

85% IFRC Europe Region
(45 out of 53 countries)

41% IFRC MENA Region
(7 out of 17 countries)

23% IFRC Americas Region
(8 out of 35 countries)

18% IFRC Asia Pacific Region
(7 out of 38 countries)

6% IFRC Africa Region
(3 out of 49 countries)

64,963 Households (93% Ukrainians)

130,336 Individuals

41 Languages supported by the app

English, Arabic, Armenian, Azerbaijani, Bulgarian, Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, Georgian, German, Greek, Hebrew, Hindi, Hungarian, Italian, Japanese, Korean, Latvian, Lithuanian, Malay, Nepali, Norwegian, Persian, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Thai, Turkish, Ukrainian, Urdu.

Last known location





Groups of people we have supported through self-enrollment

Single Headed Mothers who have children with disabilities

(Physical, Behavioral, etc.)

Single or **Elderly households**

Multi-generational households caring for people with chronic illnesses or bedbound

Third Country Nationals (speaking languages other than Ukrainian, Russian, or host country language)

Minority Groups

(e.g. Roma population)

Large Groups unable to return back to Ukraine

(e.g. Ukrainian youth sports teams)

Barriers to accessing humanitarian aid

Financial:

Cost of Transportation

Financial:

Access to a vehicle

Security

People who live in areas under conflict or high violence

Time

Serving as a caregiver and unable to show up to a distant humanitarian service point during operating hours

Social Discrimination and/or Stigma

Being an ethnic, religious, social group, linguistic, or sexual minority

Physical Barriers

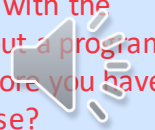
Having people show up to registration point when they may be physically unable to move.

Language

Does the humanitarian agency have workers and volunteers that can speak all the languages of the people in need?

Awareness/Information Barriers

How do you saturate a community with the information about a program consistently before you have to close?





Thank You

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